

Government Office for the South West

London to South West and South Wales

Multi-Modal Study

Participation Report No.4

Local Workshops, November 2001

January 2002



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1 Introduction

1.1 *Context*

1.1.1 Halcrow was appointed by the Government Office for the South West (GOSW) in March 2000 to undertake the London to South West and South Wales Multi-Modal Study ('SWARMMS' – South West Area Multi-Modal Study). The overall aim of the study is to make recommendations for a long-term strategy to address passenger and freight transport needs within the key transport corridors between London and South West of England and South Wales (M3, M4, M5, A303, A30, A38 and the parallel rail routes).

1.1.2 This will include, as and where appropriate, plans of specific interventions to address existing and predicted strategic transport problems in the study area, looking in particular at opportunities for reducing congestion by better management and modal shift, as well as options for taking forward focused improvements.

1.1.3 A comprehensive programme of stakeholder participation is included in the study process, involving workshops of invited stakeholders from across the study area and from a mix of involved and interested organisations. Workshops have been targeted at local and regional participants. The purpose of these workshops is to combine regional and local lay knowledge with regional and local expert and professional knowledge. Sustainable Futures, sub-consultants to Halcrow, lead the participation aspects of the study.

1.1.4 The Participation Programme for the Study has four phases. They are:

- Inception and Scoping Phase (Design Groups May 2000)
- Problem Identification Phase (Sub-Regional and Local Workshops July-October 2000, covered in Participation Reports 1 and 2)
- Option/Solution Development Phase (Cross Regional Workshop October 2000, covered in Participation Report 3)
- Plan Stage and Recommendation Phase (covered by this document, Participation Report 4)

1.2

Plan Stage and Recommendation Phase

1.2.1

The Strategy developed in SWARMMS comprises a range of policies and schemes that, together, are designed to effectively address the transport problems of the SWARMMS area. A central feature of these problems is the growing imbalance between the demands made on substantial sections of the area's transport infrastructure and services and their capacity to carry these safely and efficiently.

1.2.2

After assessing a series of four composite strategies (with different schemes and measures) an Emerging SWARMMS Strategy was developed during the summer of 2001. This was presented at events for stakeholders at the end of June and beginning of July 2001, the responses and feedback are reported in the 'Report of Feedback on the Emerging Strategy, October 2001'.

1.2.3

Having considered the feedback, the next stage of the study was tasked with determining what the strategy meant in greater detail i.e. the 'Plan Stage'. The next stage of the study determines what the strategy means in greater detail ('on the ground') - the 'Plan Stage'. From the Emerging Strategy, a Provisional Strategy was developed in late summer 2001. This takes on board the comments of stakeholders, not least that the strategy itself is not finalised until the end of the study. The purpose of the Plan Stage is to develop assumptions that were used in developing the Provisional Strategy to give them greater definition, demonstrate broad feasibility, establish a clear set of priorities and establish a set of schemes and policies as recommendations of the study.

1.2.4

The Plan Stage comprises ten 'plans' under three broad headings:

Four Multi-Modal Transport Corridor Plans

- (London) Reading – Bristol/Severn Estuary (including the Great Western rail line and the M4)
- (London) Reading/Basingstoke – Exeter (including the Berks & Hants and Waterloo-Exeter rail lines and the M3/A303/A30)
- Bristol – Exeter (including the Bristol - Exeter railway and the M5)
- Exeter – Penzance (including the Exeter-Penzance railway, the A30 and the A38)

Two Principal Urban Area (PUA) Plans

- Greater Bristol
- Swindon

Four Study-Wide Theme Plans

- Reducing the need to travel
- Intermodal freight facilities
- Rural access to the transport system
- Tourism

1.2.5 The purpose of the 'Plan Stage' is to:

- develop proposals in the strategy to give them greater definition;
- demonstrate broad feasibility; and
- establish a clear set of priorities and establish a set of schemes and policies as recommendations to the study.

1.3

Stakeholder Events

1.3.1

There were three elements to the plan phase of participation. They were:

- Local Authority briefings/question - answer sessions (morning session);
- Informal 'turn up' sessions for stakeholders to discuss particular aspects of the study (afternoon session); and
- Structured participation workshop (evening session).

1.3.2

Local workshop locations and dates at this stage were:

5th November 2001, (a) Newbury, West Berkshire DC Council Chamber

6th November 2001, (b) Swindon, STEAM Railway Museum

7th November 2001, (c) Salisbury, Guildhall

8th November 2001, (d) Bristol, Thistle Hotel

12th November 2001, (e) Taunton, Somerset CC Council Chamber

13th November 2001, (f) Exeter, Rougemont Thistle Hotel

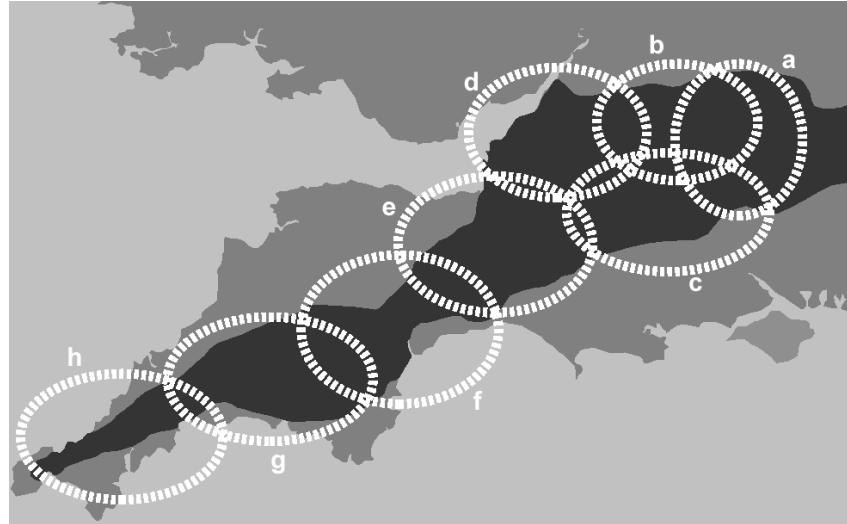
14th November 2001, (g) Plymouth, Guildhall

15th November 2001, (h) Truro, Alverton Manor Hotel

1.3.3

The outline 'local' area (geographic portion of the study area) considered by each workshop is shown in Figure 1.1.

Figure 1.1 Study area, showing local workshop regions



1.4

Invitations

1.4.1

At the beginning of October 2001 approximately 11000 copies of Newsletter No.3 were produced. Over 1500 of these were sent to individuals or organisations who had previously attended one of the SWARMMS workshops or had been involved in correspondence. Contained within the newsletter was a reply slip to receive details of the eight workshops.

1.5

This Report

1.5.1

This report describes the outcomes of the six local workshops held in November 2001.

1.5.2

Chapter 2 describes the Local Authority Briefings. Chapter 3 considers the Stakeholder Workshop process, describing the attendees and attendance at the sessions, as well as the tasks carried out. Chapter 4 describes other correspondence received.

1.5.3

The registration lists from the informal and structured session are included in the appendices along with feedback from the workshops.

2 Local Authority Briefings

2.1

Aim

2.1.1

The purpose of the Local Authority Briefings was to:

- update the Authorities of current work in progress;
- gain their views on some of the plans/schemes to be included within the Preferred Strategy;
- discuss the options and appraisal; and
- obtain information/data where appropriate.

2.2

Attendance

2.2.1

All the local authorities within and adjacent to the SWARMMS study area (including county, unitary and districts) were invited to send representatives to any of the events.

2.2.2

The authorities who attended each session are shown below:

- Newbury
 - Buckinghamshire CC
 - Hampshire CC
 - West Berkshire DC
- Swindon
 - Cotswold DC
 - Bath and NE Somerset C
 - Swindon BC
- Salisbury
 - Weymouth & Portland BC
 - Bournemouth BC
 - Wiltshire CC
- Bristol
 - Bath and NE Somerset C
 - North Somerset DC
 - Bristol City C
 - South Gloucestershire C
 - Joint Strategic Planning and Transport Unit (Avon)

- Taunton
 - Sedgemoor DC
 - Gloucestershire CC
 - SW Regional Assembly
 - Mendip DC
 - Devon CC
 - Somerset CC
- Exeter
 - Devon CC
 - Teignbridge DC
 - North Dorset DC
 - Torbay C
 - West Dorset DC
- Plymouth
 - Plymouth City C
 - Caradon DC
 - Dartmoor NPA
- Truro
 - Cornwall CC

3 Workshop Outline

3.1

Aims

3.1.1

The workshops sought to:

- inform the participants about the Provisional Strategy, the development of the 'Plan Stage' and forthcoming recommendations;
- provide an opportunity for participants to contribute to the definition of the plans;
- consider the implications of the ten plans for each local area, i.e.
 - the four study wide concepts
 - the relevant multi-modal transport corridor(s)
 - the proposed changes to the Principal Urban Areas; and
- provide an opportunity for participants to explore the feasibility of the plans and to indicate their priorities for action and early implementation.

3.1.2

A total of 219 people participated in the eight workshops or attended in the informal sessions. Individual workshops were attended as follows:

- | | |
|-------------|----|
| • Newbury | 12 |
| • Swindon | 24 |
| • Salisbury | 28 |
| • Bristol | 34 |
| • Taunton | 43 |
| • Exeter | 35 |
| • Plymouth | 23 |
| • Truro | 20 |

3.1.3

Attendees at the workshops included a mixture of stakeholders participating in the study for the first time and those who had attended one or more of the workshops held in 2000. In addition to this, members of the study team from GOSW and Halcrow observed at each workshop and answered questions from the floor.

3.1.4

Details of attendees can be found in the Appendices.

3.2

Tasks

3.2.1

The workshops were held late afternoon/early evening and ran for 3 hours. There were three main parts to each workshop:

- Introduction and overview to the Provisional Strategy and participation process;
- Session 1 – Looking at the four study wide topics; and
- Session 2 – Looking at the Area plan proposals: the four multi-modal transport corridor plans and the two Principal Urban Area plans.

3.2.2

Further details of the workshop design can be found in the Appendix I.

3.3

Introduction and overview

3.3.1

In the introduction, the programme of stakeholder participation was outlined by Sustainable Futures and an overview of the Emerging Strategy was presented by Halcrow.

3.4

Session 1 – The Four Study Wide Topics

3.4.1

Participants worked in small groups, each group including participants who felt they had something to offer to the particular topic. The groups were asked to:

- Think through the detail of the four study wide topics (tourism, reducing the need to travel, rural access to the transport system and freight) outlined as part of the provisional strategy; and
- Put forward ideas of how interventions could be implemented in the area.

3.4.2

The groups were encouraged to write their ideas on flip charts provided, and summarised their main findings to the whole workshop as a short verbal report.

3.4.3

During the report back process, the participants recorded the comments onto flip charts. In order to prioritise the problems and issues identified, all participants were then invited to place small sticky dots on the flip charts, on the most important issues to them. Participants were given a ‘budget’ of dots, but could choose how to allocate them throughout the range of measures identified.

3.5

Session 2 The Area Plan Proposals

3.5.1

Having identified the main issues for each workshop area and the participants had prioritised the issues, the consultants and the stakeholders opened the agenda for discussion on detailed solutions in the second part of the workshop. The agreed

issues were then addressed by re-forming the workshop into self-selected working groups to look at each of the prioritised issues within the relevant multi-modal corridor or Principal Urban Area plan. In general terms, groups considered:

- specific modal issues;
- multi modal issues;
- marketing; and
- deliverability.

