

Commonwealth Games Transport Plan Public Engagement

September - December 2019

Human Intelligence Policy Strategy &
Innovation Directorate, TfWM



Transport for
West Midlands

Introduction

Background to Public Engagement

The Commonwealth Games will be held in Birmingham in 2022. The Games will bring together more than 12,000 athletes, officials, media and Games Family, from 71 Commonwealth nations and territories, who will take part in 19 different sports in venues in Birmingham, the West Midlands and beyond. An estimated one million spectators will attend and the global TV audience is expected to be more than 1 billion. Successful transport operations are critical to the overall success of the Games, the Commonwealth Games Strategic Transport Plan looks at how to ensure that all those involved in competing, watching, administering and reporting on events are transported in a safe and efficient manner, whilst at the same time making sure that any disruption to current users of the region's transport network is kept to a minimum.

The Strategic Transport Plan sets out the approach to the planning, provision and management of transport services during the Games. It has been produced by the transport arm of the West Midlands Combined Authority, Transport for West Midlands (TfWM), with Birmingham City Council and Birmingham 2022. Working in close collaboration with local authorities and key transport partners including Central Government, Network Rail, Highways England, and other host local authority venue partners: Staffordshire County Council, Warwickshire County Council and Transport for London. The Plan sets out the principles that will guide decision-making in operational planning, along with the types of measures that will put in place. As part of the process the first version of the Strategic Transport Plan has been designed to share our approach with members of the public and key stakeholders, providing them with the opportunity to comment on its principles. Following the period of public engagement, comments received will be reviewed and any changes required to the Plan made.



Public Engagement Overview

The public engagement was open for comments from the 16th September to 6th December 2019. Members of the public had their say on the proposals via:

- An online survey
- Self-completion paper surveys, made available at public consultation events and on request
- Comments by letter, email, telephone and social media

Public Engagement Results

Public Engagement Responses

- Overall 567 responses were made to the official consultation questionnaire
- 7 letters and emails were sent that were unique to submissions that were received online (there was some duplication in emails and online submissions) (See Table 1)

Table 1: Written Responses Received

	Response
Online/paper	567
Unique letters/emails	7
Base survey and letters/emails	574

In addition feedback from 3 stakeholder events and 11 public engagement events were also recorded, which were attended by 376 people. A summary of the events feedback can be found in **Appendix 1**.

Organisation Responses

39 responses were from respondents who indicated that they represented an organisation. Not all respondents from organisations left the name of the organisation they represented and there were multiple responses from members of the same organisation.

Table 2: Organisation Responses

	Response
Advanced Propulsion Centre	1
Campaign for Better Transport	1
Canal And River Trust	2
Cannock Chase District Council	1
Coventry and Warwick LEP	1
DPD Group	1
Freight Transport Association	1
Guide Dogs	2
Hammerson (Bull Ring)	1
Member of Parliament	1
NEC group	1
Power For All	1
Push Bikes	1
Slow Food	1
Solihull Council	1
Sustrans	2
TfWM Youth Forum	2
West Midlands Trains	1

Question: In what capacity are you replying?

- Respondents to the online/paper questionnaire were asked in what capacity they were responding
- 83% were local residents and commuters; 7% were visitors
- 7% stated they were responding as a representative of an organisation

