



Norfolk County Council Local Transport Plan 2020-2036

Overview

We want your views on the key areas we are focusing on for our next Local Transport Plan. The current Local Transport Plan for Norfolk was agreed in 2011. Since that time there have been many changes to the way that people travel, and how much. Technology has meant that we are now increasingly able to live our lives without the need to travel, for example using online resources such as internet shopping. The way we travel is also changing, with more information and more technology being built into vehicles and more options such as car clubs and bike share schemes. Norfolk County Council has also recently adopted an environmental policy to achieve 'net zero' carbon emissions on our estates by 2030, but within our wider areas, work towards 'carbon neutrality' by 2030.

Why we are consulting

We will use your feedback to help us update our Local Transport Plan, making sure that it considers local peoples' current and future priorities for transport to help us shape the future transport provision in Norfolk.

Personal information, confidentiality and data protection

We will use any personal information to understand how different groups of people feel about the Local Transport Plan.

We will process any personal information we receive from you in line with the General Data Protection Regulation (GDPR) (Regulation (EU) 2016/679), the Data Protection Act 2018 and Norfolk County Council's data protection policy and guidelines. This means that Norfolk County Council will hold your personal data and only use it for the purpose for which it was collected, being this consultation. You can find a copy of our privacy statement at <https://www.norfolk.gov.uk/privacy>

We won't identify individuals when reporting back our findings and under our record management policy we will keep this information for five years. We will not share the information you provide us or pass your personal data on to anyone else. However, we may be asked under access to information laws to publish or disclose some, or all, of the information you provide in response to this consultation. We will only do this where such disclosure will comply with such relevant information laws which include the Freedom of Information Act 2000, the Data Protection Act 2018 and the Environmental Information Regulations 2004.



You can choose not to take part in the consultation, to stop responding at any time, or to ignore any personal questions that you do not want to answer. You can choose to provide your email address if you would like to save your response before submitting it or download a copy of your final response.

Question 1

- Please tick to confirm that you have read the Personal information, confidentiality and data protection statement above.**

(Required)

Background to the Local Transport Plan

The current Local Transport Plan was agreed in 2011. It describes Norfolk County Council's strategy and policies for funding of roads and other transport infrastructure.

Norfolk County Council is the Highways Authority and is responsible for maintenance of most public roads in Norfolk except the A47 and A11 which are the responsibility of Highways England. The County Council is not responsible for the bus network, ports, airport or rail services but does work with partners, government and operators to improve these where possible.

This consultation is focused on the strategy. Once the strategy is agreed we will develop an Implementation Plan, looking at how we can deliver the aims of the strategy, and will consult on this in 2020.

Existing Vision

A transport system that allows residents and visitors a range of low carbon options to meet their transport needs and attracts and retains business investment in the county.

What has been achieved to date (2011- 2019)

Since the adoption of the current Local Transport Plan several schemes have been delivered, most notably the Broadland Northway (Norwich Northern Distributor Road (NNDR)), A11 dualling and Norwich to London in 90 minutes rail services. There has also been a commitment to improvements and funding for the Great Yarmouth Third River Crossing, A47 Great Yarmouth Junctions, Blofield to Burlingham dualling, Thickthorn Roundabout and Easton to Tuddenham dualling. We have also made significant improvements to walking and cycling.



Why we are updating the LTP

- Key policy objectives, such as improvements to the A11 and building the Broadland Northway (NNDR), have been achieved.
- New priorities have arisen such as Norwich Western Link, A140 Long Stratton Bypass, A10 West Winch Relief Road, Attleborough Link Road, and full dualling of the A47 including Tilney to East Winch and Acle Straight.
- Priorities emerging from the new Norfolk County Council Environmental Policy.
- Local Enterprise Partnerships (LEPs) have been established and there is an emergence of sub-national transport bodies. An up-to-date Local Transport Plan will set out the County Council's position to inform and influence emerging strategies and plans.
- There have been changes in economic, societal, technological, environmental, political and legal circumstances. We need to have a plan that is fit for the future.