3.5.2 The responses were again recorded on flip charts and summarised back to the whole workshop as a verbal report.

3.5.3 The feedback from the presentations are recorded in the Appendices.

4 Responses

4.1 *Correspondence*

4.1.1 At the end of each workshop the participants were encouraged to write to the study team if they felt other matters should be considered within the final strategy or if they felt they did not have an opportunity to convey their views fully during the two workshop sessions.

4.1.2 As a result subsequent comments have been received via email, letter and fax. These have included:

- formal responses from local authorities;
- formal responses from other organisations;
- comments from members of organisations (as individuals); and
- comments from individuals.

4.1.3 A total of 20 comments were received, namely:

- 8 from Local Authorities;
- 10 from other organisations; and
- 12 from individuals.

4.1.4 A summary of the issues raised in these communications can be found in Appendices J-L.

Appendix A

Newbury Workshop

Appendix A1

Newbury Workshop – Registration

Name	Organisation
S. Hollinshead	Buckinghamshire CC
P. Harwood	Highways Agency
Martin Smith	Rail Future (Thames Valley)
Jane Kiely	Ramblers Association
Janet Griffin	Local Voices
Peter Burt	Reading Sustainability Network
Nigel Rose	South East Forum for Sustainability
Philip Frost	West Berkshire District Council
Stuart Hylton	Joint Strategic Planning Unit
John Kirkman	CPRE Kennet District Group
Barry Deller	ACTVaR
Kevin Travers	Hampshire County Council

Appendix A2

Newbury Workshop – Feedback

Feedback Session 1

Rural access/public transport and integration

- Taxis should be combined with public transport journeys.
- Public transport needs to become more reliable. Public transport marketing needs to be improved.
- The deregulation of the buses has made integration and the control of services more difficult.
- Public transport call centres should be encouraged.
- More facilities are needed to take bicycles onto trains.
- Employers should encourage more working from home.
- Employers should subsidise employees to use public transport.
- Work based travel should be in place plans for all large employers.
- Sustainable land use planning needs to be developed more by Local Authorities.
- There is a need to look at North/South movements for public transport journeys as well as East/West.
- The government needs to encourage more small local business to promote local services.
- With increased house prices it is difficult to employ people, there is a need to address the wider economic picture, so people can move a lot easier.

Tourism

- Rail fares for tourists are too expensive.
- There is a lack of public transport information, both at the origin and destination ends.
- People feel in more control when using their own car.
- There are no facilities to carry large loads of luggage or bicycles on public transport.
- Tourists perceive that there is a lack of public transport at the destination end.
- There is a lack of local information at the origin about public transport services at the destination end.
- The tourism market needs to be segmented to cater for caravaners, OAPs, weekenders, cyclists etc....

- Motorail should be provided to Scotland and the North of England.
- More incentives should be provided for families to travel on FGW trains. At the minute it is very expensive for families to travel on their peak services.
- There should be improved marketing to promote what facilities and services are at the destination end.
- Travel should be made as easy as possible with inter ticketing and interchange facilities.
- Fly drive should be promoted for longer journeys with car hire at airports and stations.
- There needs to be more facilities for cycle hire at rail stations.
- A return of luggage vans on trains would be welcome to look after large amounts of luggage.
- Call centres should be used alongside websites as people appreciate personal contact for reassurance.
- Alternatives provided should be as convenient as using the car.

Feedback Session 2

Roads

- Locally around Newbury there wasn't a lot to discuss, as it was felt that it really effecting the SWARMMS study area.
- There should be access controls at congestion spots on the network.
- Where appropriate there should be access controls to encourage strategic diversions between two routes to manage flows and divert around incidents/accidents.
- There should be ITS measures to improve lane usage.

Rail

- There should be Park and Ride facilities on the main corridors at strategic points.
- Additional parking facilities at stations would help people transfer from the road onto rail.
- Stations should have more staff with better policing, along with inter ticketing and integration facilities.
- Stations should have more facilities such as coffee shops and restaurants. This also helps to create a safer environment.
- Grade separation should be introduced at Didcot and Reading to allow cross movements of trains.

- Interchange with other modes of public transport should be of a very high quality with lots of public transport staff there to assist in a clean and safe environment.
- The remodelling and development of Reading railway station is key to SWARMMS.
- Buses and coaches should be of a high quality clean and with lots of staff available to help.
- The Milton Business Park in Didcot missed an opportunity to use rail freight.
- Thames Valley parkway station could be used to take over flow from Reading station.

Appendix B
Swindon Workshop

Appendix B1

Swindon Workshop – Registration

Name	Organisation
Martin E Yallop	Kingston University London
Mike Brougham	Age Concern Swindon
Robert Cage	COI Communications
S.J. Bucknell	North Wiltshire District Council
Chris Thomas	Swindon Borough Council
Doreen Dart	Councillor Swindon Borough Council
Christine Shine	Transport 2000
Mollie Groom	Wiltshire County Councillor
Iris Dayton	Cricklade Ramblers
Matthew Stock	Laing Strategic Land
Nigel Carter	Swindon Chamber of Commerce
Jean Saunders	Swindon Friends of the Earth
Charmaine Spinkernell	CPRE
Lisa Hawkes	Swindon Borough Council CLLR
Donald Brunwin	New Mechanics Institution
David Hill	Chiseldon Parish Council
Martha Parry	Swindon Civic Trust
David Phipps	CPRE (North Wiltshire and Swindon Group)
Diana Kershaw	Bristol Chamber of Commerce
Geoffrey Hamilton	Private Individual
Nick Duckworth	Hallan Land Management
Guy Bardue	Swindon and Marlborough NHS Trust
Neil Butters	Okus Area Residents Association
Evelyn Ryder	Dial a Ride and Community Transport

Appendix B2

Swindon Workshop – Feedback

Feedback Session 1

Rural access

- The reliability of public transport services needs to improve.
- There needs to be improved information with up to date/accurate timetables making the travel experience easier, including real time information.
- Swindon bus station is of very poor quality.
- Bus stations and buses should have more facilities for cyclists.
- The planning of train and bus services should be integrated.
- There should be more disincentives to discourage driving into Swindon.
- Mini park and ride sites in rural area locations should be considered.
- Employers should encourage employees to car share.
- More Wigglybus and 'Dial a Ride' schemes.

Freight and Integration

- Disappointed at the failure to get P&R at Junctions 15 and 16 on the M4.
- The views on trams and LRT are very short sighted, messages should be sent to the RDA for different measures which reflect a public service not a profit.
- Swindon has no suburban rail services, LRT could be developed by encouraging high rise buildings near the rail station.
- Fast commuter bus links should be provided into Swindon from surrounding towns and cities.
- New Marston rail station should be developed into a major rail/bus interchange. Similar interchanges should be considered in West Swindon, Purton and Blundsdon. This would take cars out of the centre of Swindon.
- As a priority present rail and bus interchanges need to improve to provide an ease of information, with access to new technology in a safe environment.
- Freight should be priced off the road and onto the rail.
- Transport should be integrated into all areas of the Local Plans.

- The quality of consultation needs to improve between the local authorities and chambers of commerce.
- With no more road capacity available there needs to be something done to effect modal shift.

Tourism

- Swindon and North Wilts is 'over promoted and under sold'.
- Swindon is the home of the railways and a good place to base a holiday. There should be more hotels and infrastructure in place to encourage this.
- The Great Western mainline may become a world heritage site in the future, based in Swindon.
- The areas around Swindon are very attractive with lots of culture.
- The cost of travel and accommodation needs to be addressed. Tourists should be able to use buses and trains without spending too much money.
- Incentives should be specifically introduced to the different tourist markets, business travellers, families, educational, overseas tourists and day-trippers.
- Public transport travel should be convenient and cheap with improved access to information.
- The reliability of public transport is very important.
- Special incentives should be provided for families and group travel.
- There should be some long term considerations given to trams.
- Swindon should provide better signage for tourists.
- Public transport information should be easy to understand making journeys a lot less stressful.

Reducing the need to travel

- Measures introduced should be both strategic and tactical.
- There should be less displacement of products and consumption.
- Publicity of the financial cost of commuting should be encouraged.
- Financial incentives should be introduced in order to have modal shift onto non-car modes.
- People should consider more carefully where they work and live.
- More mixed-use development in Swindon should be considered.
- For those who work from home they should distribute their home days throughout the week as opposed to just Fridays and Mondays.

- More local facilities in smaller towns should be introduced to around the size of Wroughton, it could be considered to be self-sufficient.
- Transport hubs should become commercial hubs to encourage more through put.
- The implications of new development need to be considered a lot more thoroughly.
- The demand for the number of vehicle journeys at peak times should be restrained in order to smooth demand throughout the day.
- By introducing congestion charging, revenue would be generated to go in to public transport and reducing levels of travel.

Deliverability

- What is the effectiveness of the Regional Assembly to take SWARMMS forward once recommendations have been reached?
- The staffing within the transport industry needs to be considered in order to engage partners to take measures forward and to be a nuisance to the government to make things work.
- The SWARMMS final recommendations need a complete section on how new measures are going to be delivered.
- Local Authorities need more staff and revenue to carry out recommendations.
- The backlog of schemes in the South West needs to be re-addressed, we should be looking to Europe in order to have big ideas and to keep different areas engaged in development.

Session 2

Rail

- New services need to be introduced between Swindon and Heathrow, and Paddington to Gloucester/Birmingham.
- Late night return journeys into Swindon should be introduced.
- Swindon should look to introducing a new suburban network (LRT).
- New infrastructure to be introduced should include double lines between Swindon and Kemble, quadruple track between Swindon and Paddington, a spur into New Marston and extending services into Bedwyn, Marlborough and Malmesbury.
- New stations should be considered in Purton and Wootton Bassett.
- Train drivers should be given true professional status and higher recognition.

- Comprehensive ticketing, through ticketing, better interchanges and better information needs to be provided.

Trams

- Trams east/west and north/south should be introduced along rail routes and sites outside of the town centre, in order to be integrated with buses and trains.
- A new tram service would have a huge impact on the town centre creating a free flowing public transport service.

Bus

- Swindon should have a new bus/rail/tram integrated station with improved seating, lighting, with more real time information and ticketing.
- Buses should be deregulated.
- There should be more control of buses with more bus lanes.
- Swindon Borough Council should have more power over Stagecoach and other operators.

Roads

- There needs to be higher priority for non-car users.
- Variable speed limits on the A419/417 should be introduced along with new technology to assist vehicles at junctions 15 and 16 on the M4.
- Drivers should be educated on whether a journey should be made by car or not.
- Swindon is a very confusing place for visitors as they find it very difficult to move around within the urban area. Improved signage should be introduced.
- Kerbside parking restrictions should be introduced earlier in the morning and later in the evening.