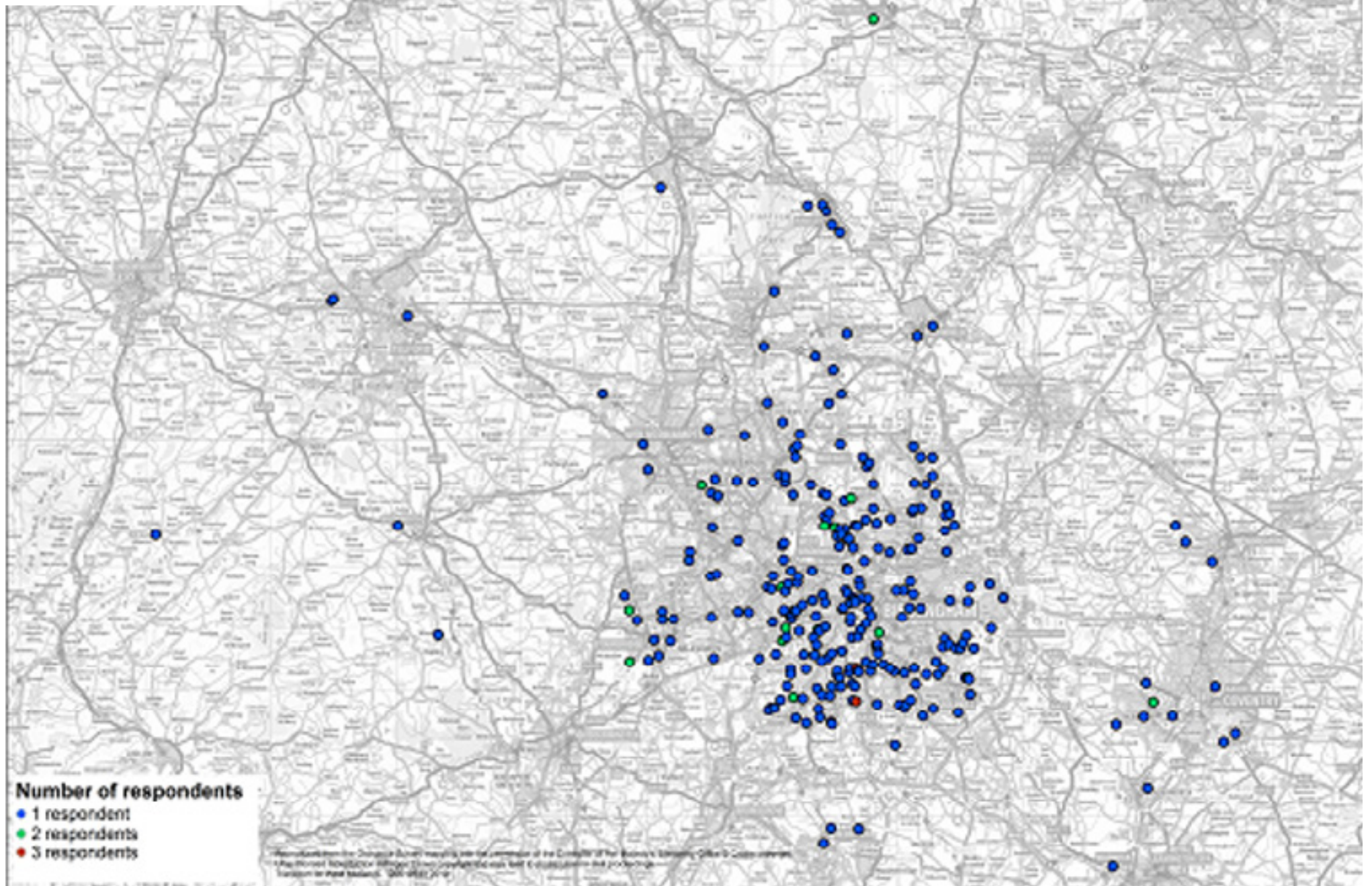
Table 3: Response capacity

	Response	%
A local resident or commuter	473	83
A visitor	37	7
A representative of an organisation	39	7
No reply	18	3
Base	567	100

Question: Home Postcode

- **Figure 1** represents the home postcode of respondents to the engagement
- The largest proportion of respondents came from the Birmingham area (53%)
- Around 7% came from Sandwell, Dudley, Solihull or Walsall, with a further 6% coming from Wolverhampton
- Just 3% of respondents came from Coventry

Figure 1: Home Postcode

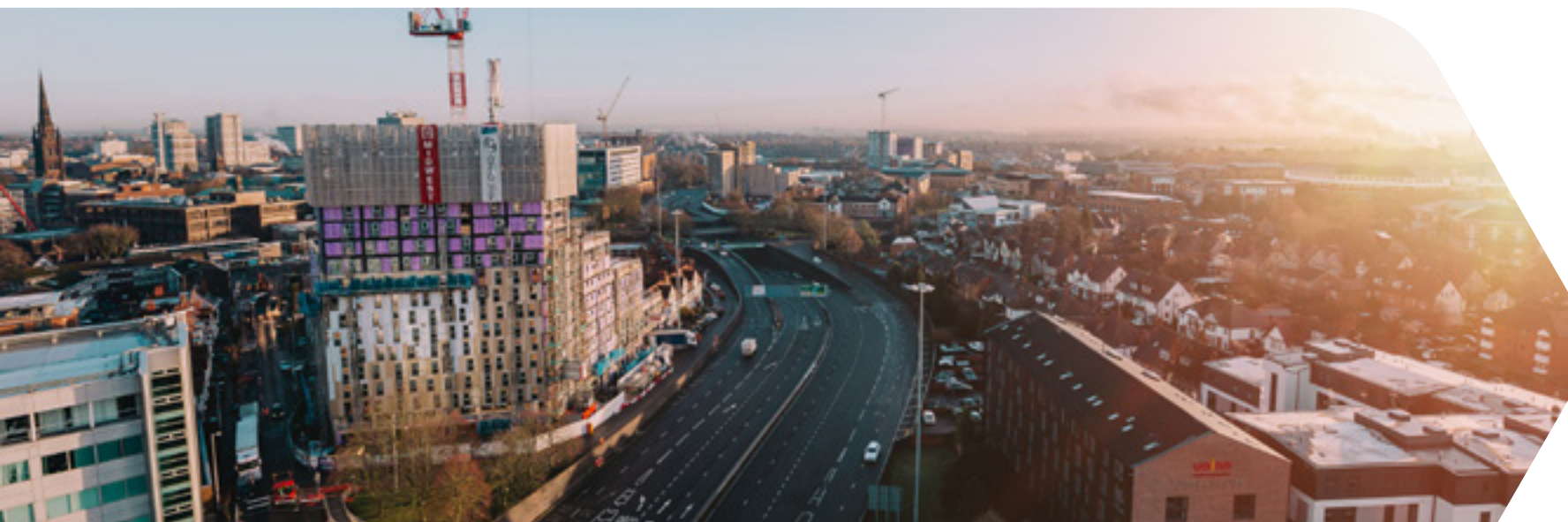


Question: Our five principles will guide operational planning. The principles are: ‘Clean and green; public transport Games’; ‘Safe, secure, reliable and efficient transport’; ‘Minimising disruption to users’; ‘Long term benefits to users’ and ‘Access for all’. Do you think that the principles are the right ones?

