



Glasgow City Centre Transport Plan (CCTP)

Report on the draft CCTP consultation held between July and September 2022



Glasgow City Centre Transformation Plan Summary Report

DRAFT for Consultation

SYSTRA IronsideFarrar

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1. Introduction

The Glasgow City Centre Transport Plan (CCTP) forms part a suite of transport-related plans and strategies being developed by Glasgow City Council (GCC) to create a modern and resilient transport system for Glasgow. This includes the overarching Glasgow Transport Strategy, City Centre Strategic Development Framework and Active Travel Strategy.

The CCTP was initially called the City Centre Transformation Plan. However, it was felt that the 'Transformation' aspect of the title did not represent the Plan's true meaning and has since been replaced by 'Transport'.

The purpose of the CCTP is to replace the current *City Centre Transport Strategy 2014 to 2034* and provide a clear framework for transport decision-making in Glasgow City Centre and make it a place where everyone can thrive. Key aims of the CCTP are to:

- Re-allocate road space in Glasgow City Centre for active travel and green infrastructure;
- Deliver improved public transport and support/encourage a shift to more sustainable modes, particularly walking, cycling and public transport;
- Improve access for the mobility impaired;
- Achieve a 30-40% reduction in peak-hour private car traffic in Glasgow City Centre by 2030;
- Deliver improvements for servicing (e.g. goods, deliveries and waste collection) to improve the vitality of Glasgow City Centre;
- Support a doubling of Glasgow City Centre's population by 2035;
- Support Glasgow's aim to be a net zero carbon city by 2030

The CCTP has been shaped around eight different themes as follows:

1. ACCESSIBLE Glasgow
2. WALK Glasgow
3. CYCLE Glasgow
4. BUS Glasgow
5. TRAIN/SUBWAY/METRO Glasgow
6. STREETS for Glasgow
7. SERVICING of Glasgow
8. GREENER Glasgow

Consultation on the draft CCTP that took place between July and September 2022 detailed these themes, their associated priority actions and outcomes as well as measures requiring further assessment or to be delivered in partnership with others. A Public Facing Document formed the basis of the CCTP consultation exercise.

The aims of the consultation were to: open a dialogue with stakeholders and the general public and gather feedback on key aims, the themes and associated priority actions; seek agreement or otherwise on the same; and identify any gaps or omissions within the strategy, with the results shaping the final versions of the same.

This report details the activities and outcomes of the seven week discussion and consultation period which commenced on Wednesday 27th July 2022 and closed on Monday 12th September 2022.

[1.1 Approach taken to the consultation](#)

The CCTP consultation ran from Wednesday 27th July to Monday 12th September 2022. This public engagement exercise comprised of a series of workshops with key stakeholders both virtually and in-person. Stakeholders were organisations from different sectors such as

transport, education and the Glasgow business community. A full list of the stakeholders who were invited to attend each workshop can be found at **Appendix A**.

Online discussion sessions were offered to a number of groups / organisations to ensure that a broad range of community representatives and stakeholder organisations were reached. Such online engagement had worked well in the major public and stakeholder engagement on transport issues in September/October 2020, “A Public Conversation on Glasgow’s Transport Future”, and which was also used by the “Glasgow Transport Strategy discussion & consultation on a Draft Policy Framework” which ran concurrently with the Active Travel Strategy consultation (18th Oct – 3rd Dec 2021).

An online survey was live throughout the seven-week consultation period which was open to all members of the general public. A public drop-in session was also held on Thursday 18th August 2022 at the University of Strathclyde Innovation & Technology Centre, again open to members of the public who could attend in-person, ask members of staff questions and receive hard copies of the online survey.

To maximise accessibility and the opportunity for people and organisations to provide feedback on the draft CCTP, a generic e-mail address was provided to submit queries or comments to the following e-mail address: connectingcommunities@glasgow.gov.uk.

1.2 Format of the consultation

The consultation consisted of four main elements:

1. Online survey on the strategy’s themes, policies, and actions - hosted on GCC’s Consultation Hub
2. An in-person exhibition open to members of the public

3. Engagement workshops and discussions both in-person and online
4. Presentations to other groups eg Glasgow Chamber of Commerce

1.3 Information and Communications

In support of the above activities, information was made available via:

- a) GCC's [CCTP web page](#) which provided basic information about the draft strategy and consultation, including PDF versions of the draft strategy and associated documents including a summary and translated versions. Useful links to other relevant sites including the consultation hub survey were also provided via the CCTP webpage.
- b) Press release and social media posts
- c) Supporting promotional materials in the form of A5 flyers and A4 copies of the draft strategy were additionally made available and distributed across the city centre, including city centre public libraries.

The communications approach included ongoing dialogue and email communication with internal and external stakeholder organisations as well as community representatives as intermediaries to the general public. Direct communications with the general public were made via social media platforms including Twitter and Facebook.

The results of audience reach via social media platforms are as follows:

Facebook

- Post organic reach: 138,000 users

- Post impressions: 154,000 users – this means the posts accumulatively appeared 154,000 times on timelines across the targeted groups on Facebook
- Post clicks: 20,000 users
- Post engagement rate: 11.72%
- Post comments: 323

Twitter

- Post impressions: 122,000 users
- Post clicks: 1,300 users
- Post engagement rate: 3.45%
- Post retweets: 144
- Post replies: 106

[1.4 Who was engaged with](#)

Summary of consultation engagement activities:

In-person Workshop with the Glasgow Accessible and Inclusive Design Forum:

- Freewheel North
- Glasgow City Council Centre for Sensory Impairment
- Glasgow City Council, Regeneration / City Centre Avenues
- Glasgow Disability Alliance
- Guide Dogs Scotland
- Living Streets
- MACS: Mobility and Access Committee for Scotland
- NFBUK: National Federation of the Blind of the UK
- RNIB Scotland

- Civic Engineers, lead consultant for Argyle Street East (James Travers, Sinead Gilmour)
- Glasgow City Council: Neighbourhoods, Regeneration and Sustainability
- Ironside Farrar, lead consultant for Holland Street / Pitt Street
- John McAslan and Partners, lead consultant for George Square
- Sustrans
- Visibility Scotland
- Nick Wright, independent facilitator

Online Workshop 1: Accessibility – Walk/Cycle/Connections

- Cycling Scotland
- Glasgow City Council
- Ironside Farrar
- ScotRail
- SPT
- Sustrans
- SYSTRA

Online Workshop 2: Public Transport – Bus/Train/Subway/Metro/Taxi

- Bus Users
- Community Transport
- Clyde Metro Team
- CPT
- First Bus
- Glasgow City Council
- Get Glasgow Moving
- Glasgow Central Station
- Ironside Farrar
- NHS Greater Glasgow & Clyde
- Scotrail
- Scottish Enterprise
- SPT
- Stagecoach / GlasGo Bus Alliance
- Systra
- Transaid
- Transport Scotland
- West Coast Motors

Online Workshop 3: Open Forum/Aims/All-Topic Discussion

- Asthma + Lung UK
- City Building
- City of Glasgow College
- Clyde Gateway
- Glasgow City Council
- Glasgow Caledonian University
- Glasgow Life
- Glasgow School of Art
- Hiyacar
- Ironside Farrar
- Merchant City Community Council
- NHS Greater Glasgow & Clyde
- Open University
- Police Scotland
- Q Park
- Systra
- Transaid
- University of Glasgow
- University of Strathclyde

The CCTP Team arranged and attended a public drop-in session which presented a more informal opportunity for members of the public to speak to the project team, obtain further information and provide comments:

- **Venue:** University of Strathclyde Innovation & Technology Centre, 99 George Street, Glasgow, G1 1RD
- **Date:** Thursday 18th August 2022
- **Time:** 1pm to 7pm
- **Total attendees:** 70

Members of the CCTP Team also presented the proposals to a number of forums including:

- Glasgow Avenues Inclusive Design Forum
- Glasgow City Centre Taskforce
- Glasgow Business Resilience Council
- Glasgow Bus Partnership

2. Consultation Hub Online Survey

2.1 Characteristics of Respondents

The survey was hosted on the Council's Consultation Hub and included questions about the CCTP, its key aims and objectives, themes, and action points, with a few additional socio-demographic questions. The questions were posed to gauge the amount of support for the proposed interventions under each theme in the draft CCTP.

The table below shows the number of responses / comments at close of consultation (12th September 2022). In total 724 people completed the survey with 3,079 comments received in response to all the open-ended questions.

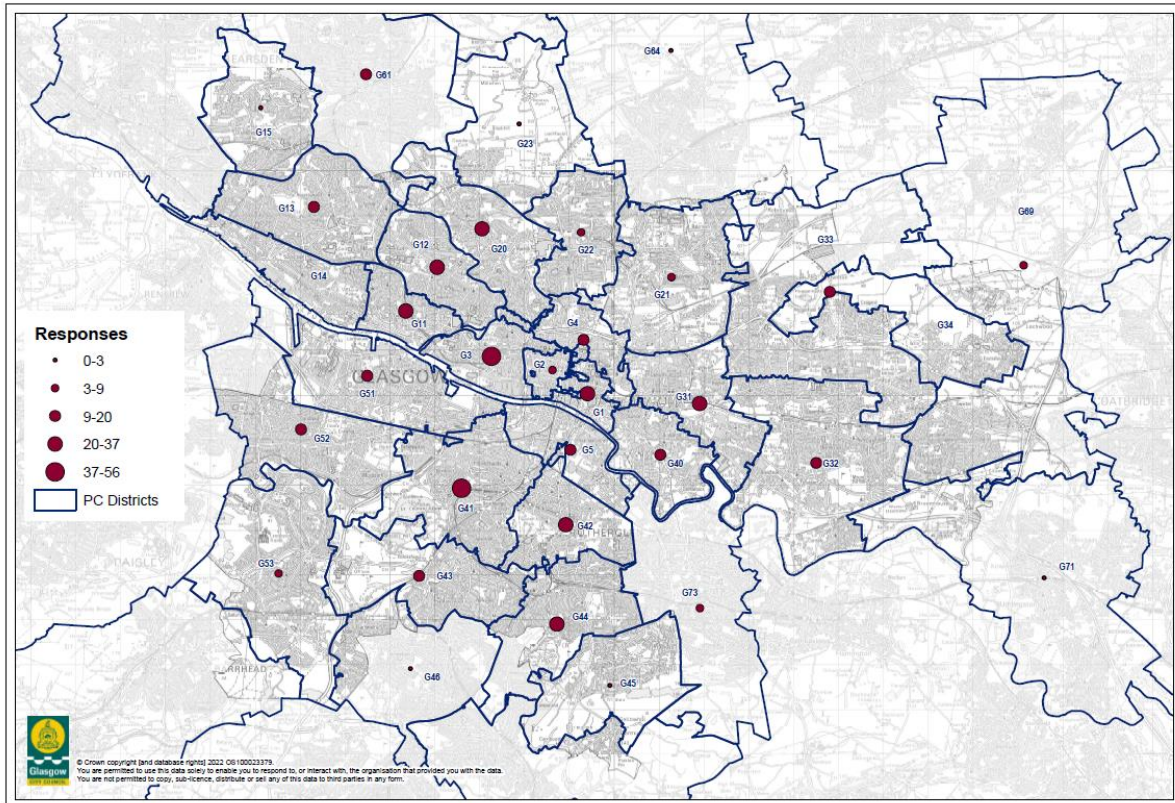
Consultation Hub Online Survey
3,079 total responses
268 comments on Key Aims
90 comments on Four Strategic Planning Objectives
250 comments on Theme 1: ACCESSIBLE Glasgow
321 comments on Theme 2: WALK Glasgow
352 comments on Theme 3: CYCLE Glasgow
392 comments on Theme 4: BUS Glasgow
311 comments on Theme 5: TRAIN/SUBWAY/METRO Glasgow
310 comments on Theme 6: STREETS for Glasgow
188 comments on Theme 7: SERVICING of Glasgow
291 comments on Theme 8: GREENER Glasgow
306 general comments on draft CCTP

2.1.1 Geographic distribution of respondents

In terms of who answered the survey, over 25% responded to the Survey as Glasgow City Centre residents with 59% living in Glasgow outwith the City Centre:

Place of residence	Number of responders	%
Glasgow City Centre	185	26%
Resident of Glasgow living outside the City Centre	424	59%
Resident of Strathclyde Region (outside Glasgow)	88	12%
Resident living outside the Strathclyde region	18	3%
Grand Total	718	

The following map shows the spatial distribution of the survey respondents, based on their home postcode district (e.g. G14). The size of the circle corresponds to the number of respondents from that postcode district. A total of 11% (81 people) did not respond to this question (blank or erroneous data).

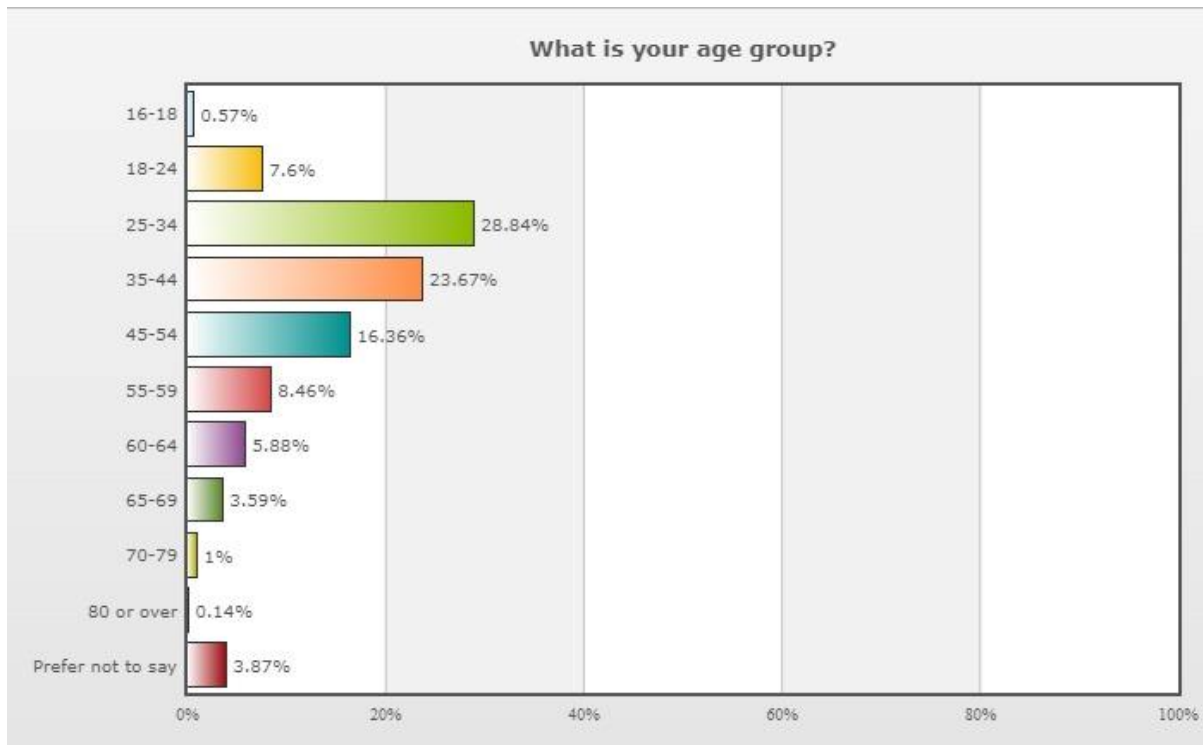


Number of respondents to Consultation Hub survey - by postcode district

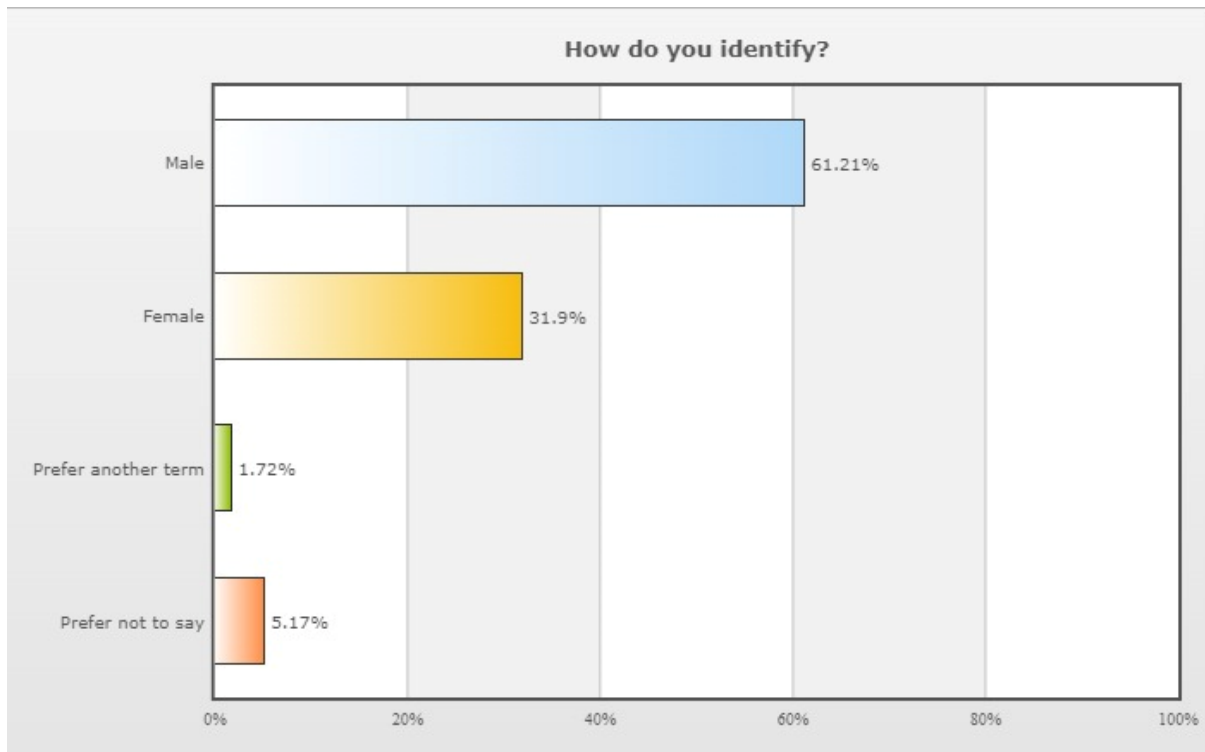
2.1.2 Socio-demographic-economic characteristics of online survey respondents

The following shows a break-down of the characteristics of the respondents to the Consultation Hub survey, by age, gender, ethnicity, disability and employment status.