Appendix C

Salisbury Workshop

Appendix C1

Salisbury Workshop – Registration

Name	Organisation
Ken Griffiths	Chicklade Residents for A303 Dualling
Steve Mault	Chicklade Residents for A303 Dualling
C.J. Ward	Chicklade Residents for A303 Dualling
Shelagh Macshane	Private Individual
Helen Nobles	Dorset County Council
Stephen Howard	CPRE Dorset
M.G. Fowler	Salisbury District Council
P.W. Mitchell	Chicklade Parish
R.M. Kingston	Chicklade Resident
Nancy Weatherill	Wiltshire Bridleways Association
Margaret Willmot	Salisbury Friends of the Earth
Pam Rouquette	Salisbury Transport 2000
J.H. Boyle	CPRE West Wiltshire
Colin Mills	SDC
David Duckworth	Rail Futures
John Vint	CPRE Kennet
R. Thornton	Environment Agency
Craig Nelson	University of Aberdeen
Simon Face	CBI S.W.
Kathy Friday	West Knoyle Parish Council
David Horne	Stagecoach/South West Trains
Paul Walker	Salisbury District Council
Timothy Woods	Churches in Wiltshire
Phil Marshall	Hampshire County Council
Jill Randal	West Knoyle Parish Council
David Rawlins	Pedestrians Association
David Redgewell	T2000
Kate Freeman	South West TAR

Appendix C2

Salisbury Workshop – Feedback

Reducing the need to travel

- Supermarkets should try look towards one delivery per day.
- Rural services need to be co-ordinated more so people do not have to travel as far to reach essential services.
- More new 'Wigglybus' initiatives should be encouraged.
- The public should have a greater willingness to pay for local public transport services.
- Research of why people make car trips as opposed to public transport trips should be conveyed to people to make them aware of their decisions that they make when travelling.
- More mixed use planning should be considered in rural and urban areas.
- More consideration should be given to the school run and how to reduce the number of school trips made.
- Carrot and stick methods should be introduced to employers to encourage car sharing, home working and video conferencing.
- The introduction of 'Pay as you Go' season tickets would encourage public transport travel.
- Legislation should be introduced in order to change the tax system so that companies can receive incentives in order to promote changes in travel patterns.
- Profits and services need balancing so that there are funds available to provide for increased travel options.
- Priorities: A modal shift of school and work trips onto public transport, an improvement of public transport services in rural areas, incentives introduced to reduce the cost of public transport fares and education concerning travel decisions.

Integration

- The significance of interchange penalties must be reduced by cost and by numbers of interchanges.
- Data needs to be acquired to see what interchange measures need improving.
- New parkway stations should be built to improve integration with rail/bus and car at Wilton, Bishopdown and near Devizes.
- Bus services should be concentrated on rail stations.

- Reinstating the Yeovil to South Chard rail link.
- More frequent bus services will reduce waiting times.
- There should be bus improvements at Laverstock so the buses go to the rail station.
- The pricing of Park and Ride should be structured to attract people not repel them.
- When someone buys a through ticket they expect connecting services to wait for them, not to let them down, especially late at night.
- More cross city services should be developed.
- There needs to be more car parking at railway stations to encourage transfer from road to rail.
- Buses and trains should be made to integrate with bicycles.
- Shuttle buses to and from rail stations could be used instead of increasing car park space.

Rural Access

- Video conferencing facilities should be developed for those in rural communities.
- Village residents along the A303 route find it difficult to cross the road, especially at peak hour times.
- Cars need to be used for certain things especially when the public transport is so unreliable to and from rural rail stations.
- Public transport services should be fully integrated to meet with trains on their arrival at the station.
- More safe storage spaces for bicycles is required at stations.
- Subsidised/shared taxis should be used instead of bus services, as it would be a lot cheaper than empty subsidised buses. The certainty of the taxi fare is the most important factor.
- There needs to be more provision for parking at coach stations.
- The price of travelling on public transport should be a lot cheaper, especially for family travel.
- The Waterloo-Exeter line needs to become more reliable.
- Park and Ride buses should be given extra priority on the network.
- Travelling further inevitably means using different operators, it therefore becomes more difficult to obtain travel information for the new operator.
- 32% of people in Somerset do not have access to a car, the people therefore need access to taxi-buses which should be flexible and affordable to them.
- Taxi-buses should take over from rural bus routes so they can continue to run later into the evening.

Tourism

- Local landscape should be protected for tourists.
- Public transport is a big factor in how tourists travel, it needs to be user friendly, with good information, integrated with capacity to take bicycles and luggage.
- There should be adequate parking for bicycles and cars at rail and bus stations/stops.
- The public transport summer season is a lot shorter than the actual summer season, no services run in the off season.
- Walking routes and buses are not integrated.
- Historic rights of way for bridleways and footpaths need to be preserved and kept intact without severance.
- Parking should be free at rail stations and bus stops.
- Public transport should have a lower cost with high cost disincentives towards private car use.
- Local tourism should be encouraged to get local people in their spare time not to travel so far for tourist activities.
- More 'Quiet Lanes' should be designated to walking, cycling and horse riding routes, due to vibration and noise from cars and HGVs.
- Regional public transport information needs to be easily available on the internet, it is however recognised that not everyone has access to the internet so other information sources need to be developed (call centres, mail shots).
- Public transport ought to be cheaper.
- Buses only spend 5% of their income on marketing. This should be increased to promote the comfort and relative cost of public transport. The Government Office should take responsibility to make it happen.
- Taxis have to take a more important role in rural areas at the weekends and in the evenings.
- The Wigglybus service in Wiltshire needs to be extended however, Wilts buses are running on poor quality contracts, with poor services and poor quality. The County Council has to be convinced of the deliverability of an improved Wigglybus service.

Session 2

Education/Marketing and awareness

- One person or body to promote public transport. E.g. making tickets available in hotels and in shops.
- Incentives should be introduced to buy pre-purchased tickets at a cheaper rate.

- Operators should look to Europe for ideas, information and knowledge in how to run quality buses and trains.
- Service culture within the bus industry needs to co-ordinate the marketing of bus companies to cover ticketing and needs to change, more 'service with a smile'.
- Information should be widely available, bus companies should consider mail shots of bus routings.
- Children ought to be educated on transport, travel and its implications. This may effect present attitudes towards private car use.
- Local Authorities should make public transport companies provide comprehensive information as part of contractual agreements.
- The travel system should be demand responsive to deliver to communities what they require.

Deliverability

- The mechanism for delivery of transport schemes needs regional government to have more authority.
- There needs to be more emphasis on revenue and not on capital funding.
- Rail issues should have a higher priority than road issues.
- The ring-fenced funding of the Exeter-Waterloo line dualling should be above the dualling of the A303 and A30, the railways need a continuing subsidy towards this.
- Introduction of a regional freight strategy
- Sites for the development of railways and railway infrastructure need to be protected.

Public Transport

- Waterloo-Exeter needs a 2 hourly service and onto destinations past Exeter, with new stations at Porton and Wilton.
- Increased frequency is required on the Berks and Hants line with services continuing on from Bedwyn to Westbury.
- A key plan should be devised in and around Devizes as its on the Berks and Hants line and close to lots of other settlements, the rail station should become a major public transport interchange node.
- An orbital rail route around London needs to be considered.
- Sites for future possible freight yards need to be protected.
- The Salisbury to Basingstoke line should have major consideration for gauge enhancement to take freight.

- Freight access charges onto rail are too high, sites for freight should be reserved and incentives should be introduced in order to take freight off the roads and onto rail.
- Incentives ought to be created to source goods locally/regionally. Could be done by making the freight industry more sensitive to fuel prices.
- New rail services and stations need to be introduced in Wiltshire as part of new franchises.

Chicklade-Mere

- Group agreed on an online upgrade.
- D Redgewell T2000, at this point raised his hand to state
- T2000, CPRE and other Non Governmental Organisations are to withdraw from the debate on the A303/A30 and building on AONBs, they are not signing up to it.
- He went onto mention that their position was mentioned at the Regional Assembly in Taunton and reinforced at SWTAR meeting. They were not prepared to discuss the detail of the schemes on the A303 and not convinced of the merits of A303/A30 dualling.
- Kate Freeman of SWTAR however added:
- That SWTAR had every sympathy with T2000 however, SWTAR were not aware of the statement made by T2000 and would like to see minutes of the SWTAR meeting before making such positions public. The process needed to be agreed from all the members and at the moment that wasn't the case. So there was no statement on behalf of SWTAR.
- The Environment Agency stated that they would be continuing to work in the process with everyone and would comment later on the proposed schemes.

Appendix D

Bristol Workshop

Appendix D1

Bristol Workshop – Registration

Name	Organisation
Clive Farnham	Highways Agency
K.N. Offer	Mott Macdonald
Ian Noble	W S Atkins
J. Chester	Roger Tym and Partners
Steve Kowalczyk	South Gloucester Council
Angus Stirrock	W S Atkins
Terry Coulson	Bath Friends of the Earth
Jon Wyatt	Mayer Brown
Wendy Lutley	CPRE South West
Alan Pinder	Friends of the Earth
Robin Corser-Langford	Disabled Travel Service
Nigel Hutchings	South West Chamber of Commerce
Maddy Longhurst	Western Partnership for Sustainable Development
Brian Lomas	Light Rail Transit Association
Dilys Skilleter	Bristol Area SERA
Lesley Bennett	North Wiltshire District Council
Chris Foley	South West RDA
Andy Wood	South West RDA
Craig Nelson	University of Aberdeen
David Redgewell	Transport 2000
Michael Killpatrick	Transport and Highways, Bath Chamber of Commerce
Keith Ward	RPC Western England
Diana Kershaw	Bristol Chamber of Commerce
J. Ogden	Bath Resident
Tony Hathaway	University of the West of England
J.P. Bockey	Light Rail Transit Association
Alex Side	Neath Port Talbot County Borough Council
Bryan Smith	The Bristol Port Company
Mike Birkin	Sustainability South West
John Waerson	Transport 2000 Avon
Bob Divine	Alder King
Dick Drew	Rail Futures
Bob Houghton	Wessex Trains
Christopher Irwin	RPC Western England

Appendix D2

Bristol Workshop – Feedback

Feedback Session 1

Integration of Public Transport

- Promote the existing network.
- Have higher frequency services with clock face timings.
- Match jobs, housing and public transport services for example, in deprived South Bristol.
- Access to Cribbs Causeway should be improved by public transport.
- There should be a focus on key hubs, key interchanges with minimum standards, easily accessible, safe, clean, one overall service objective (incorporating all public transport companies), comfortable cafes, real time information and through ticketing.
- Information should be available across all modes across the whole region.
- A PTE type structure needs to be developed to co-ordinate fares and ticketing.
- All fares should be integrated.

Integration (2)

- All modes should fit together to go where we want to going a reliable, comfortable manner.
- Travelcards and smartcards should be used more and be made to work.
- More Park and Ride bus services need to be introduced into city centres, whilst waiting for the LRT.
- Needs to be more demand responsive taxis.
- Clarity of vision is required, at the minute it is all short term. Demands should be made for public transport in order to compete against the comfort of the private car.

Reducing the Need to Travel

- The development of urban form is a long term project. Land use diversification can help in reducing the need to travel.
- More data has to be collected on the M4 and M5 to understand why people travel, in order to develop reducing the need to travel measures.

- Teleworking, video conferencing, green travel plans and school travel plans ought to be given more consideration.
- With e-commerce people will have more free time and may indeed end up travelling more, along with the numerous additional delivery vans.
- Village shops should act as pick up points for e-commerce deliveries, this hub-concept would also keep the social community aspect of the shops, making them multi-functional centres.
- Companies need to have quality broadband connections to the internet in order to have quality video conferencing.
- Local servicing and impact on travel demand needs new research into the impact of reducing the need to travel.
- Initiatives should be introduced for employers to promote car sharing.
- There is a need to recognise the difference in 'reducing the need to travel' and 'reducing travel demand' in the Bristol area there is support for congestion charging and initiatives to be introduced from the revenue.
- Free public transport could be used on the M32 to reduce car use.
- Community initiatives should be looked at instead of transport solutions.

