

# **A Public Conversation on Glasgow's Transport Future – Main Report of Findings**



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## Executive Summary

### Context

Glasgow City Council is preparing a suite of new transport-related plans and strategies:

- an overarching Glasgow Transport Strategy to update the existing Local Transport Strategy 2007-09;
- a new City Centre Transformation Plan to replace the existing City Centre Transport Strategy;
- a new Liveable Neighbourhoods Plan; and
- a new Active Travel Strategy to update and replace the existing Strategic Plan for Cycling.

### The Public Conversation on Glasgow's Transport Future

A public engagement exercise under the title "Connecting Communities" took place during Autumn 2020, to help inform the new transport strategies. Entitled 'a Public Conversation on Glasgow's Transport Future', it presented baseline information to the public and asked for their views on key questions related to the vision and aspirations for transport in Glasgow.

The aim was to gather views from the public around how the city's transport can:

- Enable everyone to travel in a clean and sustainable manner, helping Glasgow to become a carbon-neutral city by 2030.
- Give everyone access to opportunities, helping to reduce poverty and deprivation and improve our health and wellbeing.
- Drive and support inclusive economic success across the city.
- Help make every neighbourhood more liveable, including the city centre.

The Public Conversation on Glasgow's Transport Future did this by asking questions and prompting debate around the core elements of:

- Problems our new transport plans need to tackle
- Proposed outcomes for the Glasgow Transport Strategy
- Initial policy focus statements
- Specific Issues, including Covid-19 impacts
- Solutions

The Public Conversation took place over six weeks, between 21 September and 30 October 2020. Due to Covid-19 pandemic restrictions this was largely conducted online and by phone.

The different elements of the Public Conversation were as follows:

- Online survey (& callers to 0800 number had option of dictating survey responses by phone).
- Online transport priorities simulator.
- Online community discussions on transport based on a structured discussion guide - part paid-facilitation, part self-facilitated.
- Two online stakeholder workshops, one-to-one discussions with some stakeholders and stakeholder groups.
- Online Community Council Development Session with a focus on transport.
- Connecting Moments website for uploaded images and videos.
- Written submissions by stakeholder organisations.

The feedback received and ideas generated from the Public Conversation are helping to inform the developing plans and provide a mandate for these going forward.

### Who took part?

The Public Conversation was almost wholly digital out of necessity during Covid-19. Substantial efforts were made by Glasgow City Council, supported by Sustrans and external consultants, to reach as representative an audience of Glasgow's transport system as possible. Further detail is contained in the appendices, but in general:

- 2,899 responses to the online survey, 83% of which were Glasgow residents and 14% as non-residents who travel in Glasgow regularly (the remainder organisations and businesses).
- Some 38 stakeholder organisations submitted a written response. 29 stakeholder organisations were represented at two online workshops.
- 23 online conversations were held with community organisations, some self-facilitated, others managed by paid facilitators, Sustrans or a Council Transport Strategy team officer.
- 25 survey responses were marked as from a 'business', and Transport Strategy team officers attended a Glasgow Business Resilience Council online discussion.
- 11 Community Councils responded to the survey with representatives from seven of them attending an online workshop. 21 Community Council representatives attended a further Community Council Development Session with a focus on transport, with the opportunity to speak directly to transport operator representatives, SPT and Glasgow City Council.
- 654 responses were submitted to the online Transport Simulator tool.

There was broad representation across age, gender, socio-economic groupings and spatial areas in the city in the Public Conversation generally. The approach to engagement was informed by an Equality Impact Assessment Screening process to identify those who disproportionately feel the impacts of transport, and whose voices were particularly important to hear.

### Main findings

Key messages from the Public Conversation were:

- Over 50% disagreed that the transport system in Glasgow was adequate for their needs. More positively, there is a substantial desire and openness to change. For example, almost 60% said they would consider leaving their car at home more for shorter journeys (say trips up to 1 or 2 miles) and walking or cycling instead.
- People generally agreed with the key problems the Council presented in the Public Conversation, and the top transport problems people themselves mentioned related to lack of safe places to cycle; quality, reliability and connectivity issues with public transport (particularly buses), high cost of public transport (particularly buses) and lack of integration in the public transport system including ticketing.
- People generally agreed with the four draft outcomes presented for Glasgow's new transport strategies and plans, and some offered more specific objectives to include, which will be taken on board in the development of the Glasgow Transport Strategy.
- People supported the concepts of a new City Centre Transformation Plan and a new Liveable Neighbourhoods Plan. They also generally supported the reallocation of roadspace in Glasgow to more sustainable ways of travelling.
- There was broad support for a set of draft policy focus statements, though further definition and development was requested on some.

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- Amongst the top solutions to tackling transport problems people would like to see were more segregated cycleways / safer places to cycle, integrated and smart public transport ticketing and systems, cheaper or free public transport, changes to public transport governance, more and better fixed link public transport, promotional and behaviour change campaigns, more restrictions on traffic, better environments for walking, better bus services and better access to bikes and cycling support.

The points above are a high-level summary and snapshot of findings and should be read alongside the full set of findings in this report.

### Next steps

The Public Conversation has provided a rich dataset of views and ideas which the Council will take on board in the development of its new transport plans and strategies in 2021.

## 1. The Public Conversation on Glasgow's transport future – context and aims

### 1.1 Context

Glasgow City Council is preparing a suite of new transport-related plans and strategies:

- an overarching Glasgow Transport Strategy to update the existing Local Transport Strategy 2007-09;
- a new City Centre Transformation Plan to replace the existing City Centre Transport Strategy;
- a new Liveable Neighbourhoods Plan; and
- a new Active Travel Strategy to update and replace the existing Strategic Plan for Cycling.

These are in response to a number of driving forces:

- The 2030 carbon neutral goal for the city.
- The need to update the existing Local Transport Strategy 2007-09 to provide a coherent and transparent set of transport policies for the city.
- Persistent issues of poverty and inequality in the city, and the documented role of transport in that, and the drive towards inclusive economic growth in Scotland and the city region.
- The publication of the National Transport Strategy for Scotland, with a new set of outcomes, policies and its reinforcement of the sustainable travel hierarchy in transport policy.
- The need to update the existing transport strategy for Glasgow city centre and take on board new traffic reduction goals set in the Strategic Development Framework for the city centre.
- A shift towards liveable neighbourhoods across the UK and Europe, and the need to provide a framework for this in the Glasgow context.

### 1.2 Role and aims of the Public Conversation on Glasgow's transport future

A public engagement exercise under the title "Connecting Communities" took place during autumn 2020, to help inform the new transport strategies for the city. Entitled a "Public Conversation on Glasgow's Transport Future", it presented baseline information to the public and asked for their views on key questions related to the vision and aspirations for transport in Glasgow.

The Public Conversation aimed to gather views from the public around how the city's transport can:

- Enable everyone to travel in a clean and sustainable manner, helping Glasgow to become a carbon-neutral city by 2030.
- Give everyone access to opportunities, helping to reduce poverty and deprivation and improve our health and wellbeing.
- Drive and support inclusive economic success across the city.
- Help make every neighbourhood more liveable, including the city centre.

The Public Conversation on Glasgow's Transport Future did this by asking questions and prompting debate around the core elements of:

- Problems our new transport plans need to tackle.
- Proposed outcomes for the Glasgow Transport Strategy.
- Initial policy focus statements.
- Specific Issues, including Covid-19 impacts.
- Solutions.



The feedback received and ideas generated from the Public Conversation are helping to inform the developing plans and provide a mandate for these going forward.

### 1.3 This report and supporting appendices

This report documents the findings of the Public Conversation on Glasgow's transport future. In addition to the main report, supporting appendices are as follows:

- Further details of the online survey are presented in Appendix A.
- Appendix B contains further information from community discussions.
- Appendix C describes input from stakeholder organisations.
- Appendix D sets out business inputs.
- Appendix E describes inputs from Community Councils.
- Appendix F shows results from the online transport simulator tool.

## 2. The Public Conversation on Glasgow's transport future – process

### 2.1 Methods of engagement

The approach to engagement was informed by an Equality Impact Assessment Screening process to identify those who disproportionately feel the impacts of transport, and whose voices were particularly important to hear<sup>1</sup>.

Content was presented within a Public Conversation brochure, which was available online and in hard copy. A Connecting Communities url [www.glasgow.gov.uk/connectingcommunities](http://www.glasgow.gov.uk/connectingcommunities) was used in the Public Conversation to present information to audiences, including the Public Conversation document, summary leaflet, StoryMap and details of events. This page also linked to [www.glasgow.gov.uk/transportstrategy](http://www.glasgow.gov.uk/transportstrategy) which hosted a Draft Case for Change report for the Glasgow Transport Strategy – this report provided more detail and analysis behind much of the information presented in the Public Conversation.

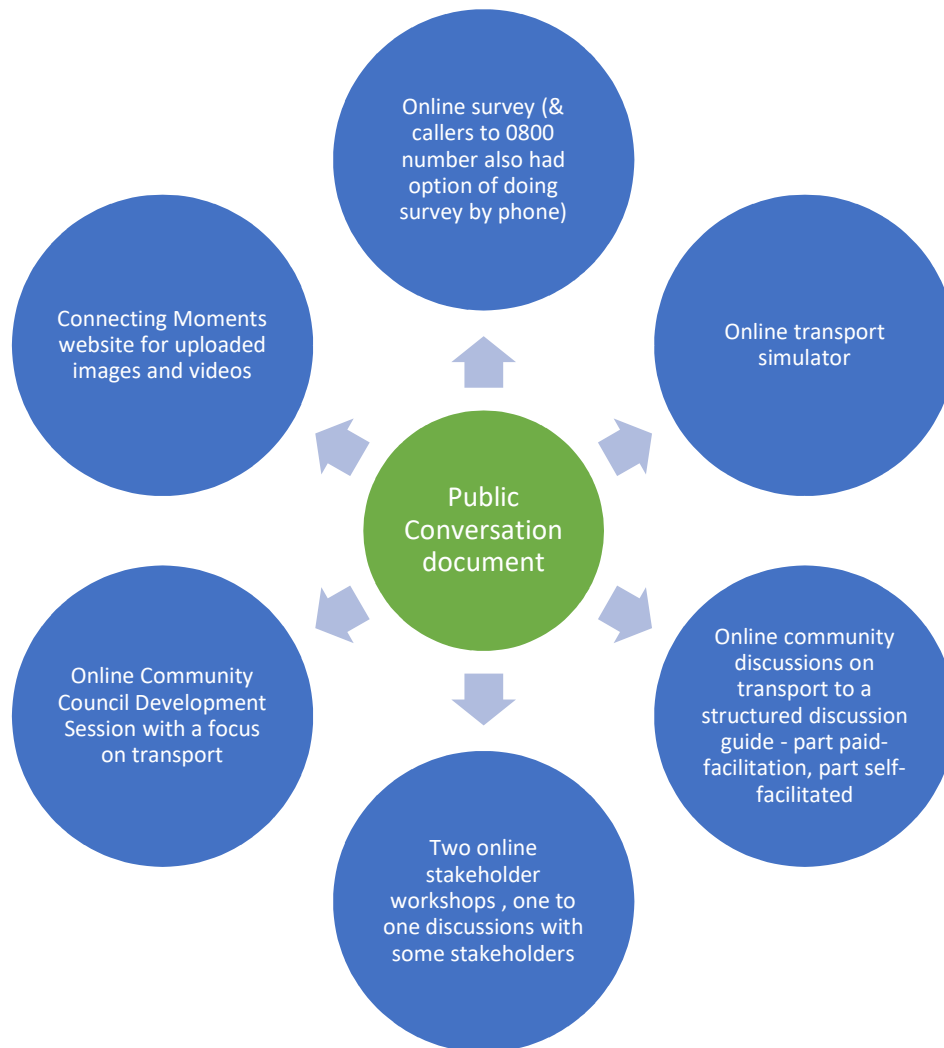
Due to the Covid-19 pandemic and restrictions on physical contact, the Public Conversation took place largely online and by phone. The elements of engagement are shown in the figure below<sup>2</sup>.

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<sup>1</sup> The Equality Impact Assessment Screening for the Glasgow Transport Strategy is published at [www.glasgow.gov.uk/transportstrategy](http://www.glasgow.gov.uk/transportstrategy)

<sup>2</sup> An internal Communication and Engagement Plan was developed for the Connecting Communities workstream in 2020 and was used to inform the Public Conversation.

*Figure 1 Approach to engagement in the Public Conversation on Glasgow's transport future*

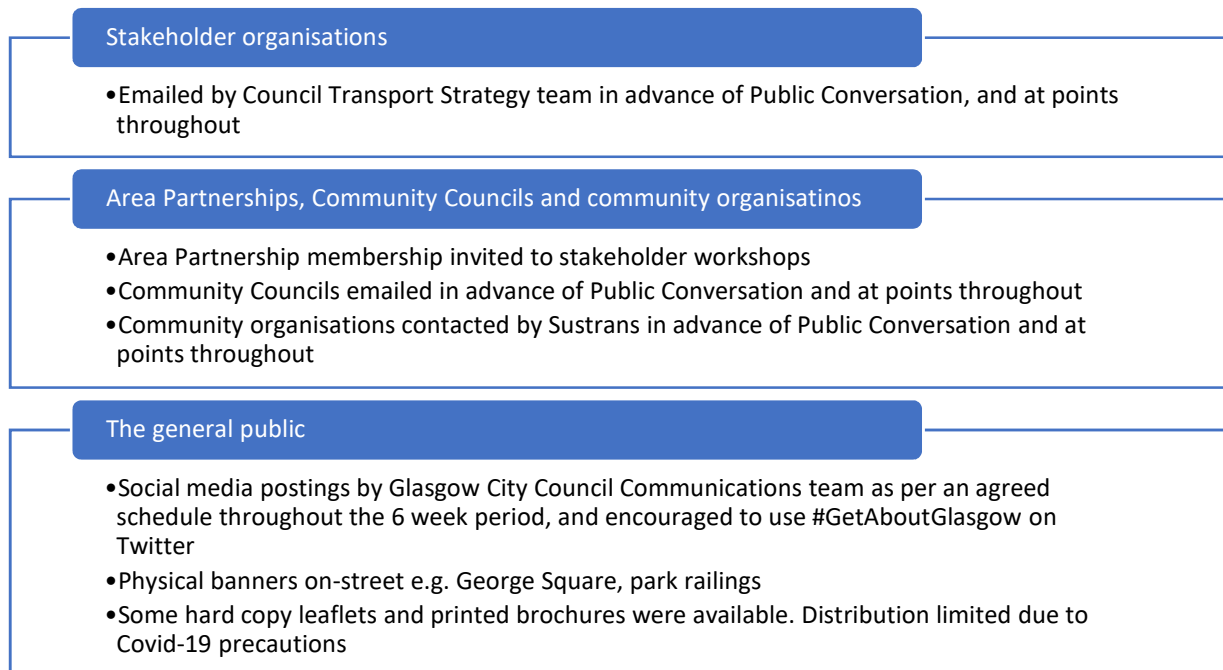


In addition, two online webinars took place to raise the profile of the Public Conversation within and outside of Glasgow, and to generate ideas and debate.

## 2.2 Promotion and communications

Promotion of the Public Conversation took place in stages, using a variety of methods as shown in the following figure.

*Figure 2 Approach to promotion and communications in the Public Conversation*



### 2.3 Who took part?

The Public Conversation was almost wholly digital out of necessity during Covid-19. Substantial efforts were made by Glasgow City Council, supported by Sustrans and external consultants, to reach as representative an audience of Glasgow's transport system as possible. Further detail is contained in the appendices, but in general:

- 2,899 responses to the online survey, 83% of which were Glasgow residents and 14% as non-residents who travel in Glasgow regularly (the remainder organisations and businesses).
- Some 38 stakeholder organisations submitted a written response. 29 stakeholder organisations were represented at two online workshops.
- 23 online conversations were held with community organisations, some self-facilitated, others managed by paid facilitators, Sustrans or a Transport Strategy team officer.
- 25 survey responses were marked as from a 'business', and Transport Strategy team officers attended a Glasgow Business Resilience Council online discussion.
- 11 Community Councils responded to the survey with representatives from seven of them attending an online workshop. 21 Community Council representatives attended a further Community Council Development Session with a focus on transport, with the opportunity to speak directly to transport operator representatives, SPT and Glasgow City Council.
- 654 responses to the online Transport Simulator tool.

There was broad representation across age, gender, socio-economic groupings and spatial areas in the city in the Public Conversation generally. Specific effort was made to engage with community groups and organisations to represent those who may not always take part in Council consultations and online surveys e.g. people with disabilities, people from various ethnic minority communities, young people, older people.

### 3. Public Conversation Analysis: Problems our new transport plans need to tackle

A major focus of the online survey and community / stakeholder discussions was to:

- Establish how satisfied participants are with Glasgow's current transport offer.
- Identify what the main transport problems are perceived to be.

#### 3.1 Satisfaction with the current transport offer

In the online survey, a series of questions sought to assess the overall satisfaction with various aspects of the transport offer in Glasgow.

*Table 1 Survey question: Please let us know the extent to which you agree or disagree with the following statements:<sup>3</sup>*

<b>% of all survey respondents (not question respondents)</b>	<b>Strongly agree</b>	<b>Agree</b>	<b>Neutral</b>	<b>Disagree</b>	<b>Strongly disagree</b>	<b>Not applicable to me</b>
<b>Generally speaking, the transport system in Glasgow is adequate for my needs</b>	<b>3%</b>	<b>25%</b>	<b>19%</b>	<b>37%</b>	<b>14%</b>	
n=2874	89	726	561	1079	419	
<b>Glasgow is a place where I feel I can walk for everyday journeys as much as I would like to</b>	<b>5%</b>	<b>32%</b>	<b>17%</b>	<b>30%</b>	<b>12%</b>	<b>3%</b>
n=2876	141	940	494	880	344	77
<b>Glasgow is a place where I feel I can cycle for everyday journeys as much as I would like to</b>	<b>2%</b>	<b>8%</b>	<b>11%</b>	<b>30%</b>	<b>28%</b>	<b>19%</b>
n=2875	57	236	332	880	817	553
<b>Glasgow is a place where I'm happy for my children (or children generally) to walk or scoot to school</b>	<b>2%</b>	<b>12%</b>	<b>11%</b>	<b>19%</b>	<b>9%</b>	<b>45%</b>
n=2843	48	336	326	562	273	1298
<b>Glasgow is a place where I'm happy for my children (or children generally) to cycle to school</b>	<b>1%</b>	<b>4%</b>	<b>7%</b>	<b>20%</b>	<b>23%</b>	<b>43%</b>
n=2837	23	125	192	567	671	1259
<b>Buses in Glasgow meet my needs</b>	<b>2%</b>	<b>14%</b>	<b>14%</b>	<b>31%</b>	<b>33%</b>	<b>4%</b>
n=2869	53	419	397	901	971	128
<b>Trains in Glasgow meet my needs</b>	<b>6%</b>	<b>38%</b>	<b>18%</b>	<b>23%</b>	<b>8%</b>	<b>6%</b>
n=2868	170	1115	532	654	234	163
<b>The Subway in Glasgow meets my needs</b>	<b>6%</b>	<b>26%</b>	<b>15%</b>	<b>26%</b>	<b>14%</b>	<b>12%</b>
n=2878	160	754	444	765	415	340
<b>I know how to purchase public transport tickets that meet my needs particularly if using more</b>	<b>7%</b>	<b>30%</b>	<b>14%</b>	<b>27%</b>	<b>16%</b>	<b>5%</b>

<sup>3</sup> Note that percentages represent the whole survey audience as opposed to per question response. "n" represents the total number of respondents per question.

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<b>% of all survey respondents (not question respondents)</b>	<b>Strongly agree</b>	<b>Agree</b>	<b>Neutral</b>	<b>Disagree</b>	<b>Strongly disagree</b>	<b>Not applicable to me</b>
<b>than one operator or form of public transport</b>						
n=2871	207	862	409	790	455	148
<b>Glasgow is a place where transport issues don't hold back my business</b>	<b>2%</b>	<b>9%</b>	<b>13%</b>	<b>14%</b>	<b>8%</b>	<b>52%</b>
n=2834	61	265	375	396	227	1510
<b>I feel informed about Council projects and policies on transport – I know what is happening and where to find information</b>	<b>1%</b>	<b>10%</b>	<b>21%</b>	<b>39%</b>	<b>26%</b>	<b>2%</b>
n=2865	31	290	602	1135	753	54
<b>I believe the Council listens to my views when it consults on transport projects and policies</b>	<b>0.5%</b>	<b>6%</b>	<b>31%</b>	<b>27%</b>	<b>28%</b>	<b>5%</b>
n=2853	16	186	903	795	815	138
<b>I think walking and cycling projects like the Avenues, South City Way and others are a good thing for the City</b>	<b>50%</b>	<b>28%</b>	<b>9%</b>	<b>4%</b>	<b>4%</b>	<b>4%</b>
n=2863	1447	816	264	117	117	102

Supplementary questions were asked under the topics above of buses, Subway and trains, to explore the reasons behind people's satisfaction levels with these modes of travel.