- Overall 75% agreed with the five principles, just 5% indicated they did not agree, while 15% agreed to some extent
- Support was highest amongst representatives of an organisation (92%), dipping to 74% amongst those who indicated they were a local resident or commuter

Table 4: Response capacity

	Total	A local resident or commuter	A visitor	A representative of an organisation	No reply
Yes	75	74	81	92	50
No	5	5	3	0	11
To some extent	15	16	14	5	11
Not sure	4	4	3	3	17
No reply	1	1	0	0	11
Base	567	473	37	39	18



Question: Please describe what changes would you like to see and why

- Respondents who did not agree with the principles or only agreed to some extent were asked what changes they would like to see (74 individuals). These response were grouped together under themes. **Table 5** gives a summary of main comments while Appendix 2 provides a full list
- 74 respondents gave a response to this question
- 11 respondents were concerned about the potential disruption caused by works associated with Commonwealth Games
- 7 wanted more information/priority given to active travel and health.
- 6 respondents wanted segregated cycle paths/ more cycle paths to Games venues
- 5 respondents wanted more focus on private vehicles/private vehicle flow
- 5 people wanted the plans for Sprint removed, while a further 5 people wanted the plans to demolish Perry Barr flyover removed
- 5 respondents thought the Plan needs to focus more on local residents

Table 5: Potential Changes Key Themes

Base 74 responses

	Count
Be clear about disruption caused by works/all this work will cause disruption/what is being done to alleviate disruption	11
More information/priority to active travel/health	7
Segregated cycle lanes/more cycle paths to games venues/cycle infrastructure	6
Needs more focus on Private vehicle/private vehicle flow	5
Remove plans for Sprint bus	5
Remove plans to remove Perry Barr flyover as this will cause congestion	5
Needs more focus on needs of local residents	5
Public transport in WM needs to be cheaper	4
More focus on what the impacts will be (short and long term)	3
Against the plans to hold commonwealth games	3
Think plan will failed to be delivered	3

Question: There are likely to be changes to public transport during the Games. Where would you like to see travel information and updates about these changes?

- The main places respondents would like to see information and updates would be on bus/train/metro stops/stations (84%)
- Following this was internet/online (68%) and public transport Apps (58%)
- 53% suggested local TV and radio
- Similar proportions suggested Facebook (47%) and Twitter (46%)

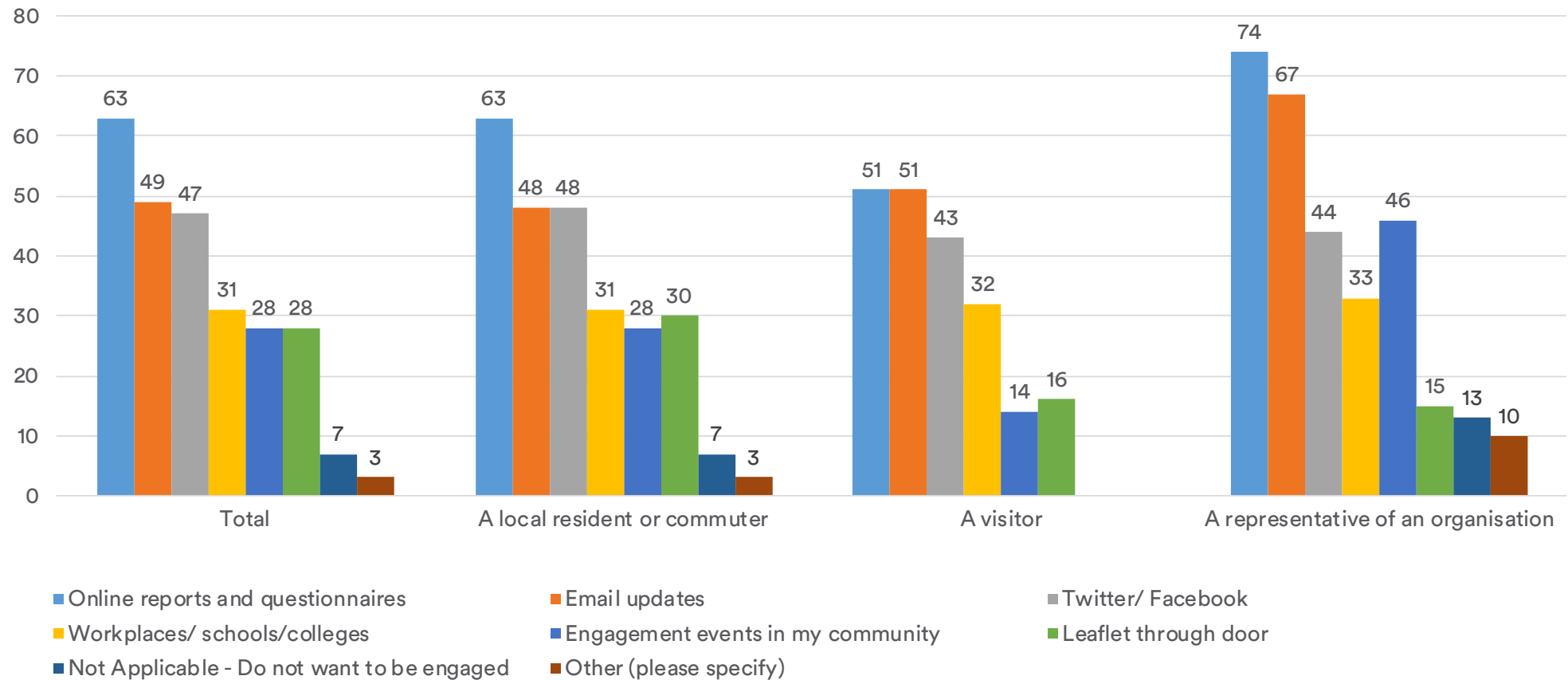
Table 6: Suggested ways to find information on changes to public transport during the Games (%)

