

**Manchester City Council
Report for Resolution**

Report to: Executive – 17 February 2021

Subject: City Centre Transport Strategy Consultation Outcomes

Report of: Strategic Director (Growth and Development)

Summary

This report informs Members of the outcomes of the public consultation exercise on the draft revised City Centre Transport Strategy (CCTS), which is designed to provide the framework to support the city's future growth, and to align with the Greater Manchester 2040 Transport. Appendix 1 to the report sets out a response to the issues raised during the consultation and proposed areas for reviewing and updating the draft Strategy as a result of the consultation. A further report is proposed to the March Executive meeting to present the final CCTS document and seek Members' endorsement.

Recommendations

The Executive is recommended to:

- I. Note the outcome of the consultation on the City Centre Transport Strategy (CCTS).
 - II. Consider the responses to the concerns and challenges raised in the consultation attached at Appendix 2, and proposed changes to the draft Strategy as a result of the consultation.
 - III. Agree that a further report is brought to the next meeting to present the final CCTS.
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Wards Affected – All.

Environmental Impact Assessment - the impact of the decisions proposed in this report on achieving the zero-carbon target for the city

The revised City Centre Transport Strategy will set the strategic framework for how people will travel into and out of the city centre and how they will move within the city centre. It will set out proposals to further enhance the city's public transport network and reduce car based trips over the longer term period, leading to the overall share of public transport, cycling and walking trips increasing as the preferred modes of travel. This will contribute to the city's and Greater Manchester's zero-carbon targets by increasing non-motorised trips and increasing the usage of public transport. The proposals will aim to reduce emissions and improve air quality on some of the currently most heavily polluted streets in the city centre.

Our Manchester Strategy outcomes	Contribution to the strategy
A thriving and sustainable city: supporting a diverse and distinctive economy that creates jobs and opportunities	The updated city centre transport strategy will need to provide the capacity needed to underpin growth and support the creation of new jobs in the city. Investment in city centre streets and the city's transport functions will support growth of the economy and maximise the competitiveness of the city.
A highly skilled city: world class and home grown talent sustaining the city's economic success	The updated strategy will support the delivery of projects that will create high quality employment opportunities in the city and will support growth in a range of key sectors of the economy. Improving infrastructure and unlocking regeneration opportunities will attract new investment, boosting the local economy and providing new jobs for Manchester residents. Improved public transport and walking and cycling routes to the city centre can help residents to access jobs and training opportunities located there.
A progressive and equitable city: making a positive contribution by unlocking the potential of our communities	The developing strategy and the engagement exercise outlined in this report responds to the 2018 conversation exercise. The strategy will support the enhancement of the transport network serving the city centre, and through initiatives such as better ticketing. Reform to the delivery of local bus services will open up opportunities for communities across the city. Improving city centre travel and connections to other places supports inclusive development and employment growth.
A liveable and low carbon city: a destination of choice to live, visit, work	Efficient, high quality transport systems coupled with a strong sense of place will ensure Manchester continues to be a highly attractive and enjoyable visitor destination, and continues to appeal to a diverse range of people living and working in the city centre. Proposals to reduce congestion and improve air quality will help achieve a cleaner and greener city, highlighted by respondents as an important issue. Improved freight and public transport, and a reduction in car based trips contributes towards Manchester's ambition to be a zero carbon city by 2038 at the latest.

A connected city: world class infrastructure and connectivity to drive growth	Improvements to connectivity are central to the plans to refresh the strategy. World class infrastructure will attract international investment and promote a globally successful city. The strategy will deliver proposals to improve transport integration across Greater Manchester, making it easier for people getting into and moving around the city centre.
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Full details are in the body of the report, along with any implications for

- Equal Opportunities Policy
 - Risk Management
 - Legal Considerations
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Financial Consequences – Revenue

The City Council provides revenue funding to help support the planning, running and subsidising of transport services in the city centre.

Financial Consequences – Capital

It is expected that capital funding to invest in transport infrastructure as proposed in the revised CCTS will be met from the Greater Manchester Combined Authority (GMCA) capital programme.

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Background documents (available for public inspection):

The following documents disclose important facts on which the report is based and have been relied upon in preparing the report. Copies of the background documents are available up to 4 years after the date of the meeting. If you would like a copy please contact one of the contact officers above.

- Transport Strategy for Manchester City Centre 2010
- Report to Executive 28 July 2010 Consultation on Transport Strategy for Manchester City Centre
- Greater Manchester Transport Strategy 2040
- Greater Manchester Transport Strategy 2040 Draft Delivery Plan (2020-2025)
- Report to Economy Scrutiny Committee 6 February 2019 Greater Manchester Transport Strategy 2040: Draft Delivery Plan (2020–2025)
- Report to Economy Scrutiny Committee 6 February 2019 City Centre Transport Strategy – Feedback from the Responses to the Conversation held in Autumn 2018
- Greater Manchester’s Plan for Homes, Jobs, and the Environment (Greater Manchester Spatial Framework Draft 2019)
- Greater Manchester HS2 and NPR Growth Strategy: The Stops are Just the Start 2018
- Manchester City Centre Strategic Plan (2015-2018)
- Greater Manchester Congestion Deal 2018
- Greater Manchester Clean Air Plan Outline Business Case 2019
- Manchester Climate Change Strategy (2017-2050)
- Manchester Climate Change Action Plan (2016-2020)
- Report to Economy Scrutiny Committee 10 October 2019 and to Executive 16 October 2019 Revised City Centre Transport Strategy
- Report to Executive 12 February 2020 - City Centre Transport Strategy Engagement Outcomes
- Draft City Centre Transport Strategy to 2040 Summary Document

1.0 Introduction

- 1.1 As reported to the Executive in October 2019, the *2010 Transport Strategy for Manchester City Centre* is being revised, in order to support the ongoing growth of the city centre, and to respond to changes in the policy context and the current environmental context, in particular, the target to become a zero carbon city by 2038. The revised strategy provides a framework for key transport policies and interventions for future delivery, in both the shorter and longer term, leading up to 2040, covering all modes of transport used to travel to, from and around the city centre.
- 1.2 The revised City Centre Transport Strategy (CCTS) to 2040 responds to the results of the conversation that took place in the autumn of 2018 (receiving 3,700 responses), and the initial engagement exercise undertaken in 2019, to understand the views of residents, businesses, workers and others who use the city centre, on the emerging proposals and to further define the key principles.
- 1.3 The CCTS has been developed by Manchester City Council, Salford City Council and Transport for Greater Manchester (TfGM). The vision for the revised CCTS is for “a well-connected city centre at the heart of the North, offering our residents, employees and visitors a great place to work, live and visit”. The key principles of the revised strategy will contribute to the city’s and Greater Manchester’s targets on clean air and carbon emissions, and ensure the city centre provides a high-quality environment, that supports growth and is accessible to all.