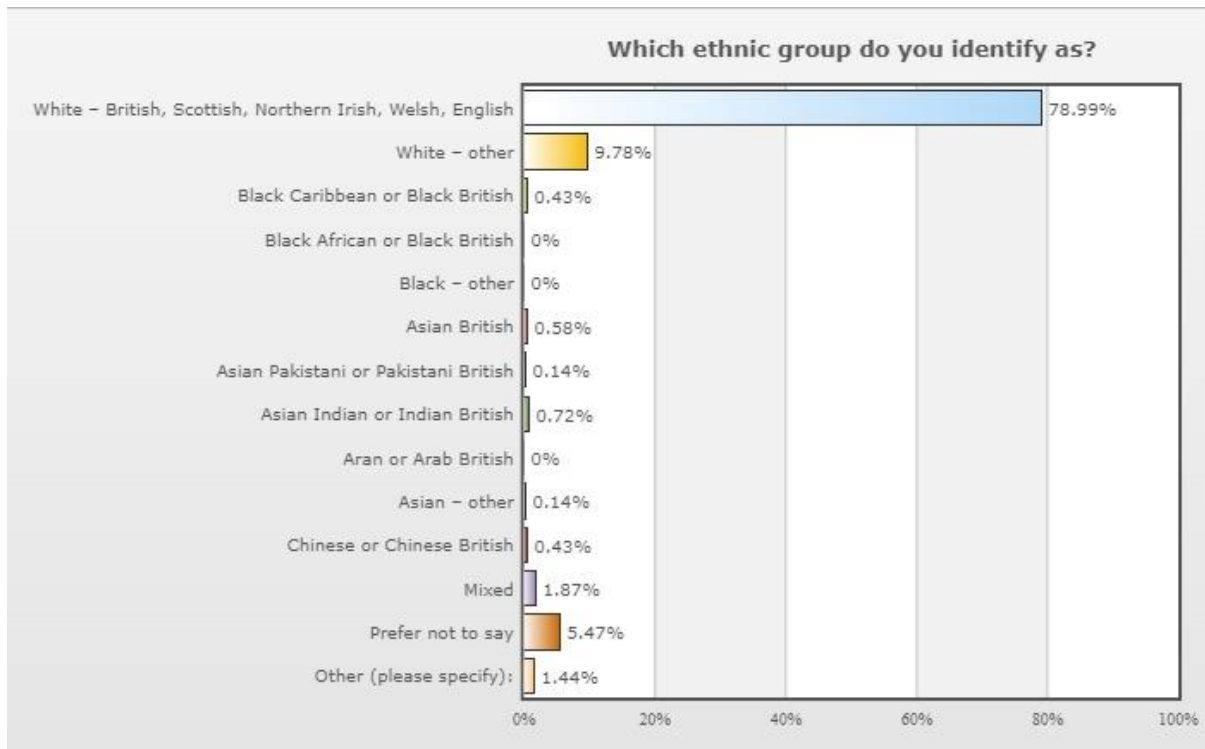
Age: A broad range of ages was represented by the respondents, but with working-aged people - between the ages of 25 and 59 - making up 77.4%. Three age ranges each accounted for approximately 68.9% of respondents: 25-34, 35-44 and 45-54. However, only 4.8% of responders were over the age of 65, which is in contrast to Glasgow's overall of 19.3% in this age group. Again approximately 8.2% of responders were under the age of 25, while this age group makes up 27.2% of the population Glasgow-wide.



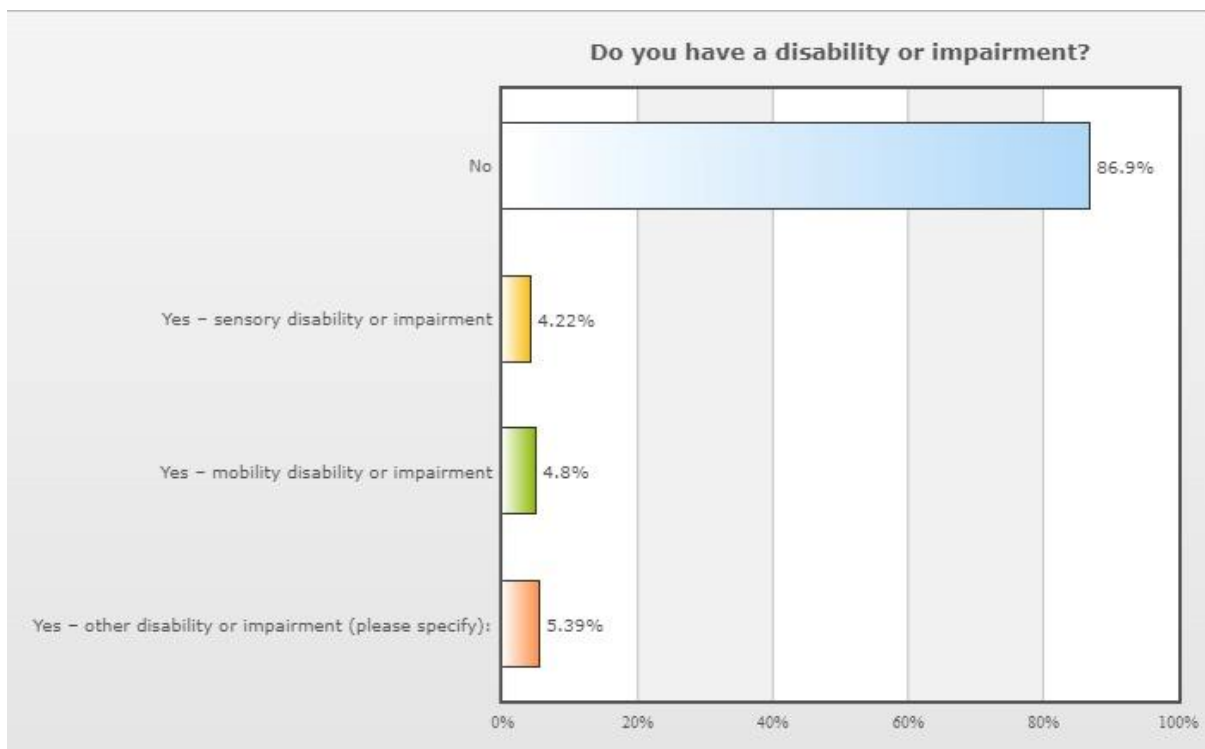
Gender: survey responses show two nearly two thirds of responses came from men (61.2%) and nearly a third from women (31.9%). These slightly vary from the representative of Glasgow as a whole which has [50.9% females and 49.1% males](#) living in the city. Approximately 6.9% of respondents preferred another gender term or to not answer.



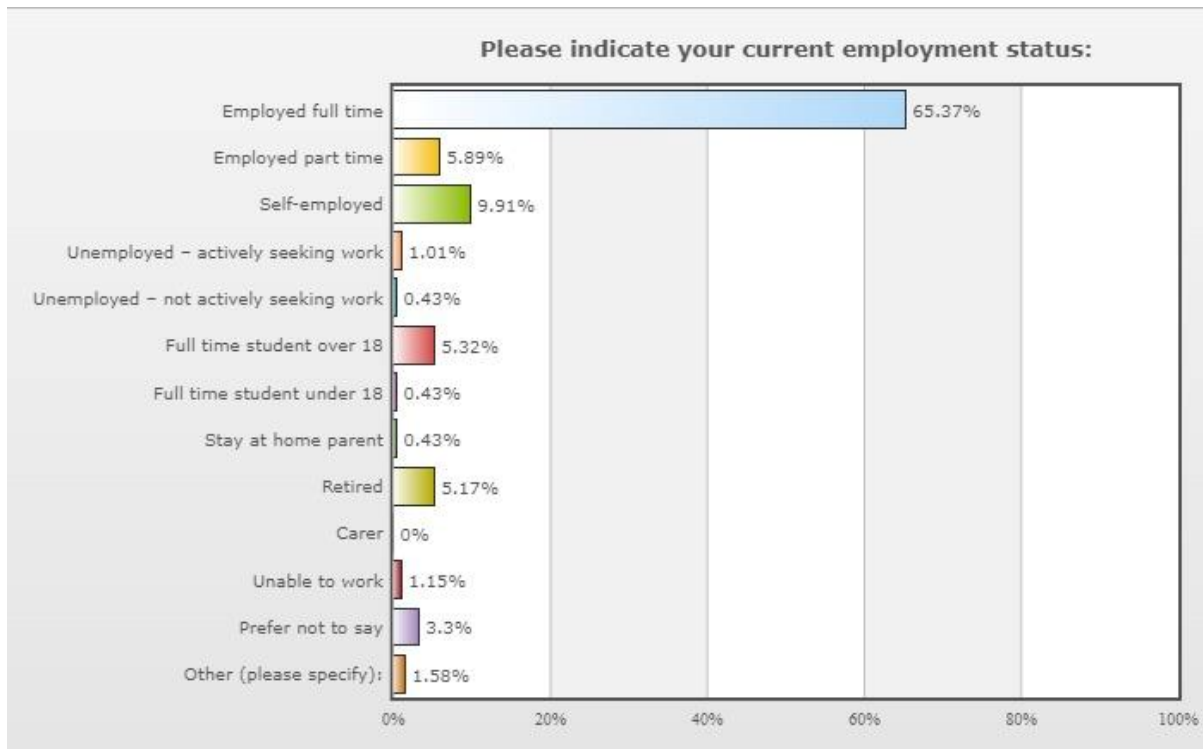
Ethnicity: The overwhelming majority – 88.7% - of respondents identified as 'White', with 5.4% preferring not to say. The selected ethnicity of respondents is approximately representative of Glasgow as a whole which, according to 2011 census statistics, comprised 88.4% of people identifying as White, with Asian the next largest population group at 6.3%.



Disability: Of those who answered whether they had a disability or impairment (39 skipped this question), approximately 87% responded 'No'. Around 4% of respondents noted they have a sensory disability or impairment and 5% a mobility disability or impairment.

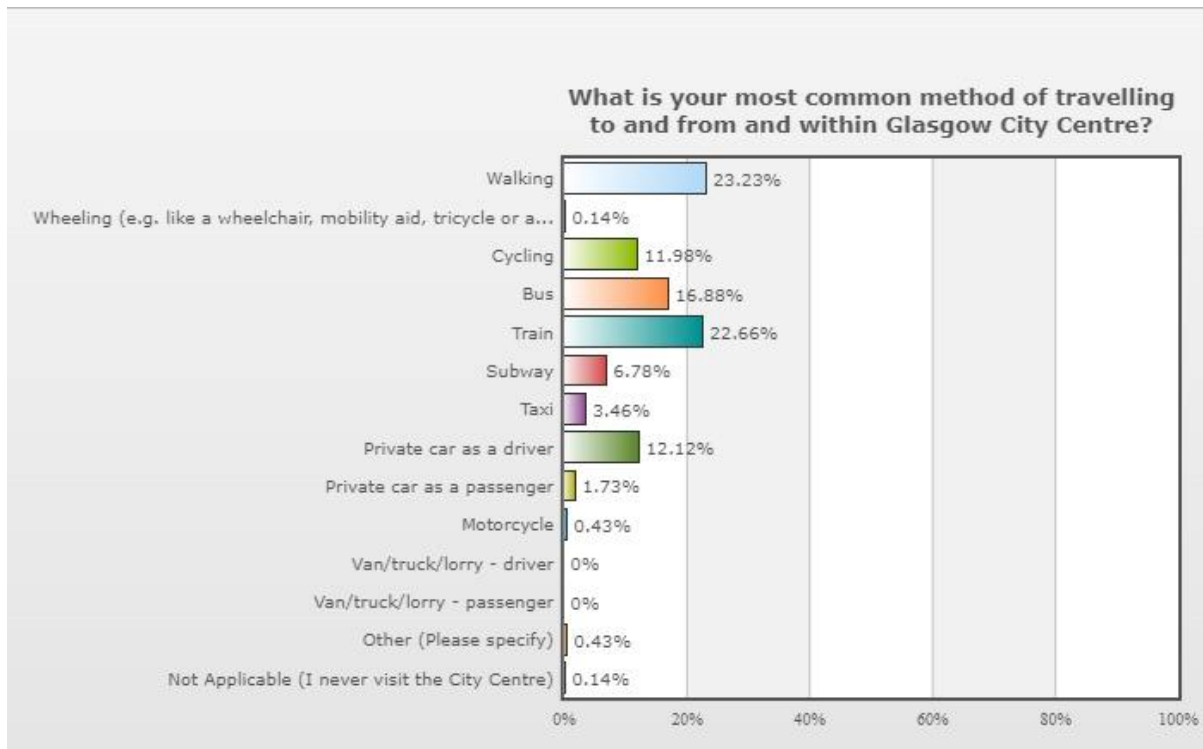


Employment status: The majority of respondents – 65.4% - are employed full-time. Those employed part-time and retirees made up approximately 11% of the respondents respectively, with self-employed representing almost 10% of the total. Smaller numbers of respondents were unemployed, full time students, stay-at-home parents, carers or are unable to work. Only 3.3% of respondents preferred not to say.



2.1.3 Main mode of travel of respondents

Significant proportions of the online survey respondents noted that their main mode of travel was by public transport (46.3%) closely followed by walking, wheeling and cycling i.e. active travel – a combined 35.2%. People who use a private car as their main mode of travel (13.8%) were also one of the largest groups of respondents.



2.2 Design of the survey

The online survey contained a mix of closed and open questions which were designed to show the extent to which respondents agreed or disagreed with:

- a) the Key Aims of the CCTP;
- b) the Transport Planning Objectives of the CCTP;
- c) the overall approach of each of each Theme (as described in the draft CCTP and as summarised within the consultation survey);
and
- d) the specific Priority Actions proposed to achieve the outcomes of each Theme

A list of all the survey questions can be found in Appendix B.

Open questions posed within the survey asked respondents to note any actions they felt were missing from the themes, and an opportunity for any further comment.

2.3 Themes – headline results

Within the survey an overview of each Theme in the CCTP was provided. Respondents were then asked to what extent they agreed or disagreed with the overall aim of each Theme.

The results from these closed questions are summarised in the following table, which shows there is clear support for them:

Question: Do you agree or disagree with the aim of this theme:	Agree/Strongly agree total % of respondents	Disagree/Strongly disagree total % of respondents
Theme 1 – ACCESSIBLE Glasgow	94%	6%
Theme 2 – WALK Glasgow	83%	17%
Theme 3 – CYCLE Glasgow	82%	18%
Theme 4 – BUS Glasgow	92%	8%
Theme 5 – TRAIN/SUBWAY/METRO Glasgow	96%	4%
Theme 6 – STREETS for Glasgow	94%	6%
Theme 7 – SERVICING of Glasgow	96%	4%
Theme 8 – GREENER Glasgow	92%	8%

2.4 Priority Actions – headline results

Similarly, the Priority Actions proposed under each Theme were listed within the survey, and respondents were asked to what extent they agreed or disagreed with each Action Point. The responses have been summarised in the below table and again show a clear support for the actions.

Question: Do you agree or disagree with the Priority Actions under this theme?	Agree / Strongly agree total % of respondents	Disagree / Strongly disagree total % of respondents	Neither agree or disagree total % of respondents
Theme 1 – ACCESSIBLE Glasgow	89%	7%	4%
Theme 2 – WALK Glasgow	83%	13%	4%
Theme 3 – CYCLE Glasgow	79%	16%	5%
Theme 4 – BUS Glasgow	84%	10%	6%
Theme 5 – TRAIN/SUBWAY/METRO Glasgow	92%	4%	4%
Theme 6 – STREETS for Glasgow	85%	11%	4%
Theme 7 – SERVICING of Glasgow	83%	7%	10%
Theme 8 – GREENER Glasgow	82%	13%	5%





The next section of this report will show in greater detail the response received within the Survey for each Theme, including detail from the open questions asked in relation to each Theme.

2.5 Results breakdown by Theme

2.5.1 Theme 1: ACCESSIBLE Glasgow – a further breakdown and detailing of responses

The below table shows in greater detail the response to the question regarding the overall approach of Theme 1, and which has almost 95% of respondents agreed / strongly agreed with the aims of this theme:

6. Theme 1: ACCESSIBLE Glasgow "Our aim is that the city centre is a place where all users with limited or restricted mobility are able to enjoy safe and ready access" Do you agree or disagree with the aim of this theme?






			Response Percent	Response Total
1	Strongly Agree		83%	597
2	Slightly Agree		12%	83
3	Slightly Disagree		2%	16
4	Strongly Disagree		3%	25

The following table lists out the Priority Actions proposed under Theme 1 and their respective support or otherwise.

A number of Priority Actions are proposed as part of this theme, which looks to improve access for all in Glasgow City Centre:

- A more-inclusive environment that better meets resident and visitor needs and specifically secures access improvements for those with any form of mobility impairment.
- Create a 'People First' city centre retaining access for the mobility impaired (car/other vehicles)
- Undertake an accessibility audit of the city centre to capture issues
- Improve junctions / street crossing with raised footways and full disability pavement detailing
- Improve accessibility and quality of public realm at all primary transport interchanges.
- Develop Mobility Hubs supporting transport interchange for all users.
- Create more 'Liveable Streets' with reduced traffic levels, wider pavements & reduced street clutter.
- Safety improvements addressing accident clusters/ access problems.
- Improve safety and safe zones to schools and care facilities across City Centre.
- Retain and support public toilets for mobility-impaired at key transport interchanges.
- Provide tactile paving and tactile cones to assist the visually-impaired at all controlled crossings
- Promote enforcement and ensure vehicles do not park or obstruct footways.
- Ensure existing infrastructure is fully operational and maintained.
- Work with Glasgow Bus Partnership and Strathclyde Partnership for Transport to enable bus / bus stop audio visual announcements.

