Midland Metro
Birmingham City Centre Extension - The Variation

Public Consultation Report
MMD-300207-CS33-DOC-0000-0001
November 2013
Centro
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Executive Summary

Centro is proposing a further extension to the Metro network in Birmingham City Centre – ‘Birmingham Centenary Square Extension’ (CSQ). This extension will help to bring about significant transport improvements in the city centre, whilst also helping to support the regeneration of the Centenary Square area and Westside.

Centro already has approval to build and operate this extension under the Midland Metro (Birmingham City Centre Extension, etc) Order 2005. However, to integrate with the Paradise Circus Redevelopment (PCR), alterations to the alignment are proposed in the vicinity of the redevelopment. This requires a Transport and Works Act Order (TWAO) to vary the alignment.

The proposed Midland Metro (Birmingham City Centre Extension Land Acquisition and Variation) Order (‘The TWAO’) will reduce both the cost and the construction disruption of the extension.

As part of the process, in order to comply with Rule 10(2)9d, of the Transport and Works (Applications and Objections Procedure) (England and Wales) Rules 2006 (TWAO), Centro have undertaken a series of activities prior to this submission to consult with affected parties, key stakeholders and the wider public. Mott MacDonald was appointed by Centro to assist them in this process in undertaking a series of public consultation activities to inform and gather views from affected stakeholders.

This four week public consultation period commenced on 29th August 2013 and ended on 27th September 2013. It included four staffed public exhibitions held in Birmingham City Centre, publicity brochures distributed at the events and full details of the scheme and proposed route were included on Centro’s website. As part of the process of consultation, a questionnaire survey was conducted. Questionnaires were available online via the Centro website and in a paper format in the consultation brochure.

The questionnaire addressed five main topics:

- Level of support for the TWAO alteration
- Level of support for the CSQ extension
- Level of support and preferences for the options of a late night service
- Level of support for further extensions
- Demographic and travel behaviour information of respondents

The questionnaire included a combination of closed questions and two opened questions. Results from the closed questions were analysed quantitatively and qualitative thematic coding analysed the open ended responses.

Survey findings:

In total 186 members of the public completed the survey. Just under a third returned the paper questionnaire (28%) and over two thirds completed the questionnaire on line (72%). The demographic profile of respondents showed that, compared with Census 2011 data for the West Midlands area the sample was broadly reflective of regional proportions in terms of age and included an overrepresentation of males compared to females. Location mapping showed that the majority of respondents worked or lived in Birmingham and the surrounding areas.
The survey showed:

- **Very high levels of support** for both the CSQ and the route variation. 73% were supportive of the TWAO variation and 92% of all respondents were also in support of the CSQ extension.
- **Very low levels of opposition**: to both with only 6% of all respondents opposing either.

Analysis of the reasons for support and opposition to the CSQ extension and additional comments provided by respondents show:

- **The Variation**: Whilst the number of respondents that addressed the CSQ variation was small (4 respondents), they show an awareness of the advantages of the plans for the physical infrastructure of Birmingham with no respondents identifying a negative impact on the local area as a result of the route alterations. Whilst a small number of respondents did raise a concern over the impact of the alterations on other modes of transport within Birmingham – this was a very small number including only three respondents.
- **The CSQ extension**: Respondents had a clearer and more articulated awareness of the impact of the CSQ extension on both the city centre and the wider city of Birmingham, as well as surrounding areas.

Respondents identified the CSQ extension as:

- **Better transport links, connectivity and provision** within Birmingham City Centre and surrounding areas.
- **Improved sustainable travel options and the reduction of congestion** within and beyond the city centre.
- **Strong significance to the future development of Birmingham**: holding potential benefit to both the image and status of Birmingham as a city as well as the wider economy.

Respondents also showed an interest and awareness of issues surrounding service delivery and service options for both the CSQ and for further extensions of Metro revealing:

- **Concerns over both time and cost** of the CSQ extension
- **Preferences for service delivery options** including the need for clear accessible signage at tram stops and good service frequency.
- **Strong support for the late night service option** for the Metro extension
- **Strong support for future Metro extensions** in Birmingham city centre (especially to include Five Ways), Birmingham and the surrounding Black Country areas.
1 Introduction

1.1 Appointment

Mott MacDonald was appointed by Centro in June 2013 to support a series of public consultation activities on its proposals for a further extension to the Metro network in Birmingham City Centre – ‘Birmingham Centenary Square Extension’.

1.2 Background

At present, the Centenary Square area lacks a high quality public transport link to both central Birmingham and other key transport hubs\(^1\). Traffic on Broad Street is also a substantial problem, particularly for commuters from North West Birmingham and the Black Country.

With on-going regeneration of the Centenary Square area, the demand and need for improved public transport links into central Birmingham is likely to increase. Part of the Birmingham Enterprise Zone, this area now includes the redevelopment of Paradise Circus, Baskerville Wharf and Arena Central, whilst also being home to the Repertory Theatre and the new Library of Birmingham – the largest public library in Europe. It is an important gateway that links Birmingham City Centre to the Westside of the city, and an area of planned growth and regeneration.

The Birmingham Centenary Square Extension (CSQ), proposed by Centro, will help to bring significant transport improvements in the city centre, as well as supporting the regeneration of the Centenary Square area and Westside. The route will connect central Birmingham to the Centenary Square area by extending the Metro from the new Stephenson Street stop (outside New Street Gateway) to Victoria Square, Paradise Circus and Centenary Square.

Centro already has approval to build and operate this extension under the Midland Metro (Birmingham City Centre Extension, etc) Order 2005. However, to integrate with the Paradise Circus Redevelopment (PCR), alterations to the alignment are proposed in the vicinity of the redevelopment. This requires a Transport and Works Act Order (TWAO) to vary the alignment.

The proposed Midland Metro (Birmingham City Centre Extension Land Acquisition and Variation) Order (‘The TWAO’) will reduce both the cost and the construction disruption of the extension.

The TWAO will provide authorisation for Centro to construct, operate and maintain a revised route within Paradise Circus Queensway and will revive powers to compulsorily acquire land for the Birmingham Centenary Square Extension, including the additional land needed to facilitate the new alignment.

1.3 Aims and objectives of public consultation

As part of this process, in order to comply with Rule 10(2)9d, of the Transport and Works (Applications and Objections Procedure) (England and Wales) Rules 2006, Centro have undertaken a series of activities prior to this submission to consult with affected parties, key stakeholders and the wider public. Mott MacDonald was appointed by Centro to assist them in this process.

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\(^1\) Including the proposed Curzon Street Station for HS2 or Birmingham international for Birmingham Airport
As part of the consultation procedure, a formal public consultation exercise took place between 29th August and the 27th September 2013. This report presents the activities and findings of the public consultation process and forms an appendix to the Consultation Report which will be submitted as part of the TWAO application.
2 Methodology

2.1 Consultation

Centro conducted a public consultation exercise to present the CSQ Metro extension scheme to the public detailing the changes proposed in the TWAO, and also to show how it links to the wider plans for regeneration and transport improvements within Birmingham City Centre and the wider region. The following chapter details the activities undertaken as part of this consultation.

2.2 Publicity brochure

As part of the consultation a publicity brochure was prepared by Mott MacDonald and Centro (see Appendix A). This provided details of the proposed route.

The brochure focused on the reasons for the Metro extension, the alternations to the route as proposed in the TWAO, the benefits of the scheme and the location of the new stops and route.
Full details of the consultation events were also provided. The brochure also included a link to the online questionnaire survey, as well as a paper copy of the questionnaire that was attached via a perforated edge which included a reply-paid address envelope.

### 2.3 Consultation events

Four staffed consultation events were organised in Birmingham City Centre from 29th August to 24th September 2013 in the Centro bus in Victoria Square – the location of one of the new proposed tram stops. And adjacent to the proposed change to the alignment detailed in the TWAO.

At each exhibition, full storyboards of the whole CSQ route as well as the proposed changes were displayed and members of the project team were at hand to answer questions from the public.

**Figure 2.3: Story Boards within the Centro Bus**

At each event, pens and brochures were available. Brochures contained both an online link and a paper questionnaire. Questionnaires could be returned to members of the consultation team or returned via reply-paid return envelopes.
Table 2.1: Public exhibition details

<table>
<thead>
<tr>
<th>Date</th>
<th>Location</th>
<th>Time</th>
</tr>
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<tbody>
<tr>
<td>Thursday 29th August</td>
<td>Victoria Square</td>
<td>10.00 – 15.00</td>
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<tr>
<td>Thursday 5th September</td>
<td>Victoria Square</td>
<td>08.00 – 15.00</td>
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<tr>
<td>Wednesday 11th September</td>
<td>Victoria Square</td>
<td>11.00 – 18.00</td>
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<tr>
<td>Thursday 24th September</td>
<td>Victoria Square</td>
<td>11.00 – 18.00</td>
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2.4 Website

Full details of the proposed extension were also included on a designated webpage (See Appendix B) hosted on the Centro website\(^2\). This mirrored the information contained within the brochure that were available at the consultation events and provided full details of the consultation dates and times, as well as a link to the online questionnaire.

2.5 Consultation questionnaire

Questionnaires were available online via the Centro website and in paper format (see Appendix A). The survey questionnaire was contained within the publicity brochure handed out at public exhibition events. The closing date for completed surveys for both online and postal returns was 27th September 2013.

The questionnaire addressed five main topics:

- Level of support for the TWAO alteration (Question 3)
- Level of support for the CSQ extension (Questions 1,2)
- Level of support and preferences for the options of a late night service (Questions 4 and 5)
- Level of support for further extensions (Questions 6 and 7)
- Demographic and travel behaviour of respondents (Questions 8,9,10,11,12,13,14)

Two open ended questions were included within the questionnaire allowing for coding and further qualitative analysis:

- **Question 2**: Asked respondents why they either support or oppose the proposed extension
- **Question 15**: Provided an opportunity for respondents to leave further comments

The remainder of the questionnaire included closed questions that allowed for statistical analysis of responses.

The choice of questions reflected the following aims of the public consultation:

- **Questions 1 and 2**: Focused on gauging both the level and type of support for the CSQ extension
- **Question 3**: Aimed to raise awareness of the TWAO alteration and to measure the level of support for the proposal
- **Questions 4 and 5**: Provided an opportunity for the public to provide feedback on service options for the CSQ including the possibility of a late night service.

- **Questions 6 and 7**: Addressed the level of support for further future extensions to the Midland Metro system in Birmingham and the wider region.
- **Questions 8 – 14**: Ensured that a cross section of the local population was involved in the survey by collecting demographic data on survey participants.
- **Question 15**: Ensured that all comments/ views of respondents were captured, should they not be reflected in the questions asked previously.

### 2.6 Analysis

The total sample size of all survey respondents was 186\(^3\). The following research methods were employed to analyse the survey results:

- **Quantitative research methods** were used to analyse the statistical data collected from the closed multiple choice questions (using SPSS)
- **Qualitative research methods** including thematic analysis and coding frameworks were applied to the responses to the open ended questions within the questionnaire.

### 2.7 Report structure

The findings of the public consultation are presented within the report in the following ways:

- **Sample Profile**: Demographic and travel behaviour information of questionnaire respondents
- **Main Survey Findings**: Analysis of levels of support and views of the TWAO alteration, CSQ extension, and service option choices.
- **Conclusions

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\(^3\) The typical margin of error for samples of this size is +/-7%. This margin increases when the sample is broken down further, for example by Gender, Age or Mode.
3 Sample Profile

3.1 Introduction

This chapter presents the sample profile of the respondents who participated within the survey. Specifically, it provides the socio demographic context to the results presented within chapter four, and shows the extent to which the survey sample is representative of the local demographic area of the CSQ extension and the TWAO alterations.

Based upon statistical analysis of the questionnaire responses to questions 7 to 14 inclusive and comparison with census data for the region, this chapter provides:

- **Demographic information**: of survey respondents by gender, age and location to ensure that a cross section of the local population has been represented.

- **Travel behaviour of survey respondents**: including the frequency of visits to Birmingham City Centre by survey respondents, the main mode of transport used and journey purpose. This shows the extent to which the survey respondents are future and potential users of the CSQ extension.

3.2 Demographic information

Survey respondents were from a broad range of age categories – with all age groups included within the sample. The majority of respondents were male (84%) with less than one fifth (16%) female. This gender imbalance continues the patterns of survey participation found within previous consultations.

As the following chart shows, compared with Census data for the West Midlands population the sample includes:

- An over representation of males and a under representation of female survey participants;
- An underrepresentation of elderly people (65 and over) compared to the regional population; and
- A slight overrepresentation of other working age groups.

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4 Aecom (2013) ‘Wolverhampton City Centre Metro Extension – Public Consultation 2013’
Within the consultation questionnaire, respondents were also asked to provide their home and, if applicable, work postcodes for the purposes of mapping these locations. Most respondents live within Birmingham and the surrounding Black Country region, with smaller numbers living in cities and towns in the Midlands, as well as individual respondents living in London and the South East, Cambridge, Newtown (Wales), Gloucester, Stoke on Trent and Chesterfield (See Appendix C and D).

In terms of workplace, most respondents work in or near Birmingham City Centre, although a small number of respondents work in the neighbouring Black Country region, as well as other Midland cities including Tamworth, Worcester, Stafford and Cannock. A number of individual respondents also work in other national locations including London, Swindon, Powys and Lincoln (See Appendix E and F).

3.3 Travel behaviour

The survey also included a number of questions that asked respondents about their travel behaviour, focusing upon frequency of visits to Birmingham City Centre, the main mode of transport used and the journey purpose. The data revealed that most respondents were regular visitors to the centre, travelled by public transport and visited for either leisure or a work related purpose.

3.3.1 Frequency of visits to Birmingham City Centre

As the following chart shows, the majority of respondents were regular visitors to Birmingham City Centre. Nearly half of all respondents (43%) indicated that they visit the area on an almost daily basis, whereas
just under a fifth came to the city centre up to four times in a week (18%), and a further quarter visited one to three times in a month.