2.0 Background

- 2.1 As reported to the Executive in December, the vision for the refreshed Greater Manchester 2040 Transport Strategy, is for “world class connections that support long-term, sustainable economic growth and access to opportunity for all”. To achieve this, an ambitious target is set for a “Right-Mix” of 50% of all journeys in Greater Manchester to be made on foot, by cycle or using public transport by 2040, supporting a reduction in car use to no more than 50% of daily trips. This would equate to one million more sustainable journeys per day. By 2040, it is anticipated that there will be an additional 28,000 trips being made into the city centre in the morning peak, on top of the 100,000 trips already being made.
- 2.2 To take the 2040 Strategy forward, Transport for Greater Manchester (TfGM) on behalf of GMCA, have developed the Our Five-Year Delivery Plan (2020-2025) to establish a fully integrated, high capacity transport system across Greater Manchester (GM). The delivery plan includes deliverables and actions aligned with the Mayor’s ambitions published as ‘Our Network’ for the future of GM travel, aligned with the GM 2040 Strategy. The final version of the delivery plan will be published in February 2021, alongside the refreshed 2040 Strategy. Our Five-Year Delivery Plan is supported by ten Local Implementation Plans (LIPs), covering the period 2020 to 2025. The CCTS

and city-wide Manchester LIP form a key part of the suite of documents that support the 2040 Strategy.

- 2.3 In February 2020, Members received a report which outlined the outcomes of the initial engagement exercise. This meeting also agreed that the engagement be used to inform the detail of the draft CCTS, and that a wider consultation be undertaken inviting the public to respond to the draft strategy. The full public consultation started on 23 September 2020 and ran for 6 weeks, closing on 4 November. The remainder of this reports sets out the results of the consultation. Appendix 1 to the report sets out a response to the issues raised during the consultation and proposed areas of change to the Strategy as a result.

3.0 Consultation Process

- 3.1 Consultation on the draft City Centre Transport Strategy commenced on 23 September 2020 and ran for 6 weeks, closing on 4 November 2020.

- 3.2 Overall there were **2,426** responses to the on-line survey, although initial analysis has identified that not all respondents answered all the questions. This is due to the design of the questionnaire, which aimed to maximise responses, by enabling respondents to answer questions just on the proposals they wished to express an opinion on. The data presented in this report is based on the number of actual respondents to each of the different questions.

- 3.3 In addition to the responses to the on-line survey, we received 24 emails with detailed feedback on the draft strategy. Five of these responses were from individuals and the remainder were submitted by organisations or groups.

These included:

Stagecoach	Manchester & Salford Ramblers
Guide Dogs UK	Residential Growth Team
Bus Users	Go North West
Diamond Bus North West	Creative Concern
Arriva	Walk Ride GM
Transport Focus	Manchester Friends of the Earth
Manchester Green Party	One Bus
First Group	Tarmac
Canal & River Trust	Oxford Road Corridor Partnership
Transdev	

- 3.4 It should be noted that during the period that the consultation was live, weekly analysis of responses was undertaken to track any demographic trends. Targeted communication was adapted throughout the consultation to encourage engagement from under-represented groups. The communication included:

- Paid for community radio streaming.
- A video produced in the last 2 weeks of the campaign.
- Direct contact with stakeholder groups, including age friendly, disability and Black, Asian & Minority Ethnic groups.

- GMCA, TfGM and Salford Council sent out emails to their networks of equality groups.

The consultation was advertised in Manchester’s weekly business bulletin.

3.5 A full demographic breakdown of respondents is attached at Appendix 2 for information.

4.0 Level of Support for Proposals

4.1 The responses show high levels of support for the various proposals within the draft strategy, as indicated by the breakdown of responses to the on-line survey:

Proposal	Supportive	Not Supportive
Our buses	65.2%	20.4%
Our Metrolink	73.7%	11.8%
Our Rail	68.8%	12.2%
Our Streets - Walking	77.5%	10.1%
Our Streets - Cycling	66.4%	15.7%
Our Streets - Accessibility	81.1%	7.2%
Our Streets – Managing Traffic	62%	22.7%
Our Integrated Network	74.4%	6.6%

NB Figures do not add up to 100% as not all respondents gave a view on all questions

4.2 The proposal for managing traffic had the highest percentage (**22.7%**) of people being unsupportive, with comments centred on proposals for car parking. See further details below on the comments received.

5.0 Free Text Responses – On-Line Survey

5.1 It should be noted that most free text responses relate to individuals’ perceptions of specific aspects of the draft strategy or current services. Other responses reiterated support for proposals or made comments unrelated to the specific question. Some of the free text comments, and the email responses, may also originate from organised lobbying groups. An overview of the free text responses to each of the proposals within the consultation, and any trends evident in the comments, is set out below:

5.2 Our Buses

5.2.1 A total of **620** respondents provided a free text response in relation to the proposals on Our Buses. The main themes emerging from the comments are as follows:

- The highest percentage of negative comments, although it should be noted this was a relatively low number, related to concerns about where specific bus services could terminate in the city centre in the future. This was

particularly highlighted by people who travel into the city centre regularly from Oldham. The draft strategy does not include details relating to specific bus services or their termination.

- Support for an integrated transport ticketing system, cheaper fares and improved infrastructure.
- Concerns in relation to the impact of the proposals on people with disabilities and older people. This is a theme that cuts across most of the other proposals.