Do you agree or disagree with the Priority Actions under this theme?

			Response Percent	Response Total
1	Strongly Agree		72%	523
2	Slightly Agree		16%	117
3	Neither agree or disagree		4%	29
4	Slightly Disagree		2%	12
5	Strongly Disagree		6%	40

2.5.2 Results for the Theme 1 open question:

The open question within the Survey asked whether respondents had any comments to make on the Priority Actions under Theme 1: ACCESSIBILITY Glasgow.

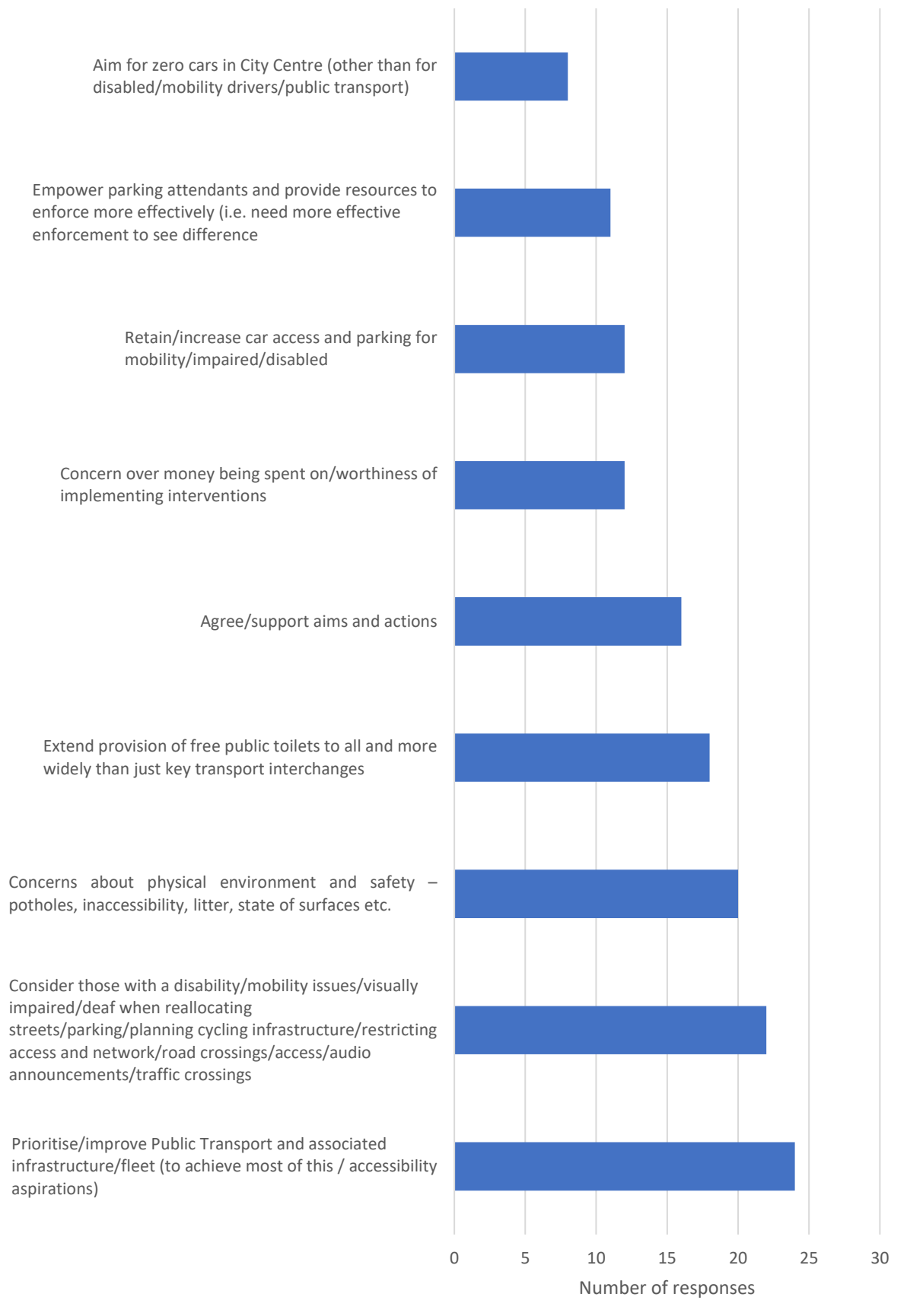
The number of comments received on the Priority Actions under Theme 1 totalled **250**.

An iterative process was undertaken to thematically categorise all the responses, with nine categories emerging.

The category with the most comments attributed to it was ***prioritise/improve public transport and associated infrastructure/fleet to achieve most of this and accessibility aspirations***, receiving 24 comments, approximately 10% of the total comments.





This and the other 'top' categories of comments are shown in the bar chart below.

Top categories - Theme 1: ACCESSIBLE Glasgow



2.5.3 Theme 2: WALK Glasgow – a further breakdown and detailing of responses

The below table shows in greater detail the response to the question regarding the overall approach of Theme 2, and which has approximately 83% of respondents agreed / strongly agreed with:






Theme 2: WALK Glasgow "Our aim is that walking should be the main way of travelling around the city centre and connecting to adjacent neighbourhoods" Do you agree or disagree with the aim of this theme?			Response Percent	Response Total
1	Strongly Agree		60%	433
2	Slightly Agree		23%	167
3	Slightly Disagree		5%	38
4	Strongly Disagree		12%	83

The following table lists out the Priority Actions proposed under Theme 2 and their respective support or otherwise.

A number of Priority Actions are proposed as part of this theme, which looks to improve the walking environment in Glasgow City Centre:

- A ‘people first’ City Centre core.
- An integrated network of pedestrian priority avenues prioritising active travel.
- Stronger core pedestrian connections to and along the Clyde Waterfront and including ensuring all major developments promote permeability/ connections for pedestrians and active travel.
- Enhanced pedestrian environments associated with Rail, Bus Stations and Subway Stations and connections to Mobility Hubs.
- Tackling barriers to walking, including overcrowded and cluttered pavements.
- Safer crossings and junctions giving pedestrian priority by means of junction improvements, traffic control(s) and tactile/dropped kerbs, raised crossings or continuous footways.
- Programme of measures and design guidance to create barrier-free access improvements for those with limited / restricted mobility.
- Promoting walking as an alternative to public transport and private vehicle use.
- Ensuring maintenance and management of streets promotes a quality walking experience.

Do you agree or disagree with the Priority Actions under this theme?

			Response Percent	Response Total
1	Strongly Agree		65%	469
2	Slightly Agree		18%	133
3	Neither agree or disagree		4%	26
4	Slightly Disagree		3%	25
5	Strongly Disagree		10%	68

2.5.4 Results for the Theme 2 open question:

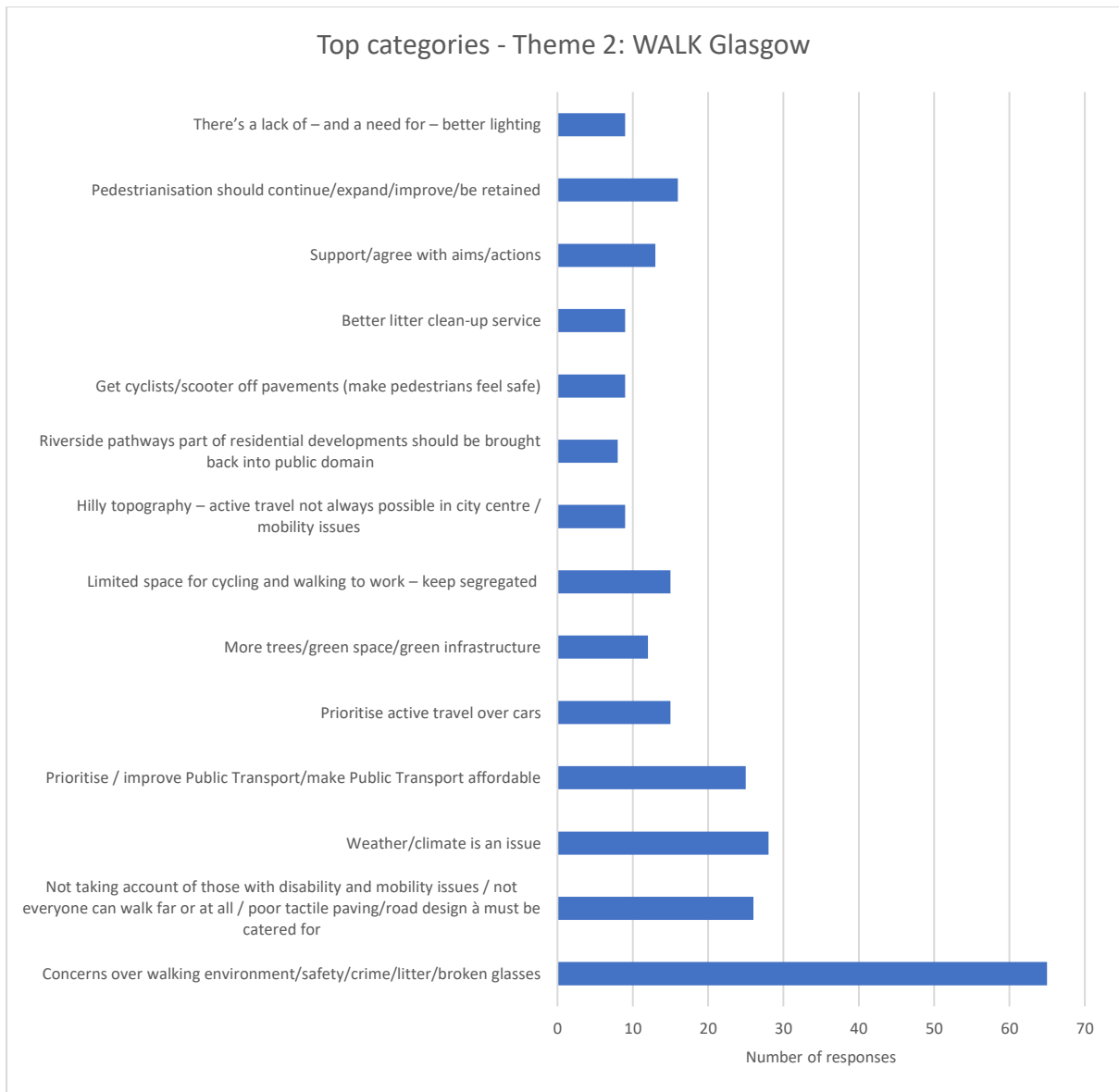
The open question within the Survey asked whether respondents had any comments to make on the Priority Actions under Theme 2: WALK Glasgow.

The number of comments received on the Priority Actions under Theme 2 totalled **321**.

An iterative process was undertaken to thematically categorise all the responses, with 14 categories emerging.

The category with the most comments attributed to it was ***concerns over the walking environment/safety/crime/litter/broken glasses*** receiving 65 comments, approximately 20% of the total comments.





This and the other 'top' categories of comments are shown in the bar chart below.



2.5.5 Theme 3: CYCLE Glasgow – a further breakdown and detailing of responses






The below table shows in greater detail the response to the question regarding the overall approach of Theme 3, and which has almost 87% of respondents agreed / strongly agreed with:

**12. Theme 3: CYCLE Glasgow "Our aim is that more people choose to cycle into and around the city centre and connecting to adjacent neighbourhoods"
Do you agree or disagree with the aim of this theme?**

			Response Percent	Response Total
1	Strongly Agree		65%	468
2	Slightly Agree		17%	120
3	Slightly Disagree		6%	46
4	Strongly Disagree		12%	87

The following table lists out the Priority Actions proposed under Theme 3 and their respective support or otherwise.

13. A number of Priority Actions are proposed as part of this theme, which looks to improve the cycling experience in Glasgow City Centre:• An ‘Active Travel first’ City Centre core (People First Zone). • Strategic repurposing of the road network to prioritise active travel.• A network of north-south and east-west routes with good connectivity to wider districts and the River Clyde corridor. • Segregated cycle lanes where provided within developed Avenues Programme.• On-street cycle lanes within the city centre Active Travel core with segregation on bus routes.• Safe crossing facilities for cyclists to minimise severance crossing the river and the M8.• Provision of high-quality cycling network for travel within and to/from the city centre that provides continuous networks,• Enhanced cycle supporting infrastructure at all main Rail, Bus and Subway Stations and high intensity use areas.• Enhanced cycle parking and electric charging facilities.• Promotion and expansion of Bike Hire / Pay as you Ride Schemes.• Safer crossings and junctions with integration of cycle signal priorities at all main junctions.• Ensure new developments provide for cycle users. Do you agree or disagree with the Priority Actions under this theme?

			Response Percent	Response Total
1	Strongly Agree		64%	461
2	Slightly Agree		15%	109
3	Neither agree or disagree		5%	33
4	Slightly Disagree		3%	27
5	Strongly Disagree		13%	91

2.5.6 Results for the Theme 3 open question:

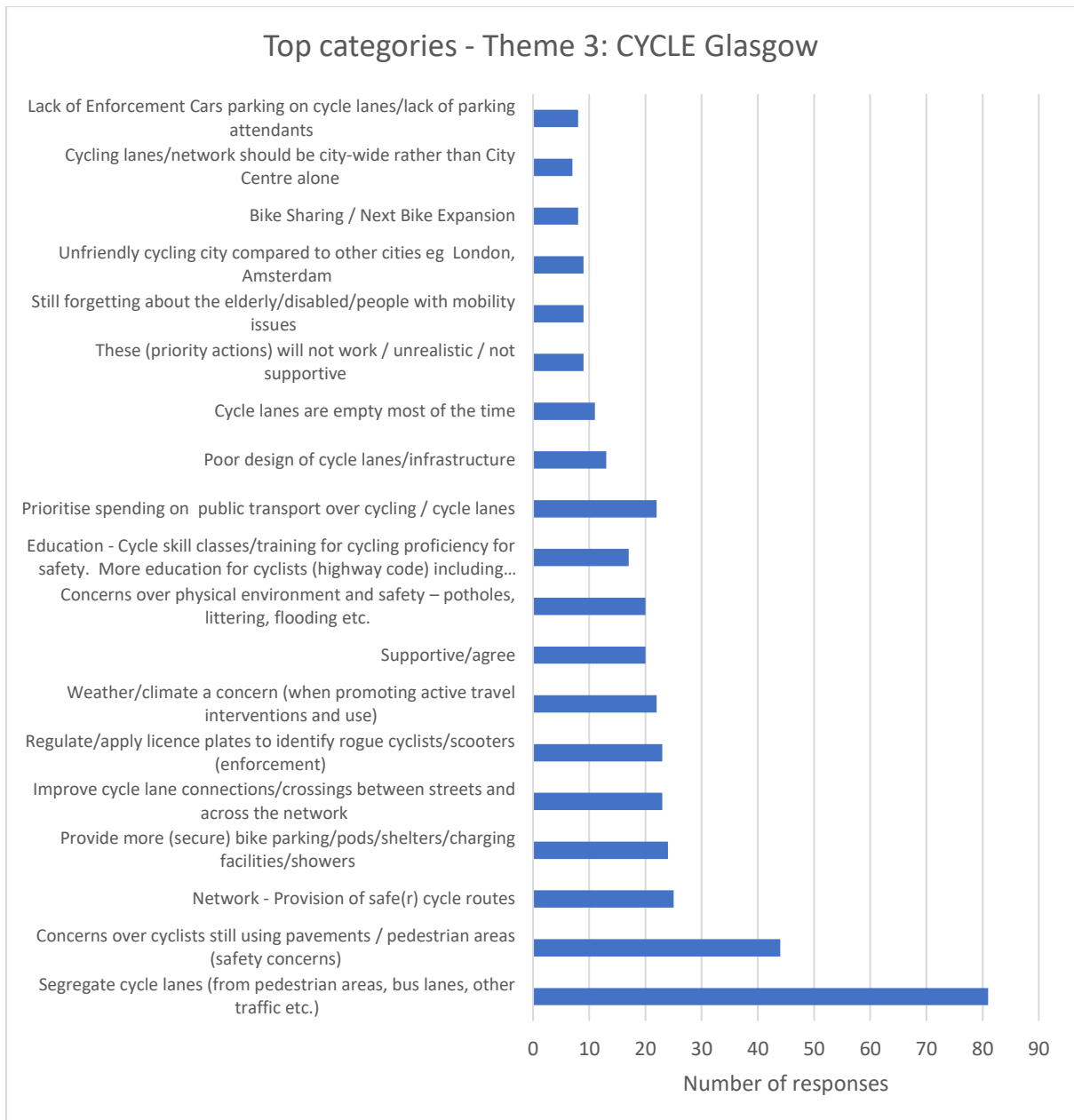
The open question within the Survey asked whether respondents had any comments to make on the Priority Actions under Theme 3: CYCLE Glasgow.

The number of comments received on the Priority Actions under Theme 3 totalled **352**.

An iterative process was undertaken to thematically categorise all the responses, with 19 categories emerging.

The category with the most comments attributed to it was ***segregate cycle lanes (from pedestrian areas, bus lanes, other traffic etc.)***, receiving 81 comments, approximately 23% of the total comments.





This and the other 'top' categories of comments are shown in the bar chart below.