The draft aims and objectives of the new Local Transport Plan are:

- **Well managed and maintained transport network**
- **Delivering a sustainable Norfolk**
- **Enhancing connectivity**
- **Enhancing Norfolk's quality of life**
- **Improving transport safety**
- **Increasing accessibility**



The way you travel

Before we ask you about the proposed areas of focus for our new Local Transport Plan, we'd like to ask individuals some questions about how you travel in Norfolk.

Question 2 Are you responding to this consultation ...?

Please select only one item

- On your own behalf
- On behalf of a group, organisation or business

Question 3 How many cars or vans, if any, are there in your household?

Please select only one item

- No cars or vans in household
- 1 car or van in household
- 2 cars or vans in household
- 3 cars or vans in household
- 4 or more cars or vans in household
- 1 or more electric or hybrid cars or vans

Question 4 How often, if at all, do you use each of the following types of transport?

Please select one answer on each row:

	<i>Most days a week</i>	<i>1-2 days a week</i>	<i>Once a Month</i>	<i>A few times a year</i>	<i>Once a year</i>	<i>Never</i>
<i>Car or van as driver</i>						
<i>Car or van as passenger</i>						
<i>Taxi</i>						
<i>Bus</i>						
<i>Bicycle</i>						
<i>On foot</i>						
<i>Motorbike/scooter</i>						
<i>Train</i>						



Question 5 And what is the main way that you travel for each of the following reasons? Please select one only on each row:

	<i>Car or van as driver</i>	<i>Car or van as passenger</i>	<i>Taxi</i>	<i>Bus</i>	<i>Bicycle</i>	<i>On foot</i>	<i>motorbike/s cooter</i>	<i>Train</i>	<i>Other</i>	<i>Not Applicable</i>
<i>Travel to/ from work</i>										
<i>Recreation/ Sport</i>										
<i>Socialising</i>										
<i>Grocery shopping</i>										
<i>Drop- off/ pick up children from school</i>										
<i>Health appointments</i>										



Well managed and maintained transport network

Norfolk has one of the largest transport networks in England, with the County Council being responsible for over 6,000 miles of road, managing all aspects of this network. This includes road maintenance, water drainage arising from the roads and street lighting. The County Council also has responsibility for maintaining 2,400 miles of public footpaths and other public rights of way and cycleways.

Challenges

- Managing the transport network to encourage the use of walking and cycling and public transport, whilst maintaining accessibility for car users and overall network capacity and reliability.
- Funding is not available to fund all roads to the same standards. Choices are made based upon the type, age and condition of roads and importance of the location/route.
- There are limited times when road works can be undertaken, which leads to a conflict between closing roads and increasing congestion for a limited period.
- More and more data is becoming available through tools like apps on mobile phones. However, the County Council currently has no influence over some of the information provided by these technologies, and therefore has little or no control over how people use the network, especially route planning or choosing diversions.
- As transport networks become busier, they tend to become less reliable. That is, journey times become less predictable as even minor incidents can have disproportionate effects on travel. Businesses and the travelling public tell us that they would like shorter journey times, and also that these journeys should be reliable. However, there is a major challenge in being able to provide capacity for fast journeys at the same time as making sure that journeys are predictable.

How we are tackling these challenges

Whilst we recognise all roads are important, we can't improve all the network, but we can keep it fit for purpose.

Question 6 How far do you agree or disagree that we should prioritise maintenance of the highway network over making improvements to the network?

Please select only one item

- Strongly agree
- Agree



- Neither agree or disagree
- Disagree
- Strongly disagree
- Don't know

We may need to manage the network by prioritising measures for some modes of transport, such as encouraging buses on one road, and cars on another. Not all roads in built up areas have the space for all types of transport and often we need to make a choice about what is most important.

Question 7 How far do you agree or disagree that, where possible, we should consider making some roads more public transport friendly and other nearby roads more suitable for cars?