5.3 Our Metrolink

5.3.1 A total of **491** respondents provided a free text comment in relation to the proposals on Our Metrolink. The main themes emerging from the comments are as follows:

- The highest percentage of comments stated that more routes were needed, with additional capacity on current lines such as more carriages and more trams.
- Tram fares are too expensive
- The need for an integrated transport ticketing system.
- Requests for the ability to take cycles on trams.

5.4 Our Rail

5.4.1 A total of **492** respondents provided a free text response in relation to the proposals on Our Rail. The main themes emerging from the comments are as follows:

- A number of responses expressed concerns about HS2.
- The need for increased connectivity within Greater Manchester and the wider North.

5.5 Our Streets – Walking

5.5.1 A total of **516** respondents provided a free text comment to the proposals on Our Streets - Walking. The main themes emerging from the comments are as follows:

- A number of comments requested more car free spaces.
- Suggestions that the city centre as a whole should be car free.
- The temporary pedestrianisation of Deansgate was highlighted as a positive strategy, with many individuals asking for this to remain as a permanent feature.
- Concern in relation to the impact of the proposals on individuals with disabilities and mobility concerns.
- Issues with cleanliness, litter and obstructions which act as a deterrent walking
- Concerns over personal safety.
- Requests for more greenery within the city centre.

5.6 Our Streets – Cycling

- 5.6.1 A total of **581** respondents provided a free text comment in relation to the proposals on Our Streets – Cycling. The main themes emerging from the comments are as follows:
- Concerns about shared space with pedestrians, in particular people with disabilities, and cyclists.
 - Issues with the behaviour of cyclists.
 - The need for improved cycle routes into and out of the city centre.
 - Requests for more segregated cycle lanes.
 - Concerns with the safety of cycling in the city centre.

5.7 Our Streets – Accessibility

- 5.7.1 A total of **295** respondents provided a free text comment in relation to the proposals on Our Streets – Accessibility. It should be noted that this section received the highest percentage of individuals who were supportive of the proposals and the lowest level of negative comments. The main themes emerging from the comments are as follows:
- The highest percentage of comments raised concerns about the impact of proposals within the draft strategy on individuals with disabilities, with many stating that it was not clear on how consideration for this group had influenced strategies.
 - Concerns about restricted vehicle access to the city centre, particularly for buses, and in many cases this was linked to issues on a perceived lack of consideration of individuals with disabilities.
 - Concerns about the current state of pavements and footpaths in the city centre as an issue, stating that this hindered walking, wheelchair and pushchair access.
 - Requests for more car free areas in the city centre.

5.8 Our Streets – Managing Traffic

- 5.8.1 A total of **561** respondents provided a free text comment in relation to the proposals on Our Streets – Managing Traffic. The main themes emerging from the comments are as follows:
- The highest percentage stated that all car parks should be removed from the city centre.
 - All cars to be banned from the city centre.
 - Concerns about the impact on disabled parking from removing city centre car parks, stating that this should be retained and improved upon.
 - Suggestions that should car parks be removed from the city centre, there needed to be improved and increased public transport capacity.
 - Concerns about negative impact on businesses, trade and numbers of visitors if car parks were removed from the city centre.

5.9 Our Integrated Network

5.9.1 A total of **295** respondents provided a free text comment in relation to the proposals on Our Streets – Accessibility. The main themes emerging from the comments are as follows:

- The highest number of responses supported the need for an integrated transport ticketing system, cheaper fares and improved public transport infrastructure.
- Concerns relating to potential new technology and whether transport operators would be willing to adopt this.

6.0 Email Responses

6.1 As previously stated, there were 24 emails which set out detailed feedback to the consultation. The following is a breakdown of comments made:

6.2 Concerns from Bus Operators

- Concern at the lack of consultation with bus operators *prior* to the public consultation (Stagecoach, One Bus, Go North West, Diamond Bus North West)
- Objection to reducing or removing buses from Parker Street (Stagecoach, Diamond Bus North West, Confederation of Passenger Transport, Go North West, One Bus, First Group,)
- Objection to closing the Oldham Street Loop (Stagecoach, Diamond Bus North West, Confederation of Passenger Transport, Go North West, One Bus, First Group, Transdev)
- Objection to closing Deansgate (Go North West, Diamond Bus North West)
- Objection to reducing bus access to/terminating in the city centre (Stagecoach, individual, Diamond Bus North West, Arriva, Go North West)

6.3 Accessibility & Inclusivity

- Concerns over impact of some of the proposals on people with disabilities and mobility concerns. (Guide Dogs, Bus Users, Confederation of Passenger Transport UK, Transport Focus, Go North West)
- Safety concerns about shared space and integrating pedestrians and cyclists, in particular, the potential implications for people with disabilities such as sight impairment. Raised that the strategy should comply with the new LTN1/20 guidance on shared spaces. (Guide Dogs, Bus Users, Manchester & Salford Ramblers, Walk Ride GM, One Bus)
- Accessibility and inclusivity should be a separate and standalone ambition (Guide Dogs)
- Question raised about how young people have been factored into the design of the draft strategy (Transport Focus)

6.4 Sustainability & Carbon Emissions

- Recommendation for work place car park levies (Bus Users, Confederation of Passenger Transport UK)
- Suggestion that there needs to be clearer modelling of what levels of carbon reductions will be achieved by each intervention (Green Party)
- Concerns about the use of some micro mobility options and the value of autonomous vehicles in the city centre (Manchester & Salford Ramblers)

- Request to close Piccadilly bus station, ban buses idling and bring forward the date for a fully carbon zero bus fleet to 2030 (Walk Ride GM)
- Suggestion that the city centre should be car free (Walk Ride GM, Creative Concern)
- Targets not ambitious enough (Manchester Friends of the Earth, Walk Ride GM, Green Party)
- Suggestion of introducing a transport carbon budget (Manchester Friends of the Earth)

6.5 Cycling

- Suggestion that there should be more on street cycle storage facilities (Manchester Friends of the Earth, an individual).
- Request for bicycles to be allowed on trams (Green Party, Walk Ride GM)