2.5.7 Theme 4: BUS Glasgow – a further breakdown and detailing of responses

The below table shows in greater detail the response to the question regarding the overall approach of Theme 4, and which has almost 92% of respondents agreed / strongly agreed with:

15. Theme 4: BUS Glasgow "Our aim is that our buses offers an efficient, reliable and integrated quality service within the city centre" Do you agree or disagree with the aim of this theme?






			Response Percent	Response Total
1	Strongly Agree		75%	538
2	Slightly Agree		17%	125
3	Slightly Disagree		3%	24
4	Strongly Disagree		5%	34

The following table lists out the Priority Actions proposed under Theme 4 and their respective support or otherwise.

16. A number of Priority Actions are proposed as part of this theme, which looks to improve bus journeys and the passenger experience in Glasgow City Centre:

- Review bus services to create efficiencies, add capacity to enhance levels of use on services with Strathclyde Partnership for Transport (SPT) and Bus Partnership.
- Encourage stronger integration of services through coordinated timetables and ticketing with SPT
- Remove general traffic from Cathedral Street as part of the Avenues programme.
- Permit buses within People First Zone, and specifically enable low emission buses to access the Argyle Street pedestrianised area.
- Enhance Strategic Bus Routes with supportive junction signalling and bus priority measures.
- Investigate new bus gates and new bus lanes
- Continue rationalisation of bus stops together with enhancements similar to those recently introduced on Renfield St, to improve legibility, passenger experience and increase patronage.
- Investigate bus interchange hubs for the North- East and South of the city centre.
- Improve place/modes integration, including investigating a free electric City Centre Circular bus service connecting transport interchanges, and key gateway locations, making it easier to switch between rail, bus, subway, metro, taxi, bike and walking routes.
- Liaise with bus operators to provide buses to serve the night-time economy.

Do you agree or disagree with the Priority Actions under this theme?

			Response Percent	Response Total
1	Strongly Agree		60%	432
2	Slightly Agree		25%	176
3	Neither agree or disagree		5%	39
4	Slightly Disagree		3%	25
5	Strongly Disagree		7%	49

2.5.8 Results for the Theme 4 open question:

The open question within the Survey asked whether respondents had any comments to make on the Priority Actions under Theme 4: BUS Glasgow.

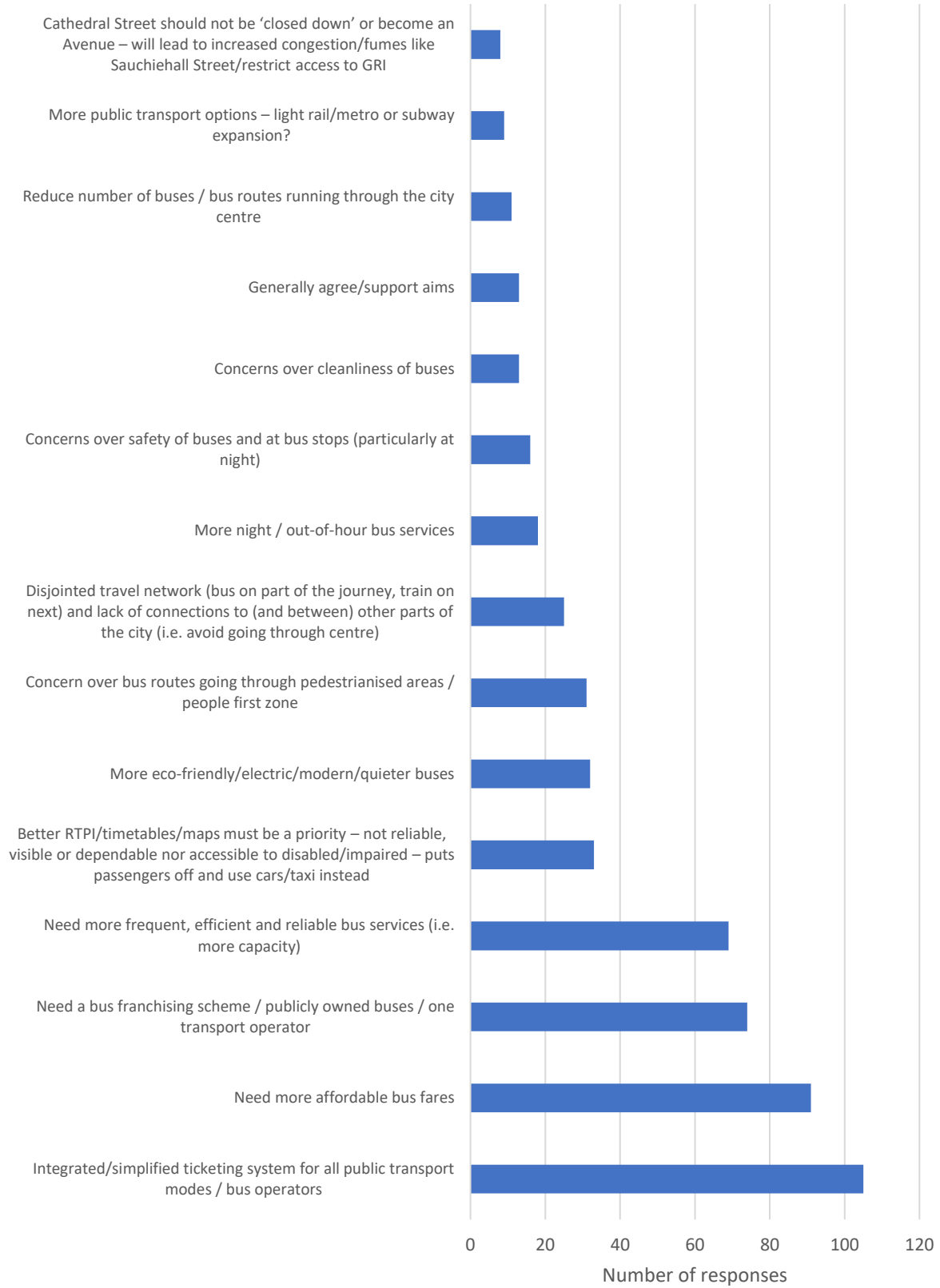
The number of comments received on the Priority Actions under Theme 4 totalled **392**.

An iterative process was undertaken to thematically categorise all the responses, with 15 categories emerging.

The category with the most comments attributed to it was ***integrated/simplified ticketing system for all public transport modes/bus operators***, receiving 105 comments, approximately 27% of the total comments.





This and the other 'top' categories of comments are shown in the bar chart below.

Top Categories - Theme 4: BUS Glasgow



2.5.9 Theme 5: TRAIN/SUBWAY/METRO Glasgow – a further breakdown and detailing of responses

The below table shows in greater detail the response to the question regarding the overall approach of Theme 5, and which has almost 97% of respondents agreed / strongly agreed with:






18. Theme 5: TRAIN/SUBWAY/METRO Glasgow "Our aim is that our trains, subway and metro will offer a fully integrated mass transit system servicing the city centre" Do you agree or disagree with the aim of this theme?			Response Percent	Response Total
1	Strongly Agree		82%	594
2	Slightly Agree		14%	100
3	Slightly Disagree		1%	9
4	Strongly Disagree		3%	18

The following table lists out the Priority Actions proposed under Theme 5 and their respective support or otherwise.

19. A number of Priority Actions are proposed as part of this theme, which looks to improve public transport in Glasgow City Centre:

- Promote the development of the Clyde Metro in accordance with the Strategic Transport Projects Review
- Promoting opportunity for integrated ticketing for all mass transit systems supporting people’s ability to interchange easily between transport modes.
- Upgrades to High Street Station to allow access for mobility impaired, a gateway to the city centre.
- Developing Mobility Hubs aligned with transport hubs to encourage interchange, tying into the strategy’s accessibility proposals.

Do you agree or disagree with the Priority Actions under this theme?

			Response Percent	Response Total
1	Strongly Agree		75%	543
2	Slightly Agree		17%	121
3	Neither agree or disagree		4%	28
4	Slightly Disagree		1%	9
5	Strongly Disagree		3%	20

2.5.10 Results for the Theme 5 open question:

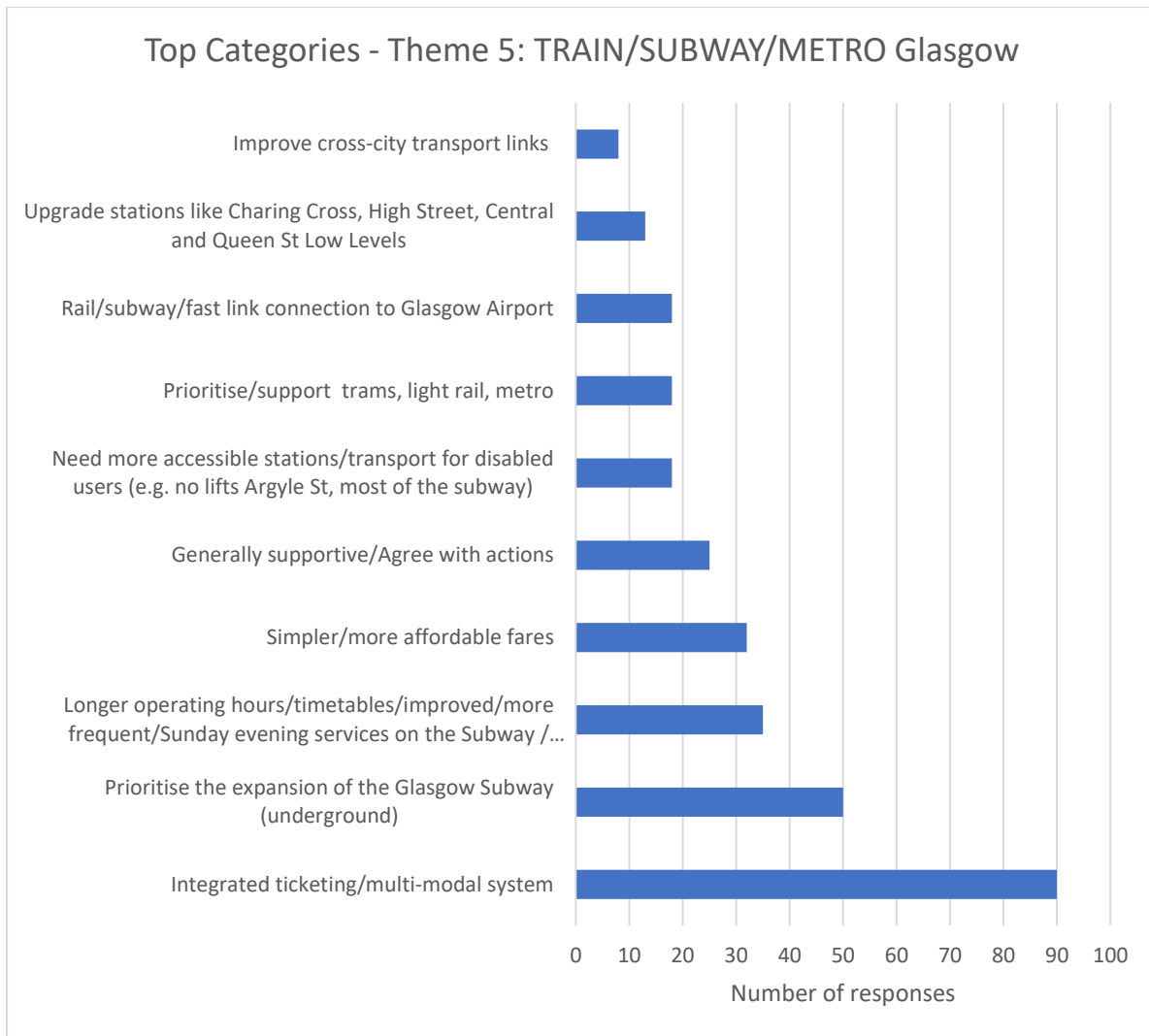
The open question within the Survey asked whether respondents had any comments to make on the Priority Actions under Theme 5: TRAIN/SUBWAY/METRO Glasgow.

The number of comments received on the Priority Actions under Theme 5 totalled **311**.

An iterative process was undertaken to thematically categorise all the responses, with 10 categories emerging.

The category with the most comments attributed to it was ***integrated ticketing/multi-modal system***, receiving 90 comments, approximately 29% of the total comments.





This and the other 'top' categories of comments are shown in the bar chart below.



2.5.11 Theme 6: STREETS for Glasgow – a further breakdown and detailing of responses

The below table shows in greater detail the response to the question regarding the overall approach of Theme 6, and which has almost 84% of respondents agreed / strongly agreed with:

21. Theme 6: STREETS for Glasgow "Our aim is to create streets that meet the needs of people and ensure that the city centre offers strong connections and safe quality accessibility" Do you agree or disagree with the aim of this theme?






			Response Percent	Response Total
1	Strongly Agree		79%	572
2	Slightly Agree		15%	105
3	Slightly Disagree		2%	12
4	Strongly Disagree		4%	32

The following table lists out the Priority Actions proposed under Theme 6 and their respective support or otherwise.

22. A number of Priority Actions are proposed as part of this theme, which looks to reprioritise existing road space in Glasgow City Centre:

- A ‘people first’ City Centre core created around quality streets Glasgow’s distinctive civic quality.
- Street and public space improvements for residential amenity
- Adapting signalised crossing to offer greater priority to people over vehicles.
- A network of ‘avenues’ and quality street environments that give priority to people walking, cycling and wheeling.
- Reduce non-essential through traffic
- Not replacing temporary car parking lost to development schemes within the city centre;
- Making the most efficient use of kerbside and off-street car parks, on a 24 hour basis;
- Offer more dynamic and smarter car parking within the city;
- Work with taxi operators to optimise taxi services as part of the public transport network and move to a 100% zero tail-pipe emission taxi fleet as quickly as possible.
- Improved water access to River Clyde and investigate future provision for zero emission water taxis
- Create stronger connecting links to St Enoch & Buchanan Gallery to improve connectivity and permeability
- Activity Zones including ‘play streets’ and improved seating, lighting, street gyms in re-purposed road space
- Improve wider city connections with improvements to lanes, bridges and underpasses.

Do you agree or disagree with the Priority Actions under this theme?

			Response Percent	Response Total
1	Strongly Agree		69%	496
2	Slightly Agree		17%	119
3	Neither agree or disagree		3%	25
4	Slightly Disagree		3%	24
5	Strongly Disagree		8%	57

2.5.12 Results for the Theme 6 open question:

The open question within the Survey asked whether respondents had any comments to make on the Priority Actions under Theme 6:

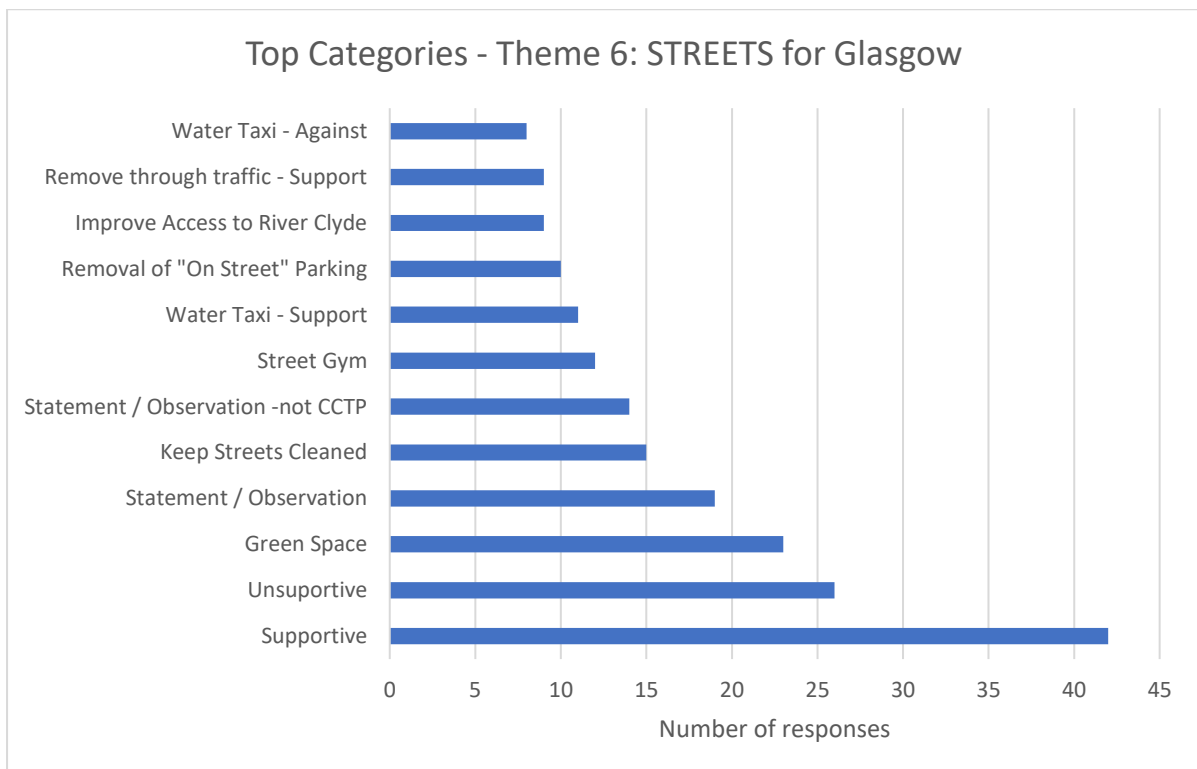
STREETS of Glasgow.

The number of comments received on the Priority Actions under Theme 6 totalled **310**.

An iterative process was undertaken to thematically categorise all the responses, with 12 categories emerging.





The category with the most comments attributed to it was ***supportive (of the actions)***, receiving 42 comments, approximately 14% of the total comments.

This and the other 'top' categories of comments are shown in the bar chart below.