Figure 3.2: How frequently do you visit Birmingham City Centre? (Question 7)

<table>
<thead>
<tr>
<th>Frequency</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>(Almost) every day</td>
<td>43%</td>
</tr>
<tr>
<td>(About) 1-4 days a week</td>
<td>18%</td>
</tr>
<tr>
<td>(About) 1-3 days a month</td>
<td>26%</td>
</tr>
<tr>
<td>Less than once a month</td>
<td>12%</td>
</tr>
<tr>
<td>Less than once a year</td>
<td>2%</td>
</tr>
<tr>
<td>Never</td>
<td>2%</td>
</tr>
</tbody>
</table>

Source: Centenary Square Extension Consultation Base: 182

3.3.2 Main mode of transport used

As illustrated in the chart below, the majority of respondents use sustainable forms of transport to access the city centre – with less than a fifth of respondents (17%) travelling by car.
Figure 3.2: What is your main means of travel to/from Birmingham City Centre? (Question 8)

Most respondents therefore have showed a preference for public transport or walking into the city centre. The two most popular modes of transport used by over half of all respondents were rail (35%) and bus (26%) travel, with a small percentage of respondents using metro services to access the city (7%). Other sustainable modes of transport, such as walking (9%) and cycling (3%) accounted for over a tenth of all other respondents.

3.3.3 Journey purpose

The main purpose of travel into the city centre for most respondents was either leisure or work/work related journeys. Just under half of all respondents had visited the city centre for leisure and/or shopping trips (46%) and two fifths had visited for work purposes – either as part of their regular commute (33%) or for other work related journeys (7%).
Travelling to the city centre for the primary purpose of an interchange between modes of transport was a relatively uncommon reason for respondents’ journeys into the area – with only 3% of respondents stating this as a reason for their journey.

### 3.3.4 Summary

In total, 186 members of the public completed the survey. Just under a third returned the paper questionnaire (28%) and over two thirds completed the questionnaire on line (72%). The demographic profile of respondents showed that, compared with Census 2011 data for the West Midlands area, the sample broadly reflected regional proportions in terms of age - with the exception of elderly people (aged 65 or over) who were underrepresented and working age groups who were slightly overrepresented. In terms of gender, the sample included an overrepresentation of males compared with females, which was also a trend noted in previous transport public consultations.

Location mapping revealed that the majority of the sample population were drawn from Birmingham and the surrounding Black Country Region. Most respondents worked in or near Birmingham City Centre and lived in Birmingham or the Black Country and were therefore reflective of the Centro catchment area.

Most respondents are regular visitors to Birmingham City Centre, with three fifths (61%) travelling to the area at least weekly and another quarter of respondents (26%) visiting at least monthly. The overwhelming majority of respondents use either public transport or another form of sustainable travel – with only 19% using the car or taxi to travel into the city. The two most popular forms of transport are train and bus travel, which accounted for three fifths (61%) of all respondents in the survey. The main journey purpose to Birmingham City Centre for nearly all respondents (86%) was leisure or work related activities.
4 Main Findings

4.1 Introduction

This chapter of the report presents the main findings of the consultation survey, representing the main findings of the sample population profiled in chapter 3.

The main findings are presented in line with the key topics addressed in the questionnaire, namely:

- Level of support for the TWAO variations to the route (Question 3)
- Level of support for CSQ (Question 1 & 2)
- Level of support for future extensions of the Midland Metro (Question 4 & 5)
- The operation of a late night service (Question 6)
- General comments (Question 15)

4.2 Level of support for the Variation to the route

As figure 4.1 shows high levels of support for the TWAO variations to the route were found. Well over two thirds of all respondents expressed support for the proposed alterations to the Metro route, taking the proposed extension closer to the PCR. As the chart below shows, over half of all respondents indicated strong support for the scheme (52%), with an additional fifth of all respondents expressing support (21%).

Figure 4.1: To what extent do you support the alterations to take the route closer to the Paradise Circus redevelopment? (Question 3)

Source: Centenary Square Extension Consultation Base:184 (Total: 185 – 1 ‘Don’t Know’ response removed)
In contrast to the support for the CSQ extension as a whole (see 4.3), a significantly higher number of respondents expressed a neutral opinion of the route alterations in the TWAO – with over a fifth or respondents stating that they neither supported nor objected to the route alteration (21%). Objections to the proposals again remained very low, with a total of only 6% of all respondents expressing a form of objection to the route alterations, the same respondents who expressed strong objections to the CSQ extension. In summary therefore, whilst support for the TWAO alterations to the route remained high, a higher proportion of respondents felt neutrally towards them.

4.3 Level of support for Centenary Square Extension

As the chart below illustrates, the majority of respondents expressed strong support for the ‘Birmingham City Centre Centenary Square Extension’.

Figure 4.2: To what extent do you support this extension of the Midland Metro to Centenary Square in Birmingham City Centre? (Question 1)

Overall, there was overwhelming support for the scheme across the sample. Four fifths of all respondents stated that they strongly supported the proposal (80%) and a further 12% also expressed support for the scheme. Opposition to the scheme remained limited – with only 6% of all respondents expressing a negative view. An ever smaller minority expressed a neutral attitude towards the proposed extension (2%).

In order to find out why respondents supported or objected to the proposed extension, an open ended question (Question 2) asked respondents to provide reasons why. In total 168 respondents provided reasons, with 157 respondents providing reasons for support and 11 providing reasons for objection. All reasons given are included in the appendices to this report (Appendix G).
4.3.1 Support for the extension

The main reasons provided by the 157 respondents who expressed support for the proposals in Question 2 are summarised below:

- The improvement of transport links and connectivity across Birmingham (85 responses) – See 4.3.1.1
- Need for improvements to current transport (35 responses) – See 4.3.1.2
- Improvements to sustainable forms of transport and contributing to the reduction of congestion (35 responses) - See 4.3.1.3
- Beneficial and necessary for the city (34 responses) - See 4.3.1.4
- Support the further extension of the Metro (27 responses) - See 4.3.1.5
- Will increase footfall and links to local businesses and attractions in the city centre (22 responses) See 4.3.1.6
- Contribute to the local economy and support regeneration and development within Birmingham (10 responses) See 4.3.1.7
- Benefits of using the Metro as a form of transport (7 responses) - See 4.3.1.8
- General commentary including positive comments and reservations (13 responses) - See 4.3.1.9

4.3.1.1 Improvement of transport links and connectivity across Birmingham

Of the 157 respondents who supported the scheme and provided reasons, more than half (54%) believed that the proposed extension would assist in improving and establishing links and connectivity across Birmingham. Respondents felt that the extension would help individuals to move between different areas of the city and contribute to improved transport links across Birmingham and the surrounding regions:

‘Improved public transport connectivity in the city centre’

‘It will greatly improve transport links through the city centre. Currently we have buses that often just circle the outskirts, and to cross from one end of the city centre to the other requires a long walk.’

‘It would be a useful link, and hopefully (finally) the start of a wider network of metro lines covering more areas’

‘Will provide great links for Birmingham from train station etc.’

‘Centenary Sq. is currently poorly linked for people travelling into the city from the east and south and the extension will create a more integrated city centre. At the moment it is a long walk for people.’

Some respondents even provided specific examples of the improved connections on particular routes or journeys that would be made by the proposed Metro extension:

‘Opens up the whole of the Birmingham Wolverhampton route more effectively for a Worcestershire resident who travels in to Snow Hill’

‘Better connections from the extensive residential developments in the Brindley place area. A necessary precursor to the connection to Five Ways’
4.3.1.2 Need for improvements to current transport system

Over one fifth (22%) of positive respondents also stated that the need for improvements to the current transport system was a key reason for support for the proposals. Issues with the current level and quality of public transport provision in Birmingham and the need for improvement was explicitly stated by over 17% of all respondents. The issues highlighted included an over-reliance on certain modes of transport, a lack of integration between current public transport systems and issues with providing suitable transport solutions in a busy city centre environment:

‘Birmingham has long needed a better “inner city” transport solution. The Metro has long been in need of updating and expansion to better serve its purpose.’

‘This will greatly aid movement around the city centre and is a much needed improvement to public transport in the city / linking broad street to the tram line will definitely make travel around the city centre easier’

“It will provide better connectivity within the city centre and beyond. Birmingham suffers from poor quality public transport, due to an over-reliance on buses. I feel a further Metro extension would begin to address this issue.’

‘At present there is a lack of joined up transport provision across the city centre, so this project should alleviate this problem.’

For a small number of this group of respondents (5%), the extension provided a good alternative to the travel options presently available and would make getting around the city easier:

‘Because we desperately need alternative forms of transport that can get us from A to B very quickly across town’

‘We desperately need more non car based transport alternatives’

4.3.1.3 Improvements to sustainable forms of transport and contributing to the reduction of congestion

For nearly 23% of respondents, the Metro extension also offered improvements to sustainable forms of transport within Birmingham, contributing to the reduction of congestion in the city centre. For the majority of this group (14% of all respondents) the reduction of congestion and car use was highlighted as a key reason for support of the scheme.

‘There is severe traffic congestion in Birmingham City Centre at present. The City Council needs to encourage motorists not to drive into the City Centre and construct more tramways. More metro and tram lines will make Birmingham more like a European city. There will be major environmental benefits to having more tram lines in the City Centre. Noise pollution and air pollution reduced through the removal of petrol and diesel-powered traffic. Current diesel buses are antiquated form of transport for 21st century and buses are unreliable as get delayed with other vehicular traffic.’

Whilst, some respondents noted the present necessity of car use in the city, they also identified the Metro as a viable and necessary alternative that could bring about a modal shift:
'It would improve transport connections across Birmingham City without the use of a car...'

'Because it’s embarrassing that Birmingham still doesn't have any decent public transport in 2013. People are forced into their cars because they don't like the buses here. Too many people still live too far from a train station. So more metro is needed'

'Rapid transport development is vital for development of the city. The city is falling behind other major British cities on its tram network. Here in Birmingham the car remains king with little incentive for me living in the city centre and a car user to leave it behind.'

Supporting this theme further, some respondents within this group viewed the Metro as a clean, green and sustainable mode of transport (6%):

'Metro is a proven clean method of travel and will benefit the city centres clean air and clean environment'

'I believe trams are a clean, safe and attractive way to expand transport options within the city centre, and provide a wonderful way for those who are less mobile to quickly get around the heavily pedestrianized city centre. I believe trams also have a good "image" to them, and make a city look clean, modern and exciting.'

'Improving connectivity by more sustainable modes can only be a positive thing.'

'Convenient, environmentally friendly'

That could also help to encourage more use of public transport within and across Birmingham (3%):

'The city needs to be more accessible, not strangled with roads and should encourage public transport. It will promote Birmingham for businesses

'It will enable better access to business and leisure facilities in the Western end of the city centre. It should also encourage greater public transport usage within the city.'

4.3.1.4 Beneficial/necessary for the city

For almost another fifth of respondents (22%), the Metro extension would also be a benefit to the city and was a necessity for the future development of Birmingham:

'It would benefit Birmingham'

'Good for the city'

'As part of the continued redevelopment of Birmingham as a whole, the trams are a vital interval part of this'
Benefit cost ratio, wider city centre benefits, reduction in car usage in the city centre, better connections, a must have for the city of Birmingham, connections to the new library.’

One respondent located this benefit specifically in terms of the local community, demonstrating that benefits were seen to not only apply to Birmingham as key UK city but also at local, community level:

‘I feel it would be of benefit to the local community and public transport.’

For a small number of this group of respondents, the Metro extension would also have a positive impact on perceptions of Birmingham as a city (3%):

‘The only way to get from one side of the City Centre to the other is on foot. To walk from New Street Station to the tourist venues (ICC, Symphony Hall etc.) on the other side of town takes about 15 minutes. The Metro extension will significantly cut that time, potentially boosting the numbers of people visiting and using those venues. The extension of the metro is also symbolic of an up and coming, vibrant city and will help to boost Birmingham’s appeal to both businesses and individuals.’

‘The tram in Birmingham will look good and get people off the roads and use more public transport but we need the trams to be everywhere in Birmingham. Construction needs to start now not 2017.’

‘I believe trams are a clean, safe and attractive way to expand transport options within the city centre, and provide a wonderful way for those who are less mobile to quickly get around the heavily pedestrianized city centre. I believe trams also have a good “image” too them, and make a city look clean, modern and exciting.’

4.3.1.5 Support the further extension of the Metro

Just over a third of respondents (17%) also felt the Centenary Square Metro Extension could also pave the way for further extensions to the Metro system to include other areas of the city centre – particularly Five Ways.

‘Ease of transport through the city centre and a catalyst for further expansion to Five Ways.’

‘I am very keen to see Metro serve the wider Birmingham City centre. By extending the service to Centenary Square this will improve overall connectivity throughout the city. Ideally would prefer to see Metro extended all the way along Broad Street to Five Ways as this would transform commuting and visitor travel options across the city - hopefully this proposal will help. Please extend Metro across Birmingham as quickly as possible’

4.3.1.6 Increasing footfall/links to local businesses and attractions

For 22 respondents, the proposed Centenary Square Metro Extension would also increase links with, and footfall to, local business and attractions in the city centre. Helping to link together major city landmarks, cultural facilities and leisure and shopping hubs:

‘An extension to Centenary Square brings easy access to major city landmarks/facilities such as the new Library, the refurbished Rep Theatre and the ICC. To make a city function well,
convenient & viable public transport is essential. To ensure the Metro provides an excellent & successful network, it must not only link up with other major transport interchanges (which the current development is providing) but also to major city 'attractions', the Central Business Districts and eventually to major population centres not served by 'heavy rail'.