6.6 Oxford Road Corridor

- Suggestion that east-west connectivity should be improved along with connectivity between Piccadilly and Oxford stations (Oxford Road Corridor Partnership)
- Suggestion of expansion of Metrolink along Oxford Road (Oxford Road Corridor Partnership)
- Suggestion that the city centre should be a test bed for smart cities technology (Oxford Road Corridor Partnership)

6.7 General

- Disappointment that there is no clear plan for how Salford residents should travel to and from the city centre. (Individual resident)
- Comment that there is no mention of improvements on Market St in the strategy and no proposals to remove parking from Swan St (Individual resident)
- Recommendation that strategy planners work with the communities of users and operators of all travel modes to identify where gaps and opportunities exist. (Bus Users)
- Concern raised about the long-term impact of Covid and what the strategy is to attract people back travelling to the city centre (Transport Focus)
- Recommendation that the strategy should include reference to the Ashton & Rochdale canals and how they can contribute to the strategy (Canal & River Trust)

7.0 Response to issues and challenges raised

7.1 A full table of responses to each the areas of concerns raised through the consultation is attached at Appendix 1. This table also identifies where it is proposed that the draft City Centre Transport Strategy is amended in response to the consultation.

7.2 In a number of cases, the responses re-confirmed support for the proposals or requested measures that are already included, for example, increased routes and capacity on Metrolink, improvements to public space, and integrated

ticketing services. In these instances, it is suggested reviewing the draft strategy to ensure that these areas are sufficiently highlighted.

- 7.3 Accessibility was an area which attracted a number of comments, in relation to different parts of the strategy. It is proposed that the draft strategy is reviewed to make explicit that accessibility for all is a key theme and aim and that each of the ambitions reflects this.
- 7.4 There were a number of responses which requested an increase in car free spaces, improvements to public space, and for cars to be removed entirely from the city. Improvements to and increasing pedestrian space is a key part of the strategy. Further opportunities will be sought to increase pedestrianisation where appropriate (which could be temporary or at certain times). However, there will be a continued need for some people to access the city centre by car, including people with mobility issues, as highlighted in other responses, and for deliveries/access to buildings.
- 7.5 Concerns were highlighted about some of the bus proposals outlined in the city centre. We will continue to work with bus operators, users and other key stakeholders in the development of the proposed interventions and the timings for their implementation.
- 7.6 Other areas of the draft strategy which it is proposed to revisit include the following:
- Strengthening the text to reflect the need for easily accessible cycle storage facilities.
 - Emphasising the local benefits of HS2.
 - Further emphasising the commitment to retaining appropriate levels of parking for disabled people.
 - Highlighting small-scale, short term improvements that can be made to footways to enhance the walking experience.

8.0 Next Steps

- 8.1 All results from the consultation will be used to review the draft strategy and identify changes or amendments required.
- 8.2 A proposed final City Centre Transport Strategy is planned to be submitted to the Executive for approval in March 2021. Subject to approval being received at the March meeting, the Strategy will then be submitted to the GMCA on 26 March. Approval will also be sought from Salford City Council prior to the GMCA meeting.
- 8.3 Further engagement will take place with the bus operating companies on the proposals within the strategy.

9.0 Contributing to the Our Manchester Strategy

(a) A thriving and sustainable city

- 9.1 The updated city centre transport strategy will need to provide the capacity needed to underpin growth and support the creation of new jobs in the city. Investment in city centre public space and the city's transport functions will support growth of the economy and maximise the competitiveness of the city centre.

(b) A highly skilled city

- 9.2 The updated strategy will support the delivery of projects that will create high quality employment opportunities in the city and will support growth in a range of key sectors of the economy. Improving infrastructure and unlocking regeneration opportunities will attract new investment, boosting the local economy and providing new jobs for Manchester residents. Improved public transport and walking and cycling routes to the city centre can help residents to access jobs and training opportunities located there.

(c) A progressive and equitable city

- 9.3 The developing strategy and the engagement exercise outlined in this report responds to the 2018 conversation exercise. The strategy will support the enhancement of the transport network serving the city centre, and through initiatives such as better ticketing. Reform to the delivery of local bus services will open up opportunities for communities across the city. Improving city centre travel and connections to other places supports inclusive development and employment growth.

(d) A liveable and low carbon city

- 9.4 Efficient, transport systems coupled with a strong sense of place will ensure Manchester continues to be a highly attractive and enjoyable visitor destination, and continues to appeal to a diverse range of people living and working in the city centre. Proposals to reduce congestion and improve air quality will help achieve a cleaner and greener city, highlighted by respondents as an important issue. Improved freight and public transport, and a reduction in car based trips contributes towards Manchester's ambition to be a zero carbon city by 2038 at the latest.

(e) A connected city

- 9.5 Improvements to connectivity are central to the plans to refresh the strategy. World class infrastructure will attract international investment and promote a globally successful city. The strategy will deliver proposals to improve transport integration across Greater Manchester, making it easier for people getting into and moving around the city centre.

10.0 Key Policies and Considerations

(a) Equal Opportunities

10.1 Proposals in the City Centre Transport Strategy are anticipated to support additional job opportunities available to local residents and improved transport connections to those opportunities.

(b) Risk Management

10.2 Risks will be considered on a scheme by scheme basis.

(c) Legal Considerations

10.3 The legal powers available to the Council will need to be taken into account in developing the CCTS proposals further, to ensure they are deliverable. It will also need to link closely to the Council's Development Plan, both the current and the forthcoming Local Plan review, to ensure they are consistent with one another.

10.4 The final CCTS will be presented to Salford City Council and the Greater Manchester Combined Authority for approval, as well as to the Executive as outlined in this report.