2.5.13 Theme 7: SERVICING of Glasgow – a further breakdown and detailing of responses

The below table shows in greater detail the response to the question regarding the overall approach of Theme 7, and which has almost 96% of respondents agreed / strongly agreed with:






24. Theme 7: SERVICING of Glasgow "Our Aim is that goods are moved efficiently and sustainably within the city centre" Do you agree or disagree with the aim of this theme?			Response Percent	Response Total
1	Strongly Agree		73%	528
2	Slightly Agree		23%	164
3	Slightly Disagree		1%	10
4	Strongly Disagree		3%	19

The following table lists out the Priority Actions proposed under Theme 7 and their respective support or otherwise.

25. A number of Priority Actions are proposed as part of this theme, which looks to support servicing vehicles for deliveries, trade and waste management while at the same time aiming to reduce vehicular traffic in Glasgow City Centre:

- Enhance sustainable delivery practice within the city centre;
- Streamline deliveries and collections;
- Optimising use of space to allow for servicing and delivery needs;
- Deliver goods at appropriate times that are the least disruptive to residents and businesses;
- Support delivery of goods with lower polluting vehicles;
- Minimise the number of HGV movements in the city centre and ensuring the scale of vehicle is appropriate to the scale of delivery
- Work with operators to develop freight and servicing consolidation options served by zero tail pipe emission vehicles (cargo bikes / electric vans / hydrogen powered HGV's / last-mile sustainable delivery etc)
- Work with businesses to develop a 'zonal plan' to define appropriate dedicated loading areas including City Centre lanes to reduce pavement parking and carriageway blocking.
- Explore options for expanded use of secure lockers for deliveries of small parcels to city centre residents / businesses.
- Work with the UK and Scottish Government to explore ways to bring greater influence over vans and lights goods vehicles, akin to heavy goods vehicles, recognising the increasing contribution of vans and lights goods vehicles to traffic volumes and related emissions.
- Developing freight service hubs at 2-3 sites subject to feasibility – West of the M8 / East of the Merchant City and North of the city within the Cowcaddens area.
- Promote initiatives to reduce small goods freight van deliveries and encourage 'last mile delivery' by cargo bikes or similar
- Explore opportunities to develop intelligent freight systems using SMART/digital freight servicing.
- Promote 'last mile' delivery opportunities for enterprise including cargo cycle hire schemes and associated provision in freight and mobility hubs.

Do you agree or disagree with the Priority Actions under this theme?

			Response Percent	Response Total
1	Strongly Agree		63%	452
2	Slightly Agree		20%	144
3	Neither agree or disagree		10%	71
4	Slightly Disagree		2%	16
5	Strongly Disagree		5%	38

2.5.14 Results for the Theme 7 open question:

The open question within the Survey asked whether respondents had any comments to make on the Priority Actions under Theme 7:

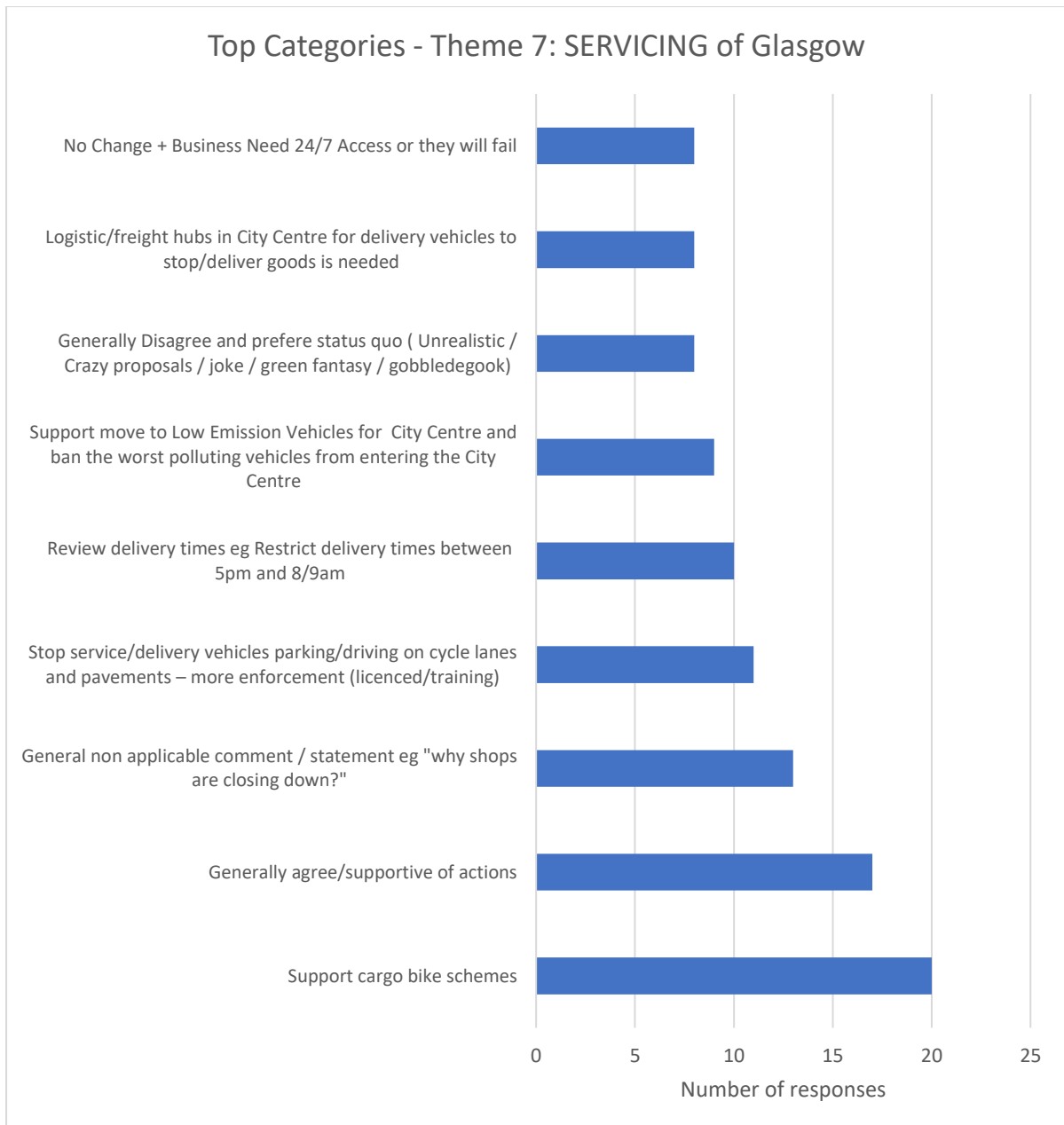
SERVICING for Glasgow.

The number of comments received on the Priority Actions under Theme 7 totalled **188**.

An iterative process was undertaken to thematically categorise all the responses, with nine categories emerging.

The category with the most comments attributed to it was ***support cargo bike schemes***, receiving 20 comments, approximately 11% of the total comments.





This and the other 'top' categories of comments are shown in the bar chart below.



2.5.15 Theme 8: GREENER Glasgow – a further breakdown and detailing of responses






The below table shows in greater detail the response to the question regarding the overall approach of Theme 8, and which has almost 92% of respondents agreed / strongly agreed with:

27. Theme 8: GREENER Glasgow "Our aim is that the city centre is cleaner, greener and less congested and offers an enhanced experience to users " Do you agree or disagree with the aim of this theme?

			Response Percent	Response Total
1	Strongly Agree		81%	585
2	Slightly Agree		11%	78
3	Slightly Disagree		2%	17
4	Strongly Disagree		6%	41

The following table lists out the Priority Actions proposed under Theme 1 and their respective support or otherwise.

28. A number of Priority Actions are proposed as part of this theme, which looks to increase quality civic space and deliver high-quality placemaking in Glasgow City Centre:• A ‘people first’ City Centre core created around quality streets Glasgow’s distinctive civic quality. • Repurposing car parking spaces into space for active travel, public realm and green/park space. • Prioritise measures to improve air quality in the city centre. • Explore with wider partners opportunity for local power generation within the city centre. • Support Low Emission Zone priorities through modal shift, traffic reductions, transition to zero tail pipe emission and street infrastructure. • Prioritising use of space in the city in favour of modes that use space more efficiently (e.g. active travel and public transport) • Discouraging private car use and managing deliveries and servicing more effectively • Ensuring appropriate charging infrastructure for ultra-low emission vehicles • Reducing terminating bus services on city centre streets, encouraging through journeys and limited on street layovers • Activity Zones including ‘play streets’ and improved seating, lighting, street gyms in re-purposed road space • Incorporate climate change adaptation measures (rain gardens/porous streets/etc) into urban spaces • Street and public space improvements for residential amenity • A network of ‘avenues’ and quality street environments that give priority to people walking wheeling or cycling • A new Clyde Waterfront greenspace connecting the whole of the City Centre Waterfront accessible along both north and south banks. Do you agree or disagree with the Priority Actions under this theme?

			Response Percent	Response Total
1	Strongly Agree		70%	502
2	Slightly Agree		12%	87
3	Neither agree or disagree		5%	36
4	Slightly Disagree		5%	34
5	Strongly Disagree		8%	62

2.5.16 Results for the Theme 8 open question:

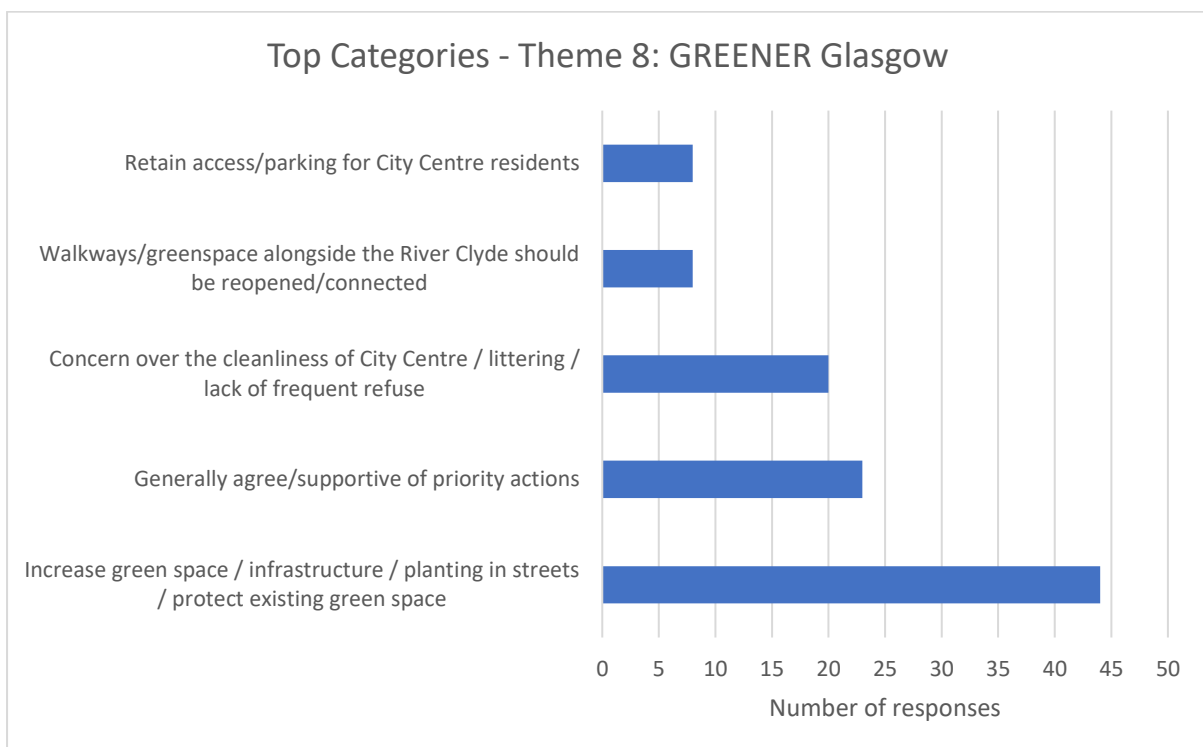
The open question within the Survey asked whether respondents had any comments to make on the Priority Actions under Theme 8: GREENER Glasgow.

The number of comments received on the Priority Actions under Theme 8 totalled **291**.

An iterative process was undertaken to thematically categorise all the responses, with five categories emerging.





The category with the most comments attributed to it was ***increase green space / infrastructure / planting in streets / protecting existing green space***, receiving 44 comments, approximately 15% of the total comments.

This and the other 'top' categories of comments are shown in the bar chart below.






2.5.17 CCTP Key Aims – a further breakdown and detailing of responses

The below table shows in greater detail the response to the question regarding the Key Aims of the CCTP, and which has almost 85% of respondents agreed / strongly agreed with:

1. Please indicate whether you agree or disagree that the key aims that the CCTP is looking to achieve are the right ones.			Response Percent	Response Total
1	Strongly Agree		64%	465
2	Slightly Agree		20%	145
3	Slightly Disagree		6%	41
4	Strongly Disagree		10%	70

The following table lists out the findings of the question which asked whether people thought the Key Aims of the CCTP are realistic and achievable. Nearly two thirds of respondents agreed while approximately 22% felt they were not realistic and achievable. Just under 15% of respondents were not sure.

2. Do you think the key aims are realistic and achievable?

			Response Percent	Response Total
1	Yes		63%	457
2	No		22%	157
3	Not sure		15%	107

2.5.18 Results for the Key Aims open question:

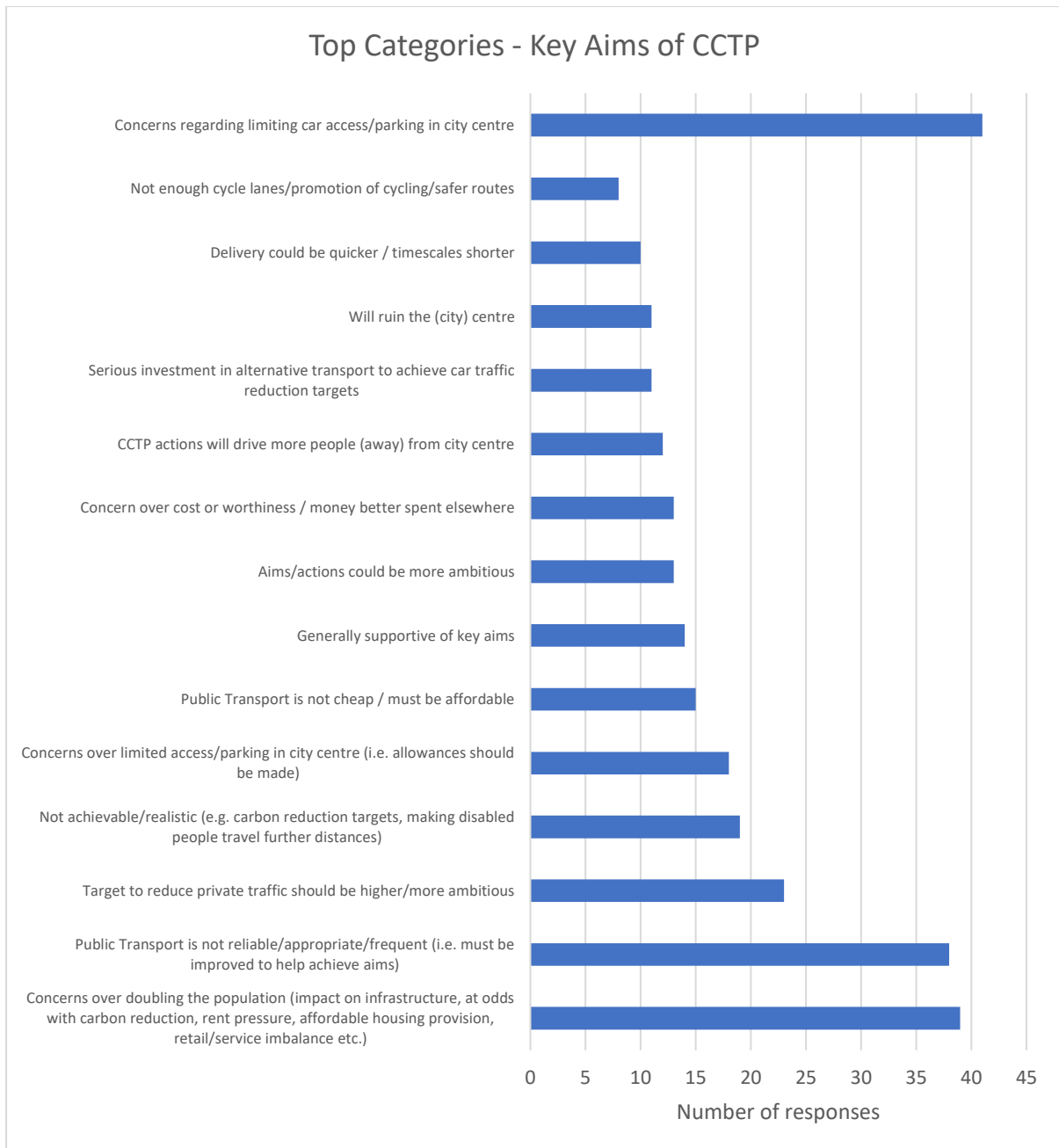
The open question within the Survey asked whether respondents had any comments to make on the Key Aims of the CCTP.

The number of comments received on the Key Aims of the CCTP totalled **268**.

An iterative process was undertaken to thematically categorise all the responses, with 15 categories emerging.

The category with the most comments attributed to it was ***concerns regarding limiting car access/parking in city centre***, receiving 41 comments, approximately 15% of the total comments.





This and the other 'top' categories of comments are shown in the bar chart below.



2.5.19 CCTP Four Strategic Planning Objectives – a further breakdown and detailing of responses

The below table shows in greater detail the response to the question regarding the Transport Planning Objectives of the CCTP which shows approximately 87% of respondents agreed / strongly agreed with:

4. Please indicate whether you agree or disagree that the core strategic planning objectives of the CCTP are the right ones.