Access to Rural Transport

- Parking pockets with accessible public transport along major routes and small train stations should be encouraged, the public transport has to be in place first of all though.
- More public transport services from rural rail stations.
- Bikes should be able to go onto buses and trains and be complemented with facilities for secure storage to promote 'Cycle and Ride' schemes.
- Rural access needs to be considered not only rural to urban, but urban to rural also.
- There ought to be more access points to public transport, with fiscal and physical restraint on cars approaching urban areas.
- Public transport should be cheap, quick and reliable, priced comparable to marginal cost of private car use.
- Demand responsive transport providers should be on the end of the phone and on the internet.
- Informal car share schemes and car clubs in the work place should be encouraged.
- Small scale transport schemes should be combined with large scale transport schemes in order to ensure comprehensive coverage.
- Origin-destination movements need to be known within the countryside, in order to understand the movements and what the environmental capacity is.

Freight

- Rail freight should be used for inter regional freight movements, whilst the roads should be used for intra regional freight.
- The Hallam link on the rails needs to be improved.
- On the rails companies lose control of their security, it is very difficult to organise, on the road it is easier to look after the goods.
- The location of rail movements is geographically determined, whilst road transport is footloose, directly A to B.
- There is a poor decision making framework within organisations dealing with freight.
- Severnsides intermodal links on water, road and rail should be supported by SWARMMS.
- Rail access charges ought to be halved, more incentives need to be introduced.
- A lot of railway lines/depots are unsuitable for ro-ro facilities.

Tourism

- 'Little things make a big difference' over all ages and disabilities.
- Interchanges are key, they should be to the same standard as airports, with no stairs and help available with luggage.
- More porters should be on standby to help everyone when needed.
- Ramps should be on the side of the train to help with wheelchairs and buggies, means that there would be no more minding the gap.
- Information about bus services is required at both the origin and destination end.
- More face to face local information needs to be complemented by internet and telephone information services.
- More taxis need to be wheelchair accessible.
- Public transport services should be as direct as possible.
- Local public transport ought to interact with the footpaths, especially where there are walking holidays.
- More warm welcomes and the development of a people service.
- Opportunities to send luggage down on an earlier train and meet it in the hotel or at the destination train station.
- Bring back left luggage lockers.

Session 2

Bristol Issues

- The main ought to be on urban public transport within Bristol.
- It is essential to have a Bristol P.T.E. with funding and local taxation powers.
- Develop a core network for heavy/LRT links that have quality interchanges.
- Quality bus lanes, that help to deliver a quality public transport service.
- Halcrow should look at Karlsruhe to see an example of a quality public transport system.
- Some road space needs to be reallocated for green modes.
- The providers need to diversify to have transport and social objectives.

Rail

- The Wessex franchise is nonsense, artificial.
- FGW and Wessex should serve Bristol, Exeter and Plymouth.
- The Southwest network ought to go via Okehampton in the future to avoid the Dawlish sea wall.
- Needs to be hourly service from Bristol to Waterloo, and Channel Tunnel rail link and to other areas of London.
- Bristol Temple Meads, Parkway, Bedminster and Lawrence Hill should all become quality public transport interchanges.
- A shuttle service should go to Severn Beach.
- Hallen would be a good site for Park and Ride.
- The Greater Bristol LRT must be operated on alternating current so when the Great Western mainline is electrified it will operate on the same type of electricity.
- The LRT should be based on the same principles as in Karlsruhe, where there are stops within residential areas, including new housing developments, there should also be zonal ticketing.
- Off vehicle ticketing should be introduced along with travel cards.
- To deliver transport solutions a Bristol PTE needs to be set up.
- Park and Ride
- An urban wide parking policy needs to be developed.
- The best choice of destinations must be selected to ensure patronage.
- The perception of driving needs to be addressed to encourage a modal shift.
- Park and Ride facilities must have security with CCTV, appropriate landscaping and comfortable buses.

- The P&R service must be multi-use inwards and outwards to service as many areas/market sectors as possible.
- The PUA's of Bath and Bristol need to have suitable funding to have quality strategic P&R schemes.
- The strategic schemes could play a regional/sub-regional role.
- Parking could be made available at small bus stops, this would only involve small land take.
- M4 rail/coachways should be considered.
- Possible sites for Park and Ride
 - Bath: A4, racecourse, South Bath for the university
 - A4 East could have a rail facility
 - Bristol J17 M5 Cribbs Causeway (LRT)
 - J18 at Avonmouth road and rail
 - Hallen has already got permission for P&R
 - J19 M5 Portbury joining the docks
 - J16 M4/M5 interchange with the road and LRT
 - M32 at J1 or at M4 junction
 - Fishponds area with LRT
 - A4 Brislington at A4 on the Bristol-Bath rail line
 - A38 south at Ashton Gate/Airport
- Need to make sure revenue is available to continue services including rail Park and Ride.

Road vs Public Transport

- Needs to be an appropriate public transport/road balance output from SWARMMS.
- Main opportunity is to optimise the potential and to increase reliability.
- Public transport must begin the journey or else people will just travel by car.
- Marginality-people are not aware of mileage cost when taking the car, the economics of relative cost must be addressed.
- Public transport nodes need to integrate rail and road journeys.
- At present the network is vulnerable to incidents a certain amount of slack/alternatives must be available to cope with such incidents.

Motorways

- The motorway function needs to be addressed with a balance of local traffic and strategic through traffic.

- There is recognition of whether Devon and Cornwall should have a motorway into and out of the far Southwest.
- Quality origin-destination data and traffic flow must be obtained for the motorways and Local Authority roads in order to understand what actually is happening on the roads.
- In Bath there is a concern that there isn't enough co-ordination of studies.
- The area around Bristol is the main issue, there is a need to improve access to South Bristol, with the completion of the Ring Road and issues at Brislington. Road schemes need to be delivered in a shorter time scale than rail schemes.
- Social schemes should be looked at in aiding the community and development.
- Revenue funding versus capital investment is important when considering local schemes.

Appendix E

Taunton Workshop

Appendix E1

Taunton Workshop – Registration

Name	Organisation
H. Boutall	Farmer
R. Willoughby-Foster	Taunton Deane Borough Council
Sam Crabb	Somerset County Council
Howard Thomas	Member, South West Regional Assembly
Norman Browne	Transport 2000
Geoffrey Swarder	CPRE South West
B. Bunton	Private Individual
Oliver Corill	Cotswold Line Promotion Group
Tim Carroll	Somerset County Council
Chris Mitchell	SW RA
Jack Walker	Taunton and Minehead Rail Links Co.
John Geraghty	Cyclists Touring Club
Roger Giles	Parish Councillor
Matt Prescott	First Great Western
Peter Muff	Swiss Railways
Rex Ingram	South West Chamber of Commerce
Nigel Mermagen	Somerset County Council/Chard Town Council
Gate Mack	RPC Western Region
Gina Seaton	West Coker Parish Council
B. Greenhaigh	Somerset County Council
Mike O'Dowd-Jones	Somerset County Council
Brian Hendley	Somerset County Council
Doug Echant	Taunton Deane Borough Council
P. Horsington	Tintinhull Parish Council
Stephanie Wheeler	British Horse Society
Roy Sims	South Petherton Parish Council
Nigel Dovell	Highways Agency
Andrew Turpin	South Somerset District Council
Kay Wyatt	Buckland St. Mary Parish Council
Caroline Cameron	Whitelackington Resident
Paul Lacey	Taunton Chamber of Commerce
Alison Slade	Devon Wildlife Trust
Mike Watson	Taunton Deane Borough Council

APPENDICES

Ian Wilson	Taunton Resident
John Aram	CPRE Somerset
Paul Jenkins	First (Somerset and Dorset)
Ken Brown	National Trust
David Gordon	Somerset County Council and SELCA
David Redgewell	Transport 2000 Rail Future
Gill Bromley	Buckland St Mary P.C.
Dick Drew	Rail Futures Severnside and Transport 2000
Phillip Higginbottom	South Somerset District Council
Richard Banks	Somerset County Council

Appendix E2

Taunton Workshop – Feedback

Feedback Session 1

Mind Map

- In reducing the need to travel Halcrow need to link landuse planning with sustainable transport.
- New fleets of buses are required to run at least 4 times per day each way in rural areas and at least every 10 minutes in urban areas each way, reliably.
- Land needs to be preserved to ensure that bus and rail stations can be side by side in the future.
- New housing should be near rail and bus stations, especially in Taunton.
- Local plans should match both housing and transport needs in South Somerset.
- Tourist need to be able to link up walking with bus services within the National Parks.
- Parking policy can effect the amount of cars within urban centres, however it must be matched by a quality public transport service.
- The government must have more capital investment into the bus industry.
- The market will not generate new bus services in the Southwest.
- 40% of people in the Southwest do not have access to a car therefore, there should be absolute public transport provision, that is safe and reassuring, especially with late night services.
- Mendip DC run an excellent late night bus service form Bath (X267) late at night that is always full, other LAs should consider similar services.
- We now live in a 24hr society therefore there should be 24hr public transport, especially for young people in places like Yeovil.
- Village life needs to be balanced, at the moment transport is divided for rural/urban areas, it needs to an overall picture.
- Flat fare taxi services should replace services where it is unreasonable to run a bus service, e.g. late at night.
- Trains, buses and taxis should be integrated 24hours a day.
- From the train operators perspective taxis are very important part of the integrated transport service and it is a workable option to be considered further.

- 30-40% of the population in and around Taunton live in rural areas, there is a real need to look at more evening services.
- Taunton bus station should relocate next to the rail station that will allow integrated buses and trains, along with parking provision for cycles and cars.
- More integrated transport hubs should be created across the region.
- More car pools and car-sharing clubs ought to be considered, similar to those in Edinburgh and Bath.
- More connections to Europe need to be developed, at the moment there is only one service per day from Honiton.
- Bicycles should be able to go onto trains without pre-booking.
- At the moment only 14% of buses are low floor and fully accessible, more investment is required to allow the diverse society to have access to public transport services.
- Cycling reduces the number of cars on the road, SRA should consider cycling as part of future rail franchises, to allow more cycles on trains.
- First Group is looking to get bikes onto trains in Devon.
- Exmoor should look to market car free packages, this would be aided by marketing circular bus services on Dartmoor.
- Reducing the need to travel will help to enhanced quality of life where transport volumes will be less. Psychological explanations need to be explored for travel choices in order to impact on peoples 'Hearts and Minds'.
- Buses for school travel should be free and allow them to be used throughout the whole day to the general public to raise revenue.
- Transport to and from airports ought to become more direct.
- More services are required between Salisbury and Exeter airport.
- Bus-taxi services in the Netherlands are subsidised to 33%, similar schemes should be considered in the UK.
- The business community in Exeter passed by an opportunity for an integrated transport hub in Exeter.
- New settlements should not be built in North Somerset, as it will encourage more commuting into Bristol on the M5.
- Rural bus grants should improve long-term guarantees to bus companies in the Southwest, there is so much uncertainty due to the present short-term agreements.

Session 2

Blackdowns/A303 Dualling

- Environmental issues were the key concern during the groups debate.

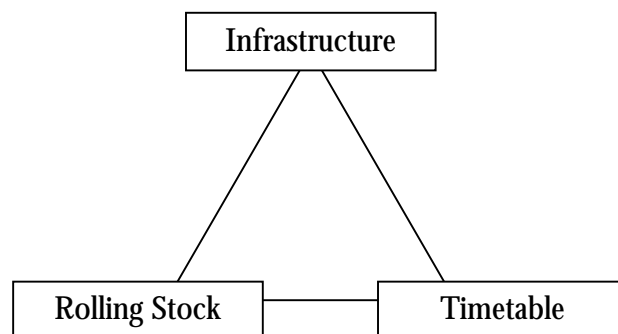
- There was a view that the environmental concern should reign above all other issues, therefore, the A303 and A358 should not be upgraded, however the A358 should have increased capacity without dualling.
- The majority of the group felt that it would be better to dual the roads, however in a sympathetic manner.
- The group voted 6 ½ for dualling and 3 ½ against dualling.
- The group voted 6-1 that both the A358 and A303 ought to be dualled.
- The group agreed that the environmental balance would be balanced out by saving in accidents.