Appendix 1:

City Centre Transport Strategy Consultation – Proposed Responses to Comments and Challenges Raised

Topic area	Comments/Challenges raised	Response
Our Buses	Concerns about terminating specific bus services, particularly from people who travel into the city centre regularly from Oldham.	The draft strategy does not include details relating to where specific bus services terminate in the city centre in the future. The draft strategy highlights the importance of good quality bus services, and their important and increasing role in the future supporting more people travelling to/from the city centre by bus.
	Support for an integrated transport ticketing system, cheaper fares and improved infrastructure.	Page 35 highlights importance of integrated ticketing to public transport travel. Additional references to be added to other relevant sections of the document.
	Concerns about the impact of the proposals on people with disabilities.	Review the wording within strategy to ensure that it is clear that accessibility for all is a key theme and aim – and emphasise it is a key part of designing and planning future interventions.
Our Metrolink	More routes are needed, with additional capacity on current lines such as more carriages and more trams.	Highlights support for the Metrolink / Tram-Train proposals referred to within the strategy– see pages 26, 27, 36, 36.
	Tram fares are too expensive, and the need for an integrated transport ticketing system.	Fare costs noted. See above for integrated ticketing response.
	Requests to take cycles on trams.	Space remains limited on public transport and we need to ensure people can social distance wherever possible, which would be more difficult if we started to allow cycles onto trams. We are always looking at ways to support people who want to make part of their journey by cycle, and have recently secured some funding from the mayor's challenge fund to improve cycle parking at some of our stops. We're also working to understand how a new bike hire scheme for GM might integrate with the Metrolink network.

Topic area	Comments/Challenges raised	Response
Our Rail	Concerns with HS2.	<p>HS2 is a large, national infrastructure project. The decision about whether to deliver the project rests with the Government, rather than locally. However, we believe that HS2 provides a major opportunity for Greater Manchester, in terms of jobs, skills, economic growth and regeneration, as well as providing additional rail capacity. It provides the opportunity to provide a new gateway station at Manchester Piccadilly and to be a catalyst for surrounding re-development. The proposals within the CCTS, and our ongoing work with HS2, Ltd. aim to ensure that HS2 is delivered in a way which can maximise the benefits to Greater Manchester and local people, including connectivity with local, regional and pan-regional transport (including Northern Powerhouse Rail and an enhanced Metrolink station at Manchester Piccadilly), the delivery of local jobs and skills development, and contributing to regeneration and growth. A HS2 and NPR Growth Strategy has been developed by TfGM, MCC and other partners to drive these ambitions. However, HS2 is only one part of improving rail services in Manchester, and improved local and regional services is also a key part of the rail proposals within the 2040 Transport Strategy.</p>
	Need for increased connectivity within Greater Manchester and the wider North.	<p>The Greater Manchester Transport Strategy 2040 and 5-Year Delivery Plan outlines a significant number of interventions to improve connectivity across Greater Manchester and the north of England. In addition, the Government is developing an Integrated Rail Plan, which looks to incorporate HS2, NPR and local rail schemes, in order to provide a full package of improvements across the rail network in the North and Midlands. The information above shows how we are trying to use the opportunity provided by HS2 to incorporate NPR and other local transport improvements.</p>

Topic area	Comments/Challenges raised	Response
Our Streets - Walking	Requests for more car free areas, and to make the city centre car free.	Improvements to pedestrian space, the improvement of the pedestrian experience, and reductions in car journeys, are key aims of the strategy. (See Introduction, Background and Vision sections (pp4-21) and Our Streets proposals (pp39-41).In addition, Ambition 2 (p24) states that we will aim to remove non-essential and polluting vehicles travelling through the city centre. Further opportunities will be sought to increase car free areas where appropriate (which could be temporary or at certain times). However, the Strategy also highlights that there is a need to balance the needs of all city centre users. There will be a continued need for some people to access the city centre by car, including people with mobility issues, as highlighted in other responses, and for deliveries/access to businesses and residential buildings.
	Concern about the impact of the proposals on individuals with disabilities.	We will review the wording within strategy to ensure that it is clear that accessibility for all is a key theme and aim
	Issues with cleanliness, litter and obstructions and safety which act as a deterrent walking.	The strategy will be reviewed and worded to ensure these factors are addressed.
	Requests for more greenery within the city centre	This is already referred to within the strategy as an aim on p42. Enhancements to public space, including greening, is a key aim of strategy. Manchester is investing heavily in a range of public realm projects, to create more green and open spaces in the heart of the city. As well as the proposals set out within the CCTS itself, there are wider plans to provide further new green and open space in the city centre as part of developments, including a major new 6.5 acre park at Mayfield; Circle Square on Oxford Rd which will see new public realm in the centre of the scheme; a public park as part of the next phase of Great Jackson Street; and a new living memorial to the Arena attack close to the Cathedral.

Topic area	Comments/Challenges raised	Response
Our Streets - Cycling	Concerns about shared space with pedestrians, in particular people with disabilities, and cyclists. This group of respondents also raised issues with the behaviour of cyclists.	<p>The Strategy sets out that we aim to create an <i>“attractive, safe and efficient cycling network”</i> in the city centre, to achieve Ambition 3 of the strategy - <i>“More people choose to cycle to destinations within the City centre”</i>. It states that <i>“cycle routes will be protected from other traffic wherever possible, whilst offering the most direct route available”</i> and that <i>“all types of cyclists have enough space to move around safely and comfortably”</i>.</p> <p>Each scheme to introduce safe cycling infrastructure will aim to meet the above CCTS objectives, following the guidance in TfGM’s Streets for All check and the national Cycle Infrastructure Design Guidance, both of which strongly advise against shared space due to potential conflicts. Each scheme will be subject to public consultation on the detailed design, but use of shared space is not envisaged, for the above reasons.</p>
	The need for improved cycle routes into and out of the city centre.	This is already referred to in the strategy as an aim, in Ambition 3, p25 and Proposals pp43-45
	Requests for more segregated cycle lanes.	This is already referred to in the strategy as an aim, on p25 and via the Proposals on pp43-45.
	Concerns with the safety of cycling in the city centre.	Improving the safety of cycling is already referred to in the strategy as an aim, p25
Our Streets - Accessibility	Concerns about the impact of proposals within the draft strategy on individuals with disabilities or mobility concerns, with many stating that it was not clear on how consideration for this group had influenced strategies.	We will review the wording within strategy to ensure that it is clear that accessibility for all is a key theme and aim
	Concerns about restricted vehicle access to the city centre, particularly for buses,	Adopting a Streets for All approach, to be set out in more detail within a stand-alone sub-strategy of GM’s 2040 Transport