	Total	A local resident or commuter	A visitor	A representative of an organisation	No reply
Bus/ Train/ Metro stops/ stations	84	84	84	82	67
Internet/online	68	70	62	62	56
Public transport Apps	58	58	51	67	33
Local TV/radio	53	54	43	56	44
Facebook	47	46	46	56	56
Twitter	46	47	35	54	33
Email updates/ text alerts	45	47	27	54	22
Workplaces/ schools/ colleges	41	41	43	44	33
Leaflet through the door	41	43	19	39	33
Newspaper	38	39	27	41	33
Libraries/ leisure centres	36	35	30	44	39
No reply	3	2	0	3	28
Base	567	473	37	39	18

Question: We will be carrying out further engagement as more detail is available. How would you like to be engaged?

- In terms of future engagement respondents would most like to be engaged via online reports/questionnaires (63%)
- 49% would like email updates and 47% updates via Twitter/Facebook
- 31% favoured engagement through workplaces/schools/colleges

Table 7: Methods Used To Engage In The Future (%)



% exceed 100 due to multiple responses/no replies excluded from base

Question: If there are any other comments you would like to add, please provide them below

- There were a wide range of varied additional comments made. These have been separated out into those made by members of the public and those from representatives of organisations
- **Table 8** gives the top response amongst members of the public, while Appendix 3 provides further detail
- 16 respondents thought the Plan needed more cycle routes/no new cycle routes mentioned
- 5 members of the public had concerns about the plans for Sprint, while a further 5 wanted the Plan to be part of a long term strategy not a quick fix for the Games
- 5 people commented that disruption needs to be well managed, 4 people thought that the Games is a waste of money or were against the removal of Perry Barr Flyover

Table 8: Additional Comments From Members Of Public

Base 94 respondents

	Count
Need more cycle routes/no new cycle routes mentioned/lack of cycle legacy	16
Against Sprint/Concerns about plans for Sprint	6
Make sure it's part of a long term strategy not use a quick fix for the games	5
Ensure any disruption is well managed/prior notice of disruption	5
Games is waste of money	4
Against removal of Perry Barr flyover/highway changes at Perry Barr	4
More frequent buses/services	3
Night time services/24 hour services	3
Don't assume people will agree with plans/concerns about plans and benefits of them	3
Provide free transport tickets for those attending events/free tickets to save people hassle and confusion of buying them	3
Games makers should be fully briefed on transport options/visible advisors	3
Supportive of transport plans	3
Concerned about transport access to games facilities in Sandwell	3
Complaint about quality of consultation/not enough opportunities to feed back	3
Request to open old rail lines	3
Better bus services	3



- In the case of representatives of organisations many comments were made which were of specific relevance to interest groups. **Table 9** provides a summary while the full list of comments can be seen in **Appendix 4**
- 3 representatives suggested the need for more cycle routes
- 2 representatives were supportive of transport plans
- 2 representatives wanted mention of transport plans for Cannock Chase area
- 2 representatives wanted to ensure messages get across effectively
- 2 representatives wanted to ensure any disruption is well managed