*Table 2 Supplementary questions: The Subway in Glasgow doesn't meet my needs because: [n=1179, skipped 1720]*

	<b>% of survey respondents</b>	<b>Number of survey respondents</b>
It doesn't go to where I need to go	34%	973
It doesn't run at the times I need to travel or is too infrequent	13%	370
It is too expensive	9%	271
Currently I'm concerned about using the Subway due to Covid19	8%	246
It is not a pleasant experience for me on-board	4%	103
I don't always feel safe	3%	81
There are no seats available	2%	56
It is not always reliable	2%	53
The journey takes too long	1%	20
Other:	6%	167

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Table 3 Supplementary questions: *Trains in Glasgow don't meet my needs because: [n=888, skipped 2011]*

	% of survey respondents	Number of survey respondents
They are too expensive	18%	513
They don't go to where I need to go	15%	428
They are not always reliable	13%	369
They don't run at the times I need to travel or is too infrequent	12%	349
Currently I'm concerned about using the Subway due to Covid19	9%	248
They are not a pleasant experience for me on-board	5%	138
There are no seats available	4%	104
I don't always feel safe	4%	104
The journey takes too long	2%	65
Other:	4%	119

Table 4 Supplementary questions: *Buses in Glasgow don't meet my needs because: [n=1870, skipped 1029]*

	% of survey respondents	Number of survey respondents
They are not always reliable	42%	1222
They are too expensive	42%	1217
They don't go where I need to go	34%	996
They don't run at the times I need to travel or are too infrequent	32%	928
They are not a pleasant experience for me on-board	27%	788
The journey takes too long	25%	729
Currently I'm concerned about using the Subway due to Covid19	24%	699
I don't always feel safe	15%	438
There are no seats available	4%	125
Other:	7%	208

Key insights from this survey question are as follows:

- There was split opinion on the adequacy of the transport system in Glasgow for individual needs – overall, just over half of survey respondents said it was not adequate for their needs.
- Walking and cycling:
  - o A slight majority of people do not feel they can walk as much as they would like to, whilst significantly more say they cannot cycle as much as they would like to.
  - o This sentiment is also reflected in how people feel about children walking or scooting and particularly cycling to school, with the majority feeling it is not safe, particularly cycling.
  - o The majority of people think walking and cycling projects are good for the City.
- Public transport:
  - o The majority disagreed that buses in particular, and the Subway to a lesser degree, met their needs, whilst slightly more agreed trains met their needs.
  - o There was split opinion on the statement on knowledge on how to buy tickets.

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- For those who answered buses didn't meet their needs, the top reasons were related to lack of reliability, followed by cost, followed by not going where people need to go or at times / frequency needed.
- For those who answered Subway didn't meet their needs, the top reason was not going where people needed to go, then not running at times people needed.
- For those who answered trains didn't meet their needs the top reason was too expensive, followed by not going where people need to go, not reliable, don't run at times/frequency needed.
- A majority of people do not feel the Council is listening to their views, and do not feel they know what is happening on Council transport policies and projects.

### 3.2 The key problems to tackle in our new transport plans

#### Suggested list of problems in Public Conversation

The Public Conversation document (and associated survey) listed a number of problems linked to transport. The aim of this was to reassure the public and stakeholders that the Council was aware of transport-related problems from previous research and consultations, and to seek to reaffirm them or challenge them. The online survey asked respondents to select which problems were important to them, and the results are shown in the table below.

*Table 5 Problems presented in the Public Conversation and % of survey respondents who selected them as important*

Problem stated in survey	% of survey respondents who selected it	Number of respondents who selected it
Different ways to travel are not smart and integrated, including ticketing	74%	2136
High cost of transport particularly public transport	70%	2034
Safety concerns over cycling on road and lack of a complete cycling network	67%	1947
Rising traffic levels and congestion	65%	1875
Poor air quality and health problems from vehicle emissions	60%	1739
Poverty and unequal access to transport	59%	1702
Transport's role in climate change particularly cars	55%	1585
Less people walk for journeys than comparable areas and people want better quality and safer places to walk	51%	1477
Reliability issues with bus journey times	50%	1458
Complicated governance of transport in the City (lots of organisations involved)	50%	1451
Physical and mental barriers created by motorways and busy roads	44%	1273
Health inequalities and unequal participation in active ways to travel i.e. walking and cycling	43%	1233
Rising numbers of vans and light goods vehicles, with associated emissions	37%	1082
Bus use is declining	33%	952
Mobility difficulties and resulting unequal access to transport	32%	938
Transport as a barrier to economic success	26%	744

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Transport issues that affect people the most in their own words

The survey also asked an open question around problems that mattered most to people, and which they wanted the Council to tackle in their new transport plans.

*Survey question: "If not already covered in the list above, or you feel very strongly about them, please tell us about the biggest transport problems you would like our new transport plans to tackle. Tell us about transport issues that affect you most in your everyday life."*

The answers to this were qualitatively categorised, and each mention of a problem in a response was recorded in the analysis. The summary of this analysis is shown below, with the most frequently mentioned problems (over 100 mentions) highlighted in bold.

Table 6 Categorisation of transport problems from the online survey open question

Category of problem	Problem	No. of mentions
Equality	Disability-related mobility and transport problems	87
Built & natural environment	Not enough green spaces/ planting	18
	Better use of the river as a transport corridor	4
	<b>Car-dominated spaces/design/ decisions; too easy to use car</b>	<b>138</b>
Social environment	Hostile road environment to cycle / driver behaviour [ <i>not infrastructure, categorised separately below</i> ]	92
	Lack of public/ stakeholder engagement	10
	Cycling behaviour	64
	Unsafe journey to school	35
	<b>Safety concerns using public transport or active travel</b>	<b>126</b>
Strategic	Strategy and governance	96
Health and wellbeing	Covid-19 related problems	43
	<b>Air and noise pollution and climate change</b>	<b>212</b>
Transport	<b>Lack of local bus connections / infrequent services</b>	<b>108</b>
	Issues for motorised vehicles	56
	Barriers to mobility	31
	<b>Lack of public transport connections between different parts of the city</b>	<b>292</b>
	<b>Public transport long journey times generally</b>	<b>172</b>
	Lack of Park & Ride options	9
	<b>Bus / train reliability issues</b>	<b>307</b>
	<b>Public transport quality issues (inadequate service, cost, hygiene, experience etc)</b>	<b>570</b>
	<b>High cost of public transport</b>	<b>438</b>
	<b>Lack of pedestrian priority &amp; poor walking environment</b>	<b>261</b>
	Anti-car policy	63
	<b>Lack of multi-modal, smart/integrated ticketing</b>	<b>291</b>
	<b>Lack of public transport integration</b>	<b>281</b>

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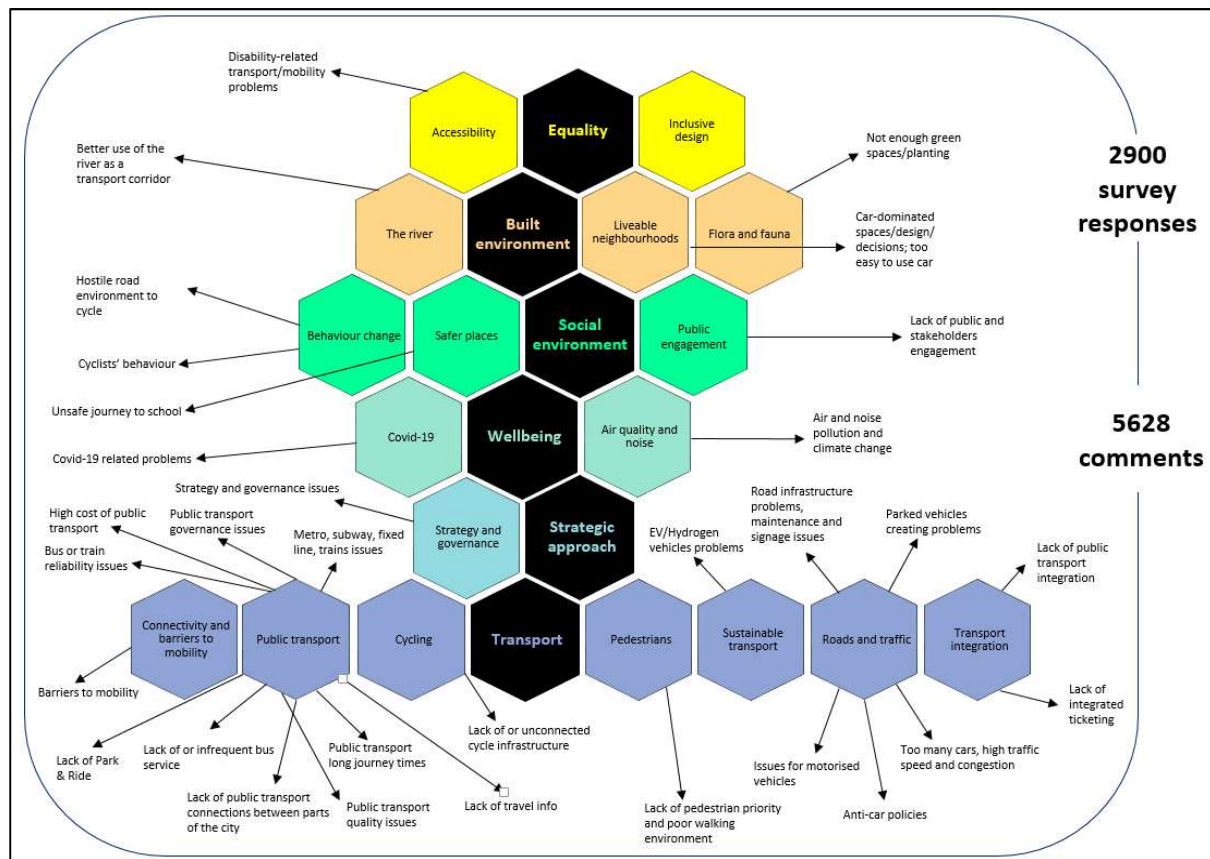


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Category of problem	Problem	No. of mentions
	<b>Lack of protected cycle lanes / cycling network fragmented and inadequate/ cycle parking or Next bike service)</b>	<b>667</b>
	<b>Lack of tram/metro/more fixed line public transport/Subway related problems/train specific problems</b>	<b>233</b>
	<b>Fragmented public transport system / public transport</b>	<b>216</b>
	Covid-19 related problems	43
	<b>Parked vehicles causing problems</b>	<b>130</b>
	Lack of information on how to travel (including public transport and active travel information)	88
	<b>Road infrastructure problems e.g. maintenance, signage</b>	<b>134</b>
	Electric vehicle/low carbon vehicle problems - lack of charging, electric vehicles/hydrogen too expensive	17

The following figure shows these themes visually.

Figure 3 Themed transport-related problems



This open question around problems that must be tackled in Glasgow's new transport plans and strategies was also included in all community discussions, stakeholder workshops and interviews with individuals and organisations.

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### Community discussions – main problems identified

Below is a short summary of the problems which were discussed in the community conversations organised by Sustrans, highlighting some of the impacts. These conversations were held with groups which are often under-represented in consultation processes. A summary and full explanation of the work and these problems is in Appendix B.

#### *The high cost of public transport, especially relative to low incomes*

**Discussed across the board but particularly among those on low incomes, children and young people, disabled people, families and asylum seekers.**

“I live in Drumchapel, and I spend £50 a week for transport for my girls. I have to go to food banks to get enough money for the buses.”

“Sometimes the cost and time of public transport to work means it’s not worth taking a job financially”.

“As a single parent, it’s not that easy. And the children don’t understand. I think it’s affecting them most. They see their friends sharing their experiences of all the places they’ve been to”.

#### *Disability-related problems with transport including a lack of physical accessibility and many other barriers to travel caused by a complex and unreliable system, lack of assistance, poor information, lack of toilet facilities, and poor attitudes of staff and passengers*

**Discussed particularly by disabled people and older people.**

“Disabled people can’t participate in city life”.

“Public transport needs supplementary signs that say ‘not all disabilities are visible or obvious’. People just stand and stare – as if waiting to be offered a seat, asking “So what’s wrong with you?” There is often harassment, shouting. Then I stand up and I deck it because my legs don’t work.”

#### *The lack of adequate transport options (including in evenings and at weekends) in some parts of the city, particularly between neighbouring communities and within local communities, and to key services and facilities such as healthcare, education and food shopping*

**Discussed across the board, but particularly affected communities in the North East, Castlemilk, Drumchapel and Easterhouse, people on low incomes, older people, young people, and those in poor health.**

“I would like to go visit my family but there are no buses that would take me directly from here”.

“Stobhill hospital takes 10 minutes in the car. I’d have to take a packed lunch, a thermos of tea and 3 buses to get there in two and a half hours”.

“There is only one school bus. If the children miss this, they’ll be late. They are disadvantaged by needing to be up earlier and having to rush.”

#### *Lack of integration in the public transport system and unequal access to public transport across the city. Different modes of transport not linked together physically, with timings, or with tickets.*

**Discussed across the board.**

“Not much accountability – if the bus doesn’t turn up, you’re late for work, but you don’t know how you can report that. How do folk take it higher?”

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“When I first came, I bought a one-week ticket for [specific bus operator], and later realised the [specific bus operator] wouldn’t take me to where I wanted to go. The drivers would not help. For a week I was crying. I had to walk 30mins pushing the buggy with my daughter”.

“Difficult public transport can become a greater burden on top of mental health issues that make it difficult for some local people to leave the house and prevent them from finding good opportunities.”

*Problems with personal safety on public transport, including discrimination, overcrowding, hate crime and sexual assault*

**Issues of personal safety and perceived discrimination discussed particularly by women, LGBT+ people, disabled people, ethnic minorities and refugee and asylum seekers, and young people.**

“Three days ago, there were ladies in front of me and he didn’t check the money that they gave him, but when it got to me, he counted the money. I felt embarrassed and ashamed.”

*Reliability of public transport, particularly buses*

**Discussed across the board.**

“If I have an appointment, and the bus doesn’t turn up, then I’m late, and I can’t see my doctor, as you’re only allowed to be 5, 10 minutes late. I could get a taxi but then that’s a lot of money”.

*Inadequate walking environments which limit mobility and access to local services and contributes to feelings of neglect and poor mental health*

**Discussed across the board, causing particular problems for disabled people, older people, and people with prams.**

“Unless you walk through a park that is dark and overgrown, you can’t get local produce.”

“Some of the pavements are ridiculous. I don’t walk a lot but when I have I’ve thought ‘oh that’s a bit scary’. You can trip really easily.”

“The roads in Possilpark are wider than normal due the historic use by the Saracen Foundry. Yet the paths are small and there are no trees or planters. There are abandoned warehouses and poor road surfaces. The surroundings negatively affect the people walking, cycling and driving through and those living there.”

*Vehicle-dominated design and spaces in the city, with people walking and cycling competing for the same restricted space, and mobility limited by parked vehicles*

**Discussed across the board.**

“As a person on the street (runner, wheeler or walker) you feel like an afterthought, below cars and buses”.

“The motorway is a huge barrier in the Pollokshields/Craigton ward, separating the neighbourhoods and making it difficult to travel between”.

*Cycling related problems, including lack of confidence, lack of access to bikes and storage, lack of safe places to cycle and uneven distribution of cycle infrastructure across the city.*

**Lack of access to bikes particularly discussed by those on limited incomes or benefits and families with children. Lack of safe places to cycle discussed across the board.**

“Most of my family want to cycle but because of the roads they are not comfortable cycling”.

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“The Next Bikes you can hire, it is not fair for some people because refugees and asylum seekers don’t have credit cards or debit cards. So, I only see those bikes as being for people who can afford them.”

*Road infrastructure issues including maintenance and poor surface water drainage further limiting active mobility*

**Discussed across the board but particularly impacting older people and disabled people.**

“Really bad pavements and when it rains, places are flooded - difficult for people with prams. Potholes in the road make cars splash water on you.”

*Absence of everyday services like fresh food and education in some neighbourhoods*

**Discussed particularly in the North and North East, among people who live on low incomes. Lack of access to services within neighbourhoods particularly discussed with older people and disabled people.**

“As well as the travelling time, missing the bus and the deprived nature of the area, can beat them down, prevent their attendance and are likely to impact their potential in school.” [no secondary school in Canal ward]

“There will be many new houses built in Possilpark but there may not be services to support them and the extra burden on current services will mean residents will need to continue to travel out of the area regularly even though they are less able to afford travel costs.”

*Liveable neighbourhoods*

Good transport connections out of a local area, including buses and cycling friendly neighbourhood streets, were considered an important feature of a liveable neighbourhood. Many healthcare appointments, jobs, further education and, for some asylum seekers, culturally specific food, requires travel outside of the neighbourhood to be facilitated.

*Stakeholder inputs on problems*

Problems were also discussed at the two stakeholder workshops and raised in stakeholder organisation submissions to the Public Conversation. Problems raised by stakeholders *in addition* to the list presented in the Public Conversation above, or particularly reinforced by stakeholder organisations, included the following:

- Overall design of the city in recent history to focus on the car. This is particularly a problem now for climate change and emissions.
- Congestion in the city and number of motorised vehicles, impacting on people on bikes and also particularly on buses and leading to journey time delay and variability.
- Parking related issues around schools and from heavy vehicles, and lack of enforcement.
- Impacts of heavy goods vehicles on local communities and fabric of the road/footway network.
- Poor public transport access to hospitals.
- Complex bus operating system with a lack of publicly-owned buses, failure of bus privatisation and lack of public transport integration.
- High cost of public transport and impact on low-income workers.
- Inequality of public transport connections for outlying areas particularly in areas of deprivation. Inadequate bus services within and to communities in some parts.
- Lack of Park and Ride and public transport interchange opportunities in some parts of the city.
- Train stations inaccessible to those with mobility difficulties. Still significant issues overall in the transport system for people with disabilities, including less visible conditions like epilepsy.

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- Lack of support for public hire taxis in Glasgow, and the need to recognise them as part of an integrated public transport system.
- Still new build development with lack of facilities within walking distance, and issues with the quality of walking infrastructure and public realm in parts of the city.
- Lack of cycling network, including in green spaces.
- Lack of cycle storage particularly for tenements.
- Lack of cross-boundary active travel links. The need to tackle cross-boundary trips overall.
- Rise in serious injured cycling casualties in the last 10 years.
- Tension between users in shared space and some concerns over anti-social cycling behaviour.
- Lack of adequate surface public transport access to Glasgow Airport.
- Lack of access to data due to silos and restrictions, which is making it hard to develop solutions and be innovative.
- The need to support transport and access-related issues for businesses and the city centre, particularly in recovery from Covid-19.
- Lack of consultation on cycle lane implementation, anti-car policy in the city.

Issues raised by Community Councils are included in the list above. At a local level, Community Councils raised issues in particular around:

- The impacts of parking on their communities and perceived lack of enforcement, and sometimes lack of parking for local public transport interchanges. Conversely, some concerns parking is too restricted in some areas and impacting on families and local businesses.
- The lack of accessible local rail and Subway stations.
- Inadequate bus services and connections to nearby areas and crucial services such as healthcare. High cost of buses, lack of integrated ticketing and failure of bus privatisation.
- Speeding concerns.
- Environmental pollution issues from high traffic levels on some routes.
- Concerns over conflict between pedestrians and cyclists in shared spaces.
- Lack of adequate walking and cycling infrastructure locally.
- Impacts of heavy vehicles on local roads and pavements, and historic buildings.

### 3.3 The impact of transport on people's lives and what they would like to do if transport was better

#### Online survey

In the online survey, before offering solutions, people were asked a relatively simple question to try to elicit the real-world impacts on transport issues on their everyday activity and choices:

*Survey question: "Before you give us your ideas, **tell us one thing you would like to do**, but you feel transport issues are stopping you from doing it. For example, is there somewhere you would like to go more frequently, people you would like to visit, a job or training or education opportunity you would like to pursue, a local journey you could like to make on foot or by bike - but problems with the transport system are stopping you?"*

As can be seen from the figure below, the top responses related to issues around public transport, cycling and walking. Categories of responses with more than 100 survey answer mentions are highlighted in bold.

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Table 7 Survey responses to open question: "A quick question first - what would you like to do?"

Categories	Frequency of Responses
Understand the transport system better / have a more integrated experience	670
Travel by different modes of public transport	665
Cycle more, and on safe infrastructure	619
Travel to different places by public transport	468
Walk more, in better environments	204
Spend less money on public transport	170
Have a better public transport journey	144
Up-to-date timetable with transport times that are extended	83
Less polluting vehicles on the roads	74
Move around easier with mobility / disability issues	36
Reduce speed limits in neighbourhood areas	15
Spend less money on car parking /more parking	15
More bike sharing schemes	13
Have more priority as a car driver	11
More parking at train stations	7
Use Car clubs/car hire/leasing	6
Less Parking spaces	6
Review of car parking permit allocation process	2
Miscellaneous	38

Looking more closely at what people told us, a snapshot of examples is shown below per category.