Proposed lines of alignment

- The group did not discuss audio or visual impacts.
- If the A303 is dualled then it should be constructed by materials to ensure a quiet road.
- For reasons of safety and pollution the A303 or A358 or both should be dualled, consideration needs to be given to environmental and local users considerations.
- The sheer volume of traffic, is very near to the limit for single carriageway to be upgraded to dual.

Rail and Bus

- If the A303 was improved it was felt that this would extract rail users away.
- Better coordination of information is required between regional authorities, local authorities, train operators and bus operators, especially in Cornwall and Somerset.
- Tickets for train journeys should be available on buses.
- There needs to be regional investment with revenue support. The amount of investment in the UK is the lowest in Europe at £121m.
- The Exeter-Waterloo double track should include improvements to Okehampton, Gunnislake and Plymouth.
- Bus fleets need capital and revenue support.
- Taunton requires investment for road and public transport measures.
- Timetables, infrastructure, and rolling stock need to be planned together in a long-term vision.
- Timetables need to be planned for short, medium and long term planning.



- Each of the three elements in the triangle need to be in place for short, medium and long term planning in order to run a successful train service. Without any of them the train operation will be very difficult.
- Payback from investments is important as it's all about providing continuing public services.
- The government should consider a 'Hearts and Minds' campaign to make the general public more aware of the consequences of travel.
- Coaches and buses should be integrated with rail.
- Central government, regional government, county councils and district councils need to work closer together in their overall planning of the transport system.

Strategic focus with Taunton acting as a sub-regional transport hub.

- A new imaginative approach needs to be taken long term, different to what has taken place in the past.
- North-South routes need more attention with more bus routes.
- Rural residents would like to see a rural transport system/service, with a build up of more and more services from rural areas.
- The urban expansion of Taunton should site housing and leisure facilities on public transport corridors.
- Junction 25 on the M5 is operating at capacity a park and ride facility would stop cross flow, it could also function as a 2-stage link out into rural areas.
- Businesses and institutions need to be forced to operate travel plans in order to reduce traffic flow.

Appendix F

Exeter Workshop

Appendix F1

Exeter Workshop – Registration

Name	Organisation
David Peacock	CPRE Dorset Branch
Mark Whittle	Stagecoach Devon
Roger Drew	Torbay Resident
Janet Cox	British Horse Society
Brian Theatre	Chamber of Commerce
Allan Clegg	South West Partnership (SCOPE)
Elizabeth Hayler	WRVS
Jacqui Flather	Federation of Small Business
Martin Stoolman	Transport 2000 Devon
Bob Driscoll	West Dorset Friends of the Earth
Richard Colley	Pell Fischmann
Jack Pomfrett	Access\CDF
Phillip Watts	South West Sustainable Roundtable
Jo Macpherson	Highways Agency
Ian McGregor	Exeter Chamber of Commerce
Henry Best	CPRE, Somerset
David Redgewell	Transport 2000, Rail Future
Philip Dominey	South West Trains
John Taverner	Exeter Trades Union Council
David Whitton	Highways Agency
Maurice Marshall	Northcott Theatre
Dick Nuttall	FSB
Richard Howden	Age Concern
Richard Burningham	Devon and Cornwall Rail Partnership
Mike Birkin	Sustainability South West
John Maidment	East Devon District Council
Roger McCallister	National Trust
Mike Walker	CPT/COF
John Jerwood	Private Individual
Mike Ellingham	National Farmers Union
Michael Jerwood	Exeter Consumer Group
Paul Dishman	Local District
Bob Houghton	Wessex Trains
Ruth Sanders	Exeter City Council
Claire Gibson	South West RDA

Appendix F2

Exeter Workshop – Feedback

Feedback Session 1

Integration 1

- Measures to improve integration:
 - Improved signing
 - Improved car parking
 - Luggage transfer and lockers
 - An improved perception of public transport
 - Improved personal security
 - Reduced cost of public transport and car parking
 - Physical integration of bus and rail stations
 - Reassurance messages if delays/problems
 - Better through ticketing bus/rail and rail/bus
 - Joined up marketing to improve perceptions
 - Cycle carriage on trains
 - Improved bus information
 - Real time bus/rail information
 - Smartcards to be used across all modes
 - More bus lanes
 - More low floor buses
 - Promote present services
 - Through ticketing
 - More direct links for buses to meet rail services
 - Improved infrastructure, including car parks
- Exeter should develop a gateway strategy to integrate St. David and Central rail stations along with a new bus station. Exeter's bus station at the moment is an eye sore.
- Car parking charges ought to be used as a disincentive, in order to get more people to use public transport.

Integration 2

- Coachways should be developed around Exeter on the trunk road/motorway network.

- There is a lack of buses travelling to and from Parkway stations.
- Network maps are very hard to find to discover and find information about services.
- There needs to be more joined up thinking, e.g. parkway stations along the A303.
- More through ticketing.
- Bikes should be able to go onto buses and trains.
- More revenue is required for bus and rail networks.
- Bus and rail shelter design ought to improve.
- Adshel should deliver more quality facilities.
- Cities should have more help points to assist people travelling by public transport.
- Hotels should make public transport information easily available in hotel rooms.
- Variable message signing at all train stations to promote the use of rail services.
- Political will is needed. A Regional Transport Authority ought to be set up for deliverability.

Rural Access

- Rural areas need more regular through services.
- Improved facilities required for OAPs and disabled people at bus and railway stations.
- Buses should be run more as a public service not as a business.
- A single fare system should be considered with through ticketing.
- Shelters should have countdown timers and details of later/return services.
- Information should be easily available on the phone and on the internet.
- Options for varying routes should be made available.
- Operators should notify people about return journey information.
- Existing providers must work together more.
- Quick solutions should be carried out quickly.

Reducing the need to travel

- Transport and landuse needs to become more integrated.
- Major/national companies should encourage teleworking and video conferencing.
- Teleworking/video conferencing requires more advanced technology infrastructure.
- Travelling should be made less economic, e.g. by car parking charges.
- If it were easier to move house, people wouldn't commute as far.
- Politics should have a greater influence in trying to achieve mixed land use.

Tourism

- The 85% of tourist trips are made by car, realistically it won't change dramatically, however measures could be introduced to help influence the modal shift.
- The tourist industry needs to improve marketing and the detail of the actual packages offered.
- The tourist trade needs a champion to co-ordinate tourism and car free tourism.
- People need confidence to leave the car at home i.e. there are going to be public transport services to meet their needs.
- The perceived cost of public transport ought to be realised compared to the car journey. Cheap tickets should become more flexible, e.g. the Dartmoor Sunday rover ticket that can take you across Dartmoor into the far Southwest.
- A return of left luggage facilities.
- Real time information should be available to instil confidence in the network across at a strategic level.
- Car hire at facilities at rail stations could become part of cheap packages if booked in advance, it still retains a certain amount of flexibility for the tourist. Bicycles should also be available to hire at rail stations.

Freight

- HGV's cause extensive damage to road surfaces.
- There are too many HGVs in rural areas, there ought to be designated freight routes.
- Local sourcing ought to be encouraged.
- More intermodal rail terminals must be built to transfer some of the freight onto the rails.
- Just in time delivery needs to be reduced, the external cost needs to be internalised.

Session 2

Dualling A303/Exeter-Waterloo

- Three scenarios identified.
 1. Limited upgrades of the railway/dual the A303 the whole way.
 2. Dual the track for a half-hour service, including station upgrades, platform staff and passenger lounges/solve A303 bottlenecks.
 3. Dual the rail track all the way.

- Park and Ride sites should be developed adjacent to the A303 at Broadclyst, Chard and Wilton to get car drivers onto the railway. It should be deliverable with political will with respect to the environmental constraints and the SRA.
- GOSW need to emphasise the need to dual the Exeter-Waterloo line.
- Short, medium and long term deliverability must be identified.

Economic development of Devon and Cornwall.

- Improved transport links can take jobs out of the area as well as into the area.
- Investment has meant that there are good links down to Exeter however, links are very poor west of there.
- Do Devon and Cornwall need marketing to be not as remote as people assume they are?
- More rail journeys should go to the Southwest avoiding going through London.
- Processing facilities have left Devon and Cornwall, as they cannot guarantee a reliable journey time, this is what most people are concerned about – reliability.
- Interchanges and onward journeys should be available from many different parts of the motorway/railway network.
- Will local bottlenecks disappear with investment in new roads?
- Economic justification must be made to upgrade the road and rail network for Devon and Cornwall.

A303/A358 balance

- No consensus was reached within the group, ranged from neither to A303, to A358, to dualling both.
- There is an agreed desire to reduce traffic growth and the current congestion on the A303.
- It was agreed economic prosperity had to be ensured.
- A special case had to be identified for a road upgrade.
- Some people felt that it was important to have an alternative to the M4/M5.
- The long-term future of the A303/A358 had to be considered.
- A flexible approach should be taken in assessing the need for a dual carriageway.
- The A303 direct route had a greater environmental impact as it went through an AONB, than the A303-A358 route.
- It was noted that there was less mileage for east/west trips on the A303 than north south trips on the M4/M5.
- The changes at M5 J25 could have considerable environmental impact.

- It was agreed that safety measures had to be addressed.
- The environmental decisions would be crucial, however the point was made that the economic justification had to be proven and the deliverability had to be questioned.

Appendix G
Plymouth Workshop

Appendix G1

Plymouth Workshop – Registration

Name	Organisation
David Beardsley	Federation of Small Businesses
Philip Heseltine	Plymouth City Council
John Fawdrey	South West TAR
Tony Dyer	Plymouth Chamber of Commerce
A Representative	Pell Frischmann
Peter Mulley	Rail Futures South West
Tim Child	GOSW
Nigel Banks	Private Individual
C.Newton	BHS
June Crossland	National Trust
Andy Wood	South West RDA
Colin Woodham	Cyclists Touring Club
June Hackett	Access Cornwall
Jean Kelly	P Assistant
Lizzy Should	Railholiday.co.uk
Phil Hiatt	First
D.J. Dunton	Private Individual
Neil Mitchell	Devon Cornwall Business Council
Don Allen	Transport 2000
Ian Tanner	Devon and Cornwall Police
Graham Cooke	Caradon District Council
Sheila Cooke	Disabled Travellers
David Incull	West Devon Borough Council

Appendix G2

Plymouth Workshop – Feedback

Feedback Session 1

Reducing the need to travel

- New future development shouldn't be built for just cars but for public transport in mind as well.
- The routing of buses sometimes causes excess delay, e.g. all buses that go past Deriford hospital go in there, adding 10-15 minutes to each journey. It is not necessary for every bus to go to the hospital.
- More schools ought to have cycle lockers, e.g. at Estover College.
- More bus subsidy should be made available to take children to and from school.
- Road safety needs to be improved to encourage children to cycle to school.
- Shops should open later reducing the lunchtime rush into and out of town from workers.