Table 9: Additional Further Comments From Representatives Of Organisations

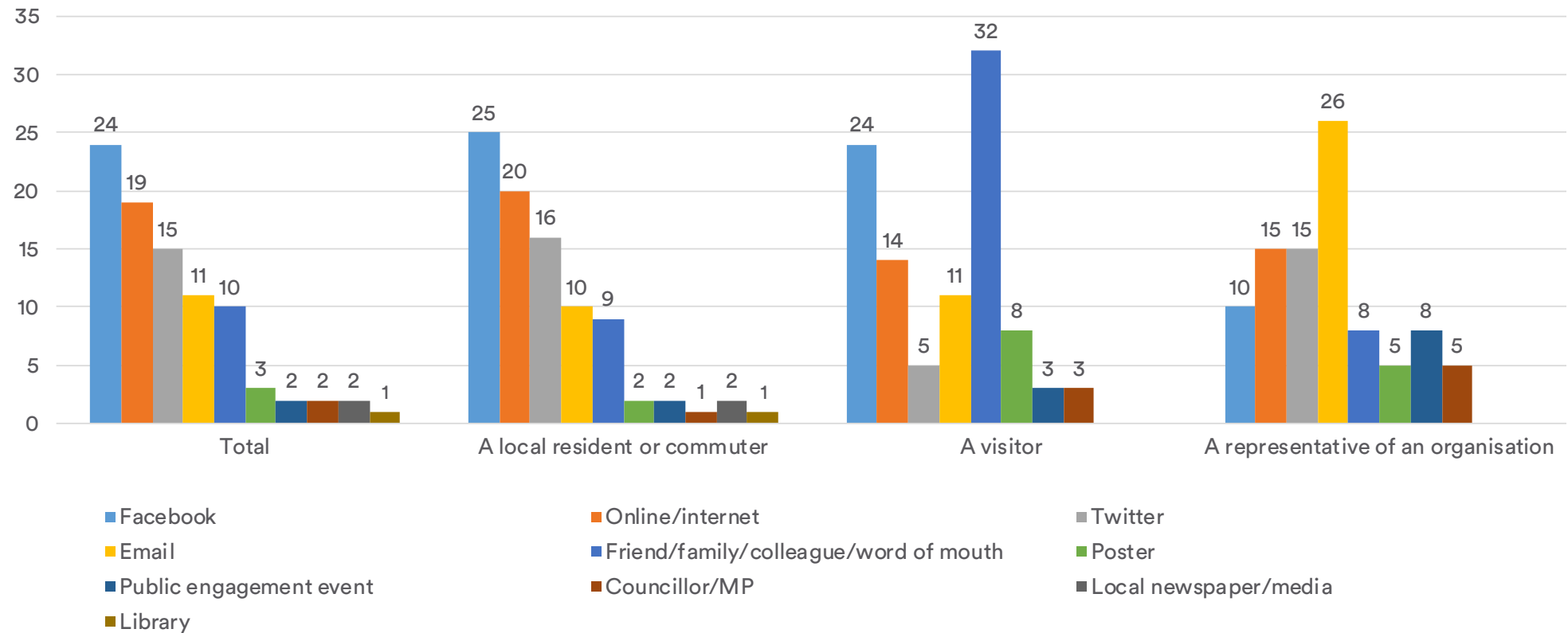
Base: 18 representatives

	Count
Need more cycle routes/no new cycle routes mentioned/more cycle parking/lack of cycle legacy	3
Supportive of transport plans	2
No mention of transport plans for Cannock Chase area/links to Cannock Chase area	2
Ensure messages get across/effectively engage with all effected groups	2
Ensure any disruption is well managed/prior notice of disruption	2

Question: How did you first find out about this engagement?

- Nearly a quarter of respondents became aware of consultation via Facebook (24%), while nearly a fifth became aware online/internet (19%)
- 15% became aware via Twitter and 11% via email
- 10% became aware via word of mouth

Table 10: Source of awareness of public engagement (%)

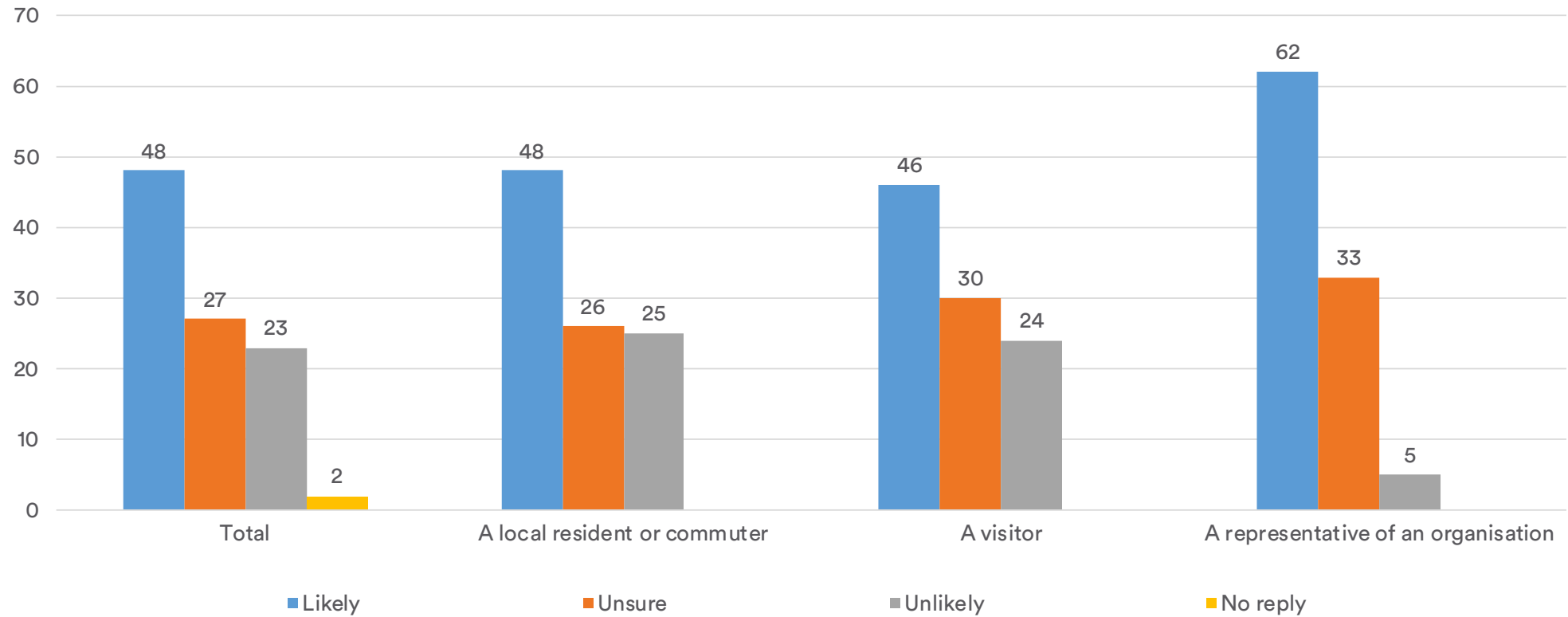


% exceed 100 due to multiple responses/no replies excluded from base

Question: Are you likely or unlikely to attend one of the Commonwealth Games events?