'This Metro extension joins up the new library and Town hall with the rest of the network. Connections with tourist / education destinations such as these is exactly what public transport should do. This is very welcome. It would be better if the connection along Broad Street to Five Ways could be performed at the same time because this would create another main line interchange.'

'We are a 21st century city and need a tram system across our metropolis. It is needed to generate life into the city centre and make travelling across it much easier for tourists. People don't seem to realise what the city has to offer - lots of people think Birmingham starts at New St Station and ends at the Bullring - this will expand people's ideas and provide an easy way for them to access the cities attractions.'

4.3.1.7 Benefits to the local economy, regeneration and development in Birmingham

For ten respondents, the Metro extension could also bring about much needed benefits to the local economy, supporting job creation, regeneration and development within the city centre and beyond:

'Beneficial for local economy'
'Better for business'
'The plans will greatly enhance the prosperity of Birmingham city centre and the outlying communities that serve it.'
'Fantastic opportunity to build solid foundations for growth and jobs.'
'The extension will help to regenerate another part of the city centre core, it would also be of great benefit to the Arena Central and Paradise Forum redevelopments'
'Increase footfall in Centenary Square (new Library etc.). May help to spur on regeneration in Arena Central.'

4.3.1.8 Benefits of using the Metro as a form of transport

Seven respondents (4%) explicitly highlighted the benefits of using the Metro system as a form of transport as a reason for their support for this scheme. Specifically, the Metro was identified as easy to use (2%), accessible (1%) and quick (1%):

'Trams are easier'
'Metro is very easy to use for those unfamiliar with Birmingham. By linking Centenary Sq. with the (by then) existing city centre extension, access to key areas of the city is facilitated from the main rail stations as well as from metro park and ride.'
‘Convenient, environmentally friendly’

‘Access for all. Joined up networks’

‘I believe trams are a clean, safe and attractive way to expand transport options within the city centre, and provide a wonderful way for those who are less mobile to quickly get around the heavily pedestrianised city centre. I believe trams also have a good “image” too them, and make a city look clean, modern and exciting.’

‘I support the scheme for its quickness and cleanliness (example no fumes)’

4.3.1.9 General comments

A number of respondents (13) provided general comments as reasons for their support of the extension. The majority of which were positive, emphasising that the plans were a good idea or expressing support for the Metro generally:

‘I agree with the extensions of the Midland Metro’

‘Good idea’

‘Support because I do not use the Metro much but I think it will be good to extend’

Two respondents (<1%) did raise reservations. Whilst supporting the plan, they highlighted areas which they felt would require consideration during the developments, such as the impact on other transport in the local area and the aesthetic impact of the extension within the city:

‘As long as any changes caused by the Metro extension do not hinder the current flow of buses along this stretch of route, I would fully support this idea, as it would better integrate the three forms of public transport in the city centre.’

‘Whilst I can see the economic argument for this extension I have concerns about the impact of the tram, sprint, bus stops on the look of centenary square. It could blight or enhance the look of the square!’

4.3.1.10 Summary

Analysis of the reasons for support of the CSQ reveal that respondents see the Metro extension as key to better transport links, connectivity and provision within Birmingham City Centre and the surrounding areas. It is also regarded as important to improved sustainable travel options and the reduction of congestion within Birmingham. Moreover, the Metro extension is felt to have strong significance for the future development of Birmingham – beneficial for both the city and its image, important for job creation, regeneration and development and central to the city centre connectivity to businesses and attractions.
4.3.2 Objections to the extension

The main reasons provided by the 11 respondents (6%) who expressed opposition to the proposals are:

- Impact on other road users, modes of transport and pedestrians (8 responses) – See 4.3.2.1
- Preference for extension and investment outside of Birmingham City Centre (4 responses) – See 4.3.2.2
- Unsure of benefits/value of Metro extension (5 responses) – See 4.3.2.3
- Aesthetic impact of present route and preference for an alternative location (3 Responses) – See 4.3.2.4

4.3.2.1 Impact on other road users, modes of transport and pedestrians

Concerns over the impact of the proposed Metro extension on other road users and modes of transport were a key theme to emerge amongst the small proportion of respondents who objected to the plans. Amongst this group, 3 respondents felt the proposals would have a negative impact upon road users:

‘Other road users are not being considered i.e. a lot of cyclists cycle between Victoria Sq. and Centenary Sq. via Paradise Circus. I guess Centro being the integrated transport authority is not bothered by the impact this scheme has on other road users i.e. closure of Broad Street to motorists and the banning of cyclists using this route!’

‘Metro is carving up the high street’

‘The changes seem to move the track into the proposed 2-way traffic lanes around Paradise Circus. The plan does not show how the signals will operate here and on Broad Street. The traffic arrangements will be critical. The approved plans did not have these problems.’

For other respondents 3 respondents raised concerns over the impact of the Metro generally on other modes of public transport, namely the bus service within the local area:

‘Also concerned about further displacement of bus services form the City Centre, which carry far more passengers than the tram probably will.’

‘I strongly object to the extensions across the centre of Birmingham which will not serve the majority of people visiting the city by bus. In fact, as has happened over the last few months, buses into the centre of Birmingham are now virtually useless to people from the Bearwood area as they no longer go to the main shopping area/markets area. Presumably this extra extension would make it even worse. The Metro only serves people who live close to it/along the line, NOT the thousands who have to travel to reach it.’

‘Too costly and the buses have been driven far enough out the city as it is, Metro serves one line whereas buses link over 100 areas with the city centre.’

Two respondents also highlighted the impact of the proposals on pedestrian routes within the city centre, specifically raising safety concerns:

‘There are major public safety issues involving a light railway through a densely packed pedestrian area’
‘The route is a danger to pedestrians as trams will emerge from Pinfold Street, unseen, into one of the busiest pedestrian routes in the city centre. The vague plan suggests the majority of the pedestrian route will be given over to the Trams further compromising the environment for pedestrians.’

4.3.2.2 Preference for extension and investment outside Birmingham City Centre

Four respondents also disagreed generally with the emphasis placed on developing transport in the city centre, not specifically to the CSQ or TWAO. They stated that other local areas could benefit more and were in greater need of improvements to transport links. Investment in particular could be better utilised in areas outside of Birmingham City Centre:

‘Need to consider other end of line and new lines - already too much emphasis on city centre’

‘I feel enough money is being ploughed into extension schemes only in Birmingham. Think now more effort should be put into new routes across the Black Country in particular the Ws route so benefit can be had across the Black Country and Regeneration rather than it always just Birmingham. Think it’s better also for the system if there was more than one route and a tram network established rather than just keep spending millions in extending the current route.’

‘Try spend money around the West Midlands area instead of spend it in Birmingham’

4.3.2.3 Unsure of benefits/value of Metro Extension

For five respondents who stated opposition to the scheme, the benefits and value of the Metro extension were unclear and costly:

‘I am not convinced how much benefit this offers extension offers the people of Birmingham? Would I really stay on the tram between Snow Hill and Centenary Sq. Surely it is quicker to walk this distance?’

‘Too costly and the buses have been driven far enough out the city as it is, Metro serves one line whereas buses link over 100 areas with the city centre.’

For two respondents within this group, the distance covered by the proposed extension was too short and did not justify the cost of the project:

‘It covers such a short distance. It is already very expensive to use. Hard to understand why anybody would either wait for a metro, pay for a metro or need a metro to cover such short distances. The only reason to do the extension is to justify the money wasted on phase one. Etc. etc.’

‘I feel this is such a short extension it is not worth the effort and cost of extending the Metro from the new New Street Station terminus.’
Another respondent within this group also felt that the extension would benefit the people of Birmingham, serving only a small number living near to the line:

‘I strongly object to the extensions across the centre of Birmingham which will not serve the majority of people visiting the City by bus … The Metro only serves people who live close to it/along the line, NOT the thousands who have to travel to reach it.

4.3.2.4 Aesthetic impact of present route and preference for an alternative location

Three responses also stated an objection to the extension based upon a preference for an alternative route and the feared aesthetic impact of the present plans:

‘A route via Navigation Street / Mailbox / Arena Central should be pursued instead.’

‘Think it’s better also for the system if there was more than one route and a tram network established rather than just keep spending millions in extending the current route.’

‘The infrastructure will be a visual blight in one of Birmingham’s most sensitive areas, affecting the setting of the Grade I listed Town Hall and Grade II listed General Post Office… In addition the construction of the tram would appear to require a major remodelling of part of Victoria Sq., possibly leading to the removal of charismatic street furniture, red telephone boxes, trees and maybe Anthony Gormley’s Iron Man sculpture. I feel strongly that any apparent benefit of bringing the tram to Victoria Sq. is massively outweighed by the unacceptable impact it will have on the public realm in this area.

4.3.2.5 Summary

Analysis of the reasons for opposition to the Birmingham Centenary Square Extension show that a small number of respondents (6%) who view the scheme negatively are concerned about the impact on other road users, modes of transport and pedestrians. Some are specific to the CSQ and some are for Metro / public transport generally. They show a clear preference for investment in other extension schemes outside of the city centre and unsure of the benefits of the scheme. A number of responses were also worried about the aesthetic impact of the scheme on the local area.

4.4 Support for future Metro extensions

The respondents were asked to consider the option of further extensions to the Metro network in Birmingham City Centre (Question 6).

As the bar chart below demonstrates, levels of support for future extensions to the Midland Metro were extremely high amongst respondents with 163 respondents (90%) stating that they either supported (16%) or strongly supported (74%) future extensions, with opposition expressed by only nine respondents (less than 5% of all respondents).
Figure 4.1: To what extent do you support or object to future extensions of the Metro in Birmingham City Centre? (Question 6)

The option of future Metro extensions in Birmingham City Centre has therefore been shown to be a very popular and well supported idea; this reinforces some positive respondent comments about future extensions which were found in the ‘reasons for support’ section of Question 2.

4.5 The option of a late night service

In Question 4, respondents were also asked to consider the option of a late night service operating for the CSQ. An overwhelming majority of respondents (92%) expressed support for a late night service on the proposed extension.
Figure 4.2: Do you think Metro should operate a late night service to Centenary Square? (Question 4)

Source: Centenary Square Extension Consultation Base: 183

Respondents were given the opportunity to specify when the late night service should run (Question 5). As the chart below shows, almost one third of all respondents felt that a late night service should run until 1.00am every evening (58%). Nearly two fifths (36%) replied that the late night service should operate later until 3.00am, but only on Thursday through to Saturday. A very small minority (6%) stated that the late night service should operate only on special events.
In summary, respondents have indicated high support for the option of a late night service on the Birmingham Centenary Square Metro Extension. Respondents have expressed a strong preference for a regular service – either operating each evening until 1.00am or running until 3.00am between Thursday and Sunday each week.

4.6 Other comments

At the close of the questionnaire, respondents were asked to provide any further comments they had regarding the CSQ (Question 15). In total 96 respondents provided responses to this question and full list of additional comments received is included within the appendices of this report (Appendix H).

Responses have been coded to capture key emergent themes and are included below. They reveal that respondents have expressed an opinion of the impact that they believe the TWAO alterations, CSQ extension and Metro extensions more generally will have on Birmingham City Centre and the surrounding areas. They also indicate an interest and awareness of issues related to the service delivery and service options made available by the extension and Metro in general.
4.6.1 The impact of the extension on Birmingham City Centre and surrounding areas

4.6.1.1 Improve the image and status of Birmingham

Nine respondents reinforced the positive effect they felt that the CSQ would have for Birmingham as a city. One respondent explicitly commented on the TWAO alterations and referred to not only the saved cost but also the beneficial impact of avoiding construction activity linked to building a new bridge within the city centre:

‘I approve of the revised plan which saves money and avoids the need to build a bridge’

For the other 8 respondents (8%), the CSQ scheme in general would have a beneficial impact for Birmingham as a city, highlighting the effect it would have on the image and status of Birmingham as a major city:

‘Further contribution to Birmingham’s world class status’

‘Excellent - aligns you with major European cities’

‘I went to Manchester recently, Centro you are an embarrassment and Manchester deserves its title of the 2nd city. Manchester has got approval for miles of Metrolink extensions and there is such celebration here of a Metro extension of barely a mile in 10 years.

‘Compared to other cities such as Manchester, Nottingham, Sheffield and Croydon, the tram network in the Birmingham area is very limited. Extending it to New Street will be a major achievement and make it more visible’.

‘It really hurts that Manchester are so far ahead of the second city in developing and expanding their tram network. Even Nottingham will have 2 lines!!!!

‘Metros have proved popular in places like Nottingham and Sheffield and will no doubt be well used in Birmingham.’

‘As a tourist information Birmingham is currently losing out to other cities such as Manchester and Sheffield who have well developed metro, tramway systems’

4.6.1.2 Negative impact on local area

A small number of respondents (four) referred to the negative impact the scheme may have on the local area. Out of these, no respondents referred to the TWAO alterations specifically, instead comments focused on the need to clearly demonstrate the long term impact of the proposals on the local area:

‘Please remember the long term impact this will have on the city centre. Building a huge piece of infrastructure like this through the city centre is not to be taken lightly. Birmingham has suffered enough from insensitive infrastructure planning - e.g. the Inner Ring Road - please do not make the same mistakes again’.
I like idea, although you haven’t shown what will happen to the road on Broad Street which is such a vital road to use for Birmingham.’

‘I am particularly concerned about the location of the structured stop outside of the Town Hall. Please can you confirm if the structure pictured will obstruct the view or access to the front of Queens College Chambers. Also, I would strongly object if cables were tied to this building of historical significance. It is to be remembered that this building is residential and late night noise levels from the stop should be considered when determining the times the system runs.’

The aesthetic impact of the CSQ extension on the city landscape was an area highlighted by five respondents for consideration during planning and development (5%):

‘That the proposed station outside town hall should be tasteful and respectful to the listed building. Is there a possibility of this section utilising the new trams ability to run short sections without Centenary?’