### *Understand the transport system better / have a more integrated experience:*

- "If bus routes were co-ordinated and covered all city areas, I could visit family more easily"
- "All transport appears to support going to the city centre. So, if I want to go to Patrick from Paisley by train, I need to go to city centre first."
- "I would like to be able to visit friends in the Southside in the evening, but currently the journey from the West End is extremely long (almost an hour by bus) and means having to leave early or get a taxi. Cycling is the best option but cycling through the Clyde Tunnel is also something I don't like to do."
- "Enjoy the city with my family by public transport, walking and cycling. Lack of joint ticketing makes a train into town then bus or underground to another area expensive."
- "Stay out past 12 and not pay 13 quid on a taxi home, not have to wait ages for a bus to turn up as the one I aimed to catch was 5 mins early".
- "I would like for there to be a bus service someone like myself can navigate without a chaperone".
- "I'd like to commute by bus to work more often, but to get from Shawlands to Pacific Quay I need to buy two bus tickets - one for [bus operator] to get me down to Bridge St, and then one from there over to Pacific Quay. This is financially not viable."

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### *Travel by different modes of public transport*

- "I want to get to relatives in East End (as well as activities such as Tollcross Pool) without it taking an age - ideally by train or tram."
- "Connect up the bits of the city that aren't well connected. Why can't I go from Cathcart to Kelvingrove to Dalmarlock on a single form of transport? Trams might do it, or the metro idea."

### *Travel to different places by public transport*

- "Getting to the QE hospital by public transport is very poor especially at night".
- "Would exercise more often if bus services to fitness centres were better".
- "I'd like to visit Glasgow city centre more often, but the high parking charges mean I only go once or twice a year".
- "I would like to be able to get safely to QEUH from the west end without requiring a motor vehicle or cycling on unsafe roads."
- "I would like to spend more time with friends in other parts of the city that are poorly serviced more often than I currently can."
- "I would like to spend more time going to amenities, particularly exhibitions and music gigs in the West and East of the city, but this is hampered by poor public transport connections from the Queen's Park area".
- "Traveling from the North or North-East of the city to the South is awkward and time-consuming."

### *Cycle more*

- "I would like to cycle for leisure/fitness but am scared to be hit by a vehicle, or by a parked car's door opening".
- "I would like to cycle more - into the city centre for work once working from home ends, to parks on the south side, for exercise. Traffic and the lack of safe, convenient, routes are restricting where I feel I can go."
- "I would love to be able to easily visit the nearest large hypermarket (Asda Govan) on my bike, but the route there necessitates cycling along a major A-Road, past multiple junctions with traffic exiting and entering the motorway".
- "I would like to send my 11-year-old daughter off on a cycle ride with her friends and feel that they are safe."
- "I would love to be able to safely cycle from the City Centre to the South Side and visit some of the beautiful green spaces we have in Glasgow: Pollok Country Park, Queen's Park, etc."
- "Get to recycling centres. There are no reasonable routes to cycle to either of the two recycling centres on my side of the city and I'm not sure I'd be allowed in with a bike anyway - they are built and operated on the assumption that everyone will drive there".
- "More road and pedestrian bridges across the Clyde. I have family on both sides and would prefer to cycle. The Clyde Tunnel is an unpleasant route for pedestrians and cyclists and I always avoid this."

### *Walk more*

- "I would like to be able to walk to Shawlands on an adequate, accessible route with my wife and son from Newlands."
- "I would like to be able to visit Byres Rd without fear of catching CV19 on crowded pavements or being unable to cross the road because of heavy traffic".
- "I would like to spend more time walking in my neighbourhood but overcrowded narrow pavements and high levels of traffic make this unappealing."

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- “I would like to be able to walk along the south bank of the Clyde and to walk easily from the southside to the west end”.
- “I’d like to walk to work, but I have asthma and all the routes there from the southside are along heavily congested, polluted roads.”

### Community discussions

From the community organisation discussions carried out during the Public Conversation, a number of potentially positive impacts were identified if the transport system were to be improved, predominantly related to public transport and the bus network in particular.

### Health

Getting to health care appointments reliably, affordably and efficiently is of importance for many people, given services are not generally located within walking distance and many people with regular appointments didn’t have a car. For some low-income families, they didn’t want to have to choose between food and travel because of the cost of public transport. Many cited issues of having to take multiple bus services to access hospitals, and were particularly impacted during reduction of services during Covid-19 lockdown in 2020.

“Women felt that if they could afford to go out more that this would lessen their reliance on prescription drugs”.

“Some members would only come in once a week because of transport limitations (mental, physical or financial barriers). Would love to come in more but can’t.” [accessing mental health services]

### Leisure

Families in particular would like to be able to access after school activities, leisure facilities and parks. Many said they are very limited in their options due to lack of affordable public transport, particularly in the winter months and that they feel their children are losing out.

Many people felt they would like to be able to equally access leisure opportunities, particularly going out in the evenings to activities in the city centre and community centres. Young people, older people and people with disabilities feel public transport is not safe enough to do so. Disabled people in particular feel that evening travel is limited for them because travel passes have restricted times and if wheelchair users want to go out together there is limited number of spaces. Also when disabled people need to drive there is a lack of parking spaces available to access leisure facilities.

Lots of people mentioned being able to do more leisure activity would benefit their mental health and they needed affordable public transport to access opportunities.

“The teenagers want to go to after-school clubs to learn dancing, karate, football etc and be with other people their own age, but the cost of taking a bus to the community centre is too much”.

“If you take the children to the same park all the time, they get tired, but because of transport costs we can’t take them to other places”.

### Food shopping

People would like to be able to better access shops to buy fresh, affordable food. A weekly supermarket shop was perceived to be the most cost effective but that needed access to public transport in order to carry heavy bags. The difficulties around accessing food banks were also raised in some community discussions, particularly when having to take a bus journey to access the nearest food bank and the cost burden this added to the individual. Transport provision and cost also

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affected the ability to access certain types of specialist food by some communities from ethnic minorities in the city.

“I do a big shop at ASDA, but my brother or sister needs to take me, or I would need to take a taxi.”

#### *Social and community networks*

A lot of people want to visit family and friends but often lack of buses between neighbourhoods is stopping them from doing so. Sometimes the reason for this is to support other family members who are ill or have childcare or other support needs.

People also said they wanted to visit people and take part in social activity independently without having to rely on others to transport them.

“I need to go to college, shopping, seeing my friends. It’s especially important for us as we are new in Glasgow.”

“I’d like to live closer to my family so I can help out with my niece but I can’t help out just now because I can’t get there easily on the bus or train.”

#### *Employment*

Many people mentioned that public transport options limit their employment opportunities. People wanted the option to access work outside of regular office hours and in other parts of the city without having to get two buses, risk being late or for the cost to outweigh the benefit. Some people mentioned they also wanted public transport to be efficient so they could manage work and childcare.

“Transport will be the deciding factor in where I might go to university or where I can get work experience. If you can’t get there by bus or train, I can’t go.”

“It would be difficult to have a job in the Templeton street area, on the 65 routes, as the bus service finishes early so there would be no way to get back”. [Castlemilk]

#### *Education*

For secondary school students getting to school more efficiently was important so they didn’t arrive late, had a better chance to learn because they weren’t tired from long journeys and could access after school activities. In terms of Higher Education and Further Education people didn’t want their options to be limited by lack of transport options to some parts of the city.

“The 10 hours spent travelling [to school] every week could also be used for other activities like studying, sports or hobbies.”

#### *Active travel*

A lot of people wanted to walk and cycle more. People were keen to cycle more for leisure and to access employment and services. However, they need to feel more protected and comfortable on the roads to have the confidence to do so. Affordability also stopped many people from doing more journeys by bike. People mentioned being keen to access local shops and facilities by walking more but needed a safer, better maintained pathways to do so.

“I knew a student last year who was an asylum seeker, he was desperate to have a bike, but he had no means to access one”.

“I would cycle if I had a bike”.

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### *Environmental*

Several people mentioned wanting to give up their car but feel they need a reliable public transport network in order to be able to.

“Would like to give up car but feels “terrified” at the prospect due to very poor public transport and risk of feeling isolated”.

## 4. Public Conversation Analysis: Proposed outcomes for the Glasgow Transport Strategy

### 4.1 Draft outcomes for Glasgow's new transport strategies

A key aim of the Public Conversation on Glasgow's Transport Future was to seek feedback and challenge or support a set of proposed outcomes for the overarching Glasgow Transport Strategy and the City Centre Transformation Plan, Liveable Neighbourhoods Plan and Active Travel Strategy. These were presented in the Public Conversation document. In addition, a set of sub-objectives related to the outcomes was presented in the accompanying Draft Case for Change report for the Glasgow Transport Strategy, and these were also presented at the two online stakeholder workshops. Finally, the survey and stakeholder and community discussions also included a question on people's "transport vision" for the city.

#### Online survey results for the draft outcomes

Overall, there was strong support for the draft outcomes from the online survey responses.

*Survey question: "In this section, we want you to tell us if you agree with the four outcomes, we have chosen for our transport plans. Outcomes (or goals) are what we are trying to achieve with all our spending on transport and decision-making on transport in the next 10 years. Below are our four outcomes. Do you agree or disagree they should be goals we work towards in our new transport plans?"*

Table 8 Survey responses on draft outcomes

	<b>Strongly agree</b>	<b>Slightly agree</b>	<b>Neutral</b>	<b>Slightly disagree</b>	<b>Strongly disagree</b>	<b>Overall agree</b>	<b>Overall disagree</b>
Transport contributes to a successful and just transition to a carbon neutral, clean and sustainable city <i>n=2879, skipped 20</i>	70% 2038	17% 500	7% 216	3% 76	2% 49	87%	5%
Transport has a positive role in tackling poverty, improving health deprivation and reducing inequalities <i>n=2880, skipped 19</i>	65% 1887	21% 620	7% 217	3% 99	2% 57	86%	5%
Transport responds to and contributes to continued and inclusive economic success and a dynamic, world-class city <i>n=2865, skipped 34</i>	62% 1809	23% 670	9% 249	3% 79	2% 58	85%	5%
Places are created where we can all thrive, regardless of mobility or income, through liveable neighbourhoods and an inclusive City Centre <i>n=2861, skipped 38</i>	69% 2010	17% 488	7.5% 218	3% 83	2% 62	86%	5%

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In addition, the online survey asked people to offer comments on whether they thought there should be a different outcome.

Table 9 Survey responses to question “Do you think we should have a different outcome?”

	Number of survey responses
General comments - supportive of outcome(s) (positive sentiment)	91
General comments - querying or against outcome(s) (negative sentiment)	68
General comments - all other comments	150
Proposed solution (not a goal or outcome)	362
Revised outcome	46
New additional outcome	22
No response	670

Survey responses which proposed revisions to or an additional outcome covered the following topics:

- Reword “improving health deprivation”.
- Inclusion – the city and transport should be **inclusive** of and **available to everyone**.
- The word transport should explicitly focus on walking, cycling and public transport (though there were also comments that all forms of transport should be included).
- Explicit focus on **affordability** of transport.
- Several comments on the need to refer to **safety** in the outcomes – including **personal security** for people using public transport.
- Climate concerns and sustainability and carbon reduction should be a priority outcome.
- Several mentions of the word **easy** and **easy to use** with regards to transport, and **accessible to all**, both spatially and in terms of those with additional mobility needs.
- Several mentions of the words **integrated** and **reliable**.
- Not just about getting to the city centre.
- Several references to **health** and **wellbeing** of citizens and quality of life.

Stakeholder organisation and Community Council comments on the outcomes came from individual submissions as well as the online stakeholder workshops. The comments can be summarised as follows:

- On the whole, there was support for all four draft outcomes.
- Some comments were made on the generic nature of some of the outcomes, and how they were difficult to disagree with. It was suggested more definition was required related specifically to transport, and indicators were also needed.
- Outcomes where there were more discussions and/or some neutral or disagree comments were:
  - o Outcome on transport’s role in tackling poverty etc – at least one stakeholder suggested transport improvements should benefit everyone and not just those in more deprived areas.
  - o Outcome on transport’s role in inclusive economic success etc – at least one stakeholder raised the possible issue of conflict between this outcome and the other outcomes.

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- Finally, the online survey asked people to offer views on their transport vision for the future. The following wordcloud shows the types of themes emerging from this.

Figure 4 Word cloud - 5 words that describe the transport system you would like Glasgow to have in ten years' time



## 5. Public Conversation Analysis: Specific issues

### 5.1 How travel needs may change in the future

This question was asked in the online survey and in stakeholder organisational responses. The inputs to this will inform the analysis of travel demand within the Glasgow Transport Strategy. On the whole, most seemed to agree that the list of factors influencing changes in travel demand in the future presented in the Public Conversation brochure was relatively robust. Some additional points made by stakeholder organisations included the following:

- Blended learning in tertiary education may impact upon travel demand.
- People may view the commute as a way to get physical activity.
- Deployment of increased digital services.
- City wide 'heat as a service', electrification of transport, climate adaptation infrastructure, growth of e-bikes and e-scooters supporting more modal shift from car.
- Role of 'smart streets' that also function as places for people to meet and socialise.
- Many people will continue to work from home, all or part of the time.
- A scenario planning approach is needed to manage uncertainty and inform flexible transport policies.
- Rush hours may reduce, encouraging more people to cycle or walk to work or amenities.
- Growing demand for active travel generally, as evidenced by Covid19.

### 5.2 City Centre and Liveable Neighbourhoods

In addition to the outcome related to the City Centre and Liveable Neighbourhoods (see above), an additional question was asked in the online survey on each subject. The results are shown below.

#### Your City Centre

*Survey question: "Glasgow City Centre will be transformed through the creation of a network of Avenues and public spaces integrated with public transport services and cycling infrastructure. Access to the city centre for private cars will be limited with no through trips. To what extent do you agree with this proposal to transform our city centre as described above?"*

Table 10 Agree with proposal to transform Glasgow City Centre as described above [n=2842, skipped 57]

	% of survey respondents	Number of survey respondents
Strongly agree	53%	1534
Agree	23%	679
Neutral	8%	242
Disagree	7%	200
Strongly disagree	6%	187

#### Your Liveable Neighbourhoods

*Survey question: "Local Neighbourhoods in Glasgow will be transformed by making the streets safer and work better for people, rather than for vehicles, as part of a wider traffic reduction strategy for the area. This means: Looking at how streets are planned to enable active, inclusive and safe travel helping to encourage a modal shift away from the use of the private car; Designing public spaces integrated with public transport services and cycling infrastructure;*

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*Focusing on improving the local environment; Opening school streets; Delivering on 20mph speed limits; To what extent do you agree with this proposal to create liveable neighbourhoods as described above?"*

Table 11 Agree with proposal to create liveable neighbourhoods as described above [n=2839, skipped 60]

	% of survey respondents	Number of survey respondents
Strongly agree	57%	1656
Agree	26%	741
Neutral	8%	223
Disagree	4%	119
Strongly disagree	3%	100

### 5.3 E-scooters

A specific question was asked in the survey on the topic of electric scooters and where they could potentially be legally used in Glasgow.

*Survey question: "Electric scooters are increasingly common in European cities and a few UK cities also. Do you think e-scooters should be legal to use on-street and in cycle lanes in Glasgow?"*

Table 12 Should electric scooters be legal on-street and in cycle lanes in Glasgow [n=2862, skipped 37]

	% of survey respondents	Number of survey respondents
Yes	42%	1218
No	20%	583
Not sure	30%	858
Other:	7%	203

### 5.4 Roadspace reallocation

The topic of reallocating roadspace to sustainable modes of travel was subject to a specific question in the survey.

*Survey question: "Any city has a limited amount of space, and there are often competing uses for that space. To what extent do you agree with reallocating roadspace away from private cars to more sustainable ways of travel (like walking, cycling and public transport)?"*

Table 13 Agreement with reallocating roadspace away from private cars to more sustainable ways of travel [n=2767, skipped 132]

	% of survey respondents	Number of survey respondents
Strongly agree	56%	1633
Agree	20%	594
Neutral	8%	231
Disagree	6%	163
Strongly disagree	5%	146

In addition, the topic of reallocation of roadspace was covered in a policy focus statement – see below for analysis.

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## 5.5 Spaces for People and Covid-19

The online survey asked two specific questions related to Covid-19 – one on the changes people had observed during the first lockdown in 2020, and one on the Council's transport-related actions in response to Covid-19.

### The impact of Covid-19 on how we travel

*Survey question: "Covid-19 may have sped up some of the changes we have already seen in society – more people working from home, more online shopping, travelling less. Which of the following did you experience in your local streets during the full Covid-19 lockdown earlier in 2020?"*

Table 14 Changes experienced in local streets during lockdown [n=2839, skipped 60]

	% of survey respondents	Number of survey respondents
There was less traffic	91%	2627
More people cycling	73%	2127
More people walking	71%	2059
More community spirit and communication	44.5%	1290
There seemed to be more vehicles speeding	31%	900
Parking problems	8%	222
Other	6%	187

### Council transport actions in response to Covid-19

*Survey question: "Below is a list of some of the changes we have made to respond to physical distancing in our Spaces for People programme, and some changes we are making to support public transport also. Which of these would you like us to consider keeping long-term, if any? Please select as many as you like."*

Table 15 Changes people would like the Council to consider keeping long-term in order of magnitude of responses [n=2777, skipped 122]

	% of survey respondents	Number of survey respondents
More places to sit outside of cafes, bars and restaurants	76%	2194
Wider pavement space (removing some on-street car parking) on busy streets	67%	1934
Pop-up cycle lanes	61%	1760
Wider spaces around rail stations and bus stops for pedestrians	55%	1596
More signal priority for buses at traffic lights to help them get ahead of traffic queues	47%	1349
Road closures	39%	1126
Pop-up bus lanes and bus gates	30%	866
Other	10%	301



Economic issues from Covid-19

The Glasgow Economic Recovery Group specifically highlighted concerns over Glasgow's recovery from Covid19, with Glasgow having recovered only 62% of pre-Covid footfall. Transport strategies need to support access to and within the city centre for the movement of goods and people, particularly as the city centre has to compete with online retailing and out of town retail and leisure centres which may be recovering faster.

In a small number of community-based discussions, small businesses raised a lack of consultation on Spaces for People measures and impact on parking/loading as problems for them.

## 6. Public Conversation Analysis: Policy focus statements

A set of initial policy focus statements were presented in the Public Conversation document for a number of reasons:

- To communicate some of the Council's initial thinking on the direction of transport policy in the city, and to gather feedback on these at an early stage.
- To raise awareness of certain issues which we must tackle e.g. the sustainable travel hierarchy in the National Transport Strategy, the carbon neutral goal and statutory climate change duties, statutory equality duties.
- To stimulate debate and offer the public and stakeholders some ideas to respond to.

These were tested in the online survey and with stakeholder organisations in their individual submissions.