Please select only one item

- Strongly agree
- Agree
- Neither agree or disagree
- Disagree
- Strongly disagree
- Don't know

Question 8 Here is a list of things that we could do to help manage the road network. Please rank these, with 1 being the most important to you and 4 the least important:

	Rank 1 - 4
<i>More information to be provided about the transport network, such as parking spaces, diversions and accidents, on automatic signs</i>	
<i>More information to be provided about the transport network via SatNavs</i>	
<i>More infrastructure to support different vehicles such as charging points to support electric cars</i>	
<i>Planning for future developments in the way we use the highway, such as tracks for autonomous cars</i>	



New technologies, such as self-driving vehicles, are emerging and the Council's priorities are changing. In our strategy we need to get the balance right between making sure the transport network works well at the moment and making sure it is fit for the future. We're interested in finding out how forward thinking you think we should be.

Question 9 How do you think we should prioritise transport infrastructure?

Please select only one item

- We should aim to maintain and ensure that transport network is fit for its current use
- We should plan for future changes in the way we use the highway network

Question 10 We have to get the right balance between the numbers of vehicles on our roads and the length of journey times. How do you think we should manage the road network?

Please select only one item

- We should aim to make journey times reliable, even if this makes journey times slower
- We should aim to make journey times as fast as possible, even if this makes journey times unreliable

Question 11 Thinking of the future, if you have any suggestions, ideas or comments about any transport infrastructure that Norfolk needs, please write these below:



Delivering a sustainable Norfolk

Delivering sustainable development is important to meet housing targets in locations where services and infrastructure are suitable and can sustain the levels of growth. A number of places are likely to receive significant housing growth, most notably Norwich, Thetford, King's Lynn and Attleborough.

Challenges

- In some more rural areas it is difficult to access services.
- Some roads are considered to serve a more strategic role and the County
- Growth cannot be built all in one location it needs to be dispersed.
- There are limited funding opportunities to deliver infrastructure to support growth if it cannot all be provided by developers.
- Parking and electric vehicle charging points are often limited on new developments.

How we are tackling these challenges

The County Council takes account of the environmental and distinct characteristics of areas when considering whether development sites are suitable from a Highways Authority perspective. The County Council supports new growth being in urban areas or villages which have schools and other services and sustainable transport options.

Question 12 Currently we support new growth being in urban areas or villages that already have schools, other services and sustainable transport options. How far do you agree or disagree with this approach?

Please select only one item

- Strongly agree
- Agree
- Neither agree or disagree
- Disagree
- Strongly disagree
- Don't know



Enhancing connectivity

Good connectivity is important because when people choose to travel it allows them to easily get to where they need to, whether to work, education or visiting friends and families.

Connectivity is especially important for businesses because delays in delivering goods, or unpredictable journey times, cost money. Without good connections to other parts of the country many businesses might not choose to stay in, or move to, Norfolk.

Challenges

- Slow and unreliable road journeys for motorists and busses, especially on congested networks in the towns and cities.
- Slow rail journeys.
- Many parts of the county are not close to rail stations, and even then, rail services have a limited number of connections.
- Journey times between Norfolk and major destinations like London, Cambridge and major airports are lengthy. It can be quicker to get from London to many other parts of the country than to Norfolk, even if these places are further away from London than we are.

How we are tackling these challenges

The County Council is making major improvements to its road network including the recently constructed Broadland Northway (NNDR) and improving walking and cycling connections in urban areas and market towns. We have also worked with others to secure improvements and government funding for major improvements on the trunk roads (A11 and A47) and railways, for which we are not responsible.

Our focus has been on improving major road and rail connections between larger places in the county, and to major ports, airports and cities in the rest of the UK. This focus concentrates on quick, reliable journey times for longer-distance journeys. We have targeted this towards the main trunk road and busier A road connections rather than on B class roads or minor roads.