‘I notice the image used with the consultation shows overhead wires outside the Town Hall: is the ability to dispense with these for short distances in historic environments not a major selling point for the Urbos 3 tram?’

‘I am particularly concerned about the location of the structured stop outside of the Town Hall. Please can you confirm if the structure pictured will obstruct the view or access to the front of Queens College Chambers’

4.6.1.3 Impacts on other modes of transport in Birmingham

A number of respondents commented on the impacts of the scheme on other modes of transport in Birmingham. Three respondents made explicit reference to the TWAO alteration plans and commented on the potential impact of the proposed changed to the route on pedestrian access and walking; and traffic in the local vicinity.

‘I am concerned that the closure of Paradise Street / Hill Street to vehicles will cause congestion due to all traffic heading North from the city centre south of New Street now needing to traverse Holloway Circus. Holloway Circus is often already heavily congested at peak times and will become even more of a single point of failure within the city centre road network. Perhaps Holloway Circus improvements or direct access to the A38 north from Navigation Street could be considered as part of this project?’

‘One reservation is the short distance between the top of Pinfold Street and the Town Hall, where the tram will compromise well-established pedestrian space (and force the relocation of Iron Man). For this reason I always thought it might be better to take the line along Navigation Street and under the A38 flyover. This section could also form the start of an eventual city centre loop as indicated in the Big City Plan’

“Will there be conflict with other traffic---I thought that it could follow the void left by Fletchers Walk to go under the road to Broad St”
For other respondents who were concerned about the impact of the scheme on other modes of transport in Birmingham, the CSQ extension was addressed more generally. Three respondents were concerned that bus services would suffer as a result of the proposals and three respondents were concerned about the impact on pedestrian and cycling facilities:

‘I am extremely concerned that this will be used as an excuse to move more bus services out of the City Centre, despite the millions of passengers who use the bus into the City from all points of the compass.’

‘Stop wasting money on the metro and start investing in a major overhaul of the bus network, drips and drabs aren’t good enough and the metro only benefits people who live along its route.’

‘Following the ‘Vision for a Walkable City’ document generated by the city partners, the pedestrian realm needs to align with the public transport interchanges at Centenary Square……. We need to avoid introducing further barriers within the city centre that we have spent so long overcoming, ensuring that the metro stop doesn’t cut off the other side of Broad Street from Centenary Square.’

‘There are major public safety issues involving a light railway through a densely packed pedestrian area’

‘The main cycle routes around the Metro extension must be handled carefully, as cyclists and tram lines do not mix well! Tram lines cause a hazard for narrow bike tyres.’

In order to mitigate some of these negative impacts upon other forms of transport and those who use them, some suggestions were made by respondents regarding ways in which the Metro should operate. These generally relate to ensuring a coordinated and integrated approach between different modes of transport:

‘It would be good to have some more information regarding the traffic plans for Broad Street and the area surrounding Paradise Circus as the Metro will obviously mean that there has to be some drastic changes to the road layouts’.

‘Tram priority measures must be included. Having trams sitting in traffic jams is no use and creates no incentive to switch to using the tram’.

‘This extension needs to be set within the bigger picture. What are the future route plans? Out along the Hagley Road for example? The current extension(s) are a bit of nonsense from a transport planning view of point’.

Other suggestions which exemplify this integrated approach include: safe cycle parts at stops, trams receiving traffic priority and allowing trams to carry bicycles.

4.6.1.4 Improve links, connectivity and transport provision in Birmingham

A quarter of all respondents (25%) highlighted the improvements offered to public transport services within Birmingham by the scheme. Of these, no respondents referred directly to the TWAO alterations and instead addressed the beneficial impact of the CSQ extension improvements more generally. Emphasis was placed on the increased links and connectivity that the extension would provide for the city centre:
‘This is a vital project to improve access to centenary square’

‘Would provide a valuable link to an area of the City visited by many residents of the City and points along the existing route for entertainment or work which at the moment requires a walk or change of transport at Snow Hill.’

‘I consider it should be the next phase in a multi-phase extension of the metro throughout the city centre. Light rail schemes such as this are invaluable in enhancing local connectivity and will encourage growth, tourism, jobs, etc.’

‘I hope it is the start of a system to link up the whole city’

‘I think that the new Library of Birmingham is a great asset to the city, along with the newly refurbished Rep, the ICC and Symphony Hall, Centenary Sq. has a lot to offer. Broad St Nightlife is a stone’s throw away and whilst may not be to everyone’s taste, provides a huge amount of jobs and entertainment for the city. The metro can enhance the cities nightlife dramatically.’

A number of respondents also stated the CSQ extension could meet the need for better public transport provision in Birmingham (3%), other respondents also highlighted the positive impact that the extension signalled for increased investment in public transport, facilitating wider improvements to the city’s public transport system (5%), increased travel choice, a possible reduction in car usage and potential benefits to the environment. For two respondents, the improvements to the local transport system, as exemplified by the Metro Extension, would also have economic benefits to the both the city centre and the city of Birmingham.

4.6.2 CSQ extension and Metro Specific comments

4.6.2.1 Time taken for construction and delivery of scheme

Over a fifth (21%) of those who provided additional comments, expressed a view that they were keen for work to be completed on the CSQ extension as soon as possible:

‘Get on with this as soon as possible; reinvest profits from this extension to a model to build a metro network across the city’

‘Expand the tram system everywhere in Birmingham also get constructing now.’

‘Please hurry up and start building this extension’

‘Go ahead as soon as possible and move forward with further extensions to Five Ways and the Quinton, then Brierley Hill, Great Barr and the Airport’

For a smaller number of respondents (six), the time taken for this extension to be implemented was an area for potential improvement:

‘It is taking too long’
‘Hopefully this won’t take as long as the current extension’

‘Only that I regret that this part of the line has not been included in the existing construction work’

‘I hope this and further extensions can be achieved far more quickly than that from Snow Hill to New Street’.

4.6.2.2 Cost

A small number of respondents expressed concern over the cost of the scheme and other Metro extensions. Of the three respondents who commented, one referred to CSQ extension specifically, with two other respondents focusing on extensions to the Metro system more generally (3%):

‘I also feel that the current Birmingham loop is also a waste of money and money should have been better spent at improving the network other than Birmingham. Wolverhampton extension think as well is pointless and should loop town to station rather than the strange setup now being suggested’ [CSQ extension]

‘A complete waste of money’ [Metro extension]

‘Stop wasting money on the metro and start investing in a major overhaul of the bus network, drips and drabs aren’t good enough and the metro only benefits people who live along its route.’ [Metro extension]

Ticketing and the cost to the metro user was also mentioned by three respondents as an area for consideration within the proposals (3%). Of these respondents, two referred explicitly to the cost of travel on the CSQ extension and the other commented on the overall cost of Metro fares for short journeys:

‘How will ticketing work as buses operate with a single fare and the metro extensions will have to charge to help pay back the capital funding?’ [CSQ extension]

‘Travel on the extension needs to be affordable - ideally free within certain limits (e.g. Manchester has free city centre bus travel linking stations) or maybe a small add-on to rail tickets to extend your journey to Broad Street’ [CSQ extension]

‘Metro fares are very high for short hops - why is there no integrated bus / train / metro daily package?’ [Metro]

4.6.2.3 Service options and delivery

Focusing on the CSQ extension, a number of comments included suggestions for service options and delivery. The selection of good locations for tram stops within the proposals was highlighted as a positive element of the proposals by one respondent; ensuring that clear information is provided at tram stops was identified as a key aspect of the Metro service by another, who felt that this was integral to ensuring movement and accessibility around the city.
Measures to ensure that there is adequate vehicle coverage and frequency were also highlighted by one respondent, who suggested an appropriate service delivery model. Two respondents highlighted the operation of a late night service as a key element which should be included within the extension plans and as a core service option for the Metro and for another it was particularly important that this late night service was in operation beyond Snow Hill.

### 4.6.2.4 Further extensions to the Metro system

Just under a third (31%) of all respondents who provided additional comments, stated they would like to see further extensions to the Metro. Out of these, eight respondents focused specifically on the CSQ extension and stated that this should be extended further to include Five Ways:

- ‘The route needs to be completed fully to Five Ways. Permission already exists and funding should be sought for the full line to Five Ways.’
- ‘Go on, be bold! Take the Metro all the way up Broad Street to Five Ways’
- ‘Please please extend the Metro route to Five Ways!’
- ‘It needs to be extended further, to Five Ways at least.’
- ‘It should be extended to Five Ways; the current island could be redeveloped and would be a great location for the terminus, as it would interchange with other local bus and national coach services.’
- ‘Please extend Metro to Five Ways as this would really help connect the city from one side to the other, including crossing the ring road’.

17 respondents also expressed support for future extensions to the Metro System within Birmingham and across the West Midlands.

Out of which, 11 respondents stated a preference for further extensions within Birmingham – including Birmingham City Centre (four respondents), Hagley Road (three respondents), the Airport (two respondents) and Great Barr (one respondent). As well as future extensions along major arterial roads in Birmingham including Soho Road (one respondent), Bristol road, Digbeth high street and Pershore road (one respondent):

- ‘Expand the tram system everywhere in Birmingham also get constructing now.’
- ‘I consider it should be the next phase in a multi-phase extension of the Metro throughout the city centre’
- ‘The Metro should be extended from Centenary Square towards Five Ways and along the Hagley Road, with a Spur to Harborne terminating potentially at the Queen Elizabeth Medical Centre and interchange at University Station’
- ‘I hope it is the start of a system to link up the whole city. It would be nice to see extensions down main roads, Bristol, Pershore, Hagley, Digbeth’
In addition, a smaller number of respondents (three) also expressed support for further and future extensions to other areas of the West Midlands – specifically the Black Country:

‘I don’t mind Centro expanding the Metro but why is it u have to spend it all in Birmingham when you could expand the Metro in to new areas of the West Midlands where the Metro doesn’t go’

‘This is all nice but I feel than investment now is lackin[39]g in Black Country Area’s and more benefit from the Metro system and better bus network in my area is needed’

4.6.3 General Comments

Within the additional comments provided, 19% of respondents expressed a generally positive view of the proposals, emphasising their support for the CSQ extension:

‘I am in favour of the extension of the Midland Metro in Birmingham city centre’

‘I think it is a good idea’

‘Well done to the parties involved in having a vision to further improve Birmingham’s public transport network’

‘Yes looking forward to it’

Other comments expressed by lone respondents were relating to: uncertainty at the benefits of the proposals, a preference for investment in cycling infrastructure, concern about the impact of the proposals upon specific outdoor events in Birmingham, they would also like to see open public and professional involvement in the design of the tram stop itself as part of the extension and the need to not only be aware of the impacts on the immediate locality of the Extension, but also the potential long term impacts of the proposals on the city as a whole.

4.7 Summary

The survey has shown very high levels of support for both the TWAO route alterations and the CSQ extension. 92% of all respondents supported the CSQ, with 73% also supportive of the proposed alterations that bring the route closer to Paradise Circus. Opposition to both of these was very low – with the same 6% of respondents opposing both. The survey revealed however, that over a fifth of respondents remain neutral to the alteration of the alignment closer to the PCR as proposed in the TWAO (21%).

Respondents were also extremely supportive of future Metro extension plans in Birmingham City Centre, with 90% of respondents supportive of this option and very few respondents opposed (5%).

The survey also revealed that respondents were extremely supportive of both options of a late night service for the CSQ with 92% of respondents supporting this, and strong preferences for a regular service running every evening until 1.00am (58%), or operating between Thursday to Sunday until 3.00am (36%).
The reasons for support and opposition provided by respondents, as well as additional comments provided by respondents also show in more detail what respondents feel about the TWAO alterations and the CSQ scheme. Whilst the number of respondents that addressed the TWAO alterations was small (4 respondents), one comment revealed an awareness of the advantages of the plans on the physical infrastructure of Birmingham with no respondents identifying a negative impact on the local area as a result of the alterations to the planned route. A small number of respondents did however raise a concern over the impact of the alterations on other modes of transport within Birmingham – with two respondents concerned about the impact of the TWAO alterations on traffic and congestion and another respondent worried about the impact on pedestrian and walking access.

In contrast, respondents have a clearer and more articulated awareness of the impact of the CSQ extension on both the city centre and the wider city of Birmingham, as well as surrounding areas. The extension was identified as:

- Key to better transport links, connectivity and improved transport provision within Birmingham
- Beneficial to both the image and status of Birmingham as a city, as well as the wider economy – including job creation, regeneration and development.
- Important to improve sustainable travel options – particularly improvements in public transport provision and choice within Birmingham – as well as contributing to the reduction of congestion.
- Having a potential negative impact on other modes of transport within Birmingham, as well as the local area by a small number of respondents.

In addition, respondents showed an interest and awareness of issues surrounding service delivery and service options for both the CSQ and for further extensions of Metro. Respondents stated:

- Concerns over both the time taken to complete the CSQ extension and the potential cost of this and further extensions.
- Preferences for service delivery options including the need for clear accessible signage at tram stops and good service frequency. The location of the new tram stops was identified as positive by at least one respondent.
- Strong support for the late night service option for the Metro extension, as well as support for future Metro extensions in the city centre (especially to include Five Ways), Birmingham and the surrounding Black Country areas.
5 Conclusions

5.1 Overview

Centro is proposing a further extension to the Metro network in Birmingham City Centre – ‘Birmingham Centenary Square Extension’ (CSQ). This extension will help to bring about significant transport improvements in the city centre, whilst also helping to support the regeneration of the Centenary Square area and Westside.

Centro already has approval to build and operate this extension under the Midland Metro (Birmingham City Centre Extension, etc) Order 2005, however, to integrate with the Paradise Circus Redevelopment (PCR), alterations to the alignment are proposed in the vicinity of the redevelopment and this requires a supplementary Transport and Works Act Order (TWAO). The proposed Midland Metro (Birmingham City Centre Extension Land Acquisition and Variation) Order (‘The TWAO’) will reduce both the cost and the construction disruption of the extension.