*Survey question: "In our Public Conversation document, we have set out the areas of policy we propose to focus. We would like your views on this. Tell us how much you agree that these should be policy focus areas in our new transport strategies.*

*Are we moving in the right direction with our policy focus areas? Tell us if you support, don't support or are not sure about our initial set of policy focus ideas."*

Table 16 Online survey responses to policy focus statements

Policy focus statement – online survey responses	Support this policy focus	Neutral	Do not support this policy focus
Investment in cycling infrastructure to produce a city-wide network that people feel safe to cycle on (presented in our updated "Active Travel Plan" which will replace our existing Strategic Plan for Cycling). [n=2846, skipped 53]	<b>75%</b> 2186	14% 412	9% 248
Continued working towards zero serious and fatal injuries on our road network (our updated Road Safety Plan to 2030). [n=2845, skipped 54]	<b>85%</b> 2474	11% 328	1% 43
Efficient management of our road networks through design and technology to make better use of the space we have, ensuring the sustainable travel hierarchy informs our decisions and priorities [n=2827, skipped 72]	<b>77%</b> 2239	17% 502	3% 86
Reallocation of and better management of access to road space to give priority to people walking, wheeling, cycling and on public transport, and ensure goods get to where they need to go in the city [n=2843, skipped 56]	<b>81%</b> 2342	11% 316	6% 185
Continued maintenance of what we already have to ensure our pavements, cycleways and roads enable sustainable travel. [n=2839, skipped 60]	<b>87%</b> 2535	9% 257	2% 47
Embedding the Fairer Scotland Duty into our transport decision making alongside our Equality and Climate	<b>71%</b>	23%	3%

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Policy focus statement – online survey responses	Support this policy focus	Neutral	Do not support this policy focus
Duties, and applying a ‘wellbeing test’ to our transport investment decision-making. <i>[n=2816, skipped 83]</i>	2048	676	92
Investment in a modern public transport system that supports our economy, and serves the thousands of households which don’t have access to a car, providing a real alternative for those who do. In particular, supporting buses, exploring a Metro, working with SPT to support the modernisation and promotion of the Subway, and exploring innovative models of public transport provision in a changing market. <i>[n=2832, skipped 67]</i>	<b>90%</b> 2606	6.5% 189	1% 37
A smart, technologically savvy city where we use technology in transport for public benefit, we are open and transparent and encourage innovation through open data. We upskill Glasgow residents in carbon, energy and technological advances related to transport so that everyone benefits. <i>[n=2827, skipped 72]</i>	<b>78%</b> 2252	17% 486	3% 89
We work with partners to reduce the cost of public transport in Glasgow, particularly for young people and for people on low incomes or in poverty. <i>[n=2830, skipped 69]</i>	<b>87%</b> 2519	8% 243	2% 68
We work towards a goal of a single, integrated, smart ticket for public transport in the city (with the potential to include other forms of mobility like cycle hire and car clubs). <i>[n=2833, skipped 66]</i>	<b>89%</b> 2589	7% 199	1.5% 45
We collectively agree an approach to transport governance in Glasgow that is in the best interests of the users of our transport systems. <i>[n=2810, skipped 89]</i>	<b>83%</b> 2408	13% 370	1% 32
We create financially sustainable models of transport provision in the City and proactively identify sources of income to sustain investment in sustainable transport. <i>[n=2791, skipped 108]</i>	<b>78%</b> 2,266	16% 475	2% 50
We work collaboratively with Glasgow’s taxis, which often plugs a gap in transport, to improve provision, particularly with the growth of app-based ride and hail services. <i>[n=2808, skipped 91]</i>	<b>52%</b> 1513	33% 948	12% 347
People and place are prioritised in our City Centre - making it easier and quicker for people to walk and cycle and make onward journeys by public transport. A new City Centre Transformation Plan will support existing goals to reduce car journeys in the city centre by 30%, whilst enabling the residential population to double. <i>[n=2813, skipped 86]</i>	<b>77%</b> 2243	13% 376	7% 194

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Policy focus statement – online survey responses	Support this policy focus	Neutral	Do not support this policy focus
Parking supply and cost are balanced to ensure that using public transport is cheaper than driving into the city centre. An evidence-led and policy-driven car parking strategy is developed for the city. <i>[n=2812, skipped 87]</i>	<b>71.5%</b> 2073	16% 460	10% 279
Working collaboratively with planners and regeneration teams, ‘Liveable Neighbourhoods’ are created which maximise the availability of services within 20 minutes walking distance. <i>[n=2796, skipped 103]</i>	<b>83%</b> 2418	10% 298	3% 80
A focus on the journey to school – further investment in walking and cycling infrastructure, working towards a default speed limit of 20mph, and a wide rollout of school road closures. <i>[n=2792, skipped 100]</i>	<b>72%</b> 2091	17% 481	8% 220
A focus on making sure the city centre and neighbourhood environments are accessible for all. <i>[n=2802, skipped 97]</i>	<b>88%</b> 2549	8% 227	1% 26
Local communities are supported and enabled to take forward ideas which benefit their neighbourhood, in line with the community empowerment agenda and recent changes to planning legislation. <i>[n=2772, skipped 127]</i>	<b>78%</b> 2271	15% 449	2% 52
Ensuring a just transition to a low carbon transport future by: first, reducing the need to travel; then, supporting trips by foot, wheeling, bike, public transport and shared transport; finally, moving to low carbon and low emission vehicles. <i>[n=2796, skipped 103]</i>	<b>78%</b> 2269	13% 381	5% 146
Less vehicles of all kinds on our roads, and a reallocation of road space to sustainable ways to travel. <i>[n=2804, skipped 95]</i>	<b>73%</b> 2126	15% 429	9% 249
Monitoring consumer trends and doing what we can to manage the rising number of light goods vehicles on our roads. <i>[n=2778, skipped 121]</i>	<b>67%</b> 1949	24% 681	5% 148
Considering and using the tools at our disposal to support cleaner vehicles in the city. <i>[n=2794, skipped 105]</i>	<b>81%</b> 2353	13% 371	2% 70
Considering greenspace, open space and biodiversity when we plan transport and placemaking projects, to maximise the benefits of our investment. <i>[n=2795, skipped 104]</i>	<b>86%</b> 2506	9% 252	1% 37

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In terms of organisational responses, the pattern above was largely also reflected in the feedback. The policy focus statements that organisations in general questioned by either being neutral or not supportive of tended to be:

- **Working collaboratively with taxis in Glasgow** – concerns on this statement ranged from stating the focus should be on a good public transport network first and foremost, to some concerns over the pollution caused by taxis and driving behaviour. It was also highlighted however that public hire taxis often provide a service where public transport is not an option and there is a lack of sufficient taxi ranks in the right locations. One organisation also challenged the unhelpful lack of distinction between private and public hire in the Public Conversation policy focus statement.
- **Less vehicles of all kinds on our roads**, and statement on **balancing supply of parking cost and supply** – some expressed concern in relation to how some rely on a car.
- **Reducing the rising number of light goods vehicles** – they were several neutral positions on this statement.
- Some queried the meaning of partnership and collaboration in some statements, in the context of not continuing to work with private bus operators but bringing buses into public control.

All policy focus statements will require further definition and development as Glasgow's new transport strategies evolve, and all comments received in the Public Conversation will inform this process.

## 7. Public Conversation Analysis: Solutions

A key part of the Public Conversation was to elicit views on solutions to tackle the problems identified. Questions about ideas for improvement of the transport system were asked in the online survey, in interactions with communities and with stakeholders.

### 7.1 Online survey results on ideas to improve transport in Glasgow

Asked as an open question, responses were coded into categories by the analysis team. It should be noted that each response could be coded to more than one category. Each survey respondent was allowed to give up to three ideas on transport solutions.

The results below show that the most frequently mentioned solution related to safer cycling infrastructure; followed by a series of related topics on integrated public transport ticketing, cheaper or free public transport, an integrated transport system (public transport in particular), public transport under public ownership or not for profit.

*Table 17 Survey ideas on how to improve transport in Glasgow*

Categories	Frequency of Responses
Segregated cycle lanes / cycle network / cycle priority / maintain	881
Integrated smart public transport ticketing	677
Cheaper / free public transport	651
Integrated transport system / one body / brand / between modes [not ticketing and no specific mention of public ownership]	511
Buses (& trains) in public ownership / not for profit	504
Extend Subway / improve Subway	482
Behaviour change / branding / marketing / incentives to stop using car	451
Restrictions on traffic / less traffic / enforcement [not speed or parking]	418
Pedestrian environment improvements / prioritise pedestrians & walking	377
New / extend / improved bus services including frequency & timing	320
Better access to bikes & cycling	302
Cleaner vehicles, reducing pollution including EVs, electric buses, more LEZ coverage, electric bikes	263
Reduce the need to travel, planning-related	260

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<b>Categories</b>	<b>Frequency of Responses</b>
<b>Extend / better rail network / station improvements</b>	<b>257</b>
<b>New or improved or different public transport &amp; connections [where no mode mentioned]</b>	<b>255</b>
<b>Bus quality improvements e.g., clean, driver training, personal security, quieter buses, bus stops</b>	<b>248</b>
<b>New tram/metro / trolleybus</b>	<b>206</b>
Control /limit/manage parking-related solutions	198
Improve reliability of buses / bus priority / improve journey times	163
Miscellaneous	163
Better travel information available / apps / better signage / at stop info	149
Process related solutions	123
Climate resilient infrastructure & carbon neutral transport	108
Road maintenance / quality of roads infrastructure including at bus stops [not footways or cycleways, separate category]	106
Taxi related changes	89
Disability / mobility related improvements	85
Reduce traffic speed	71
Glasgow airport fixed link	63
Park and Ride	60
Public realm suggestions / trees etc	53
Support travel by car, no restrictions, more or free parking, don't penalise, more roads	50
Less priority / emphasis on cycling, curtail cycling, more regulation	49
Shared transport - car club, nextbike	46
More / better cycle parking	43
Water based solutions	39
Less buses, less bus lanes / bus gates	37
M8 related ideas	35

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Categories	Frequency of Responses
Journey to school suggestions	34
Goods related solutions	34
E-scooters	25
Roadworks / projects phasing	13
Reduce noise from transport	10
<i>Solutions with spatial detail</i>	<i>357</i>
<i>Solutions city centre specific</i>	<i>404</i>

## 7.2 Stakeholder organisation, Community Council and community ideas to improve transport in Glasgow

In terms of suggestions from stakeholders, these came from individual Community Council and stakeholder organisation submissions, as well as online stakeholder workshops. Suggestions included:

- Generally reducing roadspace allocated to cars. Policies to reduce dominance of car e.g., no more drive-through restaurants or new car parks. Ensure sustainable travel hierarchy is applied in decision-making. Applying the transport hierarchy and promoting it, so walking, cycling, buses for shorter urban journeys are increased to free up train capacity for longer journeys. Better integration between these modes.
- Managed Motorways work to support commuter movements to city centre and reduce congestion/emissions.
- Deliver on Connectivity Commission recommendations.
- Tackling congestion and giving more priority to buses on the road network – this would improve journey times, make buses more efficient and drive down costs to the user.
- Smart integrated ticketing, including building on existing integrated tickets in the city. Improve information also on how to buy tickets and on existing integrated tickets e.g. promote Traveline Scotland. Better and affordable integrated ticketing, and even free fares if possible. Better wayfinding on public transport in the city and city centre, including from perspective of a visitor/tourist.
- Extending opening times and accessibility of public transport stations/hubs.
- Increasing shared park and ride opportunities e.g. at stations in North Glasgow. Park and Choose opportunities.
- Express buses for longer routes, different services for shorter journeys. Designated buses in peripheral neighbourhoods. More and better bus and rail links, including to, from and between peripheral estates. Improve journey times and reliability of buses.
- Metro system to serve peripheral areas. Extend Subway to outer areas, and extend Subway operating hours especially on Sundays and in evenings. Outer circle of fixed public transport links, to bring same level of connectivity to communities in North Glasgow in particular, as enjoyed by communities in inner Glasgow.
- Re-regulating buses / more public control over buses – regulation is the missing link in Scotland compared to bus operations in other European countries.
- Make buses free. Cheaper peak time trains.



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- Better public transport connections to Glasgow Airport and large employment area around this.
- Better use of community transport in the future and recognition as an important part of the public transport system.
- Treating public hire taxis as part of the public transport system, providing more taxi ranks at important destinations across the city and measures to support public hire taxis as part of an integrated transport system generally.
- Extension of cycling routes and more segregated cycle routes. More projects like the Avenues in peripheral areas to encourage cycling. Integrate active travel network with green network and wider placemaking. Better maintenance of existing cycle routes to ensure they are safe to use.
- Measures to support cycling e.g., more Nextbike locations, bikes on buses, better cycle parking.
- Better use of Forth Canal.
- Restricting vehicular access around schools. More dedicated school buses.
- Workplace parking levy which could then be ringfenced to support cheaper public transport. Congestion charge. Road pricing to manage travel demand and to provide funding for alternative modes of transport. (Though concerns expressed by some business representatives on these).
- Restrict larger vehicles entering residential streets. Support cargo-bikes for deliveries with infrastructure, and e-bikes can also be useful for deliveries. More coordination of parcel deliveries. Recognising the city centre as an economic and social hub and the need to consider the movement of freight and goods around the city centre with innovative solutions.
- Slower road traffic speeds.
- Education/behaviour change projects needed to make public transport the default choice and more acceptable to all users. Behaviour change to promote active travel to school, walking in particular. Education and behaviour campaign on sharing space (e.g. conflicts between pedestrians and cyclists).
- Single branded Glasgow transport to improve understanding of system. Campaign to improve the perception of buses in Glasgow to encourage use by all.
- Acknowledging that some rely on the car and have parking opportunities for businesses and residents.
- Low traffic neighbourhoods.
- Whole systems approach to transport planning.
- Measures to support accessible walking environments such as keeping a level of noise for vehicles so they can be heard, de-cluttering walking spaces, retaining kerbs and tactile markings especially where cycle lanes join roads.
- Electric scooter trial.
- More shared transport opportunities such as the Bikes for All project. Planning new developments with shared transport and mobility hubs.
- Investment in training to raise awareness of conditions that impact on people's transport experience and choices e.g., epilepsy.
- Open data platform.
- A focus on economic recovery including role in transport in this and coordinated action. Particular focus for access to and from the city centre by people and goods to support economic recovery.

Community discussions also generated ideas on solutions. Further detail on this is provided in Appendix B, but in summary, the key topic areas emerging from community discussions were:

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- **Improving the accessibility of public transport:** People expressed a need for a transport system which is accessible to all, affordable, serves all parts of the city and which actively tackles inequalities, referring to a 'human rights approach to transport'
- **Cheaper or free public transport, particularly buses:** Cheaper or free public transport, particularly buses, was suggested in almost all community discussions. Some people suggested free buses for all, whilst many focused on free travel for specific groups, including all children and young people, asylum seekers, university students, families and those on low incomes. Some thought travel for children and young people should be free in the school holidays, and some thought transport should be free within your local area. Some people linked free or affordable public transport with public ownership, and 'fairness'.
- **Improvements to bus services:** The bus tended to be a primary mode of transport for most people in the community discussions. People consistently wanted more and better bus services which took them to more places. This means buses which run regularly including in the evenings, and connect together. Improved reliability of public transport was mentioned, but community discussions focused more on increasing the frequency of services, increasing options for public transport, and reducing journey times by designing public transport routes which are based around where people need to go.
- **Integrated transport system:** Apart from buses, most community discussions did not focus much on distinctions between different modes of transport. People focused on a public transport system which is quick, reliable, efficient, had plenty of options, and took you where you needed to go. As well as integrated ticketing, people want physical integration between different modes and services, describing examples in other countries where 'if you miss the train, there will be a bus'. The Subway was considered fast, affordable and reliable and some people thought it should be extended to cover much more of the city, and should have extended opening hours.
- **Integrated public transport ticketing:** A universal ticket accepted on all modes of transport and including community transport services was suggested in almost all community discussions.
- **Regulation of and influence over the planning and functioning of the transport system:** People frequently said that public transport should be a public service, and some people thought that public ownership of the public transport system was necessary to achieve this. Some people suggested more generally that the Council needed to have greater control of public transport, particularly in order to achieve better integration. People wanted greater involvement of communities in designing transport on an ongoing basis, so that transport can respond more effectively to peoples' needs and is 'based on what communities themselves believe will enable their areas to thrive'.
- **Safety and personal security on public transport:** Many people said that safety of public transport should be improved to give them confidence in travelling and not using the car. Suggestions to improve safety including more services at peak times to stop overcrowding (both for physical distancing and personal safety), more staff and greater visibility of staff and better lighting and more CCTV. People also thought that there should be campaigns against harassment, sexual assault and unacceptable behaviour including raising awareness of how to report incidents and ensuring there are implications for perpetrators i.e. fines.
- **Improvements to the pedestrian / walking environment and experience:** Seating was mentioned a lot as important for people to rest along their journeys, to enable a more accessible walking environment. Better maintenance of paths and pavements to reduce pot holes and gathering of surface water as well as dropped kerbs were also often mentioned. People want to walk more to local facilities and for leisure but need it to feel safer by e.g.,

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having more people around in spaces with better social interaction opportunities, better lighting, improved maintenance of vegetation for visibility, CCTV. Traffic free routes were seen as important but people didn't want them to be directed through dark back streets or poorly lit parks. A few groups mentioned conflict between cyclists and pedestrians as a barrier to safe walking routes. People would like cyclists to be more visible and respectful of pedestrians.

- **Control / limit parking and impact of parked vehicles:** Stopping cars parking on pavements was mentioned a lot in terms of improving the walking and cycling environment and making people feel safer using these routes.
- **Safer places to cycle:** Lots of people felt that there should be more safe cycling routes, including permanent segregated cycle paths on roads, use of temporary infrastructure, creation of bus and cycle lanes and off-road routes. People thought they should be well connected and provide unbroken journeys and links between facilities including schools. It was also suggested that there should be enough space for different types of cyclists including family groups. Affordability of bikes was an important issue for many groups with suggestions of free bikes for asylum seekers and refugees and those on benefits, cheaper access to electric bikes and bike libraries. Alongside providing safe cycle routes and access to bikes, training was also seen as important to encourage more people to cycle.
- **Restrictions on vehicles in Glasgow:** The majority of people who participated in community discussions were not car owners, though some people who did drive felt very reliant on their car. There was general support for reducing private car use, creating more car and traffic free spaces, having traffic free times around schools and prioritising walking and cycling infrastructure. Some groups felt that investment in active travel infrastructure shouldn't come at the expense of public transport as it could exclude people, particularly those with disabilities. Consultation with people who rely on their cars, particular those with disabilities who don't have another option was also seen as important.
- **Cleaner vehicles and less pollution:** People felt that electric buses and cars were a good thing in relation to climate change but that electric vehicles need to be more affordable before they could be accessible to more people, particularly disabled people who might not be able to use public transport. Moving buses from diesel to electric was seen as important in reducing harmful emissions.

### 7.3 Online transport simulator

An online transport simulator tool ran throughout the Public Conversation. This was designed as a 'game' by which participants had a 'budget' of points which they could allocate across categories, to a maximum of 5 per category. They could also earn up to 3 points from three categories.

Each category had a description, and each degree of points allocation e.g. 0, 1, 2 etc, had an accompanying description to explain the potential consequences of allocating points.

The online transport simulator tool received 654 responses. The results are shown below, and categories with the highest points allocations overall (over 2.5 points on average, or half of the allocation per category) are shown in bold.

Table 18 Online transport priorities simulator results

Group	Item	Average Allocation
Cycling Improvements	Cycling improvements	3.5
Walking Improvements	Walking Improvements	3.2
Local Neighbourhoods	Local streets are designed and managed to give priority to people over traffic, helping to create more attractive, vibrant and inclusive neighbourhoods.	3.0
Bus Improvements	Improve our bus services and bus infrastructure	3.0
Managing vehicles in our city	Measures to manage and reduce vehicle trips on our network	2.9
Integrated Ticketing	Provide smart and integrated ticketing	2.9
Rail Improvements	Improve rail services	2.7
Light Rail Network Enhancements	Light rail network enhancements	2.4
Low carbon vehicles	Low or zero carbon vehicle investment	1.7
Road Safety	Improve road safety	1.6
Supporting sustainable movement of goods	Sustainable movement of goods	1.6
Travel information and behaviour change	Travel information and behaviour change	1.5
SMART Technology	Invest in SMART technology for the city's transport systems	1.3
Shared mobility	Shared mobility	1.2
<i>Earn yourself more points to allocate</i>	Congestion Charges	0.9
<i>Earn yourself more points to allocate</i>	Parking management	0.9
<i>Earn yourself more points to allocate</i>	Workplace parking levy	0.8

#### 7.4 Open to change

Finally, as much of the Public Conversation findings set out above indicate, there is a real desire to see change in the transport system in Glasgow. In addition, when asked what individuals would be prepared to do to help achieve the draft outcomes proposed in the engagement:

- Almost 60% said they would consider leaving their car at home more for shorter journeys (say trips up to 1 or 2 miles) and walking or cycling instead.
- Almost half said they would consider changing their commute to walking, cycling or public transport instead of using their car, even if only a few days a week.

## 8. How the Public Conversation is informing our work

### 8.1 The aims of the Public Conversation

The Public Conversation on Glasgow's transport future was designed to fulfil a number of goals for each of the three new plans being developed by Glasgow's transport strategy team. For the Glasgow Transport Strategy, the overarching strategy for the city, the engagement goals for the Public Conversation were:

- Gathering views from people on key **problems and opportunities**.
- Consulting on **draft outcomes**.
- Gathering ideas on solutions.
- Gathering ideas on what kind of **future city** we want and informing with latest thinking on how **travel demand might change** in the future and gathering any more ideas on this.
- Raising awareness of **everyone's contribution** to the outcomes.

On the whole, the Public Conversation was successful in fulfilling these goals for the Glasgow Transport Strategy, despite the limitations of being almost entirely digital and online.

### 8.2 You told us – what we will do

Throughout the Public Conversation, it became apparent there were a number of useful items of specific feedback that could be passed directly to Glasgow City Council teams, SPT and transport operators. This is being carried out internally with regards comments on traffic management, road safety and parking issues in specific places, Low Emission Zone, planning for taxis. Feedback is also being passed onto SPT and transport operators on public transport related issues.

### 8.3 How the Public Conversation will inform the Glasgow Transport Strategy

The Public Conversation has produced a wealth of material that will inform the Glasgow Transport Strategy. Specifically, the input will help finalise the existing Draft Case for Change report, by:

- Sensechecking; the proposed outcomes, and refining the sub-objectives below these based on feedback from people on outcomes and comments on their vision for transport in the city. These outcomes and sub-objectives will be important in assessing solutions and policies in the next stage of the work.
- Sensechecking; the initial set of policy focus statements. There was broad support for most of these, though less universal support for a couple. It is clear however all need to be further defined.
- Updating the list of problems to be tackled. The list of problems presented during the Public Conversation were largely agreed with. A number of additional problems should be added, particularly on the topic of parking. In addition, whilst from a minority of respondents, the concerns of some who rely on their car, should also be cited as a problem to be considered.
- Generating a long list of solutions to be assessed in the next stage of the work – the ideas offered throughout the Public Conversation on the types of interventions people would like to see will be used to inform the development of a long list of 'options'. These will then be appraised in the next stage of work.

### 8.4 How the Public Conversation will inform the new Active Travel Strategy

The new Active Travel Strategy will create the right conditions for walking and cycling/wheeling to become the first choice of mode of transport for people of all ages for those that can. To undertake the full range of everyday activities whilst making a significant contribution to Glasgow's objective of achieving net zero carbon by 2030. Realising this ambition will require significant resources,

coordination and creativity. But crucially, it will require the support of local communities for the implementation of the necessary measures. The Public Conversation highlights the issues the users of Glasgow's streets and spaces are experiencing and demonstrates the level of public support for more holistic measures.