- 48% of respondents felt they were likely to attend an event at the Commonwealth Games, this rose to 62% amongst representatives of organisations
- 23% felt they were unlikely; rising slightly to 25% amongst local residents/commuters (See Table 11)

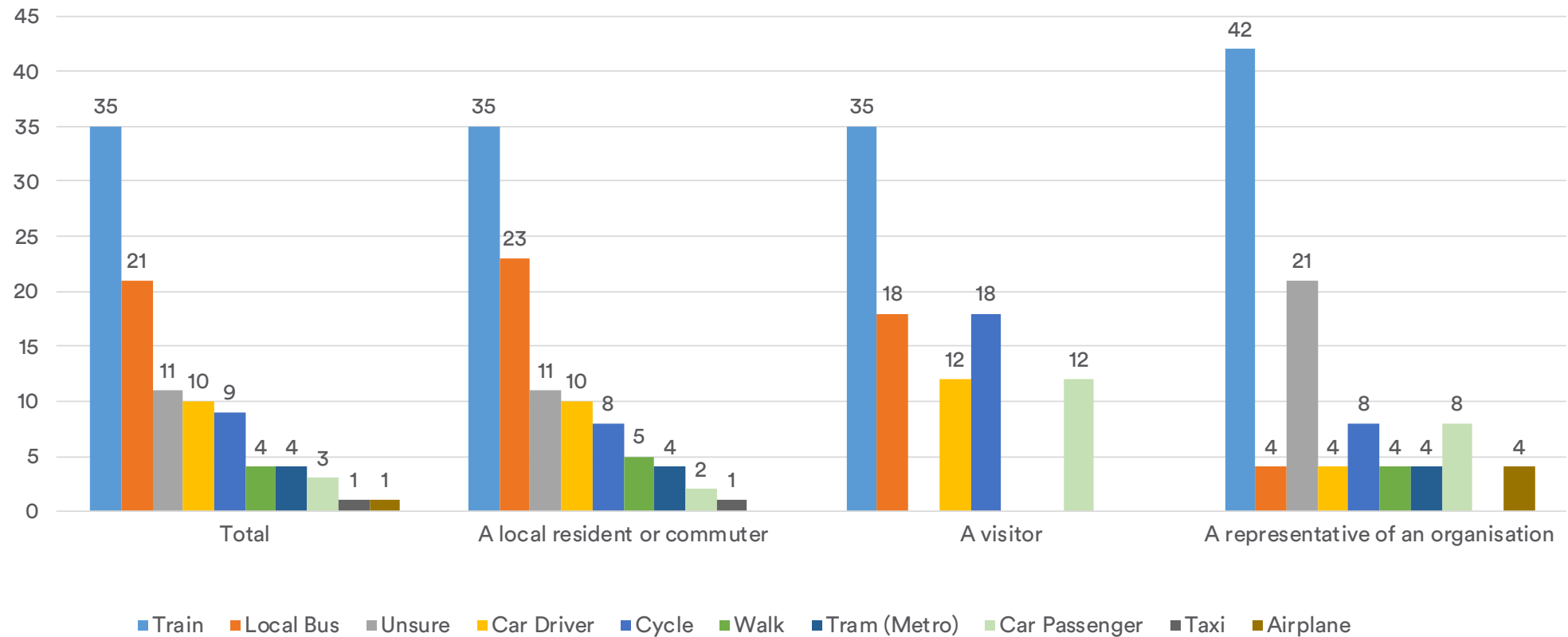
Table 11: Likelihood Of Attending Commonwealth Games Events (%)



Question: How are you likely to travel from your home address to the Commonwealth Games event?

- The 271 respondents who were likely to travel to an event were most likely to travel by rail (35%), with a further 21% suggesting via local bus
- While 11% were unsure, 10% would travel as a car driver
- 9% thought they would cycle, while 4% would walk (See Table 12)

Table 12: Potential Mode Of Travel To Events (%)



Respondent Profile

Table 13 provides a breakdown of respondents' demographics.