Question 13 Here is a list of different types of transport connections. Please rank these, with 1 being the most important to you and 5 the least important:

	<i>Rank 1 - 5</i>
<i>Major A road connections</i>	
<i>Urban road connections</i>	
<i>Rural road connections</i>	
<i>Public transport connections</i>	
<i>Walking and cycling connections</i>	



Enhancing Norfolk's quality of life

Enhancing the quality of life of Norfolk's residents is important. The County Council wants to improve the health of its residents through improvements in air quality and encouraging active travel options to improve health and fitness. Transport is a significant source of UK greenhouse gas emissions.

Challenges

- There are issues with pollution from vehicles causing local air quality issues which can contribute to climate change.
- It is difficult for some people to get to services and there are limited alternatives to the car especially over longer distances in large areas of Norfolk.
- There is currently limited infrastructure to support a significant uptake in electric vehicles.
- Some approaches that can work in urban areas are more difficult in rural areas where there is currently no obvious alternative to the car.

How we are tackling these changes

The County Council supports travel choice, making sure there are a range of sustainable travel options by promoting wider choices such as public transport and cycling.

The County Council has recently adopted an Environmental Policy including an aim to work towards becoming carbon neutral by 2030. The Local Transport Plan will set out what actions we need to take to achieve this. It is likely that, to be successful – and also to make improvements to air quality – we will all need to change how we travel. We want to understand how you feel about a range of approaches.



Question 14 Two main challenges are to reduce the impact transport has on air quality, and to reduce carbon emissions from transport to reach our aim to be carbon neutral by 2030. Please say how far you agree or disagree that we should explore the following approaches by selecting one answer on each row:

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
<i>Encouraging people to walk, cycle and use more public transport</i>						
<i>Investing more in measures to support less polluting forms of transport such as charging points for electric cars</i>						
<i>Restricting all petrol and diesel vehicles from larger urban areas</i>						
<i>Restricting only the most heavily-polluting vehicles from larger urban areas</i>						
<i>Charging for vehicles to enter certain areas; or on certain roads</i>						
<i>Introducing a charge for businesses on their car parking spaces, which would be re-invested in sustainable transport</i>						



Improving transport safety

Safety is important on the transport network, both to reduce casualties and help residents feel safe on the network when using any mode of transport.

Challenges

- Casualties on the rural road network are often isolated incidents.
- There are higher rates of casualties on sustainable modes of transport, such as walking and cycling, in urban areas.
- There is a perception that some modes are more dangerous than others and that issues such as speeding in villages appear worse than the reality.
- We recognise that people make mistakes.

How we are tackling these changes

The County Council focuses on death or serious injury incidents and impacts on vulnerable users. We also need to consider how we can encourage people to use the roads in a safer manner by encouraging a change in behaviour.

Question 15 Here is a list of things we could do to help improve road safety. Please rank these, with 1 being the most important to you and 5 being the least important.

	Rank 1 - 5
<i>Improving the safety standards of Norfolk's main A-roads and B-roads so that traffic levels can grow without increasing the risk of collisions or casualties</i>	
<i>Making minor roads less attractive to traffic, and therefore safer for other modes of transport</i>	
<i>Improving safety for pedestrians and cyclists in urban areas by, for example, lowering and enforcing speed limits and improving cycling and walking provision</i>	
<i>Influencing behaviour through a range of education programmes and publicity campaigns</i>	
<i>Investing in measures like CCTV to make people feel safer</i>	



Increasing accessibility

Increasing accessibility is important so that everyone has access to the services and opportunities they require; poor accessibility can lead to social exclusion. Inaccessibility can be caused through a lack of public transport availability, lack of awareness of travel options, the cost of travel, long distances or simply having infrastructure that is not accessible.

Challenges

- Norfolk is the fifth largest county in England with a limited rail network and dispersed population.
- Public transport is frequently seen as a less attractive mode of transport to the car.
- The bus and community transport market are very fragile, and the County Council subsidises several routes.
- There are a variety of services provided throughout Norfolk and these are dispersed, with varying degrees of public transport accessibility.
- There is limited funding for transport interventions.

How we are tackling these challenges

The County Council works in partnership with providers to tackle accessibility issues for everyone and aims to improve movement for all modes of transport.