As part of this process, in order to comply with Rule 10(2)9d, of the Transport and Works (Applications and Objections Procedure) (England and Wales) Rules 2006, Centro have undertaken a series of activities prior to this submission to consult with affected parties, key stakeholders and the wider public. Mott MacDonald was appointed by Centro to assist them in this process.

In undertaking a series of public consultation activities to inform and gather views from affected stakeholders. This four week consultation period commenced on 29th August 2013 and ended on 27th September 2013. It included four staffed public exhibitions held in Birmingham City Centre, publicity brochures distributed at the events and full details of the scheme and proposed route were included on Centro’s website. As part of the process of consultation, a questionnaire survey was conducted. Questionnaires were available online via the Centro website and in a paper format in the consultation brochure.

5.2 Survey results

5.2.1 Sample profile

In total 186 members of the public completed the survey. Just under a third returned the paper questionnaire (28%) and over two thirds completed the questionnaire on line (72%). The demographic profile of respondents showed that, compared with Census 2011 data for the West Midlands area:

- The sample broadly reflected regional proportions in terms of age - with the exception of elderly people (aged 65 or over) who were underrepresented and working age groups who were slightly overrepresented.
- In terms of gender, the sample included an overrepresentation of males compared with females, a trend noted in previous transport public consultations.
- Location mapping revealed that the majority of the sample population lived in Birmingham and the surrounding Black Country Region. Most respondents worked in or near Birmingham City Centre and lived in Birmingham or the Black Country and were therefore reflective of the Centro catchment area.
Most respondents were regular visitors to Birmingham City Centre, with three fifths (61%) travelling to the area at least weekly and another quarter of respondents (26%) visiting at least monthly. The overwhelming majority of respondents use either public transport or another form of sustainable travel – with only 19% using the car or taxi to travel into the city. The two most popular forms of transport are train and bus travel, which accounted for three fifths (61%) of all respondents in the survey. The main journey purpose to Birmingham city centre for nearly all respondents (86%) was leisure or work related activities.

5.2.2 Main findings

The survey showed very high levels of support for both the CSQ and TWAO route alteration. 92% of all respondents supported the CSQ with 73% also supportive of the proposed alterations to the route that will bring it closer to the PCR. Opposition to both was very low – with only 6% opposing either. The survey did however reveal that a fifth of respondents were neutral to the plans to bring the route closer to the PCR.

Analysis of the reasons for support of the Birmingham Centenary Square Extension, reveal that respondents see the Metro extension as key to:

- **Better transport links, connectivity and provision** within Birmingham City Centre and surrounding areas.
- **Improved sustainable travel options and the reduction of congestion** within and beyond the city centre.
- **Strong significance to the future development of Birmingham**: regarded as both beneficial and necessary for the city and its image, important for job creation, regeneration and development and central to city centre development providing transport links to businesses and attractions within the city centre.

Furthermore, analysis of general comments provided by respondents also revealed a strong awareness of the impact of the extension on Birmingham, as well as a concern and interest in service delivery and service options for the planned extension:

- **Impact on the city of Birmingham and surrounding area**: Respondents felt the extension would benefit the image and status of Birmingham and improve links, connectivity and transport provision in Birmingham but may have an negative impact on other modes of transport and potentially the local area.
- **Preferences for service delivery and service options**: Respondents expressed concerned over the time and cost of delivering the scheme, and the affordability of using the services. They expressed clear preferences for both a late night service option, as well as future Metro extensions in the city centre, Birmingham and surrounding Black Country areas.

This was also reflected in the answers by respondents to the two options questions focused on late night service provision and future extensions. Results revealed that respondents were extremely supportive of both options of a late night service for the CSQ 92% of respondents supported the late night service option, with strong preferences for a regular service running every evening until 1.00am (58%) or operating between Thursday to Sunday until 3.00am (36%).
Respondents were also extremely supportive of future Metro extensions in Birmingham City Centre with 90% of respondents supportive of this option and very few respondents opposed (5%).

5.3 **Next steps**

The findings of this report will be submitted to the Midland Metro Delivery Programme Board for approval. This report will be appended to an overall Consultation Report that will be submitted as part of the TWAO submission.
Appendices
Appendix A. Midland Metro Birmingham Centenary Square Extension Brochure
Appendix B. Centro Website
Appendix C. National map of respondents by home postcode and main purpose of journey.
Appendix D. Local map of Respondents by home postcode and purpose of journey.
Appendix E. National map of Respondents by work postcode and means of travel
Appendix F. Local map of respondents by work postcode and means of travel.
Appendix G. Reasons for level of support/objection
Appendix H. Other comments
Appendix A. Midland Metro Birmingham Centenary Square Extension Brochure
Midland Metro
Birmingham Centenary Square Extension
Public Consultation 2013

Comments to be received by 27 September 2013
We would like your views on a change to the forthcoming Metro extension to Centenary Square in Birmingham City Centre. Metro serving this area would help support the continued regeneration of the city and improve public transport connections across the city centre and to and from the Black Country.
What we are proposing to do and why

Centro is planning a further extension to the Metro network in Birmingham City Centre – ‘Birmingham Centenary Square Extension’.

The regeneration now taking place in the Centenary Square area will increase the demand and need for public transport links in central Birmingham and beyond. Centro already has approval to serve this area from the city centre and with some minor changes can improve the proposed tram route through the Paradise Circus area by moving it slightly closer to the new development.

By doing this, we reduce the cost of the extension since there will be no need for a new bridge over the Suffolk Street Queensway. We will also reduce construction disruption by working with the Paradise Circus Developers and the City Council to co-ordinate highway works that will minimise the effect on traffic.

The first extension of the Metro in Birmingham City Centre to New St Gateway is now well underway. Combined with the Birmingham Centenary Square Extension this will improve connections to Victoria Square, Paradise Circus and Centenary Square so reducing congestion and supporting regeneration.
The plans for the Birmingham Centenary Square Extension have been developed in close cooperation with Birmingham City Council. They support and complement city and regional plans for development and form part of the Centro Strategy for the region ‘Towards a World Class Integrated Transport Network’.

The extension will run from the new terminus stop on Stephenson Street outside New Street Station, travelling along Pinfold Street and turn west onto Victoria Square, with a new stop at the Town Hall. From here, the extension travels along Paradise Street to Paradise Circus then turns onto Broad Street, where it will continue until it reaches the route terminus at Centenary Square.

Running between Wolverhampton and Birmingham Centenary Square, the extension will offer a fast and frequent service with a tram operating every six minutes.
Centro already has approval to extend the Metro but, to integrate with the Paradise Circus redevelopment, we are proposing to adjust the alignment in the vicinity of the development. The change to the route requires a supplementary Transport and Works Act (TWA) Order.

The TWA Order authorises us to construct and maintain a revised route within Paradise Circus Queensway approximately 2 metres north of the original route, further away from the buildings on Paradise Street and closer to Paradise Circus redevelopment. The Order will also revive powers to compulsorily acquire land for the Birmingham Centenary Square Extension including the additional land required within the development to facilitate the new alignment.

The benefits of this route adjustment mean that the costs to build the Metro extension are reduced as there is no need to build a bridge over the Suffolk Street Queensway tunnels.

Centro is working closely with the developers of Arena Central and Paradise Circus to minimise disruption during construction and also reduce costs to the overall project by delivering this new alignment.
**New Stop - Victoria Square (Birmingham Town Hall)**

Located in Victoria Square outside the Town Hall, this new stop will provide access to the Town Hall, Birmingham Museum and Art Galleries, the Council House, the Paradise Circus development and other existing commercial and residential properties in the vicinity.

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**New Stop - Centenary Square (Broad Street)**

Located on Broad Street at Centenary Square, this stop provides convenient access to the International Conventional Centre (ICC), Symphony Hall, the Library of Birmingham, and the Repertory Theatre. Metro will complement the proposals for the redesign of the public realm in Centenary Square as well as providing an important connection to the regeneration areas of Baskerville Wharf and Arena Central complex and improving access to the Broad Street and Brindley Place entertainment and office quarter.
The benefits of the Birmingham Centenary Square Extension Project:

- **Creating a better connected city** by helping to establish world class public transport links across the city centre - linking Centenary Square and Broad Street with central Birmingham and New Street Station, Snow Hill and the Jewellery Quarter.

- **Stimulating economic growth and helping to create jobs** within the Birmingham City Centre Enterprise Zone, Metro will help support the addition of £2 billion to the local economy and help to create up to 40,000 new jobs.

- **Supporting culture and tourism**, the Metro extension will encourage visitors to come to The ICC, Symphony Hall, the new Library, Repertory Theatre, Ikon Gallery, Birmingham Museum and Art Galleries and the many other key entertainment and leisure destinations available around Broad Street and Brindley Place.

- **As a high quality public transport alternative** Metro will both reduce congestion and encourage sustainable travel for visitors and commuters within Birmingham City Centre.

- **Linking the Westside of the city with the city centre**, Metro will create opportunities to connect directly with Curzon Street Station for HS2, New Street Station and Birmingham International Station for Birmingham Airport.
Next steps

Following public consultation, the next step in the process is for Centro to submit the Transport and Works Act Order for powers to construct and operate the Metro on the revised route in the area of the Paradise Circus re-development.

Funding for the £31 million project has been agreed by the Enterprise Zone Board, the Local Enterprise Partnership, Birmingham City Council and Centro.

Following approval of the Transport and Works Act Order from the Secretary of State for Transport the Metro works could start in 2015 and be open for public use in 2017.

How to take part

We want to hear your views on the proposals. Your opinions are important to Centro and the decision makers, who wish to understand the benefits of the scheme from your perspective.

There are a number of ways in which you can take part in this consultation:

- Visit our website www.centro.org.uk/metro and complete the short questionnaire;
- Complete the questionnaire at the back of this leaflet and return it to the freepost address;
- Visit one of the exhibitions to ask questions and provide feedback.
Please let us have your comments by 27 September 2013

If you would like to find out more about the Birmingham Centenary Square Extension, please attend one of our exhibitions in the City Centre. The team will be on hand to answer your questions and provide more information.

Exhibition details

<table>
<thead>
<tr>
<th>Date</th>
<th>Location</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Thursday 29th August</td>
<td>Victoria Square</td>
<td>10:00 – 15:00</td>
</tr>
<tr>
<td>Thursday 5th September</td>
<td>Victoria Square</td>
<td>08:00 – 15:00</td>
</tr>
<tr>
<td>Wednesday 11th September</td>
<td>Victoria Square</td>
<td>11:00 – 18:00</td>
</tr>
<tr>
<td>Tuesday 24th September</td>
<td>Victoria Square</td>
<td>11:00 – 18:00</td>
</tr>
</tbody>
</table>
Having reviewed the scheme information for Birmingham Centenary Square Extension, please take a few moments to complete the questions below. Alternatively, visit our website and complete the questionnaire online.

Q1  To what extent do you support this extension of the Midland Metro to Centenary Square in Birmingham City Centre? Please tick one only

- Strongly Support [1]
- Support [2]
- Neither Support or Object [3]
- Object [4]
- Strongly Object [5]
- Don't Know [6]

Q2  Please give reasons for your answer to Questions 1 Please write in

Q3  To what extent do you support the alterations to take the route closer to the Paradise Circus redevelopment? Please tick one only

- Strongly Support [1]
- Support [2]
- Neither Support or Object [3]
- Object [4]
- Strongly Object [5]
- Don't Know [6]

Q4  Do you think Midland Metro should operate a late night service to Centenary Square?

- Yes - please go to Q5
- No – please skip to Q6

Q5  If you answered yes to the previous question – when do you think late night services should operate

- Special Events Only
- Every Night – until 1:00
- Thursday – Saturday until 03:00

Q6  To what extent would you support or object to future extensions of the Midland Metro in Birmingham City Centre? Please tick one only

- Strongly Support [1]
- Support [2]
- Neither Support or Object [3]
- Object [4]
- Strongly Object [5]
- Don't Know [6]

Q7  How frequently do you visit Birmingham City Centre? Please tick one only

- (Almost) every day [1]
- (About) 1-4 days a week [2]
- (About 1-3 days a month [3]
- Less than once a month [4]
- Less than once a year [5]
- Never [6]

Q8  What is your main means of travel to/from Birmingham City Centre? Please tick one only

- Bus [1]
- Metro [2]
- Rail [3]
- Car/Taxi (as Driver or Passenger) [4]
- Cycle [5]
- Walk [6]
- Other [7]

Q9  What is the main purpose of your journey to/from Birmingham City Centre? Please tick one only

- Regular commute to Work [1]
- Other work journey [2]
- Education [3]
- Leisure/Shopping [4]
- Interchange with bus/rail/Metro [5]
- Other [6]

Q10 How would you describe your interchange with bus/rail/Metro? Please tick one only

- Changing between train services [1]
- Changing between bus services [2]
- Changing between Metro and bus [3]
- Changing between Metro and rail [4]
- Changing between bus and rail [5]
- Other [6]

Q11 Please provide your home postcode. This will only be used for mapping purposes; you will not be contacted from this information. Please write in
Q12 If you work, please provide the postcode of your usual place of work. This will only be used for mapping purposes, you will not be contacted from this information. Please write in

Q13 Which of the following age groups are you in? Please tick one only

- [ ] 16-24 [1]
- [ ] 25-34 [2]
- [ ] 35-44 [3]
- [ ] 45-59 [4]
- [ ] 60-64 [5]
- [ ] 65+ [6]

Q14 Please indicate your gender? Please tick one only

- [ ] Male [1]
- [ ] Female [2]

Q15 Do you have any further comments about the Centenary Square extension of Midland Metro in Birmingham City Centre? Please write in
Appendix B. Centro Website

<table>
<thead>
<tr>
<th>Bus</th>
<th>Rail</th>
<th>Metro</th>
<th>Network West Midlands</th>
<th>Environment</th>
<th>Consultation</th>
<th>Jobs</th>
<th>Get in touch</th>
<th>Regeneration</th>
</tr>
</thead>
</table>

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**Midland Metro**

Birmingham Centenary Square Extension

Consultation on these proposals is now closed but please read on to find out more on this project.