			Response Percent	Response Total
1	Strongly Agree		71%	510
2	Slightly Agree		17%	121
3	Slightly Disagree		4%	31
4	Strongly Disagree		8%	59

2.5.20 Results for the CCTP Four Strategic Planning Objectives open question:

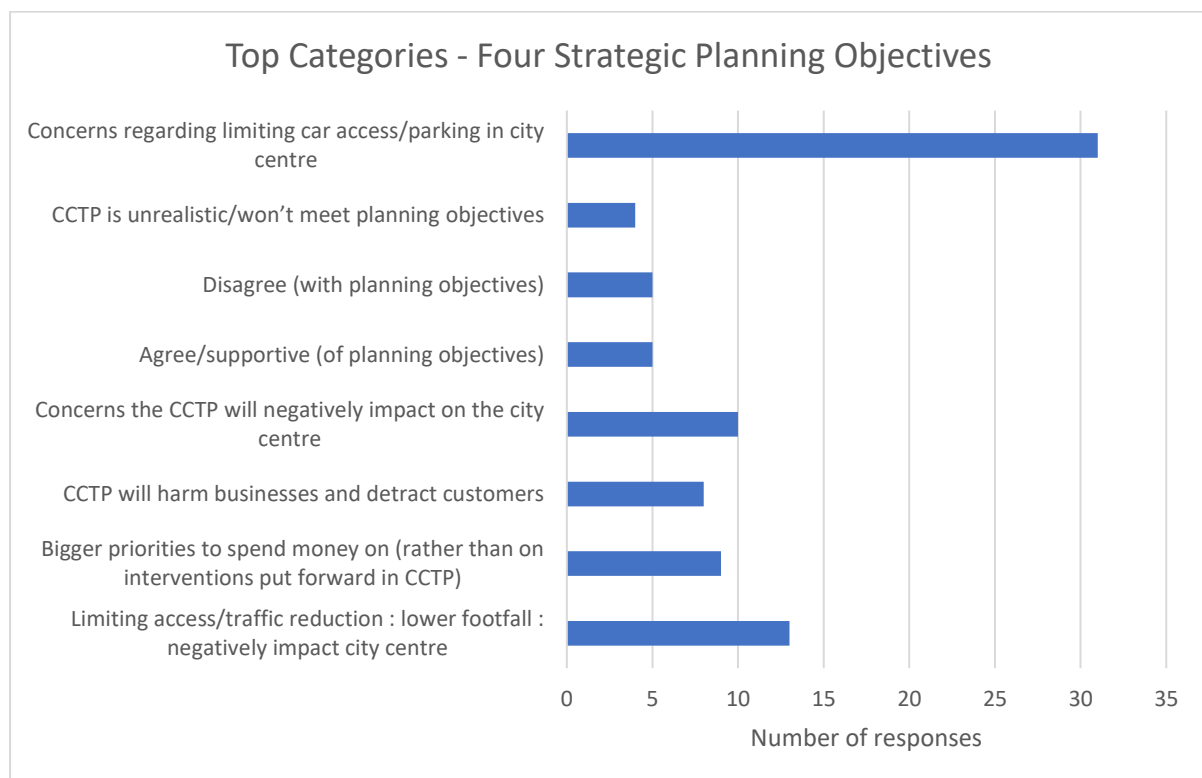
The open question within the Survey asked whether respondents had any comments to make on the Four Strategic Planning Objectives of the CCTP.

The number of comments received on the Four Strategic Planning Objectives totalled **90**.

An iterative process was undertaken to thematically categorise all the responses, with nine categories emerging.

The category with the most comments attributed to it was ***concerns regarding limiting access/parking in the city centre***, receiving 31 comments, approximately 34% of the total comments.

This and the other 'top' categories of comments are shown in the bar chart below.



2.5.21 Results for the General Comments on the CCTP open question:

The final open question within the Survey asked whether respondents had any general comments to make on the draft CCTP.

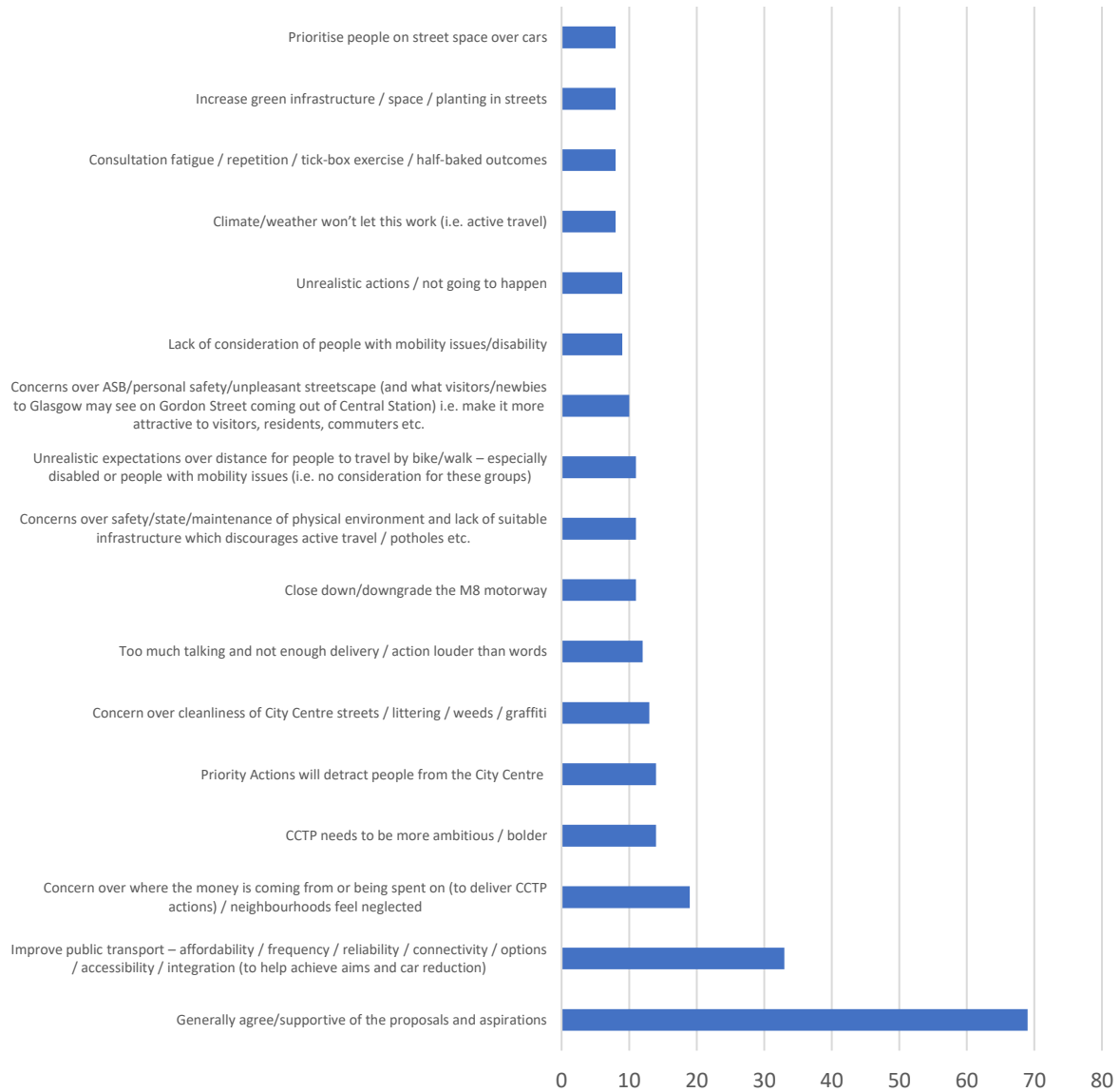
The number of comments received on the Four Strategic Planning Objectives totalled **306**.

An iterative process was undertaken to thematically categorise all the responses, with 17 categories emerging.

The category with the most comments attributed to it was ***generally agree/supportive of the proposals and aspirations***, receiving 69 comments, approximately 23% of the total comments.

This and the other 'top' categories of comments are shown in the bar chart below.

Top Categories - General comments on draft CCTP



3. Consultation engagement / Workshop sessions

3.1 Public Drop-in Session

A public drop-in session was held at the University of Strathclyde Technology and Innovation Centre on Thursday 18th August 2022. The exhibition was open from 1pm until 7pm and was open to all members of the general public. 70 people attended the event on the day.



In-person workshop hosted by the University of Strathclyde Technology and Innovation Centre

Events format: Members of the CCTP team attended to answer any questions attendees had about the plans, which were displayed on a number of A1 boards.



3.1.1 Findings from the CCTP public drop-in session

The key findings from members of the public who attended the CCTP public drop-in session were as follows:

1. Townhead

- There should be a cycle route linking Townhead to Stirling Rd – plan to be amended
- Review the path which runs alongside Townhead Village Hall
- Improve north south connections through Townhead
- Buses sitting idling in Townhead area is currently a problem and developing a hub in the area may exacerbate it
- The PFZ will generate an increase in vehicles rat-running through Townhead
- The PFZ will generate an increase in vehicles parking in the Townhead area

2. Parking – consider resident Multi Storey Car Park permits

3. Review Electric Vehicle (EV) charging policy – clarify and consider a limit of time on EV chargers

4. Cycling

- Improve cycle connections off the river
- There is a need to segregate pedestrians and cyclists on Argyle Street and Buchanan Street (and in pedestrianised areas in general)

5. Streets

- Consider multi storey car park permits for residents
- Reduce Speed on M8 to 40mph (to reduce noise)
- Public facilities – more manned, accessible and maintained public toilets especially at George Square
- Kerbs are useful 'safe boundary markers' when teaching young children not to walk/run off the pavement into traffic, so care is needed when considering shared spaces, 'continuous pavements', drop-kerbs etc
- Improve the condition of the pavements,
- M8 is a barrier to walking to/from the city centre

6. Public Transport

- Step-free access for all public transport
- Glasgow needs a bus service which is single operator with reliable real time information and a flat fare
- Issues with real time information at stops need to be investigated by Strathclyde Partnership for Transport (SPT)
- Bus frequency to Duke Street has reduced significantly
- Bus services should be under control of Glasgow City Council or nationalised

7. People First Zone

- Consider limiting taxi access to the People First Zone and ensure the zone is not used as a through route (taxis can only enter and leave, not pass through the zone)
- Consider physical measures to limit access to the zone which only buses emergency vehicles can travel over

3.2 Series of Workshops / Meetings

A series of Workshops and meetings was held with key stakeholders during the seven-week public consultation period:

- Accessibility Workshop
- Glasgow Accessible and Inclusive Design Forum – Meeting
- Glasgow Business Resilience Council – Meeting
- Open Forum / All-topic discussion Workshop
- Public Transport Workshop

The main findings from each Workshop and meeting were as follows:

1. Accessibility Workshop

- Ambitious plan
- Would like to see increased secure cycle parking provision for businesses with limited on-site provision (for both customers and staff)
- Cycle parking provision needs to consider changing requirements for adaptive, family, cargo etc bikes
- Need to recognise that the main transport hubs in the city centre require access for those who may have more complex requirements (e.g. luggage, children, mobility issues etc)

- Need to recognise the partnerships required to deliver the strategy
- Connections, including sign posting between Central, Queen Street and Buchanan Street could be improved
- Connections and emphasis on the River Clyde to reflect European cities relationship with rivers
- Delivery can be accelerated by focusing on softer measures including removing temporary barriers to walking (eg A boards, road works etc)
- Consider reviewing the cycle routes and in particular the connections to the Clyde from the city centre
- Similar approach to Spaces for People could be adopted with semi-permanent approaches on the ground to speed up delivery and evolve to the best solution
- Acknowledge that prioritising walking and cycling could impact on bus journey times

2. Glasgow Accessible and Inclusive Design Forum – Meeting

- Consultation arrangements:
 - The focus on online consultation excludes many people. GDA research during the pandemic showed that 60% of people in Glasgow face digital exclusion.
 - Membership organisations, such as those represented on the Forum, require time to respond to consultations in order to meaningfully seek views of their members.
 - Inconsistent language in the document relating people first / pedestrian first, and confusion about the 'People First' tag

because it is also the name of a national disabled people's learning organisation.

- The content of the plan:
 - Concerns about the loss of disabled parking spaces, especially George Square, which many disabled people are reliant on to access the city centre.
 - More joined-up thinking required about how different projects connect on the ground (for example, Queen Street station redevelopment and changes to adjacent streets).
 - There are conflicts between different aspirations in the Plan, which should be noted in the Plan. For example, there is already tension between the 'café culture' aspiration and the 'accessibility' aspiration, as can be seen on West George Street (It was noted by Council officers that a Street Café Strategy is being prepared.)
 - "Agree/disagree" choice of responses in the consultation survey is too simplistic: it is possible to agree with some of the aims and actions but disagree with others.
 - Future maintenance and enforcement are very important to ensure improvements to accessibility are maintained into the future.

- Proposed accessibility audit:
 - This should also include elements like access to disabled parking, surfaces, maintenance plans, enforcement arrangements, utility boxes, street furniture, toilets, lighting, seats and resting places, signage, poles, dropped kerbs, crossings, planting, outdoor business equipment such as

café seats and signboards, contractors' signage and works, access to buildings, and variation with the seasons, weather and time of day.

- The audit should be undertaken “with” disabled people, not “for” disabled people. The Forum has a number of experienced groups and individuals who could assist, and its members have been involved in previous audits (such as Avenues walkabout) whose information should inform this audit.
- The audit should be a live, dynamic database rather than a snapshot that becomes outdated.
- There are certain areas of the city centre which are particularly poor for disabled people, such as Howard Street / Jamaica Street / Oswald Street.

3. Glasgow Business Resilience Council – Meeting

- Can the PFZ be extended to include the Learning Quarter
- Quality of bike parking is an issue, could multi-storey bike parking be considered or re-appropriation of empty retail space like in Rotterdam
- Welcome idea of Cathedral Street being public transport/active travel. Only big issue is removing express buses running through it
- Potentially not radical/ambitious enough
- Are the resources and funding available to deliver the projects identified (Avenues delivery referenced)
- The plan needs bolder, exciting proposals – citywide parking, transformed George Sq, walkable neighbourhoods

4. Open Forum / All-topic discussion Workshop

- Lessons to be learnt from Sauchiehall Street including regarding taxis
- The plan needs to be inclusive and consider how young people and minority communities travel and see the city. More engagement with young people required.
- The CCTP does not include references to the Learning Quarter
- CCTP should highlight projects going on in the city including the universities and college People First Infrastructure and Heart of the Campus projects and consider some of the proposals including around John Street and Martha Street (pedestrianisation)
- Local communities need to be consulted on plans including the Townhead and Ladywell communities
- Can visualisations of cycling include cyclists in normal clothes to promote it as an accessible mode.
- Reconsider the eight project catalysts to recognise the challenges being faced following COVID, the importance of the Learning Quarter and young people within the city centre.
- Closer collaboration with further and higher education can accelerate delivery.
- There's a need for more pedestrian connections between Miller Street and the river/waterfront
- Need to recognise the impact PFZ may have on visitors staying in Glasgow with cars

5. Public Transport Workshop

- Will lessons be learnt from the impact on disabled people at Sauchiehall Street?
- Affordability of public transport needs to be considered as does the full integration of transport modes and ticketing
- Community transport needs to be recognised as providing public transport and not viewed as a car (E.g. continue to have access to bus gates, lanes and PFZ)
- Clarify how bus services will be reviewed to create efficiencies
- Bus operators open minded regarding any required service changes although service levels and resource requirements will need to be considered
- Enforcement needs to be part of the delivery plan

4. Feedback as part of Consultation engagement

4.1 Direct Responses

In addition to the questionnaire which is the main form of consultation a number of written responses were received via the connecting communities email address. Responses were received from members of the public, organisations and businesses.

Members of the Public

A total of 11 responses were received from members of the public and these are summarised below

Respondee 1 - Supportive

Respondee 2 - Concern over dwindling footfall in City Centre affecting businesses if City Centre becomes more inaccessible for cars. Also raised concerns over littering and anti-social behaviour

Respondee 3 – Support for Walking & Cycling measures

Respondee 4 – Remove Cyclists from Buchanan St

Respondee 5 – A memorial to Covid Deaths in George Sq

Respondee 6 – Clarification (Supportive)

Respondee 7 – Supportive

Respondee 8 – River taxis and reutilise the river

Respondee 9 – Speeding on Ingram St

Respondee 10 – Ensure that all signage is bilingual (Gaelic and English) when it is introduced, upgraded or replaced.

Respondee 11 – Replace the M8 and prioritise more space for people

***Note** – individual names removed for GDPR purposes

Business Organisations

A total of 5 responses were received regarding developments and how they would be impacted by the CCTP proposals. The respondents and key points raised were as follows:

Carrick Properties – Tontine Building supportive of the broad aims of the CCTP and raised key points as follows:

- Ambitious plans to create a truly mixed use offer at Tontine Building, which will include reimaging Tontine Lane and improving access from all three lane entrances (Trongate, High Street, and Bell Street). The central courtyard could be multifaceted including both permanent and pop-up food halls. This very much is aligned to GCC's aspirations for an evening and night economy and opening up Glasgow's historic lanes for permeability and uses. There is also a unique opportunity for the GCC and the CCTP to work collaboratively on ensuring that it not only compliments their vision, but ensures it is complimentary in terms of delivery. For example, could the CCTP project extend into these three key focal point entrances and the lane itself?
- We would ask that the CCTP / Avenues project, includes Bell Street given it is a key pedestrian and cycle route. It will also ensure that the permeability and commercial offer at Tontine Building by opening up the lane and entrance would be maximised with a truly 'people first' approach. This is given added weight when it is considered that the proposed pedestrian bridge at High Street Station linking Bell Street to Duke Street, will be accessed at Bell Street close to Parsonage Square. The quality of the public

realm must reflect this aspiration and extending the Avenues project to Bell Street will maximise this unique opportunity.