Rural Access

- Integration should cover both short and long trips.
- Small-scale solutions needs to be considered more e.g. taxi subsidies to take people to Newton Ferris for a flat fare of £1.
- Improved facilities at rail stations, e.g. lighting and other small-scale solutions.
- More stopping trains at rural stations.
- Buses and trains to become more integrated, with integrated ticketing and more rover tickets.

Integration

- At present the ticketing system is too complex.
- There ought to be more through ticketing on buses and trains.
- There needs to be improved marketing of solutions, more maps and information posts.
- Main line services must become more co-ordinated, so those trains from different operators wait for connecting trains.

- All modes should have rover tickets and an easy zoning system for locals and tourists to understand.
- The bus and rail stations in Plymouth are too far apart, creating a barrier to integration.
- Decision making has to become more integrated at all levels.
- Parkway facilities on the A38 at Trulefoot should be considered.
- Opportunities for public transport improvement shouldn't be missed.
- Public transport interchanges need to be attractive and user friendly.
- Public transport requires more publicity.

Tourism

- Park and Ride should be relevant for tourists and for workers, the P&R facilities need to have improved signing, clear indications of cost, easily accessible, clean and with more marketing.
- Tourists need to have public transport information at both the origin and destination ends of their trip.
- Timetables must become more co-ordinated between buses and trains, 2 way.
- There should be more space on trains for luggage, pushchairs, disabled people and bicycles.
- All public transport staff must become more receptive to customers needs.
- Rail stations and tourist attractions need to have more parking and facilities for cyclists, including left luggage lockers.
- More call centres need to be developed to offer tourists and local residents advise on what services are on offer.
- Villages and towns must improve their signage.
- More conductors on buses and trains to help out with questions and luggage.

Additional points

- Rail services must become more frequent and 100% reliable, rail park and ride should be developed at Menheniot and shouldn't become another case similar to Ivybridge that hasn't been so successful. If the park and ride service is poor then the drivers may as well stay in their cars.
- In Tavistock the local plan is looking to build housing where the old railway was, this should be considered more carefully, as there may be scope to reopen the two miles of railway.
- Rail freight ought to be considered from Cornwall's ports.
- Public transport maps should be included in council mail shots e.g. with Council tax bills.

- Concessionary fares must become easier to understand.
- Examples need to be taken from European experience e.g. lots of information at hotels and within accommodation.

Session 2

A38

- At the moment not causing too much of a problem.
- The group was unconvinced of the benefits of a dual carriageway to Lands End, not sure that the demand was there to necessitate it.
- Problems at Landrake with severance, safety and congestion.
- An alternative route between Dobwalls and Bodmin was considered instead of Dowalls bypass.
- It was suggested a new railway bridge need to be built at Trulefoot and Goss Moor.
- The A386 at Derriford Hospital is continuously congested due to the security at the docks with the trident submarines.
- More climbing lanes should be introduced where appropriate.
- Variable Message Signing (VMS) for Saltash queues and Torpoint ferry should be introduced.
- Broadmoor Farm junction needs a round about, at the moment the junction is very dangerous.
- There are very few joining lanes in Devon and Cornwall, this makes the roads a lot more dangerous.
- The A38 ought to be considered in a more sustainable manner due the scenic Glyn Valley, more robust measures need to be taken.
- The A38 could be diverted to meet the A30 funnelling the traffic into Cornwall, thus removing the concern over the Glyn Valley.

Rail Co-ordination

- Tavistock rail line should be reinstated for commuters off the A386, it would also help tourists to get to Tavistock and provide an alternative freight route.
- Trains should have a regular clockface service, at least half hourly between major settlements, alternating between fast and semi fast trains.
- High speed trains need to stop at Plymouth so tourists can transfer onto sprinter trains for Cornwall.
- It was noted it takes five hours to get from Hayle to Newquay by rail and bus.

- The railway rolling stock in Devon and Cornwall needs to be replaced.
- Cornish clay should go on trains not by lorries. The clay is too heavy and can cause accidents, this has been the case in Lostwithel.
- Cornwall ought to have more double tracks to overcome incidents by having more passing loops.
- If Waterloo to Exeter was double tracked it would give the people of the Southwest a choice of routes up into London.
- Timetables need to become easier to understand.
- The feasibility of 24hour trains should be investigated to cater for late/shift workers and clubbers.
- Rolling stock is transferred to the service yard by road and not rail it causes too many disruptions between Laira and the dockyard.

Economic development of Devon and Cornwall

- The reliability of the road and rail network is paramount. At the moment there is a good spine network, however when considering the Dawlish sea wall versus road, most people decide to travel on the road.
- Motorway closures are happening too often, which doesn't make the road network very reliable.
- People often have a bad perception of travelling to and from the Southwest.
- Initiatives should be used to ensure fast delivery of rail and road schemes.
- Tourists need to experience more customer care in order to help them with their journey.
- Information needs to become more co-ordinated so people can get good value from the system and be aware of all the services available.

Appendix H

Truro Workshop

Appendix H1

Truro Workshop – Registration

Name	Organisation
Peter Dawson	GOSW
Peter Davies	North Cornwall District Council
Oliver Harris	North Cornwall District Council
Eric Parkin	Executive Member Transport 2000
Peter Roy	RPCWE/PCRP
John Fawdrey	South West TAR
Wai Kim Wong	COI
John Marshall	Objective Tech
George Dimberton	Private Individual
Robert Michens	Cornwall County Council
June Hackett	Access Cornwall Disability Forum
Jean Kelly	Personal Assistant
Kay Scarle	CAPTC
Jack Pomfrett	Access Cornwall/CDF
Stephen Bohane	South West RDA
Peter Uray	Highways Agency, Bristol
Jay McMullen	Mid Cornwall LA21
T.J. Tobiasen	First
Peter Mulley	Rail Passengers Committee
Penny Haines	Mid Cornwall Bridleways

Appendix H2

Truro Workshop – Feedback

Feedback Session 1

Rural Access

- The long time taken to do short distances door to door must be overcome.
- More community buses need to be introduced.
- Buses should operate all day to and from all settlements with a higher frequency than at present.
- Car sharing should have more advertisement and information for example, in parish magazines, notice boards and set up on local internet sites/telephone services.
- It was noted that there seems to be 10 different answers for each question asked.
- HAS is an action support group developed in North Cornwall which is now countywide, its growth should benefit more and more people.

Integration

- All modes must interact with each other, resulting in a predictable and reliable service, which has slack in the system to cover for breakdowns and no drivers.
- Installation of more real time information posts would make people have a lot happier if they know what is going on in the system.
- Flexibility in the transport system must be allowed in order to adjust to new/future land use patterns.
- The public ought to be able to get involved with bus franchising in order to let them know how they feel services are run or what additional services they would like.
- Accessibility needs to be improved for parents and disabled people.
- There should be more park and ride sites, offering a quality service.

Tourism

- 85% of tourist travel by private car.
- 41% of tourists travel from London and the Southeast.
- There is significant 'bunching' of trips on the traditional Saturday changeover day.

- First Great Western ought to do more to market their Motorail service.
- Public transport at the destination end should be available from the origin of journeys.
- Tourist attractions should invest in shuttle buses to pick up tourists from bus/rail stations e.g. the Eden project. Or park and float at the maritime museum.
- The A30 needs improvement.
- Cornwall will be experiencing a surge of academic tourists, following the Cornwall combined Colleges University at Penryn.
- Planners need to move towards integrated transport ideas. More investment and revenue is required for pioneering and innovative plans.

Reducing the need to travel

- More cycling initiatives are required to promote cycling to school.
- Proper and carefully considered increased revenue is required for public transport.
- Very few people in Cornwall have access to computers for e-commerce etc.
- More cycle lanes to make cycling safer.
- Parents ought to car share the school run, taking it in turn to pick up children.
- Public transport needs to become more frequent and reliable.
- Large employers should be looking to develop travel plans for employees.
- More park and ride sites ought to be developed.

Additional points

- Existing and prospective public transport companies need to work together to solve public transport problems.
- 'Quick wins' must be identified.
- Health benefits by cycling and walking ought to be marketed more by companies and included within Green Travel Plans, the companies must also provide showering facilities.
- Cyclists have to be made aware if they are allowed to take their bicycles onto trains or not.
- It was noted the New Deal is supplying people with scooters to get to work in sparsely populated areas.
- In North Cornwall District Council there is a scooter loan scheme.
- In Bodmin there is a new pathway being developed to cross the town.
- The separation of where people live and work is down to personal preference.

- People in Cornwall are more family orientated and they want to stay close to where they were brought up, they often cannot afford to move elsewhere after workplaces have moved. The pay rates are much lower in Cornwall than the rest of the country.
- The RDA has let 95% of the office space it has in Cornwall.
- Emergency services in Cornwall are often too far away.
- New employment areas should be in sustainable areas.

Session 2

Integration and information

- The TRIP initiative in the West County is going to become a telephone service with appropriate market to gain information about local buses.
- Conductors and drivers on trains need to be more co-ordinated in terms of giving information.
- Rail stations should have more real time information.
- Integration must occur across all modes.
- Information has to be provided in rural communities.
- Tickets should be easy to buy in rural areas, even if the station is unmanned.

Cornwall University

- The university at Penryn links to all the colleges within Cornwall and the effect on traffic flows will be enormous, at the moment the public transport isn't in place to provide a good enough service.
- Falmouth's link to the A30 should become a south Truro bypass.
- Another loop on the railway would benefit services running between Falmouth and Penryn.
- There will be development at Falmouth docks where the new art college will be.
- Currently there is pressure on the route to Penryn through Scorrior.
- The A30 between Chiverton and Carland Cross should be dualled to coincide with future development.

Road Improvements

- The A30 ought to be dualled due to the congestion.
- The sections of A38 with 3 lanes in order to overtake are too dangerous.

- Hills and dips in certain sections of road should be cut out to make the roads less dangerous.
- The improvements at Temple are accepted and are a good idea.
- There was a difference of opinion as to whether a dual carriageway was needed when considered 24 hours a day.

Waste and Planning

- A comprehensive co-ordinated plan should be put in place to look to the future using the present road, rail and sea links.
- The network at present must be enhanced for freight and for passengers.
- The waste industry should be encouraged to use rail.

Transport, economic benefits and Objective 1 status.

- There wasn't a consensus at the table.
- Peripherality was an issue of perception versus reality.
- The main issue is that reliability needs to be improved.
- The resultant benefits would hopefully slow down growth.
- The A30 dualling may benefit the county with more tourists, it may however suck services and jobs out of Cornwall.

Green transport plans and the Cornwall University

- The University of Hertfordshire has a bus service that links all the different campuses together, it has been such a good service that the general public now use it, this should serve as a model for the Cornwall University.
- The Objective 1 status for the region should see the upgrading of the A39 to Penryn and Falmouth and a loop in the railway line from Falmouth onto the main network.
- In transport terms the timing of this must be very fast.
- The road building solutions take too long to implement, what can be done now must be implemented quickly so people can be equipped and learn of what is actually there at present.
- Improving certain corridors would impact on people's quality of life and have adverse effect on the environment.
- Someone had the view that Cornwall may end up becoming a reservation, some development must go ahead.
- A balance between conservation and development must be found.

- The good quality of life in Cornwall is an economic profit.
- UWE in Bristol has 26 car parks for students, the Cornwall University must have a zero tolerance for cars. Car trips must be justified.

Appendix I

Workshop Design

**London to South West & South Wales
Multi-Modal Study - 'SWARMMS'
'Plan Stage' Local Workshop**

Agenda

4.00 Introductions to the workshop: Domestic and Agenda

Briefing on Provisional Strategy by Halcrow
Questions of clarification and fact.