**About**

We would like your views on a change to the forthcoming Metro extension to Centenary Square in Birmingham City Centre. Metro serving this area would help support the continued regeneration of the city and improve public transport connections across the city centre and to and from the Black Country.

**What are we proposing to do and why**

Centro is planning a further extension to the Metro network in Birmingham City Centre - 'Birmingham Centenary Square Extension'.

The regeneration now taking place in the Centenary Square area will increase the demand and need for public transport links in central Birmingham and beyond. Centro already has approval to serve this area from the City Centre and with some minor changes can improve the proposed tram route through the Paradise Circus area by moving it slightly closer to the new development.

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The first extension of the Metro in Birmingham City Centre to New St Gateway is now well underway. Combined with the Birmingham Centenary Square Extension this will improve connections to Victoria Square, Paradise Circus and Centenary Square so reducing congestion and supporting regeneration.

Read the details
Appendix C. National map of respondents by home postcode and main purpose of journey.

National map of respondents by home postcode and main purpose of journey.

Source: Birmingham Centenary Square Consultation Extension Base 158
Appendix D. Local map of Respondents by home postcode and purpose of journey.

Source: Birmingham Centenary Square Consultation Extension Base 158
Appendix E. National map of Respondents by work postcode and means of travel

Source: Birmingham Centenary Square Consultation Extension Base 85
Appendix F.  Local map of respondents by work postcode and means of travel.

Local map of Respondents by work postcode and means of travel.

Source:  Birmingham Centenary Square Consultation Extension Base 85
## Appendix G. Reasons for level of support/objection

### Reasons for level of support/objection towards proposed extension of Metro to Centenary Square

<table>
<thead>
<tr>
<th>Comments</th>
<th>Strongly Support</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>It needs it</strong></td>
<td>A much needed mode of transport for the city. It links the west of the city.</td>
</tr>
<tr>
<td><strong>Better connectivity to the entertainment district</strong></td>
<td>The tram is the most civilised form of urban transport yet devised. It has the ability to transform both the connectivity and image of cities, as Manchester and Nottingham have impressively demonstrated in recent years. This extension will bring the various existing and forthcoming developments on the west side of the city centre onto the network, while providing a springboard for an eventual extension via the Hagley Road to a park-and-ride facility at Quinton linked to the M5.</td>
</tr>
<tr>
<td><strong>I would like to see the Metro continue up the Hagley Road to Quinton.</strong></td>
<td>It will help connect the city and provide an alternative to the bus, which in Birmingham is not amazing.</td>
</tr>
<tr>
<td><strong>Rapid public transport in Birmingham is woeful, and the Metro is a step in the right direction for improving this. The extension should improve the business case for further extensions, particularly further up Broad Street.</strong></td>
<td>We desperately need more non car based transport alternatives</td>
</tr>
<tr>
<td><strong>It will greatly improve transport links through the city centre.</strong></td>
<td>It would be a useful link, and hopefully (finally) the start of a wider network of Metro lines covering more areas</td>
</tr>
<tr>
<td><strong>Great plan to extend the Metro into the heart of the city and link up with some of the top tourist and visitor destinations.</strong></td>
<td>Birmingham lacks a subway/tram system like many cities, it should be expanded as much as possible.</td>
</tr>
<tr>
<td><strong>Fantastic in reducing congestion in the city also builds a model and platform to extend Metro to the airport, Solihull etc...</strong></td>
<td>Birmingham has long needed a better &quot;inner city&quot; transport solution. The Metro has long been in need of updating and expansion to better serve its purpose.</td>
</tr>
<tr>
<td><strong>Birmingham has long needed a better &quot;inner city&quot; transport solution.</strong></td>
<td>I believe trams are a clean, safe and attractive way to expand transport options within the city centre, and provide a wonderful way for those who are less mobile to quickly get around the heavily pedestrianised city centre. I believe trams also have a good &quot;image&quot; too them, and make a city look clean, modern and exciting.</td>
</tr>
<tr>
<td><strong>I am very keen to see Metro serve the wider Birmingham City centre.</strong></td>
<td>I am very keen to see Metro serve the wider Birmingham City centre. By extending the service to Centenary Square this will improve overall connectivity throughout the city. Ideally would prefer to see Metro extended all the way along Broad Street to Five Ways as this would transform commuting and visitor travel options across the city - hopefully this proposal will help. Please extend Metro across Birmingham as quickly as possible!</td>
</tr>
<tr>
<td><strong>Increase footfall in Centenary Square (new Library etc...). May help to spur on a regeneration in Arena Central.</strong></td>
<td>Would provide top rate connections through the City Centre onwards from the existing Snow Hill terminus for passengers joining at any point on the existing route. Would provide a City Centre ‘core’ for much needed further extensions. All major cities in Europe have their transport infrastructure based on tram systems. The UK and the West Midlands in particular are only now starting to ‘catch up’.</td>
</tr>
<tr>
<td><strong>Broad Street is cut off at the moment from New Street</strong></td>
<td>Much easier access to Symphony Hall, the ICC, new Library and the Broad Street area from both New Street Station and the rest of Birmingham, as it can be a long walk on foot from one place to the other and getting a bus can put people off if they don't know the route. Having the Metro makes it much easier to just get on and go. I would definitely make use of it when travelling to the ICC and Symphony Hall, as I can travel into Snow Hill, jump on the Metro at St Chad and go directly there, leaving the car at home.</td>
</tr>
<tr>
<td><strong>It is needed to make it easy to get to the library and other businesses</strong></td>
<td>Improving connectivity by more sustainable modes can only be a positive thing.</td>
</tr>
<tr>
<td>Comments</td>
<td></td>
</tr>
<tr>
<td>------------------------------------------</td>
<td></td>
</tr>
<tr>
<td>Opportunity should be taken to properly integrate Midland Metro into emerging Paradise Circus, Arena Central and Centenary Square proposals.</td>
<td></td>
</tr>
<tr>
<td>Broad Street is one of the key business and entertainment hubs of the City and needs to be fully connected with the rest of the City Centre transportation system.</td>
<td></td>
</tr>
<tr>
<td>It begins to link the city together, something we really need in this city, transport hubs to areas of work and social/cultural sites. It also shows change in the city centre, which I feel often drives confidence forward.</td>
<td></td>
</tr>
<tr>
<td>Metro is very easy to use for those unfamiliar with Birmingham. By linking Centenary Sq. with the (by then) existing city centre extension, access to key areas of the city is facilitated from the main rail stations as well as from Metro park and ride.</td>
<td></td>
</tr>
<tr>
<td>It will give easier access between the parts of the city centre.</td>
<td></td>
</tr>
<tr>
<td>This will greatly aid movement around the city centre and is a much needed improvement to public transport in the city / linking broad Street to the tram line will definitely make travel around the city centre easier</td>
<td></td>
</tr>
<tr>
<td>Direct transport link from new Street to ICC/symphony hall/Hyatt/library/rep - there is room for the tracks</td>
<td></td>
</tr>
<tr>
<td>Birmingham needs the Metro to continue to penetrate the city centre making it easy to travel between popular locations</td>
<td></td>
</tr>
<tr>
<td>Reduction in congestion, more connectivity with areas in the city centre and further afield.</td>
<td></td>
</tr>
<tr>
<td>It would be good &amp; convenient to move around the City Centre (hop on/hop off style) with an extended tram in areas where the train can’t reach or where buses tend to get stuck in traffic jams</td>
<td></td>
</tr>
<tr>
<td>Good idea</td>
<td></td>
</tr>
<tr>
<td>This will allow visitors to travel around the city centre with easy connections to and from New Street and Snow Hill, without having to rely on buses and taxis or navigate complex and intimidating urban Streets.</td>
<td></td>
</tr>
<tr>
<td>Connectivity across the city centre is an essential step to bringing Metro across the wider region.</td>
<td></td>
</tr>
<tr>
<td>Fantastic opportunity to build solid foundations for growth and jobs.</td>
<td></td>
</tr>
<tr>
<td>It’s important to get the tram properly into the heart of Birmingham</td>
<td></td>
</tr>
<tr>
<td>Birmingham currently has what is probably the least developed public transport system in Europe for a city of its size. My only issue with the extension is that it doesn’t go far enough.</td>
<td></td>
</tr>
<tr>
<td>It will provide better connectivity within the city centre and beyond. Birmingham suffers from poor quality public transport, due to an over-reliance on buses. I feel a further Metro extension would begin to address this issue.</td>
<td></td>
</tr>
<tr>
<td>Birmingham’s public transport is too reliant on busses, people won’t switch from cars to busses, but will switch from car use to tram and train use. The tramway needs to be expanded into a proper network for any serious modal shift to take place. This extension is a small step in that direction.</td>
<td></td>
</tr>
<tr>
<td>Further improved connectivity within the city centre for passengers from mid Wales arriving at Birmingham New Street railway station</td>
<td></td>
</tr>
<tr>
<td>Will bring benefits to Birmingham City Centre and possible route up to the Hagley Road and beyond.</td>
<td></td>
</tr>
<tr>
<td>It will enable better access to business and leisure facilities in the Western end of the city centre. It should also encourage greater public transport usage within the city.</td>
<td></td>
</tr>
<tr>
<td>It greatly improves public transport connections to the West of the city centre, and to key venues such as the ICC and Library of Birmingham</td>
<td></td>
</tr>
<tr>
<td>An obvious extension to link up major parts of the city Centre to the network and pave the way for future extensions out to five ways and hopefully beyond down along Hagley road (towards a major commuting area offering vast opportunities to get people out of their cars).</td>
<td></td>
</tr>
<tr>
<td>Extending the Metro is part of a logical process of installing a tram/light rail network across Birmingham that will enable better use of our roads in moving people to and from places of work, or for leisure activities, and gives people a viable and physical alternative to using their cars.</td>
<td></td>
</tr>
<tr>
<td>Benefit cost ratio, wider city centre benefits, reduction in car usage in the city centre, better connections, a must have for the city of Birmingham, connections to the new library.</td>
<td></td>
</tr>
<tr>
<td>Beneficial for local economy</td>
<td></td>
</tr>
</tbody>
</table>
### Comments

We visit Birmingham Symphony Hall frequently and a New St to Centenary Square link would be ideal for our needs.

Rapid transport development is vital for development of the city. The city is falling behind other major British cities on its tram network. Here in Birmingham the car remains king with little incentive for me living in the city centre and a car user to leave it behind.

As a frequent visitor would enable me to travel easily from stations to Centenary Square for NIA, Library etc...

I think the tram needs to completely penetrate the centre of Birmingham to give full access to all sites of importance. Further extensions need to follow.

The Extension of the Metro to Centenary Square would offer a fast and frequent service between Wolverhampton and Centenary Square (i.e. Symphony Hall, I.C.C., Repertory Theatre, Brindley Place, Birmingham Library, Town Hall, Etc..., Etc...).

I agree with the extensions of the Midland Metro.

This Metro extension joins up the new library and Town hall with the rest of the network. Connections with tourist / education destinations such as these is exactly what public transport should do. This is very welcome. It would be better if the connection along Broad Street to Five Ways could be performed at the same time because this would create another main line interchange.

Fixed rail systems with high passenger capacity and easy user friendly vehicles are by far the best means of attracting people to public transport.

Good

Clean city centre connectivity of European standard

This will link the west side of the City Centre (Broad Street) to all train stations in the City.

This line would make city centre travel easier, linking the main rail stations to the ICC area and Broad Street.

An extension to Centenary Square brings easy access to major city landmarks/facilities such as the new Library, the refurbished Rep Theatre and the ICC. To make a city function well, convenient & viable public transport is essential. To ensure the Metro provides an excellent & successful network, it must not only link up with other major transport interchanges (which the current development is providing) but also to major city 'attractions', the Central Business Districts and eventually to major population centres not served by 'heavy rail'.

Birmingham & the Black Country need a comprehensive, reliable and safe public transport network to allow it to compete with cities across the world. The tram and the proposed Sprint, are the only way of doing this without getting stuck in traffic.

We are a 21st century city and need a tram system across our Metropolis. It is needed to generate life into the city centre and make travelling across it much easier for tourists. People don't seem to realise what the city has to offer - lots of people think Birmingham starts at New St Station and ends at the Bullring - this will expand people's ideas and provide an easy way for them to access the cities attractions.

I work close to Centenary Square and live in Wolverhampton so although it isn't as quick as getting the train it may be useful on occasions.

The city needs to be more accessible, not strangled with roads and should encourage public transport. It will promote Birmingham for business.

As a frequent visitor to Birmingham it will make getting to the city's major attractions from Snow Hill & New Street railway stations much easier.

Because it's embarrassing that Birmingham still doesn't have any decent public transport in 2013. People are forced into their cars because they don't like the buses here. Too many people still live too far from a train station. So more Metro is needed.

Centenary Square is currently poorly linked for people travelling into the city from the east and south and the extension will create a more integrated city centre. At the moment it is a long walk for people.

It would improve transport connections across Birmingham City without the use of a car...

I Strongly support the extension to the Metro as this something that Birmingham the second city in the UK needs, not just for tourists to the City but for the many commuters into the City like myself. Birmingham needs to be a better connected City.

A nice link between Snow Hill and the new library.
Centenary Square Extension
Consultation Report

Comments

Boost the economy and link vital parts of the city including the Colmore business district and Brindley place.

It provides easy connections from Symphony Hall/The Rep and town Hall to New Street and Snow Hill stations. Quite apart from other sources of custom for these venues, it will make them more obviously accessible from London. This is especially significant for Symphony Hall which is acoustically far superior to any full-size concert hall in London and, as such, is capable of attracting more concert-goers than it already attracts from London.