- We would ask that GCC works in collaboration with Carrick Properties on how positioning on infrastructure etc. can integrate with the Tontine Building and surrounding environment given its prominence and level of footfall.
- We trust there is to be no bus stopover locations or bus hub areas close to Tontine Building that will lead to idling.
- We note there is a potential bus gate from 7am to 7pm on Trongate, close to Glasgow Cross. We would be keen to understand how this will operate in practice.
- The potential introduction of trees and rain gardens are welcomed to support the aspirations of the CCTP. Whilst it is appreciated that site conditions will dictate the amount and location of 'green/blue infrastructure' that can be implemented through the Avenues / CCTP, every effort is being made to maximise the amount.
- Will street furniture, outdoor seating areas for food and drink offers be part of the final public realm offer at Glasgow Cross? Trusting so, Carrick Properties would be keen to have dialogue with GCC on this matter to maximise this potential.
- At the time of writing we are not aware if Carrick Properties' proposals will require a Section 75 financial contribution. Whilst we hope this is not the case, if for any reason it is we would ask that all monies are spent by GCC within the immediate vicinity and Tontine Building itself given strategic importance and significant regeneration benefits.
- The drive for footfall and improved public realm is welcomed by Carrick Properties and they wholeheartedly support the CCTP / Avenues project in this regard. However, for this potential to be

realised we would ask that public realm works pay cognisance of the strategic position of Tontine Building and be extended to include its entrances, lane, and Bell Street. We would welcome early dialogue on this, share our vision statement, and work collaboratively to ensure the opportunity is enhanced rather than detracted through the CCTP process.

Get Living Group - support the overarching aims to double the City Centre's population, reducing traffic dominance, and the creation of a network of high quality public spaces.

The Key points raised were as follows:

- To achieve these ambitions, delivery of the new pedestrian cycle bridge at High Street Station is fundamentally important. It will be a game changer regards connectivity and Get Living has fundamentally shaped their development, in dialogue with GCC Planning Authority, to create this north to south route. They have allocated a significant amount of land to ensure that the access and landing zone is maximised and complimented. The Get Living proposals would have been materially different had it been designed without the bridge element. We trust it will be delivered and timeously.
- The proposed development will be accessed from High Street and Bell Street and there is a unique opportunity to further maximise the opportunities presented by the Avenues project and have both access routes reimagined as key arrival points and areas of connection enhancement given they will be open to public and not gated.
- The subject site is designated as a north to south 'Green Web', linking to the proposed bridge and Collegelands and beyond. We

welcome this opportunity and indeed the whole masterplan has been aligned to encouraging footfall. There is however a unique opportunity to have all associated Section 75 financial contributions from planning application 21/03795/FUL allocated to delivering this GCC vision.

- Without further detail, the allocation of the subject site as a potential 'Freight Services Hub' provides grave concern and a blight over the delivery of the scheme. The proposed development will act as a significant regeneration opportunity with increased population stemming from 1,500 units, and at no time during the planning process over the past 5 years has this potential hub been raised by Council officials. We trust any feasibility exercise will pay cognisance to this fact and the location of
- Request Further dialogue to taken place on how the Council and Developer can work together to achieve the strategic objectives and greater collaboration as schemes develop

Marks & Spencer – made several observations on the CCTP:

- The M&S store on Argyle Street has been an integral anchor on the retail 'Golden Z' for decades, and even in difficult trading conditions post COVID, the store continues to be a key footfall generator. Any GCC interventions that improve the environment are to be welcomed. However, it has to be recognised that M&S is the key anchor in this locality / Argyle Street. There are a number of vacancies, including directly opposite, and many occupiers on short lease tenancies, and M&S needs to be ensured the trading environment of the anchor tenant is not hindered to any degree by the CCTP or Avenues project.

- **Support** the overarching aims to double the City Centre's population, reducing traffic dominance, and the creation of a network of high quality public spaces. M&S looks forward to playing a positive part in this change.
- To achieve these ambitions, delivery of the Avenues project is fundamentally important, if done with people and businesses interests front and centre, it can be a game changer regards regeneration. However, from first review of the draft proposals there is a need for further engagement and thought given the cumulative impact of infrastructure directly outside the primary frontage of the store. There are a number of points noted within this representation that we would kindly request further clarification.
- Welcome the opportunity to reimagine Argyle Street and its junctions as key arrival points. We would be keen to see this opportunity maximised, in particular given the changing character of the locale with the development of King Street Car Park, St Enoch Centre, Candleriggs Quarter, and Custom House Quay in the coming years.
- Request Further dialogue to taken place on how the Council and Developer can work together to achieve the strategic objectives and greater collaboration as schemes develop

Vengada Estates –

- Generally support the overarching aims to double the City Centre's population, reducing traffic dominance, and the creation of a network of high quality public spaces.

- Welcome the clear commitment within the CCTP to rebalance road space, to prioritise walking, cycling and public transport modes, and to create more 'Liveable Streets' with reduced traffic levels, wider pavements and reduced street clutter.
- The South-East Bus Hub cannot be co-located on the King Street Car Park site or on its boundary such as Osborne Street. This is in direct conflict with the proposed development, its amenity, and could not be accommodated. We would therefore seek removal of this option, which would jeopardise the proposed development and its delivery.
- Support the provision of a South-East Bus Hub on the west side of Stockwell Street, within the St Enoch Centre Site, as this has been a long established GCC position, or at another location.
- Consideration is given to removing the existing bus stances on Osborne Street, and relocating them within the new Bus Hub.
- Failing this, we would support the rationalisation of stops on Osborne Street, and an upgrade to bus stop facilities as part of the wider public realm works.
- The Avenues project on Stockwell Street is welcomed and provides the opportunity for the project to create a people first approach, with distinctive pedestrian / cycle gateway into the King Street Car Park development at the Stockwell Street / Stockwell Place junction. However, to maximise the placemaking qualities we would ask that the proposed Avenue improvement works extend across King Street Car Park. We would be keen work with GCC on this regard to create a complimentary approach.

- There is a unique opportunity to have all Section 75 financial contributions from any related AMSC planning applications (to Planning Consent 21/01565/PPP) allocated immediately within the application site and immediate surrounding streets to delivering the CCTP vision.
- Bridgegate, King Street and Osborne Street are identified as 'pedestrian priority avenues' within the CCTP, where active travel will be promoted. We welcome this and would request that consideration is given to creating distinctive crossing features at the five 'Gateway Square' entrances to the development.
- Consideration be given as to whether a segregated cycle route could be created on Osborne Street, to allow cyclists on King Street a direct route to the proposed Active Travel Hub near the Enoch Centre
- Welcome the opportunity to work with the CCTP team as the strategy develops, to ensure that the King Street consented development and CCTP proposals are integrated and mutually beneficial.
- Request Further dialogue to taken place on how the Council and Developer can work together to achieve the strategic objectives and greater collaboration as schemes develop”

Dawn Developments – support the overarching aims to double the City Centre’s population, reducing traffic dominance, and the creation of a network of high quality public spaces.

The Key points raised were as follows:

- To achieve these ambitions, delivery of the new pedestrian cycle bridge at High Street Station is welcomed. It will be a game

changer regards connectivity from the south to north. We trust it will be delivered and timeously.

- There is a unique opportunity to further maximise the opportunities presented by the Avenues project and have access routes reimagined as key arrival points and areas of connection enhanced. This is particularly important given that Collegelands is open to public and not gated.
- The southern length of Collegelands is designated as a north to south 'Green Web', linking to the proposed bridge. We welcome this opportunity and community space is being considered as key part of the final phase of the masterplan, and indeed the whole masterplan has been aligned to encouraging footfall. There is however a unique opportunity to have any potential associated Section 75 financial contributions allocated to delivering this GCC vision.
- Without further detail, the allocation of the subject site as a potential 'Freight Services Hub' provides concern. The proposed development is a significant regeneration opportunity with increased population. We trust any feasibility exercise will pay cognisance to this fact and the location of the hub revised as necessary.
- Request Further dialogue to taken place on how the Council and Developer can work together to achieve the strategic objectives and greater collaboration as schemes develop

Organisations

Written responses were received from 6 organisations as follows:

Glasgow Chamber of Commerce (GCOC) – recognises the key role of transport in economic recovery and success, however we are concerned about the unintended consequences and the cause and effect of policy development / policy outcomes that could hinder the city centre’s economic recovery. For example, GCOC would welcome evidence to understand the potential impact of car reduction targets on consumer spend in the city centre. In addition, the city’s net zero aspirations really need the investment in improving regional public transport to accelerate as outlined in the Connectivity Commission.

Historic Scotland – noted the contents and welcomed the emphasis on place-making. The historic environment is a key element of place. Successful place-making places understanding and recognition of the historic environment at the heart of decision making, and should seek to make the most of the benefits which the historic environment can offer.

Cycling Scotland – welcomed the greater emphasis on active travel, especially compared to the previous City Centre Transport Strategy which did not implement the sustainable hierarchy and had fewer ideas for road reallocation and our climate targets. In particular, welcome a separate section on cycling which mentions segregated cycling facilities, connectivity through the city by bike, enhanced cycle parking and e-bike provision and ensuring new developments provide facilities for cycle users. Related to this work are also the goals around air quality and support these plans and believe that the low emissions zone in particular gives the centre a chance to reduce the impact of air pollution on people’s health.

Key points raised by Cycling Scotland:

- **Support** more cycle parking and believe targets should be set
- **Not supportive** of reducing pedestrianised area on Argyle St.
There also needs to be a point about the safety of people cycling and while we welcome the point about M8,
- **Support** 20mph
- **Support** and encourage more work around last mile delivery
- **Support** focus on increasing and improving cycling facilities at key stations and the subway – this is a strategy used in the Netherlands to help people make their last mile active and integrating cycling into other modes of transport has the potential in a modal shift in favour of cycling.

Glasgow Centre for Population Health (GCPH) – Very supportive of the CCTP. Would like to see the introduction of a 20mph zone in the City Centre to improve perceived safety and encourage active travel. GCPH expressed desire to see a reduction in on-street parking, while maintaining and increasing disabled parking spaces where needed. GCPH requested more clarity on People First Zone – a definition would be useful to help explain what it means for the citizens of Glasgow. GCPH expressed an interest in the accessibility audit and requested that this be led by organisations with an understanding of the issues facing people when accessing the City Centre.

In terms of active travel, GCPH highlighted the need to prioritise walking and ensuring integration with bike hire and other public transport options. GCPH felt that priority should be given to more bike provision in the City Centre and the creation of cycle routes, especially segregated ones, with continuous link-up, especially to improve north-south routes.

In terms of public transport, GCPH commented about making services more attractive and affordable is key to shifting away from car use and even more important during the cost of living crisis. GCPH highlighted the need to link reliable, affordable, flexible bus travel to opportunities for work and maximising income and also for buses to accommodate a range of needs at one time – particularly prams and wheelchairs. Aim for electric/low-emission buses in order to tackle air pollution.

GCPH commented on priority actions associated with the servicing of Glasgow theme and highlighted the need for a system for bin storage/refuse collection that does not result in bins blocking civic spaces or interfere with active travel and public transport. GCPH questioned how the demand for deliveries would be managed sustainably in line with the aim of doubling the City Centre population. GCPH wanted to see more being done to tackle Glasgow's long-standing and pervasive litter problem.

Network Rail – Commented on accessibility around Stations and interested in the People First Zone and what impact it will have on Glasgow Central / Queen Street and as part of the strategy. Also queried about what improvements can be made for better drop off / pick-up points for Glasgow Central as well as wayfinding as passengers struggle to find Glasgow Central when they come into city centre and what plans the Council has for Gordon Street which can be like the wacky races at times. Welcomed the need to improve accessibility around the stations and provided some quick wins.

University of Strathclyde - Generally supportive of the proposals key points raised:

- Car usage in the city – is 30% enough?
- Alignment with other sustainability projects in the city should be a key theme
- People First Infrastructure – University is taking forward work on this project and would welcome its reference.
- HE and FE active travel –There is strong support from HE and FE institutions for improved transport so perhaps the Learning Quarters should also be a priority for catalyst zones. Active Travel Study.
- Learning Quarter should be referenced in the document

4.2 Political Groupings

The CCTP team issued a specific briefing to Councillors in Wards 5, 8, 9, 10, 11, 16 and 22. With a number of Councillors also taking the opportunity to attend the CCTP public drop-in session at the University of Strathclyde Technology and Innovation Centre on Thursday 18th August 2022.

4.3 Community Councils

Representatives of every Community Council situated within or next to Glasgow City Centre were issued with letters providing more information about the CCTP Public Consultation exercise and how they can submit their views. Copies of the draft CCTP document were provided as well. Community Councils were provided with a link that would take them to the online survey to submit their responses, along with an e-mail to connecting communities if they wished to submit their feedback that

way. All of the Community Councils were invited to attend the CCTP Public Drop-in Session on 18th August 2022.

Key feedback that received was the importance of low traffic liveable neighbourhoods and particularly for Garnethill, Townhead and Merchant City were highlighted during the consultation and their importance if we want to attract more people to live in the city centre. The development of the People Friendly Streets should also be taken forward using co-design principles

Appendix A: List of Stakeholders invited to attend Workshop sessions

Stakeholders invited to Workshop 1: ACCESSIBILITY

- Bike for Good
- Cycling Scotland
- Cycling Touring Club
- Cycling UK
- Glasgow Centre for Population Health
- Glasgow City Council – internal staff
- Go Bike
- Historic Environment Scotland
- Living Streets
- NHS Greater Glasgow and Clyde
- Paths for All
- Scotrail
- Strathclyde Partnership for Transport
- Sustrans
- Transform Scotland
- UNISON

Stakeholders invited to Workshop 2: PUBLIC TRANSPORT

- Bus Users
- Community Rail Network
- Community Transport Glasgow
- CoMoUK
- Confederation of Passenger Transport (CPT) Scotland
- Craig of Campbelltown
- First Bus
- Get Glasgow Moving
- Glasgow Airport

- Glasgow Bus Alliance
- Glasgow City Council – internal staff
- Glasgow Taxis
- McGills Buses
- National Express
- Network Rail
- NHS Greater Glasgow and Clyde
- Railfuture Scotland
- Scotrail
- Scottish Association for Public Transport
- Scottish Citylink
- Scottish Enterprise
- Stagecoach
- Strathclyde Partnership for Transport
- Stuarts of Carluke
- Transaid
- Transport Scotland
- UNISON
- West Coast Motors

Stakeholders invited to Workshop 3: ALL-TOPIC/OPEN DISCUSSION

- Amazon
- Asthma + Lung UK
- British Heart Foundation
- Buchanan Galleries Shopping Centre
- Chest Heart and Stroke Scotland
- City of Glasgow College
- City Parking

- Clyde Gateway
- Clydeplan
- Commission for Economic Growth
- Federation of Small Businesses Scotland
- Freight Transport Association
- Friends of the Earth
- Garnetbank Primary School
- GCV Greenspace Network
- Get Glasgow Moving
- Glasgow Caledonian University
- Glasgow Chamber of Commerce
- Glasgow City Council – internal staff
- Glasgow Council for the Voluntary Sector
- Glasgow Life
- Glasgow Taxis
- Green Action Trust
- Historic Environment Scotland
- HiyaCar
- Logistics UK
- National Car Parks
- Nature Scot
- NHS Greater Glasgow and Clyde
- Open University
- Police Scotland
- Q Park
- Road Haulage Association
- Royal College of Physicians and Surgeons of Glasgow
- Royal Conservatoire of Scotland

- Scottish Ambulance Service
- Scottish Enterprise
- Scottish Fire & Rescue Service
- ScottishPower
- St Aloysius College
- St Enoch Shopping Centre
- St Mungo's RC Primary School
- St Patrick's RC Primary School
- Strathclyde Partnership for Transport
- Transaid
- UNISON
- University of Glasgow
- University of Strathclyde
- UPS
- Wheatley Group

Appendix B: Summary of Consultation Hub Survey questions

GLASGOW CITY CENTRE TRANSFORMATION PLAN

Introduction

Glasgow City Council is delivering a City Centre Transformation Plan (CCTP) which will supersede the existing City Centre Transport Strategy 2014-2024. The CCTP will sit alongside sister strategies including the Glasgow Transport Strategy and Liveable Neighbourhoods Plan.

Glasgow City Centre Transformation Plan is an ambitious strategy to support change across the City Centre, building on Glasgow's special qualities of place to create a more successful, vibrant, people-focused and liveable core to Scotland's largest city and metropolitan area.

The CCTP has been informed by the findings of Glasgow's Public Conversation which took place in Autumn 2020 and stakeholder engagement in Autumn 2021. The purpose of the CCTP is to provide a clear framework for transport decision-making in Glasgow City Centre and make it a place where everyone can thrive. It is important therefore to seek the views of the general public and wider stakeholders before being finalised.

We would welcome your views on the CCTP in its current draft and encourage everyone to take part in this survey before the deadline, which is set for

noon on Monday 12 September 2022.

The survey will take approximately 10-15 minutes to complete.

All of the documents associated with the CCTP, including a reader-friendly version, can be found www.glasgow.gov.uk/city-centre-transformation-plan. You are encouraged to read the draft CCTP before undertaking this survey.

Glasgow City Council processes personal information in line with the General Data Protection Regulation (GDPR). For more information about this please visit www.glasgow.gov.uk/index.aspx?articleid=22793.