Question 16 Here is a list of statements about bus services. Please say how far you agree or disagree with each by selecting one answer on each row:

	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly Disagree	Don't know
<i>Bus services should be direct to people's end destination and people should not be expected to change service mid-route</i>						
<i>Increase services into the evenings and weekends would encourage me to use the bus more often</i>						
<i>I would like clearer information explaining travel options and prices</i>						
<i>Newer and cleaner buses, for example electric buses, should be provided, even if passengers then have to pay higher fares</i>						



<i>I am happy with the bus services running along main roads/corridors rather than providing services from each village, as long as they are frequent and reliable</i>						
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Question 17 Where do you think we should prioritise our investment in bus services?

Please select only one item

- Daytime services in rural areas
- Evening and Saturday services between towns and urban centres
- Other - please write in below



Our overall strategy

Question 18 These are our main draft aims and objectives. What do you feel is the most and least important, with 1 being the most important to you and 6 being the least important.

	<i>Rank 1 - 6</i>
<i>Well Managed and Maintained Transport Network</i>	
<i>Delivering a Sustainable Norfolk</i>	
<i>Enhancing Connectivity</i>	
<i>Enhancing Norfolk's Quality of Life</i>	
<i>Improving Transport Safety</i>	
<i>Increasing Accessibility</i>	

Question 19 How far do you agree or disagree that these are the right aims and objectives for the focus of this strategy?

Please select only one item

- Strongly agree
- Agree
- Neither agree or disagree
- Disagree
- Strongly disagree

Question 20 If you disagree or strongly disagree, why do you say that? Please write in below:



About you

Question 21 Are you responding as...?

Please select only one item

- A member of the public
- On behalf of a voluntary or community group
- On behalf of a statutory organisation
- On behalf of a business
- A Norfolk County Councillor
- A Norfolk County Council employee
- A city, borough or district councillor
- A town or parish councillor

Question 22 If you are responding on behalf of an organisation, what is the name of the organisation, group or business? Please note: If you are responding on behalf of an organisation it should be in an official capacity.

Question 23 If you are responding on behalf of an organisation, please provide an email contact below:

Question 24 Are you...?

Please select only one item

- Male
- Female
- Prefer to self-describe (please specify below)
- Prefer not to say

If you prefer to self-describe please write in here:



Question 25 How old are you?

Please select only one item

- 0-15
- 16-29
- 30-44
- 45-64
- 65-84
- 85+

Question 26 Do you have any long-term illness, disability or health problem that limits your daily activities or the work you can do?

Please select only one item

- Yes
- No

Question 27 How would you describe your ethnic background? Please select one only

Please select only one item

- White British
- White Irish
- White other
- Mixed
- Asian or Asian British
- Black or Black British
- Chinese
- Other ethnic background - please describe below

Question 28 What is your first language?

Please write your answer here:



Question 29 Which of the following best describes where you live? Please select one only:

Please select only one item

- Norwich, King's Lynn or Great Yarmouth
- A market or coastal town
- A village or rural area

Question 30 What is the first part of your postcode? (e.g. NR4)

Please write your answer here:

You can fill in our online feedback form at: www.norfolk.gov.uk/localtransportplan

You can send back a paper feedback form to:

Freepost Plus RTCL-XSTT-JZSK, Norfolk County Council, Ground floor - south wing, County Hall, Martineau Lane, Norwich NR1 2DH.

However, if you want to help the council save money please use a stamp and send to this address: Stakeholder and Consultation Team, Norfolk County Council, Ground floor - south wing, County Hall, Martineau Lane, NR1 2DH.

You may wish to keep a copy of your response to our consultation for your own records.

Your opinions are valuable to us. Thank you for taking the time to read this document and respond.



If you need this document in large print, audio, Braille, alternative format or in a different language please email us at HaveYourSay@norfolk.gov.uk or contact Customer Services on 0344 800 8020 or Text Relay on 18001 0344 800 8020 (textphone) and we will do our best to help.

January 2020