Specifically, the input will help finalise the rationale for the approach being adopted and contribute to the Active Travel Strategy, by;

- Showing that cycling and walking improvements are top transport priorities for the public.
- Highlighting the need to improve perceptions and experiences of safety on Glasgow's streets to support those who would like to walk and cycle more, but who currently don't feel safe to do so.
- Emphasising the need to address the design of streets to reduce car dominance and to reduce perceptions of roads as hostile spaces for people, including road space reallocation.
- Demonstrating support for investment in a more extensive, better integrated and safe city-wide network of protected cycling infrastructure.
- Also highlighting the importance of walking within the active travel network and the need to plan for and improve experiences in this area.
- Showing that where better provision is made people would walk and cycle more.
- Showing that where investment is made in quality provision, such as the Avenues and City Way projects, the public recognise the value of these interventions and approaches.
- Highlighting the importance of responding to technological developments, including providing storage and charging points for e-bikes.
- Identifying support for approaches that help to reduce road traffic levels, improving air quality and reducing impacts on climate change.
- Emphasising the importance of addressing the impacts of poverty and unequal access to transport and the social goods and services this provides access to. Specifically, the location and prioritisation of interventions that will be developed through the Active Travel Strategy should reflect this.

### 8.5 How the Public Conversation will inform the new Liveable Neighbourhoods Plan

The Public Conversation will provide a very useful foundation for the new Liveable Neighbourhoods approach being developed in Glasgow. The Liveable Neighbourhoods Plan seeks to create well balanced places, where movement supports everyday activities and community aspirations. The engagement and feedback given has shown that this is an approach which can respond to multiple themes raised through the Public Conversation.

Specifically, the input will help finalise the Strategic Business Case and contribute to Liveable Neighbourhoods Delivery, by;

- Demonstrating the broad-based needs and aspirations of Glasgow's communities, in relation to modes and functions of journeys. The Public Conversation draws out the wide array of everyday reasons for movement in the City, highlighting the need for area-wide approaches to complement linear active and sustainable transport interventions.
- Highlighting the need to improve perceptions and experiences of safety on Glasgow's streets to support those who would like to walk and cycle more, but who currently don't feel safe to do so.

- Showing that where investment is made in quality provision, such as the Avenues and City Way projects, the public recognise the value of these interventions and approaches being made.
- Identifying the high level of support for interventions that help to reduce road traffic levels, improving air quality and reducing impacts on climate change.
- Emphasising the importance of addressing the impacts of poverty and unequal access to transport and the social goods and services this provides access to.

### 8.6 How the Public Conversation will inform the new City Centre Transformation Plan

The overall aim of the City Centre Transformation Plan is to ensure that Glasgow's city centre is an attractive and sustainable place for residents, visitors and businesses. Transport plays a key role in helping to achieve that aim.

The City Centre Transformation Plan seeks to provide a clear action plan on how that can be achieved and also contribute to Glasgow's objective of achieving net zero carbon by 2030. Whilst, taking account the Public Conversation and the various other consultations that have been undertaken for both the Strategic Development and District Regeneration Frameworks.

The Public Conversation highlights the issues the users of Glasgow's streets and spaces are experiencing and demonstrates the level of public support for change. Specifically, the input will help finalise the rationale for the approach being adopted to being a more inclusive city centre, by;

- Showing that where investment is made in quality provision, through our City Deal interventions such as the Avenues that the public recognise the value of these interventions and approaches.
- Showing that we have to give priority to people not vehicles and enabling people to find it easy to walk and cycle through the city centre
- Emphasising the need to address the design of streets to reduce car dominance and to reduce perceptions of roads as hostile spaces for people, including road space reallocation.
- Ensuring that the city centre is welcoming and accessible for all
- To support a network of bus corridors that enable access through the heart of the city centre and connecting our key transport hubs
- Ensuring that access continues to be maintained for essential services such as deliveries and cleansing activities
- Introducing measures that help to reduce road traffic levels, improving air quality and reducing impacts on climate change.

The feedback gained through the Public Conversation will inform the development of the City Centre Transformation Plan and the policies and actions within. The Public Conversation will also underpin the engagement with communities as the projects to implement the City Centre Transformation Plan are developed and implemented.

### 8.7 Next steps

This Public Conversation report will be published to ensure transparency over what the Council has heard and what information has been collected, how the Council intend to use the inputs and to assure people the Council has listened to and valued all inputs during the Public Conversation.

### Glasgow Transport Strategy

In terms of the Glasgow Transport Strategy, an updated Case for Change report will be published and publicised in early 2021. It is anticipated that further stakeholder workshops will be held on

development and assessment of options whilst the draft Glasgow Transport Strategy itself will be subject to full public consultation later in 2021.

#### Active Travel Strategy

The feedback from the Public Conversation will now inform the preparation of the city-wide Active Travel Strategy and the development of the associated action programme. Further stakeholder workshops will be held on the emerging Strategy in early 2021, and the draft Active Travel Strategy will be subject to full public consultation later in the year, with the aim of having the final document approved and published for the end of 2021.

#### Liveable Neighbourhoods Plan

The information gained through the Public Conversation will inform the development of the Liveable Neighbourhood Toolkit and the emerging Strategic Business Case, both of which will be published in early 2021. The intention is for the Outline Business Case for the first tranche of Liveable Neighbourhood Plans to be taken forward and delivered for the end of 2021.

#### City Centre Transformation Plan

The information gained through the Public Conversation will inform the development of the City Centre Transformation Plan to be published in late 2021. Stakeholder Workshops are to be held with key bodies to present the issues identified and possible options that are available.

### 8.8 Legacy of the Public Conversation on Glasgow's Transport Future

The material gathered during the Public Conversation is already informing a number of other Council-related plans and strategies and workstreams, and will continue to do so over the next few years. These include:

- The Council's work on the climate emergency and carbon neutral goal, including the Climate Emergency Implementation Plan.
- City Region work on the Glasgow Metro feasibility study which is led by Glasgow City Council.
- Ongoing work to update the Council's new City Development Plan.



## Appendix A: Online Survey results

Further results of the online survey are presented in this appendix. It should be noted that proportions are shown as % of all survey respondents; and “n” refers to the number of survey respondents in each question. The survey was carried out online using ArcGIS Survey123.

### Make up of survey respondents

“Help us understand your responses by selecting the response below that best fits your perspective in answering our survey.”

#### Perspective in answering the survey:

- I’m answering this survey primarily as a resident of Glasgow – 83%, n = 2408
- I’m answering this survey primarily as someone who doesn’t live in Glasgow but travels in Glasgow regularly – 14%, n=406
- I’m answering this survey primarily as a business or employer that operates in Glasgow – 1%, n=25
- On behalf of an organisation – 1%, n=31
- Other – 1%, n=29

### Demographics

“How do you identify?” Gender identity [*n=2860, skipped 39*]

	% of survey respondents	Number of survey respondents
Male	51%	1471
Female	44%	1269
Prefer not to say	3%	86
Prefer another term	1%	34

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“Please indicate your age range” Age range [n=2865, skipped 34]

	% of survey respondents	Number of survey respondents
Under 18	0.3%	8
19-24	8%	245
25-34	25%	721
35-44	19%	552
45-54	16%	475
55-59	8%	224
60-64	7.5%	218
65-69	6%	172
70-79	6%	168
80 or over	1%	19
Prefer not to say	2%	63

“What is your current employment status?” Employment status [n=2865, skipped 34]

	% of survey respondents	Number of survey respondents
Employed full time	50%	1450
Employed part time	10%	276
Self-employed	8%	221
Unemployed – actively seeking work	3%	73
Unemployed – not actively seeking work	0.7%	21
Full time student over 18	7%	215
Full time student under 18	0.2%	5
Stay at home parent	0.7%	19
Retired	14%	405
Carer	0.8%	23
Unable to work	2%	46
Prefer not to say	2%	68
Other	1.5%	43

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Do you work in the Glasgow city area? [*n=2762, skipped 137*]

- Yes – 64% *n=1855*
- No – 31% *n=907*

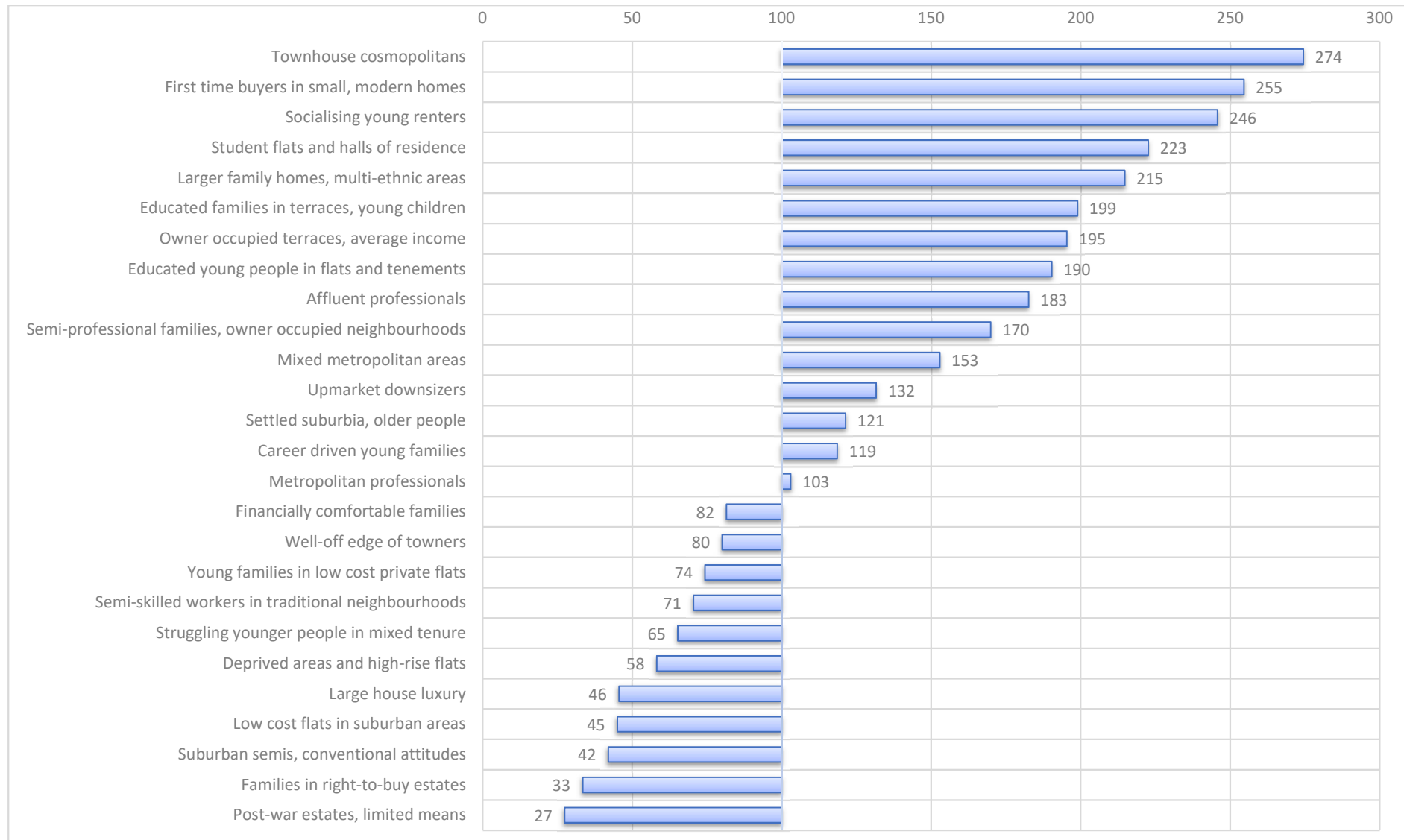
Postcode information from survey respondents show that responses were received from every Ward in Glasgow City. A map of postcodes has not been published for privacy reasons.

ACORN analysis was carried out on survey respondent postcodes, where provided. This acts as a proxy for socio-economic classification, and helps to understand if the survey reached a broad, representative audience in Glasgow. The graph below shows whether household classifications were over or under represented in the survey – 100 is an accurate reflection of the group's size in the population, a higher score than 100 is over-representation, lower is lower representation.

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The following table shows ACORN analysis by modelled net income per classification.

ACORN Type	Frequency	Modelled net income (ACORN)
First time buyers in small, modern homes	240	£14,939
Educated young people in flats and tenements	174	£7,954
Deprived areas and high-rise flats	82	£4,524
Affluent professionals	64	£26,899
Young families in low cost private flats	61	£10,384
Student flats and halls of residence	53	£7,078
Younger professionals in smaller flats	53	£9,659
Pensioners and singles in social rented flats	47	£7,573
Townhouse cosmopolitans	47	£26,595
Prosperous suburban families	33	£29,936

**Physical and mental health**

“Do you have any physical or mental health conditions or illnesses lasting or expected to last 12 months or more?” *[n=2827, skipped 72]*

- Yes – 22% *n=647*
- No – 69% *n=1997*
- Prefer not to say – 6% *n=183*

“[If yes] Does your illness or condition affect your personal mobility?” *[n=645, skipped 2254]*

- Yes, a little – 9% *n=273*
- Yes, a lot – 5% *n=143*
- No – 8% *n=229*

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“Which of the following best describes your ethnic background?” *[n=2813, skipped 86]*

	% of survey respondents	Number of survey respondents
White Scottish/British/Irish/Welsh/Northern Irish	86%	2486
Mixed / multiple ethnic groups	2.4%	68
Asian or Asian British	1.2%	35
Chinese	0.6%	16
Arab	0.07%	2
Black, African/ Caribbean or Black British	0.21%	6
Other	7%	200

“Do you have regular access to a car in your household for your own purposes?” *[n=2844, skipped 55]*

- Yes – 61% *n=1760*
- No – 37% *n=1084*

“Do you have regular access to a bicycle in your household for your own purposes?” *[n=2851, skipped 48]*

- Yes – 54% *n=1569*
- No - 44% *n=1282*

#### Main way you travel in Glasgow

“Please tell us how you mainly travel around in Glasgow. Think of all the journeys you make, and choose the method of travel you probably travel the furthest on, overall. Please select from the drop down menu.”

The way you travel the most in Glasgow *[n=2834, skipped 65]*

	% of survey respondents	Number of survey respondents
Car as a driver	22%	638
Car as a passenger	3%	97

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	% of survey respondents	Number of survey respondents
On foot	24%	685
Cycling	15%	434
Bus	18%	520
Wheeling (wheelchair, mobility scooter)	0.14%	4
Train	12%	336
Subway	3%	74
Taxi	0.7%	21
Motorcycle	0.3%	10
Other	0.5%	15

*Second way you mainly travel in Glasgow*

“And now for the second main way you travel around Glasgow. Please select from the drop-down menu.”

Second way you mainly travel in Glasgow [n=2787, skipped 112]

	% of survey respondents	Number of survey respondents
Car as a driver	14%	411
Car as a passenger	7%	206
On foot	24%	686
Cycling	10%	286
Bus	14%	394
Wheeling (wheelchair, mobility scooter)	0.28%	8
Train	16%	476
Subway	8%	240
Taxi	2%	68
Motorcycle	0.17%	5
Other	0.24%	7

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### Successes and challenges

“In this section, we welcome your thoughts on what works well in relation to transport in Glasgow currently - and what doesn't work so well and could be improved.”

“Please let us know the extent to which you agree or disagree with the following statements:”

<i>% of all survey respondents (not question respondents)</i>	<b>Strongly agree</b>	<b>Agree</b>	<b>Neutral</b>	<b>Disagree</b>	<b>Strongly disagree</b>	<b>Not applicable to me</b>
Generally speaking, the transport system in Glasgow is adequate for my needs	3%	25%	19%	37%	14%	
n=2874	89	726	561	1079	419	
Glasgow is a place where I feel I can walk for everyday journeys as much as I would like to	5%	32%	17%	30%	12%	3%
n=2876	141	940	494	880	344	77
Glasgow is a place where I feel I can cycle for everyday journeys as much as I would like to	2%	8%	11%	30%	28%	19%
n=2875	57	236	332	880	817	553
Glasgow is a place where I'm happy for my children (or children generally) to walk or scoot to school	2%	12%	11%	19%	9%	45%
n=2843	48	336	326	562	273	1298
Glasgow is a place where I'm happy for my children (or children generally) to cycle to school	1%	4%	7%	20%	23%	43%
n=2837	23	125	192	567	671	1259
Buses in Glasgow meet my needs	2%	14%	14%	31%	33%	4%
n=2869	53	419	397	901	971	128
Trains in Glasgow meet my needs	6%	38%	18%	23%	8%	6%
n=2868	170	1115	532	654	234	163
The Subway in Glasgow meets my needs	6%	26%	15%	26%	14%	12%
n=2878	160	754	444	765	415	340
I know how to purchase public transport tickets that meet my needs particularly if using more than one operator or form of public transport	7%	30%	14%	27%	16%	5%
n=2871	207	862	409	790	455	148

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<b>% of all survey respondents (not question respondents)</b>	<b>Strongly agree</b>	<b>Agree</b>	<b>Neutral</b>	<b>Disagree</b>	<b>Strongly disagree</b>	<b>Not applicable to me</b>
Glasgow is a place where transport issues don't hold back my business	2%	9%	13%	14%	8%	52%
n=2834	61	265	375	396	227	1510
I feel informed about Council projects and policies on transport – I know what is happening and where to find information	1%	10%	21%	39%	26%	2%
n=2865	31	290	602	1135	753	54
I believe the Council listens to my views when it consults on transport projects and policies	0.5%	6%	31%	27%	28%	5%
n=2853	16	186	903	795	815	138
I think walking and cycling projects like the Avenues, South City Way and others are a good thing for the City	50%	28%	9%	4%	4%	4%
n=2863	1447	816	264	117	117	102

*Supplementary questions:* The Subway in Glasgow doesn't meet my needs because: [n=1179, skipped 1720]

	<b>% of survey respondents</b>	<b>Number of survey respondents</b>
It doesn't go to where I need to go	34%	973
It doesn't run at the times I need to travel or is too infrequent	13%	370
It is too expensive	9%	271
Currently I'm concerned about using the Subway due to Covid19	8%	246
It is not a pleasant experience for me on-board	4%	103
I don't always feel safe	3%	81
There are no seats available	2%	56
It is not always reliable	2%	53
The journey takes too long	1%	20
Other: <i>see below</i>	6%	167

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Responses to Subway “other” category – analysis of open text:

Categories	Frequency of responses
Extend/expand service	25
Integrated ticketing	14
Park and ride issues/ affordability	1
Nationalise/public ownership/council owned	2
Not enough services to where people need to go (that includes frequency of existing services, as well as no services to specific places)	80
Mobility issues/disability/pram facilities/wheelchair access	19
Lack of connectivity	6
Lack of integrated services	2
Quality issues (lack of facilities/ cleanliness/driver attitude/anti-social behaviour/noisy)	9
Cost of fares	2
Delays	1
Miscellaneous	8

*Supplementary questions:* Trains in Glasgow don’t meet my needs because: [n=888, skipped 2011]

	% of survey respondents	Number of survey respondents
They are too expensive	18%	513
They don’t go to where I need to go	15%	428
They are not always reliable	13%	369
They don’t run at the times I need to travel or is too infrequent	12%	349
Currently I’m concerned about using the Subway due to Covid19	9%	248
They are not a pleasant experience for me on-board	5%	138
There are no seats available	4%	104
I don’t always feel safe	4%	104
The journey takes too long	2%	65
Other: <i>see below</i>	4%	119

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Responses to train “other” category – analysis of open text:

Categories	Frequency of responses
Lack of integrated services public transport	26
Electric	0
Integrated ticketing	16
Council owned/not for profit/public ownership	1
Lack of public transport information/signage/timetable/app/route map	2
Mobility issues/disability/pram facilities/wheelchair access	21
Park and ride	0
Cost of fares	4
Unreliable services	5
Congestion/pollution/emissions/noise/environment	0
Long journey times	3
Lack of connectivity	4
Not enough services to where people need to go (that includes frequency of existing services, as well as no services to specific places)	22
Not running at the times people need them	16
Quality issues (personal security, cleanliness, driver attitudes, overcrowded, lack of facilities)	13
Misc	2

*Supplementary questions:* Buses in Glasgow don’t meet my needs because: [n=1870, skipped 1029]

	% of survey respondents	Number of survey respondents
They are not always reliable	42%	1222
They are too expensive	42%	1217
They don’t go where I need to go	34%	996
They don’t run at the times I need to travel or are too infrequent	32%	928
They are not a pleasant experience for me on-board	27%	788
The journey takes too long	25%	729

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Currently I'm concerned about using the Subway due to Covid19	24%	699
I don't always feel safe	15%	438
There are no seats available	4%	125
Other: <i>see below</i>	7%	208

Responses to bus "other" category – analysis of open text:

Categories	Frequency of responses
Lack of integrated services public transport	28
Electric	4
Integrated ticketing	39
Council owned/not for profit/public ownership	7
Lack of public transport information/signage/timetable/app/route map	39
Mobility issues/disability/pram facilities/wheelchair access	21
Different modes of transport/tram/metro/trolleybus	1
Cost of fares	18
Unreliable services	5
Congestion/pollution/emissions/noise/environment	16
Long journey times	6
Lack of public transport connectivity	15
Not enough services to where people need to go (that includes frequency of existing services, as well as no services to specific places)	31
Quality Issues (personal security, cleanliness, driver attitudes)	22
Miscellaneous	1

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## Problems

### Problems our new plans should tackle

“In our Public Conversation document, we have listed some of the problems we think we need to tackle. Our Draft Case for Change report has more detail on these and others. Which problems are important to you? Pick all that apply.”