Aims and Objectives

The key aims of the CCTP are as follows:

- *Reallocate road space in Glasgow City Centre for active travel and green infrastructure;*
- *Deliver improved public transport and support/encourage a shift to more sustainable modes, particularly walking, cycling and public transport;*
- *Improve access for the mobility impaired;*
- *Achieve a 30-40% reduction in peak-hour private car traffic in Glasgow City Centre by 2030;*
- *Deliver improvements for servicing (e.g. goods, deliveries and waste collection) to improve the vitality of Glasgow City Centre;*
- *Support a doubling of Glasgow City Centre's population by 2035; and*
- *Support Glasgow's aim to be carbon neutral by 2030*

1. Please indicate whether you agree or disagree that the key aims that the CCTP is looking to achieve are the right ones. * (MANDATORY - PLEASE TICK ONE BOX ONLY)

- Strongly Agree
- Slightly Agree
- Slightly Disagree
- Strongly Disagree

2. Do you think the key aims are realistic and achievable? * (MANDATORY - PLEASE TICK ONE BOX ONLY)

- Yes
- No
- Not sure

3. Please provide comments if you disagree with any of the key aims:

The four core strategic planning objectives of the CCTP are as follows:

- Successful & Vibrant City Centre
- Carbon Neutral City
- Liveable People-focussed Urban Environments
- Accessible & Inclusive Place-making

4. Please indicate whether you agree or disagree that the core strategic planning objectives of the CCTP are the right ones. * (MANDATORY - PLEASE TICK ONE BOX ONLY)

- Strongly Agree – GO TO Q6
- Slightly Agree – GO TO Q6
- Slightly Disagree – GO TO Q5
- Strongly Disagree – GO TO Q5

5. Please provide comments if you disagree with any of the four strategic planning objectives: *

6. Theme 1: ACCESSIBLE Glasgow

"Our aim is that the city centre is a place where all users with limited or restricted mobility are able to enjoy safe and ready access"

Do you agree or disagree with the aim of this theme? * (MANDATORY - PLEASE TICK ONE BOX ONLY)

- Strongly Agree
- Slightly Agree
- Slightly Disagree
- Strongly Disagree

7. A number of Priority Actions are proposed as part of this theme, which looks to improve access for all in Glasgow City Centre:

- A more-inclusive environment that better meets resident and visitor needs and specifically secures access improvements for those with any form of mobility impairment.
- Create a 'People First' city centre retaining access for the mobility impaired (car/other vehicles)
- Undertake an accessibility audit of the city centre to capture issues
- Improve junctions / street crossing with raised footways and full disability pavement detailing
- Improve accessibility and quality of public realm at all primary transport interchanges.
- Develop Mobility Hubs supporting transport interchange for all users.
- Create more 'Liveable Streets' with reduced traffic levels, wider pavements & reduced street clutter.
- Safety improvements addressing accident clusters/ access problems.
- Improve safety and safe zones to schools and care facilities across City Centre.
- Retain and support public toilets for mobility-impaired at key transport interchanges.
- Provide tactile paving and tactile cones to assist the visually-impaired at all controlled crossings
- Promote enforcement and ensure vehicles do not park or obstruct footways.
- Ensure existing infrastructure is fully operational and maintained.
- Work with Glasgow Bus Partnership and Strathclyde Partnership for Transport to enable bus / bus stop audio visual announcements.

Do you agree or disagree with the Priority Actions under this theme? * (MANDATORY - PLEASE TICK ONE BOX ONLY)

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

8. Please provide any comments you have on the Priority Action(s) of this theme:

9. Theme 2: WALK Glasgow

"Our aim is that walking should be the main way of travelling around the city centre and connecting to adjacent neighbourhoods"

Do you agree or disagree with the aim of this theme? * (MANDATORY - PLEASE TICK ONE BOX ONLY)

- Strongly Agree
- Slightly Agree
- Slightly Disagree
- Strongly Disagree

10. A number of Priority Actions are proposed as part of this theme, which looks to improve the walking environment in Glasgow City Centre:

- A 'people first' City Centre core.
- An integrated network of pedestrian priority avenues prioritising active travel.
- Stronger core pedestrian connections to and along the Clyde Waterfront and including ensuring all major developments promote permeability/ connections for pedestrians and active travel.
- Enhanced pedestrian environments associated with Rail, Bus Stations and Subway Stations and connections to Mobility Hubs.
- Tackling barriers to walking, including overcrowded and cluttered pavements.
- Safer crossings and junctions giving pedestrian priority by means of junction improvements, traffic control(s) and tactile/dropped kerbs, raised crossings or continuous footways.
- Programme of measures and design guidance to create barrier-free access improvements for those with limited / restricted mobility.
- Promoting walking as an alternative to public transport and private vehicle use.
- Ensuring maintenance and management of streets promotes a quality walking experience

Do you agree or disagree with the Priority Actions under this theme? * (MANDATORY - PLEASE TICK ONE BOX ONLY)

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

11. Please provide any comments you have on the Priority Action(s) of this theme:

12. Theme 3: CYCLE Glasgow

"Our aim is that more people choose to cycle into and around the city centre and connecting to adjacent neighbourhoods"

Do you agree or disagree with the aim of this theme? * (MANDATORY - PLEASE TICK ONE BOX ONLY)

- Strongly Agree
- Slightly Agree
- Slightly Disagree
- Strongly Disagree

13. A number of Priority Actions are proposed as part of this theme, which looks to improve the cycling experience in Glasgow City Centre:

- An 'Active Travel first' City Centre core (People First Zone).
- Strategic repurposing of the road network to prioritise active travel.
- A network of north-south and east-west routes with good connectivity to wider districts and the River Clyde corridor.
- Segregated cycle lanes where provided within developed Avenues Programme.
- On-street cycle lanes within the city centre Active Travel core with segregation on bus routes.
- Safe crossing facilities for cyclists to minimise severance crossing the river and the M8.
- Provision of high-quality cycling network for travel within and to/from the city centre that provides continuous networks,
- Enhanced cycle supporting infrastructure at all main Rail, Bus and Subway Stations and high intensity use areas.
- Enhanced cycle parking and electric charging facilities.
- Promotion and expansion of Bike Hire / Pay as you Ride Schemes.
- Safer crossings and junctions with integration of cycle signal priorities at all main junctions.
- Ensure new developments provide for cycle users.

Do you agree or disagree with the Priority Actions under this theme? * (MANDATORY - PLEASE TICK ONE BOX ONLY)

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

14. Please provide any comments you have on the Priority Action(s) of this theme:

15. Theme 4: BUS Glasgow

"Our aim is that our buses offers an efficient, reliable and integrated quality service within the city centre"

Do you agree or disagree with the aim of this theme? * (MANDATORY - PLEASE TICK ONE BOX ONLY)

- Strongly Agree
- Slightly Agree
- Slightly Disagree
- Strongly Disagree

16. A number of Priority Actions are proposed as part of this theme, which looks to improve bus journeys and the passenger experience in Glasgow City Centre:

- Review bus services to create efficiencies, add capacity to enhance levels of use on services with Strathclyde Partnership for Transport (SPT) and Bus Partnership.
- Encourage stronger integration of services through coordinated timetables and ticketing with SPT
- Remove general traffic from Cathedral Street as part of the Avenues programme.
- Permit buses within People First Zone, and specifically enable low emission buses to access the Argyle Street pedestrianised area.
- Enhance Strategic Bus Routes with supportive junction signalling and bus priority measures.
- Investigate new bus gates and new bus lanes
- Continue rationalisation of bus stops together with enhancements similar to those recently introduced on Renfield St, to improve legibility, passenger experience and increase patronage.
- Investigate bus interchange hubs for the North- East and South of the city centre.
- Improve place/modes integration, including investigating a free electric City Centre Circular bus service connecting transport interchanges, and key gateway locations, making it easier to switch between rail, bus, subway, metro, taxi, bike and walking routes.
- Liaise with bus operators to provide buses to serve the night-time economy

Do you agree or disagree with the Priority Actions under this theme? * (MANDATORY - PLEASE TICK ONE BOX ONLY)

- Strongly Agree
- Slightly Agree
- Neither agree or disagree

Slightly Disagree

Strongly Disagree

17. Please provide any comments you have on the Priority Action(s) of this theme:

18. Theme 5: TRAIN/SUBWAY/METRO Glasgow

"Our aim is that our trains, subway and metro will offer a fully integrated mass transit system servicing the city centre"

Do you agree or disagree with the aim of this theme? *

Strongly Agree

Slightly Agree

Slightly Disagree

Strongly Disagree

19. A number of Priority Actions are proposed as part of this theme, which looks to improve public transport in Glasgow City Centre:

- Promote the development of the Clyde Metro in accordance with the Strategic Transport Projects Review
- Promoting opportunity for integrated ticketing for all mass transit systems supporting people's ability to interchange easily between transport modes.
- Upgrades to High Street Station to allow access for mobility impaired, a gateway to the city centre.
- Developing Mobility Hubs aligned with transport hubs to encourage interchange, tying into the strategy's accessibility proposals.

Do you agree or disagree with the Priority Actions under this theme? * (MANDATORY - PLEASE TICK ONE BOX ONLY)

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

20. Please provide any comments you have on the Priority Action(s) of this theme:

21. Theme 6: STREETS for Glasgow

"Our aim is to create streets that meet the needs of people and ensure that the city centre offers strong connections and safe quality accessibility"

Do you agree or disagree with the aim of this theme? * (MANDATORY - PLEASE TICK ONE BOX ONLY)

- Strongly Agree
- Slightly Agree
- Slightly Disagree
- Strongly Disagree

22. A number of Priority Actions are proposed as part of this theme, which looks to reprioritise existing road space in Glasgow City Centre:

- A 'people first' City Centre core created around quality streets Glasgow's distinctive civic quality.
- Street and public space improvements for residential amenity
- Adapting signalised crossing to offer greater priority to people over vehicles.
- A network of 'avenues' and quality street environments that give priority to people walking, cycling and wheeling.
- Reduce non-essential through traffic
- Not replacing temporary car parking lost to development schemes within the city centre;
- Making the most efficient use of kerbside and off-street car parks, on a 24 hour basis;
- Offer more dynamic and smarter car parking within the city;
- Work with taxi operators to optimise taxi services as part of the public transport network and move to a 100% zero tail-pipe emission taxi fleet as quickly as possible.
- Improved water access to River Clyde and investigate future provision for zero emission water taxis
- Create stronger connecting links to St Enoch & Buchanan Gallery to improve connectivity and permeability
- Activity Zones including 'play streets' and improved seating, lighting, street gyms in re-purposed road space
- Improve wider city connections with improvements to lanes, bridges and underpasses

Do you agree or disagree with the Priority Actions under this theme? * (MANDATORY - PLEASE TICK ONE BOX ONLY)

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

23. Please provide any comments you have on the Priority Action(s) of this theme:

24. Theme 7: SERVICING of Glasgow

"Our Aim is that goods are moved and efficiently and sustainably within the city centre"

Do you agree or disagree with the aim of this theme? * (MANDATORY - PLEASE TICK ONE BOX ONLY)

- Strongly Agree
- Slightly Agree
- Slightly Disagree
- Strongly Disagree

25. A number of Priority Actions are proposed as part of this theme, which looks to support servicing vehicles for deliveries, trade and waste management while at the same time aiming to reduce vehicular traffic in Glasgow City Centre:

- Enhance sustainable delivery practice within the city centre;
- Streamline deliveries and collections;
- Optimising use of space to allow for servicing and delivery needs;
- Deliver goods at appropriate times that are the least disruptive to residents and businesses;
- Support delivery of goods with lower polluting vehicles;
- Minimise the number of HGV movements in the city centre and ensuring the scale of vehicle is appropriate to the scale of delivery
- Work with operators to develop freight and servicing consolidation options served by zero tail pipe emission vehicles (cargo bikes / electric vans / hydrogen powered HGV's / last-mile sustainable delivery etc) .
- Work with businesses to develop a 'zonal plan' to define appropriate dedicated loading areas including City Centre lanes to reduce pavement parking and carriageway blocking.
- Explore options for expanded use of secure lockers for deliveries of small parcels to city centre residents / businesses.
- Work with the UK and Scottish Government to explore ways to bring greater influence over vans and lights goods vehicles, akin to heavy goods vehicles, recognising the increasing contribution of vans and lights goods vehicles to traffic volumes and related emissions.
- Developing freight service hubs at 2-3 sites subject to feasibility – West of the M8 / East of the Merchant City and North of the city within the Cowcaddens area.
- Promote initiatives to reduce small goods freight van deliveries and encourage 'last mile delivery' by cargo bikes or similar
- Explore opportunities to develop intelligent freight systems using SMART/digital freight servicing.
- Promote 'last mile' delivery opportunities for enterprise including cargo cycle hire schemes and associated provision in freight and mobility hubs.

Do you agree or disagree with the Priority Actions under this theme? * (MANDATORY - PLEASE TICK ONE BOX ONLY)

- Strongly Agree
- Slightly Agree

Neither agree or disagree

Slightly Disagree

Strongly Disagree

26. Please provide any comments you have on the Priority Action(s) of this theme:

27. Theme 8: GREENER Glasgow

"Our aim is that the city centre is cleaner, greener and less congested and offers an enhanced experience to users "

Do you agree or disagree with the aim of this theme? * (MANDATORY - PLEASE TICK ONE BOX ONLY)

Strongly Agree

Slightly Agree

Slightly Disagree

Strongly Disagree

28. A number of Priority Actions are proposed as part of this theme, which looks to increase quality civic space and deliver high-quality placemaking in Glasgow City Centre:

- A 'people first' City Centre core created around quality streets Glasgow's distinctive civic quality.
- Repurposing car parking spaces into space for active travel, public realm and green/park space.
- Prioritise measures to improve air quality in the city centre.
- Explore with wider partners opportunity for local power generation within the city centre.
- Support Low Emission Zone priorities through modal shift, traffic reductions, transition to zero tail pipe emission and street infrastructure.
- Prioritising use of space in the city in favour of modes that use space more efficiently (e.g. active travel and public transport)
- Discouraging private car use and managing deliveries and servicing more effectively
- Ensuring appropriate charging infrastructure for ultra-low emission vehicles
- Reducing terminating bus services on city centre streets, encouraging through journeys and limited on street layovers
- Activity Zones including 'play streets' and improved seating, lighting, street gyms in re-purposed road space
- Incorporate climate change adaptation measures (rain gardens/porous streets/etc) into urban spaces
- Street and public space improvements for residential amenity
- A network of 'avenues' and quality street environments that give priority to people walking wheeling or cycling
- A new Clyde Waterfront greenspace connecting the whole of the City Centre Waterfront accessible along both north and south banks.

Do you agree or disagree with the Priority Actions under this theme? * (MANDATORY - PLEASE TICK ONE BOX ONLY)

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

29. Please provide any comments you have on the Priority Action(s) of this theme:

30. Please indicate which of the following apply to you (PLEASE TICK ALL THAT APPLY)

- Resident living in Glasgow City Centre
- Resident of Glasgow living outside the City Centre
- Resident of Strathclyde Region (outside Glasgow)
- Resident living outside the Strathclyde region
- Responding on behalf of an organisation or business (Please provide details below – **THEN PLEASE ONLY ANSWER Q39 AND NO OTHERS**):

31. Please indicate how frequently you make trips to/from Glasgow City Centre. (PLEASE TICK ONE BOX ONLY)

- Daily
- 3-6 times per week
- Once or twice per week
- A few times per month
- A few times per year
- Rarely/Never

31. What is your most common method of travelling to and from and within Glasgow City Centre?

32. What is your second most common method of travelling to and from and within Glasgow City Centre?

34. Please indicate the main reasons you travel to destinations in Glasgow City Centre? (PLEASE TICK ALL THAT APPLY)

- Work/Business
- Education
- Leisure
- Other
- Not applicable

35. Please indicate whether you agree or disagree with the statements below: (PLEASE TICK ONE BOX PER ROW)

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
I would be more likely to use public transport to and from and within Glasgow City Centre if the policies and actions outlined in the CCTP were implemented	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I would be more likely to walk to, from and	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Strongly agree Agree Neither agree nor disagree Disagree Strongly disagree

within Glasgow City Centre if the policies and actions outlined in the CCTP were implemented

I would be more likely to cycle to, from and within Glasgow City Centre if the policies and actions outlined in the CCTP were implemented

36. Do you have regular access to a bicycle which is suitable/available for you to use? (PLEASE TICK ONE BOX ONLY)

- Yes
- No

37. How regularly do you cycle to/from work or for other purposes? (PLEASE TICK ONE BOX ONLY)

- Most days
- A few times a week
- A few times a month
- A few times a year
- Never

38. Do you own, or have access to, a car, van or motorcycle? (PLEASE TICK ONE BOX ONLY)

Yes

No

39. Please use the space below to provide any additional general comments about the draft CCTP.

40. How do you identify? (PLEASE TICK ONE BOX ONLY)

Male

Female

Prefer another term

Prefer not to say

41. What is your age group? (PLEASE TICK ONE BOX ONLY)

16-18

18-24

25-34

35-44

45-54

55-59

60-64

65-69

70-79

- 80 or over
- Prefer not to say

42. Please indicate your current employment status: (PLEASE TICK ONE BOX ONLY)

- Employed full time
- Employed part time
- Self-employed
- Unemployed – actively seeking work
- Unemployed – not actively seeking work
- Full time student over 18
- Full time student under 18
- Stay at home parent
- Retired
- Carer
- Unable to work
- Prefer not to say
- Other (please specify):

43. Which ethnic group do you identify as? (PLEASE TICK ONE BOX ONLY)

- White – British, Scottish, Northern Irish, Welsh, English
- White – other
- Black Caribbean or Black British

- Black African or Black British
- Black – other
- Asian British
- Asian Pakistani or Pakistani British
- Asian Indian or Indian British
- Aran or Arab British
- Asian – other
- Chinese or Chinese British
- Mixed
- Prefer not to say
- Other (please specify):

44. Do you have a disability or impairment? (PLEASE TICK ALL THAT APPLY)

- No
- Yes – sensory disability or impairment
- Yes – mobility disability or impairment
- Yes – other disability or impairment (please specify):

45. To help us check that we are reaching all those affected by the Plan, it would be helpful to know the first part of your home postcode (e.g. G41). If you happy to share this with us, please enter the first part of your UK home postcode in the box below.

This will help us understand if we are reaching all parts of the city and region. You can read our [GDPR statement here](#).