Topic area	Comments/Challenges raised	Response
	<p>and in many cases this was linked to issues on a perceived lack of consideration of individuals with disabilities or mobility issues.</p>	<p>Strategy, is fundamental to ensuring streets in our city centre work better for people, continuing to respond to the city centre and region's growth needs over the plan period.</p> <p>We have committed within the CCTS to working with bus operators on proposed changes to operations to ensure there is no significant inconvenience to bus users. We will continue to work with bus operators to ensure detailed proposals provide necessary access for people with specific mobility needs.</p> <p>Engagement in early consultations has included meeting with the Disability Design Reference group. Engagement with this group will continue as interventions and proposals come forward.</p> <p>An Equality Impact Assessment was prepared for the strategy that highlighted further engagement with "protected groups" on interventions would be needed in the future.</p>
	<p>Concerns about the current state of pavements and footpaths in the city centre as an issue, stating that this hindered walking, wheelchair and pushchair access.</p>	<p>The strategy already refers to improvements in the condition of city centre streets, in Proposals – Our Streets, beginning on p39. The proposals for improving the quality of city centre streets for walking would involve improving the quality of the pavement and footpaths, but we will also review this text to bring out more strongly that even where comprehensive proposals are not being brought forward at a point in time, smaller scale repairs and maintenance can make a meaningful improvement in walking, wheelchair and pushchair access.</p>
	<p>More car free areas in the city centre.</p>	<p>This is already referred to within the strategy as an aim, on p39, which states: "we want to expand our pedestrian priority areas in the city centre".</p> <p>As stated above, improvements to pedestrian space, the improvement of the pedestrian experience, and reductions in</p>

Topic area	Comments/Challenges raised	Response
		<p>car journeys, are key aims of the strategy. Further opportunities will be sought to increase car free areas where appropriate (which could be temporary or at certain times). However, the strategy also highlights that there is a need to balance the needs of all city centre users.</p>
<p>Our Streets – Managing Traffic</p>	<p>All car parks should be removed from the city centre, and all cars should be banned from the city centre.</p>	<p>Reduction in city centre car parking, and the location of parking at the edge of the city centre are priorities in the strategy. This needs to be an incremental change, carried out in conjunction with public transport improvements. As outlined above, there will be an ongoing need for an element of trips to the city centre to be made by car, including for those with accessibility issues. The intention would be that those car parks that do remain will be the more modern car parks, with accessibility and environmental measures (e.g. electric charging points) built in, referred to as Travel Hubs.</p>
	<p>Concerns about the impact on disabled parking from removing city centre car parks, stating that this should be retained and improved upon.</p>	<p>We will revise the text in Ambition 5 – Parking the city centre is smarter and integrated with other modes’ (p28) to reflect the commitment to retaining appropriate levels of parking for disabled people</p>
	<p>View that if car parks are to be removed from the city centre, there needed to be improved and increased public transport capacity.</p>	<p>This is already referred to within the strategy as an aim, Ambition 4, p26 and throughout the document.</p>
	<p>Concerns about the impact on businesses, trade and numbers of visitors if car parks were removed from the city centre.</p>	<p>The Strategy sets out an overall ambition to build upon the clear trends observed since 2009 of reduced numbers of trips by car (during the morning peak) and an increase in trips by public transport and active travel. This modal shift has not affected business, trade or visitors thus far, prior to the Covid pandemic.</p> <p>Ambition 5 “Parking in the city centre is smarter and integrated with other modes” sets out that parking will be reduced but better allocated to those who need it and managed to be more efficient. The</p>

Topic area	Comments/Challenges raised	Response
		reduction in parking from land in the city centre which is awaiting development has already been observed and the expected continuation of this trend is encouraged by the strategy, but this will be incremental and long-term due to the long timescales of development. A maintenance or increase in car parking is incompatible with the overall ambitions of the strategy, set out on pp7-13 and throughout the document.
Our Integrated Network	The need for an integrated transport ticketing system, cheaper fares and improved public transport infrastructure.	This is already referred to within the strategy as an aim, as part of Greater Manchester's wider approach through the Transport Strategy 2040. Further detail Ensuring public transport services are affordable for all users is an identified priority within the draft City Centre Transport Strategy.
	Issues relating to potential new technology and whether transport operators would be willing to adopt this.	Embracing innovation is critical where it benefits users, to ensure the city and its transport services remain fit-for-purpose. We will work with transport operators to encourage the use of improved technologies where they can deliver benefits for services and users, including through the piloting of new technology in advance of any wider adoption proposals.
Emailed Responses		
Bus Proposals	Concerns from bus operators about Parker Street, Oldham Street Loop, Deansgate and city centre termination.	Ongoing engagement is taking place with the bus operating companies on the proposals within the City Centre Transport Strategy. The draft strategy recognises the importance of good quality bus services, but also of the need to balance the needs of all city centre users. The proposals highlighted by the bus operators will be subject to further engagement with the operating companies, bus users, and other stakeholders.
Accessibility & Inclusivity	Concerns over impact of some of the proposals on people with disabilities and mobility concerns.	Please see responses earlier in the table.