*(in order of survey-selected importance) [n=2882, skipped 17]*

Problem stated in survey	Survey respondent % who selected it	Number of respondents who selected it
Different ways to travel are not smart and integrated, including ticketing	74%	2136
High cost of transport particularly public transport	70%	2034
Safety concerns over cycling on road and lack of a complete cycling network	67%	1947
Rising traffic levels and congestion	65%	1875
Poor air quality and health problems from vehicle emissions	60%	1739
Poverty and unequal access to transport	59%	1702
Transport's role in climate change particularly cars	55%	1585
Less people walk for journeys than comparable areas and people want better quality and safer places to walk	51%	1477
Reliability issues with bus journey times	50%	1458
Complicated governance of transport in the City (lots of organisations involved)	50%	1451
Physical and mental barriers created by motorways and busy roads	44%	1273
Health inequalities and unequal participation in active ways to travel i.e. walking and cycling	43%	1233
Rising numbers of vans and light goods vehicles, with associated emissions	37%	1082
Bus use is declining	33%	952
Mobility difficulties and resulting unequal access to transport	32%	938
Transport as a barrier to economic success	26%	744

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**The biggest problems to tackle**

“If not already covered in the list above, or you feel very strongly about them, please tell us about the biggest transport problems you would like our new transport plans to tackle. Tell us about transport issues that affect you most in your everyday life.”

Category of problem	Problem	No. of mentions
Equality	Disability-related mobility and transport problems	87
Built & natural environment	Not enough green spaces/ planting	18
	Better use of the river as a transport corridor	4
	Car-dominated spaces/design/ decisions; too easy to use car	138
Social environment	Hostile road environment to cycle / driver behaviour [not infrastructure]	92
	Lack of public/ stakeholder engagement	10
	Cycling behaviour	64
	Unsafe journey to school	35
	Safety concerns using public transport or active travel	126
Strategic approach	Strategy and governance	96
Health and wellbeing	Covid-19 related problems	43
	Air and noise pollution and climate change	212
Transport	Lack of local bus connections / infrequent	108
	Issues for motorised vehicles	56
	Barriers to mobility	31
	Lack of public transport connections between different parts of the city	292
	Public transport long journey times generally	172
	Lack of P&R options	9
	Bus / train reliability issues	307
	Public transport quality issues (inadequate service, cost, hygiene, experience etc)	570
	High cost of public transport	438

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Category of problem	Problem	No. of mentions
	Lack of pedestrian priority & poor walking environment	261
	Anti-car policy	63
	lack of multi-modal, smart/integrated ticketing	291
	Lack of public transport integration	281
	Lack of protected cycle lanes / cycling network fragmented and inadequate/ cycle parking or Next bike service)	667
	Lack of tram/metro/more fixed line public transport/Subway related problems/train specific problems	233
	Fragmented public transport system / public transport governance problems	216
	Covid-19 related problems	43
	Parked vehicles causing problems	130
	Lack of information on how to travel (including public transport and active travel info)	88
	Road infrastructure problems e.g. maintenance, signage	134
	EV problems - lack of charging, EV/Hydrogen too expensive	17

### Our transport outcomes

“In this section, we want you to tell us if you agree with the four outcomes we have chosen for our transport plans. Outcomes (or goals) are what we are trying to achieve with all our spending on transport and decision-making on transport in the next 10 years. Below are our four outcomes. Do you agree or disagree they should be goals we work towards in our new transport plans?”

	Strongly agree	Slightly agree	Neutral	Slightly disagree	Strongly disagree
Transport contributes to a successful and just transition to a carbon neutral, clean and sustainable city <i>n=2879, skipped 20</i>	70% 2038	17% 500	7% 216	3% 76	2% 49

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	<b>Strongly agree</b>	<b>Slightly agree</b>	<b>Neutral</b>	<b>Slightly disagree</b>	<b>Strongly disagree</b>
Transport has a positive role in tackling poverty, improving health deprivation <sup>4</sup> and reducing inequalities <i>n=2880, skipped 19</i>	65% 1887	21% 620	7% 217	3% 99	2% 57
Transport responds to and contributes to continued and inclusive economic success and a dynamic, world-class city <i>n=2865, skipped 34</i>	62% 1809	23% 670	9% 249	3% 79	2% 58
Places are created where we can all thrive, regardless of mobility or income, through liveable neighbourhoods and an inclusive City Centre <i>n=2861, skipped 38</i>	69% 2010	17% 488	7.5% 218	3% 83	2% 62

“Do you think we should have a different outcome? Please write your ideas below.”

Analysis of survey responses by category of response.

	<b>Number of survey responses</b>
General comments - supportive of outcome(s) (positive sentiment)	91
General comments - querying or against outcome(s) (negative sentiment)	68
General comments - all other comments	150
Proposed solution (not a goal or outcome)	362
Revised outcome	46
New additional outcome	22
No response	670.

<sup>4</sup> This outcome included the word “deprivation” in the online survey, but not in the Public Conversation brochure. The overall meaning of the outcome is the same regardless, and some people commented in the online survey that the word “deprivation” should be removed from this outcome.



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The impact of Covid-19 on how we travel

“Covid-19 may have sped up some of the changes we have already seen in society – more people working from home, more online shopping, travelling less. Which of the following did you experience in your local streets during the full Covid-19 lockdown earlier in 2020?”

Changes experienced in local streets during lockdown [*n=2839, skipped 60*]

	% of survey respondents	Number of survey respondents
There was less traffic	91%	2627
More people cycling	73%	2127
More people walking	71%	2059
More community spirit and communication	44.5%	1290
There seemed to be more vehicles speeding	31%	900
Parking problems	8%	222
Other	6%	187

**Council transport actions in response to Covid-19**

“Below is a list of some of the changes we have made to respond to physical distancing in our Spaces for People programme, and some changes we are making to support public transport also. Which of these would you like us to consider keeping long-term, if any? Please select as many as you like.”

Changes people would like the Council to consider keeping long-term in order of magnitude of responses [*n=2777, skipped 122*]

	% of survey respondents	Number of survey respondents
More places to sit outside of cafes, bars and restaurants	76%	2194
Wider pavement space (removing some on-street car parking) on busy streets	67%	1934
Pop-up cycle lanes	61%	1760
Wider spaces around rail stations and bus stops for pedestrians	55%	1596
More signal priority for buses at traffic lights to help them get ahead of traffic queues	47%	1349
Road closures	39%	1126
Pop-up bus lanes and bus gates	30%	866
Other	10%	301

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Your ideas and priorities

*A quick question first - what would you like to do?*

“A quick question first – what would you like to do? Before you give us your ideas, tell us one thing you would like to do, but you feel transport issues are stopping you from doing it. For example, is there somewhere you would like to go more frequently, people you would like to visit, a job or training or education opportunity you would like to pursue, a local journey you could like to make on foot or by bike - but problems with the transport system are stopping you?”

Categories	Frequency of Responses
Travel to different places by public transport	468
Travel by different modes of public transport	665
Use car clubs/car hire/leasing	6
More bike sharing schemes	13
Spend less money on car parking /more parking	15
Cycle more, and on safe infrastructure	619
Spend less money on public transport	170
More parking at train stations	7
Less polluting vehicles on the roads	74
Reduce speed limits in neighbourhood areas	15
Understand the transport system better / have a more integrated experience	670
Up-to-date timetable with transport times that are extended	83
Have a better public transport journey	144
Have more priority as a car driver	11
Walk more, in better environments	204
Move around easier with mobility / disability issues	36
Review of car parking permit allocation process	2
Less parking spaces	6
Miscellaneous	38

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“Tell us three things you would like the Council to include in their future transport strategies and plans for the city. This could be a specific project you would like them to pursue, or a concept like cheaper public transport fares, safer places to cycle, more dropped kerbs on pavements. Big or small, tell us your ideas. Tell us how you would like to #GetAboutGlasgow!”

*Your ideas on how to improve transport in Glasgow – first idea, second idea, third idea.*

Categories	Frequency of Responses
Segregated cycle lanes / cycle network / cycle priority / maintain	881
Integrated smart public transport ticketing	677
Cheaper / free public transport	651
Integrated transport system / one body / brand / between modes [not ticketing, separate category]	511
Buses (& trains) in public ownership / not for profit	504
Extend Subway / improve Subway	482
Behaviour change / branding / marketing / incentives to stop using car	451
Restrictions on traffic / less traffic / enforcement [not speed or parking, separate category]	418
Pedestrian environment improvements / prioritise pedestrians & walking	377
New/extend/ improved bus services including frequency & timing	320
Better access to bikes & cycling	302
Cleaner vehicles, reducing pollution including electric vehicles, electric buses, more LEZ coverage, electric bikes	263
Reduce the need to travel, planning-related	260
Extend / better rail network / station improvements	257
New or improved or different public transport & connections [where no mode mentioned]	255
Bus quality improvements e.g. clean, driver training, personal security, quieter buses, bus stops	248
New tram/metro / trolleybus	206
Control /limit/manage parking-related solutions	198
Improve reliability of buses / bus priority / improve journey times	163
Miscellaneous	163
Better travel information available / apps / better signage / at stop info	149

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Categories	Frequency of Responses
Process related solutions	123
Climate resilient infrastructure & carbon neutral transport	108
Road maintenance / quality of roads infrastructure including at bus stops [not ped or cycleways]	106
Taxi related changes	89
Disability / mobility related improvements	85
Reduce traffic speed	71
Glasgow airport fixed link	63
Park and Ride	60
Public realm suggestions / trees etc	53
Support travel by car, no restrictions, more or free parking, don't penalise, more roads	50
Less priority / emphasis on cycling, curtail cycling, more regulation	49
Shared transport - car club, nextbike	46
More better cycle parking	43
Water based solutions	39
Less buses, less bus lanes / bus gates	37
M8 related ideas	35
Journey to school suggestions	34
Goods related solutions	34
E-scooters	25
Roadworks / projects phasing	13
Reduce noise from transport	10
<i>Solutions with Spatial detail</i>	<i>357</i>
<i>Solutions city centre specific</i>	<i>404</i>

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Specific issues

“Any city has a limited amount of space, and there are often competing uses for that space. To what extent do you agree with reallocating roadspace away from private cars to more sustainable ways of travel (like walking, cycling and public transport)?”

Agreement with reallocating roadspace away from private cars to more sustainable ways of travel [*n=2767, skipped 132*]

	% of survey respondents	Number of survey respondents
Strongly agree	56%	1633
Agree	20%	594
Neutral	8%	231
Disagree	6%	163
Strongly disagree	5%	146

“**Electric scooters** are increasingly common in European cities and a few UK cities also. Do you think e-scooters should be legal to use on-street and in cycle lanes in Glasgow?”

Should electric scooters be legal on-street and in cycle lanes in Glasgow [*n=2862, skipped 37*]

	% of survey respondents	Number of survey respondents
Yes	42%	1218
No	20%	583
Not sure	30%	858
Other	7%	203

**Your City Centre**

“Glasgow City Centre will be transformed through the creation of a network of Avenues and public spaces integrated with public transport services and cycling infrastructure. Access to the city centre for private cars will be limited with no through trips. To what extent do you agree with this proposal to transform our city centre as described above?”

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Agree with proposal to transform Glasgow City Centre as described above [*n=2842, skipped 57*]

	% of survey respondents	Number of survey respondents
Strongly agree	53%	1534
Agree	23%	679
Neutral	8%	242
Disagree	7%	200
Strongly disagree	6%	187

### Your Liveable Neighbourhoods

“Local Neighbourhoods in Glasgow will be transformed by making the streets safer and work better for people, rather than for vehicles, as part of a wider traffic reduction strategy for the area. This means:

- Looking at how streets are planned to enable active, inclusive and safe travel helping to encourage a modal shift away from the use of the private car.
- Designing public spaces integrated with public transport services and cycling infrastructure.
- Focusing on improving the local environment.
- Opening school streets.
- Delivering on 20mph speed limits.

To what extent do you agree with this proposal to create liveable neighbourhoods as described above?”

Agree with proposal to create liveable neighbourhoods as described above [*n=2839, skipped 60*]

	% of survey respondents	Number of survey respondents
Strongly agree	57%	1656
Agree	26%	741
Neutral	8%	223
Disagree	4%	119
Strongly disagree	3%	100

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Thinking locally....

“Thinking of where you live and the immediate environment around where you live (e.g. your street, your walk to the local shop or GP) - give us 5 words that describe the type of local place you would like to live in, or your children to live in, in 10 years time.”



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Our policy focus areas and your priorities

“In our Public Conversation document, we have set out the areas of policy we propose to focus. We would like your views on this. Tell us how much you agree that these should be policy focus areas in our new transport strategies. Are we moving in the right direction with our policy focus areas? Tell us if you support, don't support or are not sure about our initial set of policy focus ideas.”

Our policy focus areas and your priorities – support, don't support, neutral

Policy focus statement	Support this policy focus	Neutral	Do not support this policy focus
Investment in cycling infrastructure to produce a city-wide network that people feel safe to cycle on (presented in our updated “Active Travel Plan” which will replace our existing Strategic Plan for Cycling). <i>[n=2846, skipped 53]</i>	75% 2186	14% 412	9% 248
Continued working towards zero serious and fatal injuries on our road network (our updated Road Safety Plan to 2030). <i>[n=2845, skipped 54]</i>	85% 2474	11% 328	1% 43
Efficient management of our road networks through design and technology to make better use of the space we have, ensuring the sustainable travel hierarchy informs our decisions and priorities <i>[n=2827, skipped 72]</i>	77% 2239	17% 502	3% 86
Reallocation of and better management of access to road space to give priority to people walking, wheeling, cycling and on public transport, and ensure goods get to where they need to go in the city <i>[n=2843, skipped 56]</i>	81% 2342	11% 316	6% 185
Continued maintenance of what we already have to ensure our pavements, cycleways and roads enable sustainable travel. <i>[n=2839, skipped 60]</i>	87% 2535	9% 257	2% 47
Embedding the Fairer Scotland Duty into our transport decision making alongside our Equality and Climate Duties, and applying a ‘wellbeing test’ to our transport investment decision-making. <i>[n=2816, skipped 83]</i>	71% 2048	23% 676	3% 92
Investment in a modern public transport system that supports our economy, and serves the thousands of households which don't have access to a car, providing a real alternative for those who do. In particular, supporting buses, exploring a Metro, working with SPT to support the modernisation and promotion of the Subway, and exploring innovative models of public transport provision in a changing market.	90% 2606	6.5% 189	1% 37

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Policy focus statement	Support this policy focus	Neutral	Do not support this policy focus
<i>[n=2832, skipped 67]</i>			
A smart, technologically savvy city where we use technology in transport for public benefit, we are open and transparent and encourage innovation through open data. We upskill Glasgow residents in carbon, energy and technological advances related to transport so that everyone benefits. <i>[n=2827, skipped 72]</i>	78% 2252	17% 486	3% 89
We work with partners to reduce the cost of public transport in Glasgow, particularly for young people and for people on low incomes or in poverty. <i>[n=2830, skipped 69]</i>	87% 2519	8% 243	2% 68
We work towards a goal of a single, integrated, smart ticket for public transport in the city (with the potential to include other forms of mobility like cycle hire and car clubs). <i>[n=2833, skipped 66]</i>	89% 2589	7% 199	1.5% 45
We collectively agree an approach to transport governance in Glasgow that is in the best interests of the users of our transport systems. <i>[n=2810, skipped 89]</i>	83% 2408	13% 370	1% 32
We create financially sustainable models of transport provision in the City and proactively identify sources of income to sustain investment in sustainable transport. <i>[n=2791, skipped 108]</i>	78% 2,266	16% 475	2% 50
We work collaboratively with Glasgow's taxis, which often plugs a gap in transport, to improve provision, particularly with the growth of app-based ride and hail services. <i>[n=2808, skipped 91]</i>	52% 1513	33% 948	12% 347
People and place are prioritised in our City Centre - making it easier and quicker for people to walk and cycle and make onward journeys by public transport. A new City Centre Transformation Plan will support existing goals to reduce car journeys in the city centre by 30%, whilst enabling the residential population to double. <i>[n=2813, skipped 86]</i>	77% 2243	13% 376	7% 194
Parking supply and cost are balanced to ensure that using public transport is cheaper than driving into the city centre. An evidence-led and policy-driven car parking strategy is developed for the city. <i>[n=2812, skipped 87]</i>	71.5% 2073	16% 460	10% 279
Working collaboratively with planners and regeneration teams, 'Liveable Neighbourhoods' are created which maximise the availability of services within 20 minutes walking distance.	83%	10%	3%

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Policy focus statement	Support this policy focus	Neutral	Do not support this policy focus
<i>[n=2796, skipped 103]</i>	2418	298	80
A focus on the journey to school – further investment in walking and cycling infrastructure, working towards a default speed limit of 20mph, and a wide rollout of school road closures. <i>[n=2792, skipped 100]</i>	72% 2091	17% 481	8% 220
A focus on making sure the city centre and neighbourhood environments are accessible for all. <i>[n=2802, skipped 97]</i>	88% 2549	8% 227	1% 26
Local communities are supported and enabled to take forward ideas which benefit their neighbourhood, in line with the community empowerment agenda and recent changes to planning legislation. <i>[n=2772, skipped 127]</i>	78% 2271	15% 449	2% 52
Ensuring a just transition to a low carbon transport future by: first, reducing the need to travel; then, supporting trips by foot, wheeling, bike, public transport and shared transport; finally, moving to low carbon and low emission vehicles. <i>[n=2796, skipped 103]</i>	78% 2269	13% 381	5% 146
Less vehicles of all kinds on our roads, and a reallocation of road space to sustainable ways to travel. <i>[n=2804, skipped 95]</i>	73% 2126	15% 429	9% 249
Monitoring consumer trends and doing what we can to manage the rising number of light goods vehicles on our roads. <i>[n=2778, skipped 121]</i>	67% 1949	24% 681	5% 148
Considering and using the tools at our disposal to support cleaner vehicles in the city. <i>[n=2794, skipped 105]</i>	81% 2353	13% 371	2% 70
Considering greenspace, open space and biodiversity when we plan transport and placemaking projects, to maximise the benefits of our investment. <i>[n=2795, skipped 104]</i>	86% 2506	9% 252	1% 37

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What changes would you be willing to make, and how can the Council support you?

“Glasgow City Council can, and should, do a lot to work towards our transport outcomes. There are many organisations involved in the delivery of transport infrastructure and services in the city, and we must all work together. We'd also like to hear what you would consider doing to help us achieve the transport outcomes we have set out above. Whether you are an organisation, an employer or an individual, everyone can play a role. What would you be prepared to do to help us achieve our outcomes? Tell us which of the following actions you would be prepared to consider to help play your part in achieving our outcomes. Pick as many as you like.”

What would you be prepared to do to help us achieve our outcomes? *[n=2499, skipped 400]*

	% of survey respondents	Number of survey respondents
I'll consider leaving my car at home more for shorter journeys (say trips up to 1 or 2 miles) and walking or cycling instead	59%	1698
I'll consider changing my commute to walking, cycling or public transport instead of using my car - even if only a few days a week	48%	1385
As an employer or organisation, I'd like to offer my staff reduced price public transport tickets	6%	183
As an employer or organisation, I'd like to encourage staff and visitors/customers to travel to us on foot or by bike	9%	248
I'd consider paying more for delivery of parcels or waiting longer for my delivery if it meant less congestion and pollution in my community	0%	0
Other	11%	307

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One final question for you – your transport vision for Glasgow

“Thinking about the city of Glasgow, and the role transport could play in it – give us 5 words that describe the type of transport system you would like Glasgow to have in ten years time.” [n=1960, skipped 939]



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**Any other comments**

“Please tell us anything else here that you haven't been able to say in other parts of the survey. Thank you for taking part!”

Categories	Frequency of responses
Refer to a problem	343
Refer to a solution	577
Comment on the consultation/ survey	68
Express support for Public Conversation content	83
Express concerns about Public Conversation content	40
General comment on GCC policy/ direction	78
Miscellaneous	23
<i>Spatial detail</i>	51
<i>City Centre detail</i>	23

## Appendix B: Community discussions

### Context for community discussions

The Equalities Screening assessment for the Glasgow Transport Strategy ([www.glasgow.gov.uk/transportstrategy](http://www.glasgow.gov.uk/transportstrategy)) has begun the process of exploring the differential impacts of transport on groups in the city. Recognising that many of those most affected by transport are not always heard during similar large public engagement processes, Glasgow City Council (GCC) worked with Sustrans to develop a targeted engagement plan to reach these groups in the community, and Sustrans led on targeted community engagement activity and associated analysis and reporting.

It should be noted that at the time of the Public Conversation, many third sector organisations were facing funding insecurity and many were focused on the community response to Covid-19. Organisations therefore had many other pressures on their time and resources. Changing public health guidelines meant the vast majority of engagement had to be online, and the Public Conversation team were aware that this risked excluding groups of people already disproportionately affected by transport.