Table 13: Respondents' Demographics

Valid base: Only where respondents allowed reporting of personal data

Gender	%
Male	62
Female	32
Prefer not to say	4
Transgender	1
No reply	3

Age	%
Under 16	2
16-24	26
25-34	14
35-44	17
45-59	19
60 or over	16
Prefer not to say/no reply	7

Ethnic Group	%
White British	69
Asian or Asian British	10
White Other	5
Black Africa/ Caribbean/ Black British	3
Mixed / multiple ethnic group	2
Other	2
Chinese	1
Prefer not to say/no reply	8



Appendix 1 - Events Feedback

Event	Summary of key comments
West Midlands Trains Stakeholder Equality Group Meeting	Interest in seeing Equality impact assessment
	Suggestion SEG could help think through what the Games means for people who aren't going to the Games e.g. Autistic/ neurodiversity people may be advised to avoid new street due to high noise levels/ people traffic
	Games could cause pressure on the rail network.
	Interest in how legacy plan will be developed.
	SEG offered to share their experience and expertise to support Games planning, particularly ways to make the Games more accessible to residents across the West Midlands (example provided where WM Trains provide free travel for apprentices across their network). Interest in whether there will be free travel for volunteers.
	All attendees invited to respond to GSTP survey, individually and as a group – however they felt most appropriate
Stakeholder event 20.11.19	Concern about Berkswell station being used as an unofficial park and ride site
	NEC will still need 24 hour access to function, public transport to site for staff is essential as no staff parking
	Bham Uni - asked about funding for rail stations
	Asked about Metro provision to events and car parking on Hagley Rd
Stakeholder event 18.10.19	Asked location of RTCC
	West Midlands Pensioners Convention – legacy aspects are the group's main priority. Asked about the Metro extension and on Sprint routes and bus lanes
	Questions about Sprint to and Plans to develop stations at University and Perry Barr
	Question on how disruption will be managed
	Accessibility for people travelling around – with disabilities how will we make this suitable/not just on transport but accommodation etc.
	Question about tightness of timescales
	Question about increased space for bus
	Question about potential road closures
	Walsall - Comments about Sprint/cycle storage
	Perry Barr - questions about Sprint/some support for Sprint

Appendix 1 - Events Feedback

Event	Summary of key comments
Public events overview: 376 total (11 events)	Cannock Chase café - some interest in volunteering
	Cannock town - no issues
	Coventry - many unaware of games
	Solihull - support for games/Sprint/some against games due to cost/questions about Alex Stadium & Metro
	Dorothy Parkes - Concerns about access during game to homes near aquatic centre/general bus comments
	Oldbury - no real feedback
	Birmingham City centre - comments against flyover removal/queries about Sprint/More interest in games than transport/questions about Metro/Hs2 and Swift
	Warwickshire/Leamington Spa - general complaint about town
	Sutton Coldfield - Flyover removal/bus & rail interchange/Sutton Park used to holding bit events
	Walsall - Comments about Sprint/cycle storage
	Perry Barr - questions about Sprint/some support for Sprint

Appendix 2 - Additional Changes

	Count
Be clear about disruption caused by works/all this work will cause disruption/what is being done to alleviate disruption	11
More information/priority to active travel/health	7
Segregated cycle lanes/more cycle paths to games venues/cycle infrastructure	6
Needs more focus on private vehicle/private vehicle flow	5
Remove plans for Sprint bus	5
Remove plans to remove Perry Barr flyover as this will cause congestion	5
Needs more focus on needs of local residents	5
Public transport in WM needs to be cheaper	4
More focus on what the impacts will be (short and long term)	3
Against the plans to hold Commonwealth Games	3
Think plan will failed to be delivered	3
Current local rail operator not able to provide good services	2
Public transport in WM is unreliable	2
No battery powered vehicles to be used as manufacture polluting	1
Implement transport strategies that work	1
Patrolled pedestrian areas	1
Keep the passenger in mind	1
Add 'rethinking the role of transport to help with the longer term benefits'.	1
More focus on environmental issues/making it a green games	1
Focus on small businesses in area and how their travel is effected	1

	Count
More focus on districts outside of Birmingham	1
The principles tell me nothing about transport plans	1
Work with local landowners to improve areas near to games routes	1
Don't think new services will be reliable	1
Access for all should be prioritised	1
Better services linking cities needed	1
What are costs to the tax payer	1
This should be what transport is about already	1
More park and ride facilities for rail	1
Re-open closed rail lines	1
More frequent train services	1
Extend Metro system	1
Less polluting bus services	1
Consultation a waste of money	1
More on efforts to decrease car use	1
Public transport needs to be safer	1
Need to add reliable/effective services	1
More information on cycling events away from Birmingham	1
Cleaner buses	1
Base	75

Appendix 3 - Further comments (members of public) - Via online form/letter/email

	Count
Need more cycle routes/no new cycle routes mentioned/lack of cycle legacy	16
Against Sprint/Concerns about plans for Sprint	6
Make sure it's part of a long term strategy not a quick fix for the games	5
Ensure any disruption is well managed/prior notice of disruption	5
Games is waste of money	4
Against removal of Perry Barr flyover/highway changes at Perry Barr	4
More frequent buses/services	3
Night time services/24 hour services	3
Don't assume people will agree with your plans/concerns about plans and benefits of them	3
Provide free transport tickets for those attending events/free tickets to save people hassle and confusion of buying them	3
Games makers should be fully briefed on transport options/visible advisors	3
Supportive of transport plans	3
Concerned about transport access to games facilities in Sandwell	3
Complaint about quality of consultation/not enough opportunity to feedback	3
Request to open old rail lines	3
Better bus services needed	3
Suggestion to open new rail stations	2
Monitor impact of disruption to periphery areas/need to consider effect on wider area	2