Topic area	Comments/Challenges raised	Response
	<p>Safety concerns about shared space and integrating pedestrians and cyclists, in particular, the potential implications for people with disabilities such as sight impairment. Raised that the strategy should comply with the new LTN1/20 guidance on shared spaces.</p>	<p>The Strategy sets out that we aim to create an <i>“attractive, safe and efficient cycling network”</i> in the city centre, to achieve Ambition 3 of the strategy - <i>“More people choose to cycle to destinations within the City centre”</i>. It states that <i>“cycle routes will be protected from other traffic wherever possible, whilst offering the most direct route available”</i> and that <i>“all types of cyclists have enough space to move around safely and comfortably”</i>.</p> <p>Each scheme will be implemented through a detailed design process, including public consultation, which will take into account key guidance, primarily TfGM’s Streets for All checklist and LTN 1/20. Both guidance documents strongly recommend avoiding shared space, for several reasons, including unsuitability for people with disabilities. The prevailing design approach is not to install shared spaces, as a rule, taking the design principles in the guidance as the basis for scheme design.</p>
	<p>Accessibility and inclusivity should be a separate and standalone ambition</p>	<p>Accessibility and inclusivity are cross-cutting themes which are inbuilt into the ambitions and proposals. It is felt that this is more appropriate than including as a separate ambition, to ensure that inclusivity is taken into account throughout all parts of the strategy.</p>
	<p>Question raised about how young people have been factored into the design of the draft strategy</p>	<p>Since 2018 we’ve had many discussions with city centre residents, commuters, businesses and interest groups to learn how they want to travel into and around the city centre, and how they would shape the next phase of improvements to roads, rail, tram, bus, bike, pedestrian and public spaces. Some of those discussions have included young people, including students and workers, in order to understand their priorities and interests.</p> <p>As well as this, part of our activity to promote the 2018 listening exercise and 2020 consultation used channels and</p>

Topic area	Comments/Challenges raised	Response
		<p>messages aimed at younger people, including social media, video content and engagement activity. These channels including Dax Radio; targeted mobile display adverts (which appear on mobile websites and apps as people use them); and behavioural push notification advertising, which uses a network of apps to target the right audiences.</p>
<p>Sustainability and Carbon Emissions</p>	<p>Recommendation for work place car park levies</p>	<p>The strategy sets out a range of policies to manage on-street car parking and our city centre car parks that could help to make steps toward improved sustainability, including the reduction and relocation of sites, review of appropriate pricing strategies, and improved technologies for efficiency. Specific interventions to address carbon emission reductions, such as a workplace levy, which may address a range of other objectives should be considered at the Greater Manchester level, should be considered through the Greater Manchester Environment Plan alongside alternative approaches to carbon reduction.</p>
	<p>Suggestion that there needs to be clearer modelling of what levels of carbon reductions will be achieved by each intervention</p>	<p>The Strategy sets out strategic ambitions that are aligned with Greater Manchester's aim to be a carbon neutral city region by 2038 as well as a range of committed and planned interventions to achieve the ambitions. These will be delivered to a range of timescales and are different stages of design detail. Due to the uncertainty at this stage of exactly what will be delivered, and when, it is not possible to accurately model the carbon reductions which may be achieved by each intervention, particularly given the interdependencies between different interventions in achieving modal shift and changing travel behaviours.</p> <p>Travel into and around the city centre cannot be separated from and is dependent on travel around the whole GM city-region. We are currently undertaking additional work to identify how the Right Mix (in the</p>

Topic area	Comments/Challenges raised	Response
		<p>GMTS 2040) contributes towards achieving Greater Manchester's carbon target and, importantly, our carbon budgets, alongside other measures to decarbonise the transport network, such as electric vehicles. Decisive action will be needed in the next five years to make meaningful progress towards meeting our carbon targets.</p> <p>The draft Strategy supports work to achieve the target in the Manchester Climate Change Framework (MCCF), referred to on p12, which commits the Council to reducing CO2 emissions from homes, businesses and ground transport by 50% from 2020-25.</p>
	<p>Concerns about the use of some micro mobility options and the value of autonomous vehicles in the city centre</p>	<p>There is currently an e-scooter trial on and around Salford University campus, which Salford, Manchester and TfGM are monitoring closely for lessons learned and the possibility for micromobility to make a positive contribution to the CCTS ambitions.</p> <p>The Strategy on p18 refers to connected and autonomous vehicles (CAV), stating that <i>“Connected and autonomous vehicles are the biggest upcoming technological advancement in the transport sector. They have the potential to transform both the passenger and freight transport sectors, so this future technology should be accounted for as best as is possible, without compromising on our overall aim to design the city centre around people rather than vehicles.”</i> It is considered that this clearly sets out the strategy's position.</p>
	<p>Request to close Piccadilly bus station, ban buses idling and bring forward the date for a fully carbon zero bus fleet to 2030</p>	<p>The strategy notes the plans to redevelop the wider Piccadilly (Gardens) area including a review of bus facilities. We will be working with bus operators, users and wider stakeholders to develop more detailed proposals.</p> <p>The strategy has committed to adopting a zero-emission bus fleet by 2040.</p>
	<p>Suggestion that the city centre should be car free</p>	<p>The strategy refers to objectives such as expanding pedestrian priority areas (on</p>

Topic area	Comments/Challenges raised	Response
		<p>p39) and the overall ambitions are set out in the Introduction, Background and Vision sections (pp4-21) and Our Streets proposals (pp39-41). Ambition 2 (p24) states that we will aim to remove non-essential and polluting vehicles travelling through the city centre. As set out above, there is a need to balance</p>
	Carbon reduction targets not ambitious enough	<p>The targets included reflect those within the adopted and proposed GMCA, Manchester City Council and Salford City Council strategies. As set out above, the interventions presented in the CCTS are not sufficiently detailed to create precise carbon reduction targets at this stage. Instead the ambitions and proposals are part of the council's overall Zero Carbon strategy set out in the MCCF.</p>
	Suggestion of introducing a transport carbon budget	<p>Manchester already has an overall carbon budget of 15m tonnes from 2018-2100 and has committed to reducing the emissions from our homes, workplaces and ground transport by at least 50% between 2020 and 2025, as set out in the Manchester Climate Change Framework 2020-25, on p5. This is referred to in the strategy on p12. As set out above, the interventions presented in the CCTS are not sufficiently detailed to create a precise carbon budget. Instead the ambitions and proposals are part of the council's overall Zero Carbon strategy set out in the MCCF.</p>
Cycling	Suggestion that there should be more on street cycle storage facilities	This is already referred to in the strategy in Our Streets proposals on p45 (city centre-wide cycle parking review) but we will review the text to reflect the need for easily accessible cycle storage facilities
	Request for bicycles to be allowed on trams	Please see above.
Oxford Road Corridor	Suggestion that east-west connectivity should be improved along with	The strategy already proposes a range of significant improvements which will deliver East-West connectivity improvements both