These voices were identified as requiring extra effort to hear (and often intersect with each other):

- Black and ethnic minority groups
- People on low income and/or in poverty
- People with lack of digital connectivity/literacy
- Women
- Families with young children, especially those disadvantaged by low income/addiction issues/domestic violence
- Carers of all ages
- Disabled people, including people with learning disabilities and sensory impairments
- Young people and children
- Older people
- Asylum seekers and refugees

In addition, specific effort was made to engage in areas of the city which have been under-represented in past engagement inputs. Broadly, these areas were:

- North
- North East
- Castlemilk
- Easterhouse
- Drumchapel
- Possil

### Approach

Community groups and local organisations were identified in the city who worked with people we wanted to hear from and were identified as requiring extra effort to hear. A short survey was sent out to these groups asking how people would like to be involved, in what capacity, and what support they would need in order to effectively take part.

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People responded to this survey and subsequent contact was made by Sustrans to identify various different needs and methods. Based on the responses, the team worked with community stakeholders to develop a package of options of support, which included the following:

- A bank of time from the Scottish Community Development Centre (SCDC) to support groups to hold a discussion group or workshop around the themes in the Public Conversation.
- A conversation guide to structure and feedback on online discussions (supported and facilitated by SCDC, or for groups to facilitate themselves).
- A dedicated amount of money, managed and administered by Sustrans, made available to reimburse community organisations for expenses necessary to overcome barriers to participation in the Public Conversation, where these barriers couldn't be overcome by GCC or Sustrans offering time, resources or in-kind support. These barriers included language, digital exclusion, childcare, food and staff time.
- Attendance by Sustrans and GCC staff at online forums (including existing classes and specially organised events) to lead conversations, support with facilitation, take notes, or listen.
- A Freephone 0800 phone number to provide an alternative to the online survey for those who are not digitally connected or confident.
- A summary leaflet highlighting the main points of the Public Conversation and explaining in Plain English the different options for taking part.
- Translations of engagement materials into requested community languages.
- A short 5-question version of the full survey which could be used:
  - o To feed questions to community members via WhatsApp, Facebook and other platforms
  - o For translation into community languages
  - o As quick questions to ask during other online activities run by groups
  - o Over the Freephone line, optionally instead of the full survey
  - o To guide informal conversations with community members
  - o To structure online discussion groups
- A word version of the survey to be used as an accessibility aid, particularly to assist those who would be completing the online survey with the help of a screen reader or using keyboard navigation.
- A video in BSL to share on social media platforms inviting Deaf and hard-of-hearing people to take part.
- Creative support from icecream architecture and *WAVEparticle*.
- Offer of one-to-one conversation with a member of the Transport Strategy team.

In addition, YoungScot promoted the Public Conversation on their website to target YoungScot cardholders and young people generally.

The table below details which groups held events or had conversations using this package of support. Despite efforts, some groups were still hard to reach in the mainly online engagement including carers and people with learning disabilities.

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Inputs from community organisations

Who	When	What	Attendance	Group characteristics	Geographic area
Govan Community Project	24th Sep	Facilitated an online discussion group themselves	10	Black, Asian & Minority Ethnic (BAME); refugee and asylum seeking; low income	Based in Govan, but accessing services across the city
Cranhill Development Trust	5th Oct	Special MP/MSP survey hosted as part of Challenge Poverty Week - half hour informal conversation (led by Transport Strategy team officer) with constituents while waiting to speak to representatives. Poverty Alliance also present.		Disability; BAME; refugee and asylum seeking; low income	Cranhill - east/north east
Cranhill Development Trust	15th Oct	Discussion about transport at 2 online ESOL classes (led by Sustrans officer)	7 + 9	BAME; refugee and asylum seeking; low income	Cranhill - east/north east
Cranhill Development Trust	16th Oct	Discussion about transport at older adult online group (led by Sustrans officer)	5	Women; older people; low income; disability	Cranhill - east/north east
Cranhill Development Trust	4th Nov (rearranged)	Discussion group facilitated by SCDC			
Amina	5th Oct	Discussion group with Amina staff and women they work with. Cllr Siddique also present. Conversation led by Transport Strategy team officer.		BAME; women	City wide
Saheliya	1st October	Discussion group facilitated by SCDC	7	BAME; refugee and asylum seeking; low income, women	Springburn - north
Springburn and Possilpark Youth Forums	8th October	Self-organised discussion group	1]2	Young people	Springburn and Possilpark - North
Queens Cross Housing Association	22nd Oct	Discussion group facilitated by SCDC	8 (2 staff, 6 residents)	Low income	West / City Centre
YCSA	22nd Oct	Facilitated their own discussion		BAME; young people	South

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Who	When	What	Attendance	Group characteristics	Geographic area
GCVS	26th Oct	Discussion group facilitated by SCDC	c30	Representing disability groups in particular	City wide
Empowering Women for Change	28th + 29th Oct	Discussion group facilitated by SCDC	20	Women, mostly BAME, many are or have been asylum seekers	City wide
Hawthorn Housing Co-operative		Facilitated discussion themselves using their Facebook group	10	Low income	Possilpark - North
Castlemilk Furniture Project	26th Oct	Facilitated their own discussion		Low income; majority BAME	South
Guide Dogs	30th Sep	Facilitated their own discussion	4	Disabilities - visual impairment	Varied
Glasgow Eco Trust	20th + 27th Oct	Discussion groups facilitated by SCDC			Yoker, Knightswood, Dumbarton - West
Glasgow Youth Council	19th August	Arranged by Glasgow Life, presentation and discussion led by Transport Strategy team officer		Young people; mental health; women	Varied
Glasgow Voluntary Sector Race Equality Network	22nd Oct	Attended a network meeting and had half an hour informal discussion	8	BAME	City wide
GDA	28th Oct	Facilitated an online discussion group themselves	15	Disabilities	City wide
Govanhill Thriving Places	4th Nov (rearranged)	Discussion about transport at online ESOL class		BAME	South - Govanhill
G15 Buses		One-to-one conversation with Transport Strategy team officer			
Govan Community Project		One-to-one conversation with Transport Strategy team officer			
Linkes project		One-to-one conversation with Transport Strategy team officer			

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### Connecting Moments

A dedicated website, <https://www.connectingmoments.scot/>, managed by icecream architecture, was created to stimulate conversation about people's journeys in the city, how and where they travelled and what was important to them. It also acted as a signpost to the main webpage and encouraged people to complete the survey.

The website allowed people to upload a photo or 60 second clip and add information about the image (where, when, what type of transport) and any comments about why they selected that image. The images/clips are displayed around a clock face, with a time at which they were taken, to give a snapshot of the city through the day. They can be viewed individual or as a complete showreel.

In total there were 37 responses (12 cycling, 10 walking, 5 Train, 9 other, 1 bus).

The comments were predominantly observations on the landscape people viewed when walking and cycling round the city. People expressed benefits of viewing the city in that way and a desire to do more walking and cycling around the city for leisure. The reduction in cars on the road due to Covid was seen as positive as well as spaces for people measures, electric car club and benefits of good cycle storage. A few comments related to continued issues with traffic and reliance on cars and one comment on the problems cause by lack of bus regulation.



### Community discussion sessions

Analysis and reporting of community discussions has been provided by Sustrans as part of the Connecting Communities workstream with Glasgow City Council.

Discussion of problems to be tackled

#### *The high cost of public transport, especially relative to low incomes*

People consistently said they feel that the cost of public transport is too high, particularly bus fares. Where discounts are available these are only accessible to people who can afford upfront payments. Communities not well served by public transport also end up paying more by having to get more than one bus for example. Cost restricts social and leisure opportunities for children and disabled people in particular, which has an impact on people's mental health. Cost also limits choice on where people can shop to get the best prices, what jobs they feel they can apply for and how easily they can access healthcare appointments. Families in particular feel that the cost of travel is very restrictive on their movement and some people, particularly asylum seekers feel they often have a choice between food and travel.

#### *Disability-related problems with transport including a lack of physical accessibility and many other barriers to travel caused by a complex and unreliable system, lack of assistance, poor information, lack of toilet facilities, and poor attitudes of staff and passengers*

A majority of comments from people with disabilities indicated they feel excluded, forgotten and 'at the back of the queue' in terms of transport. Physical accessibility is an issue for many people, particularly many subway and train stations which are completely inaccessible but also placement of bus stops, distance to bus stops and getting on and off buses. These issues were also mentioned in relation to families travelling with prams and buggies. Lack of space is also an issue, as people with buggies sometimes had to get off the bus before their stop to allow a disabled passenger on. People expressed a general lack of confidence in public transport and often anxiety because of unreliable timing, complex ticketing, attitude of staff, concerns about getting adequate support, lack of stop announcements on buses and lack of toilet facilities, which limits their travel.

Using a car is still an important means of being able to participate in city life for many disabled people and it was felt that 'demonising car use' was unhelpful while there is a lack of other alternatives. Electric vehicles were felt to be unaffordable for many disabled people. School zones and temporary infrastructure to make space for people was felt to be put in place without adequate consultation or communication creating barriers and reducing travel options for disabled people.

#### *The lack of adequate transport options (including in evenings and weekends) in some parts of the city, particularly between neighbouring communities and within local communities, and to key services and facilities such as healthcare, schools and food*

This is a key issue for many groups which created long journey times, increased costs and lack of access to services and facilities. Cycling or walking is not an option for some people because of poor health. Bad weather limits some journeys by bike and distance is limited when travelling by bike with a family. For some people car is not an option because they can't afford a licence. Of the people who do drive, there is an anxiety about giving up the car and being isolated because of lack of public transport. The subway closing early on a Sunday was mentioned by a number of groups as very restrictive. More broadly people feel that public transport is too infrequent in the evenings and on Sundays, restricting access to employment and leisure. More people would use trains if there was the option and the North East was mentioned as particularly lacking in train connections as well as many communities which were served only by bus.

Many communities feel they have very limited public transport options, Cranhill, Castlemilk, Drumchapel in particular. Some communities feel segregated from others and across the city people feel that they also can't access neighbouring communities by public transport or travel between different areas without going into the city centre and out again. Frequency and availability are also issues, with it often taking people hours to get to appointments for a journey that is 20mins by taxi. The impacts of this most commonly mentioned were not being able to see family and restricting access to:- community services, health services, employment, food shopping and leisure options. Public transport within communities was also seen as poor. The buses were commonly felt to be limited in the routes they served, focusing on only the profitable routes, reaching only the outskirts of places like Easterhouse and often only the city centre route being frequent enough.

Secondary school students in particular mentioned long bus journeys to school and often combined with bus unreliability impacts on their potential in school. Covid has had a particular impact on people's options with reduced bus services and no car shares. It has encouraged more people to try active travel as an option though. Issue of deliveries to local businesses was mentioned by one group.

*Lack of integration in the public transport system and unequal access to public transport across the city. Different modes of transport not linked together physically, with timings, or with tickets.*

Most groups raised issues related to a lack of connections across the public transport system and a wide discrepancy in areas which are well served or poorly served. People mentioned lack of connections between different modes of transport and the impact of that being increased cost, long waiting times and long journey times. Dropping off children and school and then getting to work was felt to be difficult for example. Location of bus stops and timing of buses also don't facilitate connecting between different transport modes.

Lack of integrated ticketing was mentioned a lot in relation to accessibility including confusion about ticket types and tickets between different companies, lack of communication about price rises as well as buying the wrong ticket and not being refunded. The impact of this was primarily on the cost of travel but also increasing anxiety about travel. Also information on timetables, ticket types and pricing being difficult to understand or absent is a barrier to travel. Some people don't have credit or debit cards or access to a smart phone so a travel card such as the Oyster card was often mentioned. It was felt that routes and timetables are often changed without communication or consultation.

*Problems with personal safety on public transport, including discrimination, overcrowding, hate crime and sexual assault, and problems with the reliability of public transport, particularly buses*

Across the groups there was a general lack of confidence in the public transport system in terms of reliability, attractiveness and safety. Young people, LGBTQ+ people, disabled people, ethnic minorities and asylum seekers in particular had concerns about personal safety. Lack of reliability of public transport impacts on people getting to work and frequently mentioned was missed hospital and other healthcare appointments. This was specifically mentioned in Cranhill, Castlemilk, Dalmarnock. Cleanliness of buses was also mentioned a few times. Safety on public transport was a concern in several groups with discrimination, overcrowding, lack of staff support and hate crime being mentioned.

Poor connections and unreliable timetables sometimes mean that people are waiting for long periods at bus stops or train stations, which particularly in the evening they didn't feel was safe. Some people had poor experiences of bus drivers and taxi drivers and perceived this was in relation to their race or disability. There was also experience of other passengers being aggressive, disruptive

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and noisy. People reported that overcrowding sometimes leads to people with invisible disabilities being hassled to give up their seat and is when more people experience sexual assaults.

Infrequent, overcrowded and unreliable school bus services were also mentioned by a few groups. Covid has additionally caused anxiety about public transport in terms of virus transmission and lack of staff on trains. People felt there is nowhere to report issues and there should be an app similar to the one for cleansing services.

*Inadequate walking environments which limit mobility and access to local services and contributes to feelings of neglect and poor mental health*

People consistently said they feel that the walking environment is inadequate, and this restricted independence, social and leisure opportunities for all groups. People discussed walking and wheeling as an alternative to expensive public transport, but the walking environment presented different barriers. Where people had a choice, people felt that the poor quality walking environment discouraged people from walking more.

The condition of the pavements and the roads was mentioned a lot in relation to accessibility. Uneven and broken paving, potholes in the road and poor drainage particularly affects the ability of people with mobility issues, older people, and people with prams to move around freely. Cars parked on pavements, bins blocking pavements and a lack of dropped kerbs further restricts people's mobility. The poor condition of pavements and roads also makes bus stops and train stations less accessible. Temporary roadworks, which often take a long time, create obstacles on pavements and additional difficulties.

In the context of existing barriers to navigate, some visually impaired people felt that cycle lanes cause difficulties and extra danger. Some people reported conflict between people walking and people cycling on pavements. Future changes, such as the increase in e-scooters, were concerning to some. Tables, chairs and other furniture on city centre streets reduced available pavement space, which was a problem for those using mobility aids.

Some people felt that older pedestrians were not being considered. 'Hostile architecture' designed to deter rough sleeping impacted disabled people, removing places to sit. A lack of places to sit also restricts mobility for older people, social space for young people, and the setting for young and old to come together in chance conversations.

As well as limiting mobility for many, the poor quality of the walking environment including rubbish, noise, derelict buildings and land and poor surfacing makes walking less appealing, contributes to feelings of neglect and impacts mental health. In Possilpark, historic interventions by the council and large private owners to block different streets created a feeling of 'no go areas' and left people feeling disempowered. In some parts of the city, the motorway and other big roads created physical barriers in moving between close neighbourhoods.

People felt that there were not enough quality walking routes. In some parts of the city, people choose between hostile road environments and unsafe paths through parks. Neighbourhoods are not always connected well to existing walking networks, like the canal.

Where walking routes existed, people consistently said that they are unsafe, largely due to a lack of lighting, poor paving, overgrown greenery and a lot of rubbish. A lack of lighting left people feeling unsafe and some people avoided walking in the evening. Some neighbourhoods are also poorly lit, especially where shops close early. For those who could not afford public transport to take children to activities, this meant not doing these things in autumn and winter. Access to fresh food was

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limited by a lack of lit routes. Underpasses near the city centre were considered particularly unsafe. People chose well-lit streets busy with other people where they could. Some asylum seekers did not feel safe where they had been accommodated, so travelled away from the area by bus during the day. The behaviour of others in public places sometimes made people feel scared.

In the north of the city routes through green spaces, including routes to schools, are often littered with glass, rubbish, industrial waste and sometimes needles. Rubbish set alight at night was frequently still burning when walking to school. Young people cared about the environment and worried that they would be blamed by older people for the state of the paths and green spaces.

Some people mentioned conflict between people walking and people dropping children at school by car.

*Vehicle-dominated design and spaces in the city, with people walking and cycling competing for the same restricted space, and mobility limited by parked vehicles*

People felt that a lot of space in the city was given to vehicles, and that people walking, wheeling and cycling were an afterthought. In areas of the city where roads were very wide, pedestrian paths are still small. People walking and cycling competed for the same restricted space. Some people felt that housing, services and road layouts had historically been designed in a way which encouraged driving a private car, reduced availability of public transport, and made walking and cycling more difficult. Road space was constrained by the increasing size of private vehicles.

Parked vehicles create problems in moving around easily and pavement parking often blocks access for pedestrians. Cars parked on cycle paths, including in pop up cycle lanes installed during Covid-19, created obstacles and made travel by bike less safe and desirable. People felt that there wasn't much enforcement of existing parking rules, particularly outside of the city centre, and people were not sure that new rules would be enforced. Parking associated with events created problems in some local areas.

*Cycling related problems, including lack of confidence, lack of access to bikes and storage, lack of safe places to cycle and uneven distribution of cycle infrastructure across the city.*

Many people wanted to cycle but felt there was unequal access to cycling due to lack of confidence on the roads, cost of bikes, no secure space to store bikes and not having enough information on where to cycle. Several families felt it was unaffordable to have bikes, particularly those on benefits and limited incomes. The bike hire scheme was seen as expensive by some or they couldn't access it because they didn't have a bank card or there wasn't a location near them.

Many people reported that busy roads were a barrier to cycling and they felt that cycling on the road was 'dangerous' and 'terrifying' because of the speed of traffic, narrow roads, driver behaviour and the poor condition of the road including pot holes. Bus lanes were seen as better for cycling but sometimes had cars parked in them.

Provision of cycling routes was seen as uneven with good routes in some areas and none in others and a general lack of connection between routes or direct routes. The cycle network was described as confusing with 'no logic' and lanes that end abruptly and lack of links between good cycle 'highways' and local connections. Some routes were seen as for commuter cyclists not local journeys. It was also mentioned that cycling did not connect well with other forms of transport. Current infrastructure or lack of it was seen to be causing conflict between cyclists and pedestrians and vehicle drivers. People reported cyclists riding on the pavements as an issue. Some mentioned not enough cycle parking outside of shops.



*Road infrastructure issues including maintenance and poor surface water drainage further limiting active mobility*

People consistently mentioned the maintenance and quality of road infrastructure in relation to more generally inaccessible, unsafe and unattractive walking and cycling environments. Poor road surfaces affected pedestrians when crossing, and surface water drainage issues meant people walking were often soaked by vehicles. Potholes and poor surfaces made cycling dangerous and made people less likely to try, and combined with surface water, made cycling hazardous and uncomfortable for those who did. Some people felt that the quality of road infrastructure was generally poorer in the outlying areas of the city.

*Absence of everyday services like fresh food and education in some neighbourhoods*

In some areas of the city, particularly the North and the North East where many people live on low incomes, local facilities are very poor. Access to fresh and affordable food within neighbourhoods is limited. People are forced to travel out of the area to access services, which is a big financial pressure, or to do without. The lack of a high school in the Canal ward of the city means students have to travel up to 10 hours a week, and people felt that with a more local high school or better transport links, young people would have more time to do other activities and access opportunities like their peers elsewhere in the city. Where facilities do exist locally, their location and a lack of very local transport meant they are out of reach of many older people and disabled people. Routes to shops and schools are often on unlit and poorly maintained paths in parks.

Some people were unhappy with the dirtiness of their local places. Rubbish from overflowing bins was blown around and didn't smell pleasant.

Young people felt there was a lack of public places to be, for them and for older people. This means high school students sitting or standing on cold, wet ground to eat their lunch, and older people having nowhere to rest. It also limits opportunities to build community, as there are no places young and old people could come together in chance encounters.

Good transport connections out of a local area, including buses and cycling friendly neighbourhood streets, were considered an important feature of a liveable neighbourhood. Many healthcare appointments, jobs, further education and, for some asylum seekers, culturally specific food, requires travel outside of the neighbourhood to be facilitated.

*Air and noise pollution, health impacts and climate change*

Pollution from traffic congestion was mentioned but it wasn't an immediate concern for most of the groups. People did discuss wanting to give up their cars or feeling like they should be but worried about not being able to get around the city.

*Solutions proposed in community discussions**Improve accessibility of public transport*

People expressed a need for a transport system which is accessible to all, affordable, serves all parts of the city and which actively tackles inequalities, referring to a 'human rights approach to transport'. People want the system to be easy to understand and navigate, particularly those with English as a second language, people with mental health problems, and people with sensory impairments. This means accessible and inclusive on-board information, multi-language information on how to travel, and clear guidance on how to troubleshoot when things go wrong. This would create certainty and build confidence. Digital exclusion means that information should also be easily available in non-digital formats. People with hidden disabilities valued the Sunflower lanyard scheme

and wanted to build awareness of it – some noted Covid-19 had helped to raise awareness of these schemes.

People want a system which met all the needs of disabled people and older people. The Subway should be made accessible. An assistance scheme should be available on buses as well as trains. There should be more than one wheelchair space on each bus, so that disabled people can travel with each other just as able-bodied people can. When new services and vehicles are designed, their accessibility should be tested in ‘real life’ conditions (e.g. when busy, or in wet weather), not factory conditions. Supporting infrastructure is also important for disabled people, including public toilets and comfortable seating. Disability travel passes should be easier to access and renew, removing a hurdle to travelling, particularly for people with anxiety.

For some disabled people, driving a car or being driven in a car or taxi is currently the only option for travelling, so maintaining proper disabled parking provision and access to front doors was very important. Some people suggested a local grant scheme for disabled people to access electric vehicles. Some people noted that a focus on active travel must not be at the expense of public transport, exacerbating current inequalities.