To improve connectivity in the city centre, then to use this extension as a “springboard” to extent the Metro to Five Ways and beyond.

Will provide great links for Birmingham from train station etc...

The plans will greatly enhance the prosperity of Birmingham city centre and the outlying communities that serve it.

Improved public transport connectivity in the city centre.

Better connections from the extensive residential developments in the Brindley place area. A necessary precursor to the connection to Five Ways.

It would allow residents living near Broad Street to travel quickly & directly to New Street Station.

The connectivity of the city is vital for business and leisure visitors. Our research has demonstrated the difficulty visitors have in linking different areas of the city in their mental map. A direct connection to an important business and leisure hub at Centenary Square will help to improve their experience. The city is also a gateway to the Greater Birmingham area, and we, along with partners in the city including the airport and NEC Group, have aspirations to become a hub for incoming leisure and business visitors. The ability to link the airport with HS2, with Birmingham City Centre destinations and onward journeys is key to this ambition.

The only way to get from one side of the City Centre to the other is on foot. To walk from New Street Station to the tourist venues (ICC, Symphony Hall etc...) on the other side takes about 15 minutes. The Metro extension will significantly cut that time, potentially boosting the numbers of people visiting and using those venues. The extension of the Metro is also symbolic of an up and coming, vibrant city and will help to boost Birmingham’s appeal to both businesses and individuals.

Helps get volumes of people to the areas of the city that will benefit. Convenient for residents to quickly navigate the city centre.

Good for the city

Increased connectivity

At present there is a lack of joined up transport provision across the city centre, so this project should alleviate this problem.

Better connecting key cultural venues to the two main train stations in the city and the rest of the black country.

Centenary Square and beyond is an important part of Birmingham City Centre, and this new line shall link it easily to other parts. Mainly I am interested in the potential for extension further out that this will bring.

Better for business

Would be a fantastic addition to the city and a really useful public transport link. Would like to see the line extended further still, but this would be a good start.

We need to improve public transport in the city and get people out of cars if we are to combat congestion, air quality and provide reliable transport to Birmingham’s people. We are meant to be the second city, we should have a better transport system.

It’s time that Birmingham had a comprehensive Light Rail Network and I’d support anything to get that

Birmingham lacks a rapid transport system and this extension would be part of the solution.

Get it built. It needs to run through the places people go to!

It should help with transport around the city, and reduce congestion. 2. Birmingham is way behind in terms of transport infrastructure such as a tram network; By now the city should have tens of miles of tram network with different lines, and not just half a mile of extension every 10 years.

A modern 21st century city needs to have an effective people mover transport system. A comprehensive reliable Metro tram system will encourage commuters to transfer from their cars. Inward investment companies look at how effective local transport systems are for their employees, increasing the chances of company relocations.
Comments

This extension will allow the two halves of the city centre to be linked and encourage people into the broad st / centenary square side of the city. It will also mean that Snow Hill station could in future be used more. Finally it is what I see as the "spine Metro route" required to justify the further extensions to hs2 and the airport.

I feel it would be of benefit to the local community and public transport.

Better public transport, make Metro more visible, help tourism and make it easier to get around Birmingham

The extension will help to regenerate another part of the city centre core, it would also be of great benefit to the Arena Central and Paradise Forum redevelopments

Improve connectivity to the city centre and Wolverhampton

There is severe traffic congestion in Birmingham City Centre at present. The City Council needs to encourage motorists not to drive into the City Centre and construct more tramways. More Metro and tram lines will make Birmingham more like a European city. There will be major environmental benefits to having more tram lines in the City Centre. Noise pollution and air pollution reduced through the removal of petrol and diesel-powered traffic. Current diesel buses are antiquated form of transport for 21st century and buses are unreliable as get delayed with other vehicular traffic.

The tram in Birmingham will look good and get people off the roads and use more public transport but we need the trams to be everywhere in Birmingham. Construction needs to start now not 2017.

Ease of transport through the city centre and a catalyst for further expansion to Five Ways.

It is essential to increase connectivity throughout the city centre.

Need to connect New Street with top rate facilities on Broad Street.

It would benefit Birmingham

Connection from rail stations to major business/leisure complexes is a basic requirement of any urban transit network (most European cities take such connections for granted and have seen them operating for decades.) We really must catch up, and quickly.

West Midlands needs a light rail system

Would help and I agree with cleanliness

Very badly needed more transport the better saves car parking

Metro is a proven clean method of travel and will benefit the city centres clean air and clean environment

Strategic link between New Street station, civic core & library of B’ham / REP / ICC -> N/A

Avoid the use of cars in the city

Better connections are a good thing!

Good to see joined up approach to Paradise Circus / Library / New Street developments

Birmingham would benefit from more public transport

Birmingham needs a coherent, integrated, modern transport system. Even a small step is better than nothings

Modern transport

Synergy

Convenient, environmentally friendly

It's going to reduce the congestion of traffic

European style city connectivity & clean air etc...

As part of the continued redevelopment of Birmingham as a whole, the trams are a vital interval part of this

Expand the public transport to a) the mainline station & b) the heart of the city, entertainment district

We strongly support it as it will benefit the city

Will ease traffic & I will not use my car

Because we desperately need alternative forms of transport that can get us from A to B very quickly across town

Save walking be great
Comments

Save a lot on walking
Access for all. Joined up networks
Trams are much quicker
Trams are easier
A great public transport system to the Birmingham city centre
Good idea for the city, another form of public transport
With the opening of the library of Birmingham, the ICC complex which is a conference venue, the rep and broad Street Lesowe, this is a vital link
We need improved public transport
I support the scheme for its quickness and cleanliness (example no fumes)
Opens up the whole of the Birmingham Wolverhampton route more effectively for a Worcestershire resident who travels in to Snow Hill

Support

It will encourage more people to Centenary Square and beyond and will hopefully reduce car use.
Will make the city more connected.
With the forthcoming sprint network, broad Street could be turned into public transport corridor only.
I support the extension because I think it would be a benefit to have an alternative way of travelling through the city. I also think it would come in handy for when the buses stop of a Friday/Saturday night to have the Metro run from Broad Street.
Bringing a tram network back to the city centre and will connect up various parts of the city centre.
I think this would be a great idea, and why not go the whole hog at the same time and continue the Metro extension up to Five Ways? This would provide even better public transport connections from Five Ways and Broad Street to the new New Street station, as well as Snow Hill and the proposed HS2 terminus. As long as any changes caused by the Metro extension do not hinder the current flow of buses along this stretch of route, I would fully support this idea, as it would better integrate the three forms of public transport in the city centre.
Whilst I can see the economic argument for this extension I have concerns about the impact of the tram, sprint, bus stops on the look of centenary square. It could blight or enhance the look of the square!
Improve transport links from Brindley Place/Broad Street through to main shopping areas and railway stations. Ability to travel from West Bromwich area to Broad Street/Brindley Place area without having to change mode of transport.
Improve visitor’s ability to move from point of entry into Birmingham by train to ICC/Symphony Hall/NIA area.
Encourage more people to use Trams rather than cars. Easier travel to the new Library.
Good to have a modern transport system in a modern city.
Improved access to Broad Street will provide much better access to some of the most popular destinations in the city centre
Provides better access to the business district in Birmingham
Thought it was going down Hill Street and not up Pinfold Street
Improves access and accessibility to new buildings such as the library
It will improve availability to the library
Needs for better interlink transport
Support because I do not use the Metro much but I think it will be good to extend
Will make it easier for visitors to travel around B’ham
Easier access to city
It sounds like a good idea, hopefully would improve transport
Comments

Neither Support or Object

Not sure if I would use it.

The route of the Metro Extension is closest to our infrastructure when it crosses the New Main Line Canal at Broad Street Bridge.

What's really needed is a way of joining up the bus stops and a proper interchange. At least you're leaving New Street alone. Trams and pedestrian areas are a difficult mix. The trams seem to have killed Corporation Street before they even run. At least New St will be saved from that fate.

Object

I am not convinced how much benefit this offers extension offers the people of Birmingham? Would I really stay on the tram between Snow Hill and Centenary Sq. Surely it is quicker to walk this distance? Plus - other road users are not being considered i.e. a lot of cyclists cycle between Victoria Sq. and Centenary Sq. via Paradise Circus. I guess Centro being the integrated transport authority is not bothered by the impact this scheme has on other road users i.e. closure of Broad Street to motorists and the banning of cyclists using this route!? I feel this is such a short extension it is not worth the effort and cost of extending the Metro from the new New Street Station terminus. Also concerned about further displacement of bus services form the City Centre, which carry far more passengers than the tram probably will.

Need to consider other end of line and new lines - already too much emphasis on city centre

The changes seem to move the track into the proposed 2-way traffic lanes around Paradise Circus. The plan does not show how the signals will operate here and on Broad Street. The traffic arrangements will be critical. The approved plans did not have threes problems.

There are major public safety issues involving a light railway through a densely packed pedestrian area

Strongly Object

I feel enough money is being ploughed into extension schemes only in Birmingham. Think now more effort should be put into new routes across the black country in particular the W's route so benefit can be had across the Black Country and Regeneration rather than it always just Birmingham. Think it's better also for the system if there was more than one route and a tram network established rather than just keep spending millions in extending the current route.

Try spend money around the West Midlands area instead of spend it in Birmingham

Metro is carving up the high Street. It covers such a short distance. It is already very expensive to use. Hard to understand why anybody would either wait for a Metro, pay for a Metro or need a Metro to cover such short distances. The only reason to do the extension is to justify the money wasted on phase one. Etc... etc...

The infrastructure will be a visual blight in one of Birmingham's most sensitive areas, affecting the setting of the Grade I listed Town Hall and Grade II listed General Post Office. The route is a danger to pedestrians as trams will emerge from Pinfold Street, unseen, into one of the busiest pedestrian routes in the City Centre. The vague plan suggests the majority of the pedestrian route will be given over to the Trams further compromising the environment for pedestrians. In addition the construction of the tram would appear to require a major remodelling of part of Victoria Sq., possibly leading to the removal of charismatic Street furniture, red telephone boxes, trees and maybe Anthony Gormley's Iron Man sculpture. I feel strongly that any apparent benefit of bringing the tram to Victoria Sq. is massively outweighed by the unacceptable impact it will have on the public realm in this area. A route via Navigation Street / Mailbox / Arena Central should be pursued instead.

Too costly and the buses have been driven far enough out the city as it is, Metro serves one line whereas buses link over 100 areas with the city centre.

I strongly object to the extensions across the centre of Birmingham which will not serve the majority of people visiting the City by bus. In fact, as has happened over the last few months, buses into the centre of Birmingham are now virtually useless to people from the Bearwood area as they no longer go to the main shopping area/markets area. Presumably this extra extension would make it even worse. The Metro only serves people who live close to it/along the line, NOT the thousands who have to travel to reach it.

We are trying to encourage people to be fitter and healthier by walking/cycling etc... To walk the distance that the Metro will be extended is a few minutes but the cost great. I, like many others, are angry it is being extended through to New Street etc..., all the disruption discouraged people to visit shops (some of which have closed). Why do we consider people should sit down to travel such a short distance? I have also walked many times from New Street or from Snow Hill to the ICC and Symphony Hall and will now walk to the new Library. Progress is good but not at the expense of making people lazy, unfit and fatter. Make the City Centre more attractive and fun. Give people reasons
Comments

to walk instead of gazing at empty shops such as you see at the moment. Look at how many walk to the Xmas Market etc... Look how many people walk round the Bull Ring - they don't need a tram to take them from one end to the other because they have something to look at and do.

Source: Centenary Square Extension Consultation
Q2. Please give reasons for your answer to Question 1.
Appendix H. Other comments

Additional comments regarding the Centenary Square Metro Extension

<table>
<thead>
<tr>
<th>Comments</th>
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<tbody>
<tr>
<td>A complete waste of money.</td>
</tr>
<tr>
<td>About time more was done, in regards to extending the Midland Metro further than Birmingham to Black Country. As council tax payers have been paying a levy, funding it and not seeing much results.</td>
</tr>
<tr>
<td>About time!</td>
</tr>
<tr>
<td>Although I don't actually use Metro to get to or from work I would use it during the day to get too &amp; from meetings etc... and in the evenings for leisure purposes</td>
</tr>
<tr>
<td>An important extension, and hopefully a stepping stone to further extensions to Fiveways and beyond (maybe a Park &amp; ride near the M5..in my dreams).</td>
</tr>
<tr>
<td>Can't it be done any quicker?</td>
</tr>
<tr>
<td>Compared to other cities such as Manchester, Nottingham, Sheffield and Croydon, the tram network in the Birmingham area is very limited. Extending it to New Street will be a major achievement and make it more visible. Extending it to Centenary Square will be even better as the two new stops serve so many places of interest. I very much hope that in years to come the network will be extended much further.</td>
</tr>
<tr>
<td>Do it now to save time and inconvenience at a later stage</td>
</tr>
<tr>
<td>Do it quickly</td>
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<tr>
<td>Do it!</td>
</tr>
<tr>
<td>Does this extension affect the number of trams required to maintain a 6 minute frequency? If yes, then why does Midland Metro not save a core fleet of perhaps 8 from the existing 16 trams (with critical spares removed from the withdrawn vehicles to create a float). These spare trams could then be used during periods of poor availability / heavy maintenance on the new fleet. The extension to Five Ways seems essential whilst these works are taking place and would link the bars, restaurants, cinema and main line station at that end of town creating an even more integrated network.</td>
</tr>
<tr>
<td>Enthusiastic about public transport being improved as it is my only form of transport due to my circumstances</td>
</tr>
<tr>
<td>Excellent - aligns you with major European cities</td>
</tr>
<tr>
<td>Expand the tram system everywhere in Birmingham also get constructing now.</td>
</tr>
<tr>
<td>Extension along Soho road</td>
</tr>
<tr>
<td>Following the 'Vision for a Walkable City' document generated by the city partners, the pedestrian realm needs to align with the public transport interchanges at Centenary Square. High quality urban realm needs to provide clear vistas to support wayfinding. Surface materials should blend with one another, rather than demarcating a public transport scheme from an open space design. To each user, their journey is one journey and we need to facilitate this through high quality design and information planning. The Metro extension needs to employ the on-Street information totems from the Interconnect family of integrated pedestrian wayfinding and public transport information to continue the reveal of information for the user, and the family of shelters, rather than introducing more 'one off' solutions. We need to avoid introducing further barriers within the city centre, that we have spent so long overcoming, ensuring that the Metro stop doesn't cut off the other side of Broad Street from Centenary Square.</td>
</tr>
<tr>
<td>Further contribution to Birmingham's world class status.</td>
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</tbody>
</table>
### Comments