	Count
Fix potholes in local roads	2
Ensure existing train services running to time	2
More consideration needed for events at Ricoh/alternative stadium needed for events at Ricoh	2
Do not lose trees in development	2
No mention of transport plans for Cannock Chase area/links to Cannock Chase area	2
Extend Swift card to trains/combined ticketing	2
Games is an opportunity to show innovation	2
Free transport tickets for locals	2
More events/public meetings to promote changes	2
Needs to be more priority on bus/more bus priority measures	2
More carriages on trains	1
Cleaner buses	1
Air conditioned buses	1
Consult with groups who are against using public transport	1
Ensure messages get across	1
Cross Country services to call at Solihull	1
More right hand turns at traffic lights	1
Ensure no other building work when games are on	1
Stechford divert	1
What measures are being introduced for Leamington Spa	1

Appendix 3 - Further comments (members of public) - Via online form/letter/email

	Count
Improved the quality of footpaths	1
Ensure wayfinding in place	1
Not enough time to make changes planned	1
Report findings of consultation	1
Need to engage with people who live outside Birmingham and travel in	1
Info on how to travel to events outside of Birmingham	1
Concerned Perry Barr station will be unable to cope with demand	1
Interactive maps/like google maps needed to avoid disruption	1
Needs to do more to encourage active travel and improved health	1
Consider needs of scooter/motorcycles	1
Better public transport information screens	1
Venues to have designated Park and Rides	1
Need to ensure residents and commuters are unaffected	1
Sprint routes to have Park and Ride	1
Do not mess it up	1
Concerned where money is coming from	1
Plans are too anti car	1
More measures for Wolverhampton	1
Less anti-social behaviour on public transport	1

	Count
Bike share scheme to be introduced	1
Ensure provision for disabled	1
Encourage flexible working	1
Enquiring as to whether there is an opportunity to be part of the network of transport providers	1
Refers to host local authority venue partners but does not reference Warwick District Council	1
Typo on paragraph relating to Coventry rail station "Games: and"	1
Under "Rail station improvements" proposed text "Warwick District Council in conjunction with Warwickshire County Council, has submitted a bid to the Coventry & Warwickshire	1
Support improvements to Leamington Train Station forecourt, bike hub and wayfinding	1
Under "Cycle improvements" proposed text "As part of the CWLEP bid Warwick District Council propose the introduction of a new bike / e-cycle hire scheme for visitors and spectators with docking stations located at the Victoria Park venue, Pump Rooms (town centre) and rail station."	1
Page 20 Typo first paragraph "initiative's" and Page 23Typo at the end of the second paragraph "We will use of"	1
Base	99

Appendix 4 - Further comments (representative of organisations) - Via online form/letter/email

	Count
Need more cycle routes/no new cycle routes mentioned/more cycle parking/lack of cycle legacy	3
Supportive of transport plans	2
No mention of transport plans for Cannock Chase area/links to Cannock Chase area	2
Ensure messages get across/effectively engage with all effected groups	2
Ensure any disruption is well managed/prior notice of disruption	2
Information on Smethwick Rolfe Street role in games	1
Cleaner buses/greener buses	1
Monitor impact of disruption to periphery areas/need to consider wider area	1
Follow transport arrangements used in London 2012	1
Night time services/24 hour services	1
Better bus services	1
Provide free transport tickets for those attending events/free tickets to save people hassle and confusion of buying them	1
Not enough time to make changes planned	1
Against Sprint/Concerns about plans for Sprint	1
Concerned Perry Barr station will be unable to cope with demand	1
Make sure it's part of a long term strategy not a quick fix for the games	1
Venues to have designated Park and Rides	1
Need to ensure residents and commuters are unaffected/keep in mind residents	1

	Count
Extend Swift card to trains/combined ticketing	1
Games is an opportunity to show innovation	1
Less anti-social behaviour needed on public transport	1
Games to utilise canal network as sustainable routes/water taxis	1
Enhance facilities available on canal network	1
Opportunities for canals to be used as outdoor classrooms/for outdoor activities	1
No forecast of amount of additional journeys made during games	1
No Forecast of geographical locations of visitors	1
Plan suggests increase in driving in contradiction to its plans to reduce driving	1
Need to explain why sustainable travel to big events is so important	1
How will driving to events be discouraged	1
More investment in walking/cycling	1
How does this fit in with Birmingham Transport plan	1
Metro extensions need to be longer distances	1
Allow pedestrian time to cross road	1
More innovative rail services to be tried	1
Attempts to stop rat runs in residential areas	1
Bike share scheme to be introduced	1
AV on all bus routes and at audible volume	1

Appendix 4 - Further comments (representative of organisations) - Via online form/letter/email

	Count
Disability training for all frontline staff	1
Disability compliant bus stops	1
All stations to easily accessed by disabled	1
RTI to be readable to visually impaired	1
Use of tactile paving/braille etc. to make travel easier	1
NEC used to dealing with these events	1
Provision needed for those who drive to events	1
Liaison needed with highway agency to ensure games not effected by road works	1
Further work needs to be done in Coventry if road race to be held there	1
May need shuttle buses to venues	1
Potential bid to improve Leamington Spa station may need including	1
M40/A452 part of proposed games network, also location of improvement works during games period and coordination will be required	1
Use school/colleges for parking spaces	1
Plans needed to ensure enough buses available	1
Work with confederation of bus passengers	1
Ensure no rail engineering works during games	1
Ensure coordination with other building projects	1