4.25 Session 1 The Four Study Wide Topics

This session provides an opportunity for participants to:

- think through the detail of **the four study wide 'topics'** outlined as part of the provisional strategy and
- put forward your ideas of how these topics could be implemented in this area:

5.10 Report back

Priorities for implementation

5.30 Break

5.50 Session 2: The Area plan proposals: the four Multi-Modal Transport Corridor plans and the two Principle Urban Area Plans

In this session, participants are asked to consider the proposed plan(s) for this area and put forward proposals for detailed solutions.

6.30 Report back and identifying priorities for implementation

6.50 Next Steps in the Study process

6.55 Evaluation

7.00 Close

Aims of the workshop

- To inform participants about the Provisional Strategy and the implications for their area
-
- To provide an opportunity for participants to contribute to the definition of the plans
-
- To consider the implications of the ten plans for each local area. These are:
 - the four study wide concepts
 - the relevant multi-modal Transport Corridor(s)
 - the proposed changes to the Principal Urban Areas
- To provide an opportunity for participants to explore the feasibility of the plans and to indicate their priorities for action and early implementation
-

Anticipated outcomes of the workshops:

To develop the proposals in the provisional strategy to:

- ◆ Give them greater definition
- ◆ Demonstrate their broad feasibility
- ◆ Establish a clear set of priorities; and
- ◆ Establish a set of schemes and policies for early implementation

Workshop Facilitators' Role

Set time and task

Manage large group discussions

Keep purpose visible and up front

Participants' Roles

Provide information and analysis

Interpret information

Manage own small group work

Participate in the discussion and offer feedback

Workshop Guidelines

- All ideas are valid
- Write as much as possible on flip charts
- Listen to each other
- Work within time deadlines
- Seek common ground
- Acknowledge differences and conflicts but no need to resolve them

Guidelines and Tips for Self-Managing Small Groups

Each small group manages its own discussion, creation of flip charts, use of time and presentation of verbal reports to the larger group.

Useful roles for self-managing this work:

- * **Discussion Leader**
Makes sure that each person who wants to speak is heard within the time available.
Keeps group on track to finish on time.

- * **Timekeeper**
Keeps group aware of time left.
Helps reporters to work within the allocated time.

- * **Recorder**
Writes group's ideas and conclusions on flip charts.
(Uses the speaker's own words. If required asks speakers to clarify or summarise.)

- * **Reporter**
Presents report to large group in time allotted (with backup from timekeeper).

- * **Flip chart Manager**
Sees that all relevant flip charts are put up on the wall. Helps keep related information together on the wall.

4.25 Session 1 The Four Study Wide Topics

45'

This session provides an opportunity for participants to:

- think through the detail of **the four study wide 'topics'** outlined as part of the provisional strategy and
- put forward your ideas of how these topics could be implemented in this area:

The four study wide topics are:

1. Reducing the need to travel
2. Specific measures to assist tourism
3. Demand response public transport in rural areas and the promotion of public transport to/from urban areas
4. Promoting multi-modal integration / better integration of public transport

It is suggested that participants choose **one topic to work on** in detail and then work in groups on that topic.

Below are some questions that might prompt your thinking on the 'what' and 'how' of more detailed solutions:

What could be done locally that would encourage you or members of your community/organisation to travel less ?

What could be done to encourage you as a tourist/visitor to travel by more sustainable means rather than be reliant on the private car?

What specific public transport solutions could be put in place to give rural areas better access ?

How could integration of the public transport network in your area be improved ?

How could cycling/walking be better integrated with other transport modes ?

Each group will be asked to identify their priorities for implementation of the solutions and to do a short report back to the plenary,

Maps of the area and materials such as pens and overlay paper are available for working on your detailed solutions.

5.10 Report back and priorities for implementation

25'

During the break all participants will be able **to identify priorities for implementation** from **all** the solutions put forward by the groups. Review the flip charts on the wall and using your coloured 'sticky dots' prioritise the issues which are important to you. You can

use your 'dots' to prioritise in any way you wish e.g.. all on one solution or scattered across a range of solutions.

Session 2: The Area plan proposals: the four Multi-Modal Transport Corridor plans and the two Principle Urban Area Plans 40'

In this session, participants are asked to consider the proposed plan(s) for this area and put forward proposals for the detailed solutions, with respect to:

- rail solutions,
- road solutions,
- express bus/coach solutions, and
- air and sea solutions.

The plenary will spend 5' reviewing plans for this area and prioritising which of these plans, or part of the plans, participants feel it is important to work up in more detail. Participants will be asked to work in groups on each of the prioritised proposals.

Some questions that might prompt your thinking are:

How could access to the rail network in your area be improved ?

If new infrastructure such as new stations are proposed, then where would they be sited and how are they to be integrated into existing or new modal networks ?

Further questions to guide your deliberations in Session 2 will be provided by the facilitators depending on the key issues for the area.

You could also use the provisional strategy topics in the centre pages of Newsletter no. 3 as a guide to thinking.

Each group will be asked to identify their priorities for implementation of the solutions and to do a short report back to the plenary,

Maps of the area and materials such as pens and overlay paper are available for working on your detailed solutions.

6.30 Report back and identifying priorities for implementation

Appendix J

Correspondence Received from Local Authorities

Responses from Local Authorities

Cornwall County Council (formal)

- Summer services between Bristol, Exeter and Plymouth are more frequent than in winter, implying that service is for tourists rather than the residents.
- Encourage rail-operating companies to improve rail passenger transport.

Isles of Scilly (formal)

- The developing strategy should recognise the existence of the islands and the strategic nature of the air and sea links with Penzance, Lands End, Newquay and further a field.
- Air links to the UK mainland destinations needed as well as high speed rail links to London and elsewhere.
- Cross Reference to the new RPG and the Objective 1 SPD needs to be made.
- Affordability of transport by air and sea for a community on low income to be considered.
- Suggest a recommendation to Government for operating subsidies to allow road equivalent tariff for islanders.

North Wilts DC Council (member comments)

- Regional Assembly decreed that Bristol and Swindon become Principal Urban Authorities. Little point in designating PUA unless they come with an integrated transport package.
- Heavy vehicle flows on roads of Wootton Bassett. Are likely to increase. Swindon and Bristol unattractive to investors.
- Consideration of a LRT for Swindon. Suggested coverage – old Wootton Bassett station, to stop and interface at Blagrove, Mannington, Designer Outlet Village, Swindon and then out to the east.
- Similar rail schemes as proposed for Reading (at least three grade-separated junctions) should be applied to Swindon.
- Rail passenger station to the required to the east of Swindon.
- Personal view - LRT for Swindon.

Reading Borough Council (officer response)

- Needs of disabled completely ignored.
- Inadequately designed trains and non-accessible coaches.

- Taxi services in Reading will not take wheelchair users or blind people despite being against the law.
- Better accessible public transport for all; better information in formats so all can access; more consultation with disabled people; improved parking spaces; more research on other forms of transport; more cycle lanes appropriate for wheelchairs; improved kerbs and crossings; and measures to ensure hire cars are accessible for the disabled.

Salisbury District Council - Salisbury Joint Transportation Team (formal)

- The Wilton Transport Hub convened in 2000 attempts to bring together the following projects: Wilton bus based P&R to Salisbury City Centre, Wilton Bus Priority, Wylde Valley Relief road, Wilton Rail Station Proposals as well as more general projects relating to the area.
- Wilton P&R site shortly to be subjected to revised planning application with a view to opening site in late 2002.
- Transport interchange between local P&R and longer distance commuting coupled with MoD uses adjacent to P&R site, local tourist activities and other proposed developments can significantly add to the ability of non-car modes to contribute to modal shift in area.
- Also provide relief to A36, A303 and A360.
- Wiltshire County Council in conjunction with Railtrack and TOC looking at stations in Wilton and Porton.
- Railtrack construction cost of £4,000,000 for station serving Exeter-Waterloo axis and South Coast-South Wales route for Wilton.
- Halcrow study suggests average annual revenue funding of £100,000.
- Felt that the unwillingness of some the other participants to engage into debate reduced the workshop effectiveness.

South Somerset District Council (members comments)

- The study area-wide 'Theme Plans' will aid coherent, consistent and hence equitable application. The concept of PUA plans is accepted. However, similar plans should be developed for all PUA in the study area.
- Concerns over how much will be achieved as a direct consequence of the SWARMMS study, what resources (financial and human) would be made available and who would be responsible for the implementation of the agreed SWARMMS schemes?

- Concern over the length of time taken so far to investigate the issues and make recommendations, the extent and conclusive nature of those recommendations and the timescale for implementation of any agreed schemes.
- The issue of improving the capacity of the A303 must be fully addressed and conclusive recommendations made so as to inform the Regional Transport Strategy and LTPs.
- Clarify how the production of 'indicative alignments for upgraded sections of the road network' will work and how and when they will be used for consultation.
- The future of the Exeter to Waterloo (SELCA) railway line must be fully addressed.
- Essential that local authorities, stakeholders and the public are given the opportunity to comment on any proposed measures/site specific schemes.
- Provision of express and associated 'feeder' bus services important measure in attempting to reduce road traffic and should also apply to feeding express rail services.
- There is a need to operate demand responsive bus services in predominantly rural areas.
- Need for north/south movements of freight and passengers on the rail and road networks to be addressed. There is a desperate need for an alternative to the car on the A35/303/30 corridor.

Teignbridge District Council (formal)

- Need for co-ordination between SWAARMS, RPG10, the regional Gateways Strategy and the emerging Route Management Strategies for the M5 and other trunk roads.
- Three key issues for South Devon are reducing peripherality of the South West, providing access to the Principal Urban Areas and enhancing links between the PUAs.
- Strong economic argument for enhancing the main transportation links between the South West and London.
- SQW/BPP commissioned by Devon County Council and Torbay Council to undertake an economic benefits study for the A380 Kingskerwell Bypass. Help indicate the essential nature of the links from South Devon to the national network.
- South Devon heavily reliant on tourism from outside the Region. Good communication links needed to encourage tourists to visit.
- Section of M5 between junctions 30 and 31 is vulnerable to disruption that could cause major difficulties for accessibility west of Exeter. Rail line is only alternative link to the national transportation network.

- Main line rail link along coastal section of track between Dawlish and Teignmouth should be maintained. Sustainable means of transport to main holiday resorts and population centres.
- Consideration to capacity and timetabling issues for the railway in order to integrate local, intercity and freight services.
- Potential of linking road/rail freight interchanges with Teignmouth docks should also be explored.
- Improved road links are required to serve South Devon. There are poor junction arrangements from the end of the M5 to the A38/A380. Enhancements required particularly along the A380 to Torbay, including the Kingskerswell Bypass.
- Poor accessibility to Torbay is a major factor restricting inward investment.
- Provision of strategic road-side services areas to serve long distance travellers on trunk road network west of the M5.
- Reliability of the transportation network is of great significance. Efficiency and effectiveness of the system over long distances will have a powerful impact on the competitiveness of the far South West's economy.

Whitelackington Parish Council

- Quiet tarmac should be considered for the A303 Ilminster By-pass dualling and resurfacing.