- **Get Building. :)**
- **Get it done as soon as possible. It is brilliant.**
- **Get on with it!**
- **Get on with this as soon as possible, reinvest profits from this extension to a model to build a Metro network across the city**
- **Go ahead as soon as possible and move forward with further extensions to Five Ways and the Quinton, then Brierley Hill, Great Barr and the Airport. I cannot see why Birmingham does not deserve a large tram network like Manchester if it still wants to be the "second city" in one of the top ten economics in the world.**
- **Go for it :-))**
- **Go on, be bold! Take the Metro all the way up Broad Street to Five Ways, opening up the possibility of building a Metro line along the Hagley Road at some point in the future.**
- **Good for the environment**
- **Good luck**
- **Great scheme, hopefully you can extend it to the airport too!**
- **Have line open at least when Symphony Hall events are on**
- **Hopefully this won't take as long as the current extension**
- **How will ticketing work as buses operate with a single fare and the Metro extensions will have to charge to help pay back the capital funding?**
- **I am concerned that the closure of Paradise Street / Hill Street to vehicles will cause congestion due to all traffic heading North from the city centre south of New Street now needing to traverse Holloway Circus. Holloway Circus is often already heavily congested at peak times and will become even more of a single point of failure within the city centre road network. Perhaps Holloway Circus improvements or direct access to the A38 north from Navigation Street could be considered as part of this project?**
- **I am extremely concerned that this will be used as an excuse to move more bus services out of the City Centre, despite the millions of passengers who use the bus into the City from all points of the compass.**
- **I am in favour of the extension of the Midland Metro in Birmingham city centre**
- **I am particularly concerned about the location of the structured stop outside of the Town Hall. Please can you confirm if the structure pictured will obstruct the view or access to the front of Queens College Chambers. Also, I would strongly object if cables were tied to this building of historical significance. It is to be remembered that this building is residential and late night noise levels from the stop should be considered when determining the times the system runs.**
- **I approve of the revised plan which saves money and avoids the need to build a bridge.**
- **I consider it should be the next phase in a multi-phase extension of the Metro throughout the city centre. Light rail schemes such as this are invaluable in enhancing local connectivity and will encourage growth, tourism, jobs, etc...**
- **I don't mind Centro expanding the Metro but why is it u have to spend it all in Birmingham when you could expand the Metro in to new areas of the West Midlands where the Metro doesn't go**
Comments

I hope it is the start of a system to link up the whole city. It would be nice to see extensions down main roads, Bristol, Pershore, Hagley, Digbeth. In any case please make sure the extension is built and maintained to a high quality with materials sympathetic to their surroundings.

I hope that this happens faster than the other proposed extensions have.

I hope this and further extensions can be achieved far more quickly than that from Snow Hill to New Street. If we cannot show that the region will be well connected to HS2 NOW, it will add further fuel to the growing but misguided body of opinion which is against it.

I like idea, although you haven't shown what will happen to the road on broad Street which is such a vital road to use for Birmingham.

I really support this extension, but hope that further extensions will take place as although there are huge benefits with this short extension, it is indeed short, and so I strongly support plans to extend further out into the city. I would hope that a connection might be made to the Broadway Plaza complex as this tends to be a bit "out on a limb" unless travelling by car.

I strongly support this and any other proposed extensions to the Metro network in Birmingham.

I think it will improve business in the area

I think it is a good idea and the service should be extended further on to Hagley Road.

I think that the new Library of Birmingham is a great asset to the city, along with the newly refurbished Rep, the ICC and Symphony Hall, Centenary Sq. has a lot to offer. Broad St nightlife is a stone’s throw away and whilst may not be to everyone’s taste, provides a huge amount of jobs and entertainment for the city. The Metro can enhance the cities nightlife dramatically.

I use the Manchester Metro regular, and feel something on a similar scale here in Birmingham would benefit the city & its residents, the more choice the better. A late night service for theatre & party goers is a must, not just on trams - it's stupid in this day & age you can't get a train from the second City to London after 23.30!!! Also, Birmingham International station (train & proposed tram) should really be called Birmingham Airport & NEC station - the International was dropped years ago by the Airport & by simply calling it Birmingham Airport & NEC station would be much clearer for visitors & people hearing the “brand” in other stations UK-wide over tannoy announcements.

I would like to see a professional competition for the design of the tram stop

I would like to see more details about the actual terminus and the impact that might have on the surrounding area. Will the line just end, or will there be some kind of "turning point". If so, what impact would that have? I'm all for the extension. Birmingham is a great city let down by its transport within the city centre. Metros have proved popular in places like Nottingham and Sheffield and will no doubt be well used in Birmingham.

I'm glad that we are getting the New St extension and I'm surprised we will hopefully get the Centenary Square link so soon. Of course it would be ideal to push the service towards the airport and maybe to Great Barr too. We also need the added extension to Five Ways and beyond.

It is taking too long

It might disrupt future half marathons

It needs to be extended further, to Five Ways at least.

It should be extended further outwards to the Haglet Rd ....Halesowen or Bartley Green

It should be extended to Five Ways; the current island could be redeveloped and would be a great location for the
Comments

terminus, as it would interchange with other local bus and national coach services.

It should roll on to Five Ways and beyond sooner rather than later.

It should work, but right now it is a hassle with the new stoplights when driving.

It would be good to have some more information regarding the traffic plans for Broad Street and the area surrounding Paradise Circus as the Metro will obviously mean that there has to be some drastic changes to the road layouts.

It's a shame it can't terminate closer to the ICC, symphony hall etc... although appreciate that it has to serve several landmarks.

Metro fares are very high for short hops - why is there no integrated bus / train / Metro daily package?

Once the benefits of light rail are seen then motorists might start supporting additional routes across the city. Regarding this extension, make it so.

One reservation is the short distance between the top of Pinfold Street and the Town Hall, where the tram will compromise well-established pedestrian space (and force the relocation of Iron Man). For this reason I always thought it might be better to take the line along Navigation Street and under the A38 flyover. This section could also form the start of an eventual city centre loop as indicated in the Big City Plan. Also, I notice the image used with the consultation shows overhead wires outside the Town Hall: is the ability to dispense with these for short distances in historic environments not a major selling point for the Urbos 3 tram?

Only that I regret that this part of the line has not been included in the existing construction work.

Only that the timescale should really be brought forward as much as possible.

Please allow new bigger trams to carry bicycles as they do in other European Cities.

PLEASE DO NOT DO IT. PLEASE REINSTATE BUS STOPS AT THE MARKETS AREA FOR BUSES SUCH AS THE 120, 129

Please don't see it as a green light to carry on up Broad St and Hagley Road. We need our trees!

Please extend Metro to Five Ways as this would really help connect the city from one side to the other, including crossing the ring road. It is frustrating the time this has taken following original approval. My company is based in Five Ways, and one of the reasons we chose this location was due to the proposed Metro line. At the moment we have to drive / take taxis or sometimes choose to avoid the city centre altogether - the Metro line to Five Ways will really support our business and transform our travel choices - please make it happen and soon...

PLEASE GET ON WITH IT! I went to Manchester recently, Centro you are an embarrassment and Manchester deserves its title of the 2nd city. Manchester has got approval for miles or Metro link extensions and there is such celebration here of a Metro extension of barely a mile in 10 years. Pathetic. I sincerely hope the leadership is better now and the people commissioning Metro etc... have the balls to do something better than another bus route. There's all this hype about HS2 - well if the Metro doesn't up its game, what's the point of people coming here anyway? They may as well stay in London or Manchester where the infrastructure is better. Please build this extension and routes to connect the whole city.

Please hurry up and start building this extension (AND OTHER PROPOSED EXTENSION) to the tram network!!!

Please please extend the Metro route to Five Ways! - I for one would then use it every day to get to work.

Please remember the long term impact this will have on the city centre. Building a huge piece of infrastructure like this through the city centre is not to be taken lightly. Birmingham has suffered enough from insensitive infrastructure planning - e.g. the Inner Ring Road - please do not make the same mistakes again.
Comments

Pleased to see discussion about investment of key city centre infrastructure in B'ham.

Pleased to see this happening after years of mismanagement and folly into a completely unviable underground network.

Provide a safe cycle parking by Metro stations

Regarding the late night service question, I'm not sure running it at weekends would be much use unless it ran through beyond Snow Hill, as it would only be of use for people who lived in the city already. There might be a case for special events such as New Year's Eve.

Spend the money on cycling infrastructure instead…

Stop wasting money on the Metro and start investing in a major overhaul of the bus network, drips and drabs aren't good enough and the Metro only benefits people who live along its route.

That the proposed station outside town hall should be tasteful and respectful to the listed building. Is there a possibility of this section utilising the new trams ability to run short sections without catenary?

The extension will be invaluable in attracting occupiers to the developments at Arena Central and Paradise Circus visitors and tourists to the ICC, NIA and new Library. Hopefully this will also be a stepping stone to further extensions up Hagley Road

The Metro should be extended from Centenary Square towards Five Ways and along the Hagley Road, with a Spur to Harborne terminating potentially at the Queen Elizabeth Medical Centre and interchange at University Station. It really hurts that Manchester are so far ahead of the second city in developing and expanding their tram network. Even Nottingham will have 2 lines!!!!!

The new library does look like an excellent building great addition to Birmingham

The route needs to be completed fully to Five Ways. Permission already exists and funding should be sought for the full line to Five Ways. Manchester can do it, why can't Birmingham?

The route of the Metro Extension is closest to our infrastructure when it crosses the New Main Line Canal at Broad Street Bridge. The Centenary Square Metro Extension is located in proximity to Gas Street Basin. Canal & River Trust would require any development in proximity to our infrastructure to; not adversely affect the integrity of the waterway structure, quality of the water, result in unauthorised discharges and run off or encroachment; detrimentally affect the landscape, heritage, ecological quality and character of the waterways; prevent the waterways potential for being fully unlocked or discourage the use of the waterway network.

The route should be extended further to areas on the other side of the city and suburbs, also other Metro routes to serve other areas of Birmingham are necessary and stopping at different locations in the city centre, notably the new HS2 station when it is built.

The sooner the better, and it makes sense to time it with Paradise Circus redevelopment.

These should be commenced as soon as possible. Many people are surprised to hear that there is a tram in Birmingham!

This extension needs to be set within the bigger picture. What are the future route plans? Out along the Hagley Road for example? The current extension(s) are a bit of nonsense from a transport planning view of point. However, the upside is that the trams will add a continental feel to Brum - which is a good thing and it is good to see some investment in public transport - even if the scheme benefits are questionable!!!
Comments

This is a vital project to improve access to centenary square

This is all nice but I feel this idea will be lacking in Black Country Area's and more benefit from the Metro system and better bus network in my area is needed a lot more than this just to save a 5 minute walk. I also feel that the current Birmingham loop is also a waste of money and money should have been better spend at improving the network rather than the strange setup now being suggested.

This is long overdue. I hope City Council approves this scheme as soon as possible and starts construction ASAP. Birmingham's economy is losing out due to poor public transport infrastructure. As a tourist information Birmingham is currently losing out to other cities such as Manchester and Sheffield who have well developed Metro, tramway systems. The new stops at Victoria Square and Centenary Square are ideal locations with very short walking distance for Town Hall, Library of Birmingham, International Convention Centre, Symphony Hall and Broad Street entertainment area. The extension should go up to Five Ways and have a stop outside Broadway Plaza. Trams should operate every night of the week to Centenary Square as this will encourage motorists to leave their cars at home and use the tram instead.

Tram priority measures must be included. Having trams sitting in traffic jams is no use and creates no incentive to switch to using the tram. The main cycle routes around the Metro extension must be handled carefully, as cyclists and tram lines do not mix well! Tram lines cause a hazard for narrow bike tyres.

Transport around and through the city from end to end is pretty poor with walking the best option - good if your fit a s mobile and have plenty of time but poor if you’re not, the weather is poor or you have limited time. The tram could make travel across the city centre much easier.

Travel on the extension needs to be affordable - ideally free within certain limits (e.g. Manchester has free city centre bus travel linking stations) or maybe a small add-on to rail tickets to extend your journey to Broad Street. I'd really welcome this as an easier way to get from the ICC area to the Snow Hill line, particularly as we only have one train per hour in the evenings which I invariably just miss after an event. I'd also like to see something linking the Alex theatre/Arcadian/O2 academy area for the same reason!

Well done to the parties involved in having a vision to further improve Birmingham’s public transport network.

Will there be conflict with other traffic---I thought that it could follow the void left by Fletchers Walk to go under the road to Broad St.

Would provide a valuable link to an area of the City visited by many residents of the City and points along the existing route for entertainment or work which at the moment requires a walk or change of transport at Snow Hill.

Yes looking forward to it

Yes; I believe the extension to new Street should have gone up new Street to new library and centenary square in the first place. Passengers can get off at the junction of new Street and Stephenson Street and walk to station.

Source: Centenary Square Extension Consultation

Q15. Do you have any further comments about the Centenary Square Extension of Metro in Birmingham City Centre?