Topic area	Comments/Challenges raised	Response
	connectivity between Piccadilly and Oxford stations	within and beyond the city centre, including between Piccadilly and Oxford Road stations, such as Streets for All corridors, walking and cycling improvements, and heavy rail upgrades. In addition, more detail to be added to the east-west connections into and across the Oxford Rd corridor.
	Suggestion of expansion of metrolink along Oxford Road	The recent delivery of a high quality sustainable travel corridor along Oxford Road delivers a range of benefits to people walking, cycling and using buses across the city-region. This is further complemented by a proposal for further public realm and wayfinding improvements. The City Centre Transport Strategy proposes a range of interventions consistent with the principles of the Transport Strategy 2040. Manchester, Salford and TfGM will continue to investigate the best opportunities for Rapid Transit investment through the development of a Rapid Transit Strategy.
	Suggestion that the city centre should be a test bed for smart cities technology	<p>The city centre is already the location for a number of trials using smart cities technology, in particular in the Oxford Road Corridor, through initiatives such as Triangulum, in which over twenty international partners worked together to demonstrate smart city solutions across three cities: Manchester (UK), Eindhoven (Netherlands), and Stavanger (Norway). During 2018/19 Manchester successfully completed CityVerve, the UK's Internet of Things Demonstrator project. This project involved a consortium of 21 technology partners, to produce innovations in health, energy, environment and transport, and devise new ways for cities to deliver services to their citizens through smart technology. We have also been involved in the DfT's National Parking Platform.</p> <p>Further opportunities will be sought to expand the application and use of such technology.</p>

Topic area	Comments/Challenges raised	Response
General	Disappointment that there is no clear plan for how Salford residents should travel to and from the city centre.	The Transport Strategy 2040 covers connectivity to the city centre from all parts of Greater Manchester.
	Comment that there is no mention of improvements on Market St in the strategy and no proposals to remove parking from Swan St	<p>Market Street is an extremely successful retail street, which has been pedestrianised for a number of years. Whilst footfall is heavy on Market Street, it is a relatively wide street, compared to surrounding streets. We will continue to work with the Arndale Centre to determine if further improvements are needed. We would not encourage cyclists to use Market Street. A cycling scheme is currently proposed between Piccadilly and Victoria which will provide attractive cycle routes in the vicinity, without the need for cyclists to use Market Street.</p> <p>The parking on Swan Street provides essential servicing for the nearby businesses, which is difficult in the surrounding streets due to their size. We are keen to continue to support local businesses in this area, but the overall operation of the ring road will be kept under review and we will seek further consultations with local businesses and Members in considering parking on Swan Street.</p>
	Concern raised about the long term impact of Covid and what the strategy is to attract people back travelling to the city centre	<p>The impact of Covid is clearly a concern for the city. Manchester has developed an Economic Recovery & Investment Plan, in order to help mitigate the immediate impacts of the pandemic, restore confidence in the city, and enable the city to return to growth. The Plan includes a range of activities and investments, aimed at making the city centre attractive again to residents, workers and visitors, and which support the CCTS. These include the development of safe, outdoor events, support to enable the re-opening of our cultural attractions, and improvements and extension to public open space.</p> <p>Note – to add a statement on work going into recovery and building back better eg</p>

Topic area	Comments/Challenges raised	Response
		<p>reduced PT fares idea to get people back to using PT.</p> <p>Safety on public transport will continue to be a critical objective particularly to encourage a return to public transport use and not the car, which aligns with the CCTS.</p>
	<p>Recommendation that the strategy should include reference to the Ashton & Rochdale canals and how they can contribute to the strategy</p>	<p>The canals are referred to already in the strategy, on p9 in reference to their role as greenspaces; in Ambition 1 on p23, in Ambition 3 as a potential barrier to cycle access which require to be unlocked; pp33-34 referring to their role in committed Bee Network walking and cycling schemes; on p42 in Our Streets proposals for their potential to be better walking routes.</p>

Appendix 2: Demographic Profile of Respondents to the CCTS Consultation 23 September to 4 November

1) Resident Profile

37.7% of respondents live in the **Manchester** area, with **14.46%** of these residing in the **city centre**.

5% of respondents live in Salford.

52.34% of respondents live in **Greater Manchester** (excluding Manchester) and **4.6%** live **outside of GM**

2) Gender

Of those respondents who answered the question on gender **52%** identify as **male/trans man** with **37%** identifying as **female/trans woman**.

3) Age Profile

The highest percentage of responses were from 35-54 year olds. The full breakdown of responses by age profile is below:

Age Range	% of respondents
13-17	1.48%
18-24	8.34%
25-34	19.41%
35-44	19.56%
45-54	21.51%
55-64	13.75%
65-74	8.03%
75+	1.56%

4) Disability

15% of respondents declared a disability or mobility issue.

5) Ethnicity

19.5% of responses are from ethnic groups other than White British.

6) Reason for Coming in to the City Centre

The breakdown of responses for reason individuals travel to the city centre

Leisure/Social – **49.50%**

Shopping – **48.80%**

Work – **41.67%**

38% of respondents have stated they come into the city centre for all 3 activities.

Only **0.21%** stated that they **never** come into the city centre.

7) Normal Mode of Travel

The breakdown of respondents by usual mode of travel to and from the city centre is:

Mode of travel	% of respondents
Bus	24.36%
Tram	21.37%
Train	13.5%
Cycle	12.36%
Car /Van/Motorcycle (driver)	10.5%
Walk	8.53%
Taxi	7.5%
Car /Van/Motorcycle (passenger)	5.19%

In the last 2 weeks of the consultation we saw an increase in the number of respondents who stated they normally travelled by bus. This increase coincided with both Stagecoach and First launching communication campaigns to encourage bus users to respond to the consultation.

It should be noted that **42.33%** of respondents state that they would normally walk around the city centre.

66% of respondents who stated they normally cycle to and from the city centre are male.

8) Future Travel

The breakdown of responses to anticipated changes to frequency of travel to the city centre is:

Frequency	For Work	For Shopping	For Leisure/Social
More often	9.5%	7.5%	14%
Less Often	21%	19%	16.5%