Appendix K
Correspondence Received from Other Organisations

Responses from Organisations

A36 Corridor Alliance

- Concerns over the membership of the Steering Group of SWAARMS.
 - The Government Office South West – manifest failure as a regional executive to manage the LTP process in its region in line with central principles.
 - Highways Agency – builds roads, destroys landscapes and poisons communities.
 - The South West Regional Assembly was hijacked last year by Wiltshire’s and Dorset’s road builders, resurrecting past road proposals.
 - South East England Development Agency – a road-promoting organisation.
 - CBI – notoriously road lobbyist.
 - Steering Group largely weighted against environmental interests.
- Failure to consider zero-growth options for the A303 at Stonehenge and Winterbourne Stoke.
- Concerns of road building to link the M4 and the South Coast ports.
- A36-A46 link preposterous.
- ACA energies in the last year have been concentrated on the ‘road building lunacies of Wiltshire County Council’, but have recognised a ‘roading-up process’ for the whole region.
- Fear that SWAARMS and SOCOMMS will be seen as just simply another set of agents in this process.
- SWAARMS needs to define, before progressing and further, how the achievements of the multi-modal study should be measured.
- Hope that some such sort of Acceptance Specification has already been defined.
- Would like to see the measures of achievement being defined along the following lines:
 - **Government policy criteria** – how will the output strategy from SWAARMS be measured for its contribution towards: Sustainability; Environment; Social inclusion; Integration?
 - **Stakeholder involvement** – how will SWAARMS be measured for its involvement of the concerned public, amenity groups etc. including consultation; analysis; interaction and iteration.
- Make the most of opportunities for originality afforded by the multi modal study.

Avon Health

- Commuter bus service between Taunton and Bristol has ceased. Residents of Sedgemoor have little option but to drive to Bristol for work or other reasons.
- People referred to Bristol hospitals from Somerset without access to a car and with no bus service, have to rely on an infrequent rail service.
- Improve rail services to minor stations such as Bridgwater, Highbridge, Worle and Yatton.
- Consider regular bus services to above areas.

Devon & Cornwall Business Council

Provided the following quotes:

David Jamieson MP – Parliamentary Under Secretary for Transport (DTLR)

MP for Plymouth/Devonport

(BBC TV (2) “Close-up” Screened Thursday 11th October 2001)

“I’ve travelled on the French system and had a good experience on their railways...I am confident that after 10 years, the British/United Kingdom Railway system will actually compare very favourably with anything you’d find in the rest of Europe.”

Sir Alastair Morton – Chairman of the Strategic Rail Authority

(Westcountry Business Leaders’ Luncheon, Plymouth, 24th October 2001)

“The South West Rail network falls way behind other parts of the Country in the Government’s schedule for change. You are not near the top of the pecking order when seen from the Centre. The Region does not meet any of the Government’s measurable criteria for priority funding. The volume of passenger and freight transport on the Westcountry railways is lower than in other parts of the country. The numbers do not favour you. Only political direction can redress the balance, so you must lobby your local MPs and MEPs for help – otherwise you simply won’t qualify.”

E-mail – 5/12/01

- The A30/303/36 and the A30/35/31 road corridors to Southampton Docks are vital arteries for export goods leaving Devon & Cornwall for shipping abroad. Will grow in importance. Forms a vital element in Devon & Cornwall's global competitiveness.
- Consultations should include people and organisations who use the route, but live further afield.
- Needs of the whole peninsular should be taken into account in report.

Diocese of Salisbury

- Revd Wood recently had a telephone conversation with Lord Patten. Lord Patten raised the topic of the Salisbury-Exeter route in the House of Lords.
- Lord Patten was not aware of SWAARMS. Revd Wood suggests contact with Lord Patten at the House of Lords.
- Suggestions for improvements to transport in Basingstoke to Exeter corridor:
- Establish nodal points within the area of study where key bus routes and rail routes converge.
- Nodal points should be serviced by car parking facilities.
- Possible nodal points:
 - Wilton Park and Ride Scheme as proposed by Salisbury District Council
 - New railway station and bus interchange in the Bishopsdown area on the A30 leading eastwards out of Salisbury. Such a location would be advantageous due to its proximity to the junction of the A338 and the A30, its proximity to a major area of housing development (Bishopsdown and Bishopsdown Farm) and an area of relatively high income (Laverstock).
 - Littleton Panel:
 - Burbage
 - Introduce a Laverstock Station. Elimination of many car journeys to schools.
- Upgrading of the Salisbury to Exeter mainline railway that is infrequent and unreliable.
- Investigation into electrifying the Basingstoke/Yeovil/Exeter route.
- Reinstating the south chord at Yeovil Junction to enhance interchange between routes.

English Heritage South West Region

A303-A30 Blackdown Hills Somerset/Devon

- Dualling of the A303-A30 through the Blackdown Hills AONB still most controversial scheme reviewed in SWARMMS process.
- Need a much more detailed understanding of the historic nature of the landscape that will be affected by the scheme.
- Impact assessment of scheme.

A358 in Somerset

- Jordans parkland to north of A358/A303 junction not currently on register of parks and gardens. Extent to which historic parkland survives is not known.
- Two listed buildings (Rowlands House and Rowlands Mill) near to Jordans could be affected by realignment of junction.
- Impact on these and other listed buildings will need to be assessed.

A303 in Somerset

- Proposals to create a dual level junction at the Sparkford roundabout would have implications for grade II registered landscape at Hazelgrove House.
- Earlier archaeological evaluation identified a significant Romano-British settlement adjacent to existing road. Should be fully considered in proposal.

A303 Wiltshire

- Concerns over the listed barn close to the public lay-by near Winterbourne Stoke. Barn should not be hemmed in by roads.
- Careful assessment of the impacts of the Exeter Airport proposal on Scheduled Monuments.
- Early discussions with the County Archaeologists with regard to sites and monuments in the study area.
- Loading gauge enhancements could affect listed structures.
- Any improvements on the main Paddington to Bristol line would have to be considered in the light of its potential international status.

Environment Agency North Wessex Area

A303 Ilminster By-pass

- Agency would like to see use of sustainable drainage techniques for the control of surface water drainage from any new proposals.
- Any new crossing of the River Isle will require consent from the Agency.
- Issues relating to fisheries/conservation need to be addressed.
- Consideration of otter movements must form an integral part of any proposal.

A303 Sparkford Ilchester

- The river classification in this area is RE2, any proposals will need to ensure that this classification is maintained (or improved).
- The area is classified as a minor aquifer.
- These facts reinforce the need to ensure that the existing road and any new proposals do not create a pollution hazard.
- Suggest use of sustainable drainage techniques.

A303 Ilminster to Marsh

- Any improvements likely to impact on the Rivers Ding and Yarty tributaries.
- Use of sustainable drainage techniques will assist in overcoming this problem.
- Any loss of floodplain storage will require compensatory storage.
- Flood flows will require attenuation in all cases.

- Routes chosen would not appear to warrant significant objections from the agency.
- Prior to any development a detailed water interest survey is necessary.
- The impacts of any construction need consideration.
- Need for survey work to determine impact of schemes on protected species in area.
- Greater consideration of air and waterborne modes of transport.

Railfuture (responding as an individual)

- Not enough discussion of rail freight traffic in workshop.
- To meet Government target of increasing rail freight traffic by 80% in 10 years the following issues need consideration:
 - Identification of suitable sites for rail freight and intermodal terminals and protection of surplus railway lands from redevelopment.
 - Removal of bottlenecks and enhancement of track work and signalling to increase capacity.
 - Provision of alternative diversionary routes in case of accidents.
- Restoration of Okehampton to Bere Alston line as it is better value for money than dualling the single carriageway sections of the A303.

Salisbury Transport 2000 (responding as an individual)

- Strategy includes contradictory approaches. Reduce the need to travel and encourage alternatives to road transport, but also increasing road capacity.
- Implementation of proposals that reduce car use and encourage modal shift should be first priority. Landscape and tourism must not be undermined by destructive road building.
- Huge potential for tourism without traffic (Transport 2000 'Tourism without traffic').
- Advocate implementation of non-road based solutions first. Followed by evaluation of impacts of increasing road capacity.

South Somerset Disability Forum

- Lack of consideration toward public transport access for disabled people.

Transport 2000 and Railfuture (responding as an individual)

26/08/01

- Two commercially viable routes in the South West: one based on Exeter (from Waterloo) and the other based on Bristol (from Paddington).
- Main services need integrated connecting rail services and buses that serve the trains.

21/09/01

- Better punctuality and reliability through vertically integrated, joint venture companies.
- Extra rolling stock, additional services and longer trains where needed.

- Improved security and personal security at stations. Co-operation between police and local authorities.
- Improved relationships between rail and bus operators.
- Improved accessibility by disabled.
- Provisions for freight.
- Improved passenger information and retailing at stations.

5/10/01

- Development of Waterloo-Exeter services and duplication of tracks west of Salisbury.
- A Plymouth/Cornwall Business Unit to develop branch lines and bus/rail integration.
- Bristol Business Unit urgently needs to develop journey to work services in and around conurbation.

Appendix L

Correspondence Received from the Public

Responses from the General Public

Individual Comments

- Doubling the track between Salisbury and Exeter would lead to significant improvements in service.
- Disagree with proposals for additional capacity along the A303/A30 corridor. Road widening is not a long term solution to traffic congestion.
- The Emerging strategy should include new rail corridors. To tilt the balance of transport mode from road to rail more towns need to be served by rail.

Individual Comments

- Re-routing the rail connection between Exeter and Newton Abbott so as to avoid the sea wall at Dawlish and Teignmouth is totally unacceptable:
- Dawlish, Teignmouth and Starcross would be without a rail service.
- Proposal does not make economic sense bearing in mind that Haldon Hill stands in the direct path between Exeter and Newton Abbott.
- A realistic additional route would be to reinstate the Exeter to Plymouth route via Okehampton.

Individual Comments

- Dualling of carriageway sections of the A303 to the west of Stonehenge recommended.
- 'Real' traffic problems from Stockton Wood through Chicklade to Willerby Hedge.

Individual Comments

- Badgerline bus service in Glastonbury, Shepton Mallet, Wells, Frome area is awful.
- The timetable is divorced from reality.

Individual Comments

- Support for the realignment of the A303 proposed around Chicklade.
- By-passes west of the projected Stonehenge tunnel should be completed before the proposed tunnel is implemented.
- Support for the dualling of the A303.

Individual Comments

- Dualling of road section to Exeter ought to be completed before the Stonehenge tunnel is completed.
- Priority in dualling sections should be given to those with a poor accident history.

Individual Comments

- Full restitution of railway line from Exeter to Plymouth via Okehampton Tavistock & Bere Alston.
- Upgrading of line from London Waterloo to its former main line status.

Individual Comments

- Three lanes each way on the M3 route through to Cornwall.
- Motorway services at regular intervals.
- Accommodation along the route.
- Suggests a look at the new N9 under construction between Montpellier and Clermont Ferand.

Individual Comments

- Parking problems at both Devizes railway stations after 9am.
- Parkway station at Wootton Bassett would ease commuter travel to Swindon and longer distance travel.

Individual Comments

- Over emphasis on engineering out road accidents when the main cause is poor driving.
- Driver education should be a continuing and ongoing exercise, particularly for convicted offenders and 'old' drivers.
- Local road safety measures should start with education.
- 'Crack down' on serious offenders and those who cannot be educated.

Individual Comments

- Simplify rail ticketing.
- End Winter/Summer timetabling its unnecessary and bureaucratic.
- Train and bus companies to liaise more closely to meet arrival and departure times of services.
- Bring the rail and bus partnership back into national ownership.
- Continue the electrification from the South to Bristol.
- Leave time in timetables to allow trains and buses to catch up when delayed.

Individual Comments

- Dualling of the A303 between Chicklade Bottom and Mere recommended.
- Dualled section through Chicklade to be re-aligned to the south of the village.