#### *Cheaper (or free) public transport, particularly buses*

Cheaper or free public transport, particularly buses, was suggested in almost all community discussions. Some people suggested totally free buses for all, and many focused on free travel for specific groups, including all children and young people, asylum seekers, university students, families and those on low incomes. Some thought travel for children and young people should be free in the school holidays, and some thought transport should be free within your local area. Some people linked free or affordable public transport with public ownership, and ‘fairness’. People wanted free or affordable public transport to increase access to work, social, health, educational and leisure opportunities. Some groups, particularly asylum seekers, thought free or affordable public transport would improve mental health, reducing reliance on prescription drugs.

Some people suggested extending disability travel passes to include trains. Some suggested railcards for trains should be free.

#### *New tram / light rail system*

Apart from buses, most community discussions did not focus much on distinctions between different modes of transport. People focused on a public transport system which was quick, reliable, efficient, had plenty of options, and took you where you needed to go.

#### *Extend / improve the rail system*

People suggested more train services and reopening old railway lines to make a bigger network which also served the outskirts of the city.

#### *Extension to and/or improvements to the Subway*

The Subway was considered fast, affordable and reliable and some people thought it should be extended to cover much more of the city, and should have extended opening hours

#### *Improvements to bus services – frequencies, areas served, timing*

The bus is a primary mode of transport for most people in the community discussions. People consistently want more and better bus services which took them to more places. This means buses which run regularly including in the evenings, and connect together. Evening services were particularly important for people working in the night-time economy. People want local transport which takes them to local facilities, including health services, community centres, shops, libraries



and education. Some people suggested that there should be designated buses for each local area, and that smaller, more accessible vehicles could be used. A city wide route numbering system was suggested so that different companies don't have the same number, which causes confusion. Communities having a greater say in improvements to bus services was also mentioned with people feeling that there should be better communication between bus companies and communities in particular.

Some people, particularly older people, suggested that there should be more door-to-door buses, similar to SPT's MyBus, which would vary their route according to demand. This was particularly mentioned in relation to accessing hospital services and doing food shopping.

#### *Improve reliability and journey times of buses*

Increased reliability was mentioned, but discussions focused more on increasing the frequency of services, increasing options for public transport, and reducing journey times by designing public transport routes which are based around where people need to go. Journey times were seen to be improved by not having to go into town and out again and having more local services and facilities.

#### *Integrated transport system and/or one body running transport*

Apart from buses, most community discussions did not focus much on distinctions between different modes of transport. People focused on a public transport system which is quick, reliable, efficient, had plenty of options, and took you where you needed to go. As well as integrated ticketing, people want physical integration between different modes and services, describing examples in other countries where 'if you miss the train, there will be a bus. If you miss the bus, there will be a tram'. This also means facilitating connecting walking and cycling journeys, bikes on buses, and increased access and connection to bike hire and car sharing. People want Glasgow and neighbouring local authorities to coordinate transport so that journeys in and out of the city were easy.

People consistently saw a comprehensive public transport system as the key to supporting people to drive much less, and as the key to less congestion and less emissions.

People imagined a transport system which focused much less on the city centre and much more on services linking neighbouring communities and facilitating journeys between different parts of the city. Some people suggested that the transport network could be planned around several local hubs across the city to reduce congestion and the need to travel in and out of the city centre. Some people thought that community transport could be supported to fill gaps in local provision in the medium term.

#### *Integrated public transport ticketing*

A universal ticket accepted on all modes of transport and including community transport services was suggested in almost all community discussions. For many people, this was about reducing the cost of buying multiple tickets. For some people, including asylum seekers and those with mental health problems, this would also reduce confusion, stress and anxiety. London's Oyster Card was given frequently as an example of what worked well. Those without access to bank cards or smart phones, including asylum seekers, needed this ticket to be available on a top-up or smart card.

#### *Regulation of and influence over the planning and functioning of the transport system*

People frequently said that public transport should be a public service, and some people thought that public ownership of the public transport system was necessary to achieve this. Some people suggested more generally that the Council needed to have greater control of public transport, particularly in order to achieve better integration. It was felt that the tendering and procurement of

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public transport needed to change and that the public should be able to hold someone accountable for transport which was not serving their needs. It was also suggested that an overhaul of the system is needed and within the Council there could be better co-ordination with a team called 'Transport for Glasgow'.

People want greater involvement of communities in designing transport on an ongoing basis, so that transport can respond more effectively to peoples' needs and is 'based on what communities themselves believe will enable their areas to thrive'. It was suggested that community councils and other representative groups could be used to continually feedback on transport services. Other suggestions were transport champions, short life working groups and users' groups including Next bikes and other forms of transport. Disabled groups suggest that more audits should be commissioned on disabled experience of transport to feed into the process. People wanted greater transparency on how feedback influences transport plans, what impact consultation has and to be informed on how it changed what is going to happen. Accessible feedback linking report to action, for example 'what did you hear and what are you going to do'.

People thought that transport planning and funding should link across policy areas and it was felt that planning of services and facilities and the city development plan needs to be better integrated and everything needs to work together including joining up with Thriving Places and community plans. In addition to consulting people on their needs it was suggested that the council needs to predict how changes in work will affect demand and the transport network needs to be mapped on to key locations that people will need to get to.

### *Improve safety on public transport*

Many people said that safety of public transport should be improved to give them confidence in travelling and not using the car. Suggestions to improve safety including more services at peak times to stop overcrowding (both for physical distancing and personal safety), more staff and greater visibility of staff, better lighting, more CCTV, greater awareness of helplines/British Transport Police and possibly emergency numbers to call on-board public transport. People also thought that there should be campaigns against harassment, sexual assault and unacceptable behaviour including raising awareness of how to report incidents and ensuring there are implications for perpetrators i.e. fines.

Training for bus and taxi drivers was mentioned a few times, primarily in relation to racism, discrimination and islamophobia; and also in relation to being able to provide first aid support to people with epilepsy.

### *Improvements to the pedestrian / walking environment and experience*

To enable a more accessible walking environment seating was mentioned a lot as important for people to rest along their journeys, to the shops and doctors for example - this included better seating at bus stops, not 'perching ledges'. Better maintenance of paths and pavements to reduce pot holes and gathering of surface water as well as dropped kerbs were also often mentioned as important, particularly for elderly and disabled pedestrians.

People want to walk more to local facilities and for leisure but need it to feel safer. To improve safety, it was suggested that having more people around would make a big difference and that providing opportunities for social connection and a more attractive environment would encourage this. Better lighting, improved maintenance of shrubbery for visibility and CCTV were also suggested. Making an area more attractive to walk by being cleaner, greener and well maintained was seen as important through removal of rubbish, stopping people dumping litter which was sometimes set on

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fire, providing spaces to gather and less empty buildings. Including the ecology in the planning of the city was seen as important and people wanted more trees, flowers, planters and social greenspace. Traffic free routes were seen as important but people didn't want them to be directed through dark back streets or poorly lit parks. The old train lines were suggested as off-road routes for pedestrians and cyclists. While bollards were seen as sometimes necessary to restrict car use, it was suggested they could be more thoughtfully placed and designed so they didn't create barriers to pedestrians. Temporary infrastructure and road works need to be communicated and managed better as it can be difficult to navigate the pop-up barriers.

People thought there needs to be better routes for accessing health services, shops and schools as well as leisure routes for walkers and runners to access greenspaces, parks and the canal. This includes providing safe crossings with sufficient time to cross, particularly around schools.

A few groups mentioned conflict between cyclists and pedestrians as a barrier to safe walking routes. People would like cyclists to be more visible and respectful of pedestrians. More education and awareness raising about safe cycling was suggested with fines for people if needed. Temporary infrastructure changes for bike lanes should be communicated better so people understand how to navigate them.

#### *Control / limit parking and impact of parked vehicles*

Stopping cars parking on pavements was mentioned a lot in terms of improving the walking and cycling environment and making people feel safer using these routes. Some areas are really affected during sporting events and a suggestion was parking permits for areas affected by an influx of traffic for big events.

#### *Safer places to cycle*

Lots of people felt that there should be more safe cycling routes, including permanent segregated cycle paths on roads, use of temporary infrastructure, creation of bus and cycle lanes and off road routes. People thought there should be well connected and provide unbroken journeys and links between facilities including schools. It was also suggested that there should be enough space for different types of cyclists including family groups.

While some people felt that nextbike wasn't affordable most people were supportive of the scheme and keen to see an increase in the number of nextbike stations across the city. Integrating them into rest of transport system was also seen as important, with more bike hire places at train stations for example.

Affordability of bikes was an important issue for many groups with suggestions of free bikes for asylum seekers and refugees and those on benefits, cheaper access to electric bikes and bike libraries. Not everyone will be able ride in all weathers so some people felt a bike would a big investment if you couldn't use it all the time. Free storage and rain protected shelters were mentioned as also needed to encourage people to cycle.

Alongside providing safe cycle routes and access to bikes, training was also seen as important to encourage more people to cycle. People thought there should be increased support from cycle projects including group cycling schemes, road safety schemes for children and inclusive cycling.

#### *Restrictions on vehicles in Glasgow*

The majority of people who participated in community discussions were not car owners, though some people who did drive felt very reliant on their car. There was general support for reducing private car use, creating more car and traffic free spaces, having traffic free times around schools

and prioritising walking and cycling infrastructure. The impact of this was seen to primarily be improving the safety of pedestrians and cyclists as well as improving air quality.

Some groups felt that investment in active travel infrastructure shouldn't come at the expense of public transport as it could exclude people, particularly those with disabilities. Consultation with people who rely on their cars, particularly those with disabilities who don't have another option was also seen as important. Road closures and traffic free times shouldn't stop disabled people being able to access their home. Providing a good quality public transport system was seen as the key to reducing car use alongside restrictions. Other suggestions were that shared vehicle use should be encouraged where driving was still necessary and redirecting cars away from pedestrian routes.

There were not many people involved in the delivery of goods who took part in the community discussions but it was suggested e cargo bikes should be used as alternative to delivering goods by vehicles.

#### *Cleaner vehicles and less air pollution from vehicles*

People felt that electric buses and cars were a good thing in relation to climate change but that electric vehicles need to be more affordable before they could be accessible to more people, particularly disabled people who might not be able to use public transport. Moving buses from diesel to electric was seen as important in reducing harmful emissions.

#### *Liveable neighbourhoods*

People were keen to see their local neighbourhoods improve and become more attractive, accessible, pleasant to live in, safe and child-friendly. Providing spaces to gather and play was suggested as a way to increase 'social connectedness' and create places 'where you are known', the impact of which would be increasing safety, enabling people to look after each and better health and wellbeing. People wanted cleaner streets, well maintained green spaces, better use of water as a community asset and more control of local issues.

New housing schemes were seen as an opportunity to create play zones, green zones and have sustainable transport at their core.

A majority of people felt that having facilities and services closer by would really positive. The impacts mentioned were reducing journey times which would improve leisure, education and employment opportunities and make people less reliant on relatives to get shopping, take them to appointments etc. People would like to shop more locally and want affordable shops and better access to fresh produce. It was suggested that it could be flexible where health care appointments were held. Looking at school catchment areas and potentially building more schools was also suggested.

## Appendix C: Stakeholder organisations input

### Approach

Organisations were interacted with during the Public Conversation as follows:

- An email was sent out to organisations in the first week of the Public Conversation, informing them of the six week engagement period, asking them to share with their networks.
- A follow up email was issued midway, raising awareness and telling them how to input (via the online survey).
- A final email was sent in the penultimate week – it was noted by GCC that there a low number of organisational inputs to the online survey, and a new Word-based document was created and issued which was more tailored to organisational input.
- Separate communications were issued to Community Councils (see Appendix E) and to community organisations via Sustrans (see Appendix B).
- A subset of organisations was invited to two online stakeholder workshops.
- A number of in-depth interviews were carried out with individuals from various sectors in the city.

### Inputs

Organisational inputs were received from:

- University of Glasgow (Word based)
- University of Strathclyde (Word based)
- University of Strathclyde (online survey)
- Glasgow Airport (Word based)
- UNISON Glasgow City Branch (Word based)
- Get Glasgow Moving (Word based, plus 2 x indepth interviews) including two petitions 1: [World-class transport for Glasgow](#); 2: [Time to take back our buses!](#)
- Free our City (Word based)
- St Francis Primary Parent Council (online survey)
- Drumchapel Cycle Hub (online survey)
- Friends of the Earth Scotland (online survey)
- Visibility Scotland (online survey)
- Mi3 (online survey)
- Bolt Technology OU (online survey)
- East Dunbartonshire Council (online survey)
- Scottish Association for Public Transport (online survey)
- Glasgow Trades Council (online survey)
- Cycling UK (online survey)
- Jordanhill Out of School Service (online survey)
- CoMoUK (online survey)
- Cycling Scotland (online survey)
- Epilepsy Connections (online survey)
- HMRC Glasgow (online survey)
- NatureScot (online survey)
- University of Glasgow branch of UCU (online survey)
- Jacobs (online survey)
- Police Scotland (one to one discussion)

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- Community Transport Glasgow (attended stakeholder organisation workshop plus one to one discussion)
- Paths for All (Word based)
- Glasgow Centre for Population Health (Word based)
- Green Action Trust (Word based)
- University of Glasgow Urban Big Data Centre (Word based)
- West Coast Motors (Word based)
- First Glasgow (Word based)
- SPT (Word based)
- Glasgow Taxis (individual submission)
- Scottish Canals (in-depth interview)
- NG Homes (in-depth interview)
- G15 buses (in-depth interview)

Organisational responses have not been published in this report, to avoid any issues over attribution of comments. That said, all responses have been processed and key points are reflected in the sections of the Public Conversation report. Moreover, organisational responses will continue to influence and inform the development of the Council's new transport plans in 2021.

### Stakeholder workshops

Two online stakeholder workshops were held, attended by a wide range of organisations as follows:

- Get Glasgow Moving Glasgow University Chapter
- Hillhead Community Council
- Living Streets Scotland
- Springburn Community Council
- Kelvindale Community Council
- Lambhill & District Community Council; Lambhill Stables
- NHS Greater Glasgow & Clyde
- Springburn Community Council
- ScotRail
- CECA Scotland
- Community Transport Glasgow
- NGhomes
- Glasgow City HSCP
- Lambhill & District Community Council; Lambhill Stables
- First Glasgow
- Glasgow Centre for Population Health
- Network Rail
- Glasgow City Council SNP Councillor
- Cycling Scotland
- SEPA
- Dowanhill, Hyndland & Kelvinside Community Council
- Get Glasgow Moving
- Green Action Trust
- West Coast Motors
- Network Rail
- University of Glasgow
- Partick Community Council

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- Thriving Places Easterhouse representative / Glasgow Kelvin College
- Glasgow City Council Councillor

Notes were shared and agreed with attendees. Points from these workshops have been incorporated into the main Public Conversation report.

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## Appendix D: Business input

Some 25 survey responses were explicitly marked as from businesses who operate in Glasgow. The outputs of these are incorporated into the survey analysis elsewhere in the report, to protect anonymity of survey respondents.

A presentation on the Public Conversation was delivered by GCC Transport Strategy team members to the Glasgow Business Resilience Council (organised by Glasgow Chamber of Commerce) on 20<sup>th</sup> October 2020. Topics raised by those present included:

- Funding for projects.
- More affordable public transport for people, including cheaper and more Park and Ride opportunities.
- A need for integrated, smart ticketing.
- Bus priority plans for local roads and motorway, and managing congestion on the motorway particularly to support buses.
- The need to support deliveries for small businesses in the transport system.
- Approaches to reducing diesel-fuelled transport vehicles and move towards low carbon and cleaner vehicle fleets.
- A need to improve wayfinding for work and leisure travel purposes.
- Transport links to the Airport.
- Status of workplace parking levy scheme.
- Explore Metro / light rail for the future.
- Consider the commuter journey but also important to consider the travel needs of customers, freight and waste removal.

The Glasgow Chamber of Commerce made a submission to the Council in response to the Public Conversation. In addition to some of the points above, points included improving access to and from the city centre for people and goods particularly in the ongoing work on economic recovery, concerns over additional levies/taxes on businesses, and support for the Connectivity Commission recommendations.



## Appendix E: Community Councils input

### Approach to engagement with Community Councils

The approach to engagement with Community Councils in the Public Conversation was as follows:

- Community Council Development Session with a focus on transport.
- Email communications to all Community Councils on the Public Conversation and how to have their say, and to promote amongst their networks.
- Invited to 2 x online stakeholder workshops via Area Partnership groupings.

### Community Council Development Session – a focus on transport

A Community Council Development Session with a focus on transport was held on Saturday 24<sup>th</sup> October 2020. This was a pre-planned session, part of the ongoing series of Development Sessions run with Community Councils in Glasgow. It was postponed from earlier in 2020, and then re-formulated to link to the Council's Public Conversation. The original session had been planned as a way for Community Councils to engage directly with transport operators in the city, and this aim was carried into a reformatted online Development Session, as well as providing an opportunity to invite discussion on the Council's Public Conversation.

The approach and format were as follows:

- All Community Councils were first asked if they would be open to an online session as opposed to a normal face-to-face Development Session. Just over 30% said they would be, and this was deemed by GCC as an acceptable threshold and akin to previous levels of participation in Development Sessions.
- Transport operators in the city were asked if they would participate. ScotRail, First Glasgow, Community Transport Glasgow and SPT all participated in the session.
- Community Councils were asked to send topics and questions for discussion in advance of the session. GCC then structured these into themes for the session.
- The session was held on Teams, from 1030-1230 on a Saturday morning.
- The session was co-chaired by Mount Florida Community Council and GCC.
- The format of the session included a brief presentation by GCC on the Public Conversation to give context for the discussion and the city's new transport strategies; then going through each of the thematic topics for discussion and allowing operators, SPT and GCC to comment on these; then a plenary discussion on any other topics. Community Councils used the Teams Chat function to ask questions and offer comments throughout.
- A note of the session was produced by GCC and circulated to all attendees for agreement.

The session topics discussed, informed by pre-submitted questions by Community Councils, were:

- Public transport infrastructure – specifically the future of Kelvinhall Subway station, future plans for Partick Interchange.
- Public transport services and operations – Impacts from bus stops on Victoria Park Drive South and Victoria Park, desire for more Park and Ride services to reduce local parking impacts; question over increasing the accountability of transport service providers to the Council; questions over progress towards an electrically powered bus fleet; integrated payment for public transport tickets similar to London with fare caps; lack of train capacity for Hampden events.

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- Traffic and traffic impacts – traffic speed concerns on A814, parking issues in Whiteinch related to Warriors, environmental pollution in Whiteinch.
- Walking and cycling – concerns over pedestrian and cycling conflicts on some paths/areas, bus drivers stopping in advanced stop cycle boxes at signals.

The full note of the discussions has been shared with Community Councils in Glasgow.

[Individual Community Council responses to the Public Conversation & attendance at the stakeholder workshops](#)

Individual consultation responses were received from the following Community Councils:

- Hillhead Community Council (Word based)
- Shawlands and Strathbungo Community Council (Word based)
- Possilpark Community Council (online survey)
- Blytheswood and Broomielaw Community Council (online survey)
- Dowanhill Hyndland and Kelvinside Community Council (online survey)
- Blairdardie & Old Drumchapel Community Council (online survey)
- Dennistoun Community Council (online survey)
- Kelvindale Community Council (online survey)
- Jordanhill Community Council (Word based)
- Mount Florida Community Council (Word based)
- Govan Community Council (Word based)

In addition, the following Community Councils attended the online stakeholder organisation workshops, via invitations issued through Area Partnerships in Glasgow:

- Dowanhill, Hyndland and Kelvinside Community Council
- Partick Community Council
- Lambhill & District Community Council
- Hillhead Community Council
- Springburn Community Council
- Kelvindale Community Council
- Springburn Community Council

The formal submissions by each Community Council have not been published to avoid any issues over attribution. That said, the responses have been reviewed and will continue to influence the development of the Council's new transport plans in 2021.

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## Appendix F: Transport priorities simulator results

654 responses in total

Group	Item	Average Allocation
Managing vehicles in our city	Measures to manage and reduce vehicle trips on our network	2.9
Walking Improvements	Walking Improvements	3.2
Cycling Improvements	Cycling improvements	3.5
Local Neighbourhoods	Local streets are designed and managed to give priority to people over traffic, helping to create more attractive, vibrant and inclusive neighbourhoods.	3.0
Bus Improvements	Improve our bus services and bus infrastructure	3.0
Rail Improvements	Improve rail services	2.7
Light Rail Network Enhancements	Light rail network enhancements	2.4
Shared mobility	Shared mobility	1.2
Travel information and behaviour change	Travel information and behaviour change	1.5
Integrated Ticketing	Provide smart and integrated ticketing	2.9
Road Safety	Improve road safety	1.6
SMART Technology	Invest in SMART technology for the city's transport systems	1.3
Low carbon vehicles	Low or zero carbon vehicle investment	1.7
Supporting sustainable movement of goods	Sustainable movement of goods	1.6
Earn yourself more points to allocate	Workplace parking levy	0.8
Earn yourself more points to allocate	Congestion Charges	0.9
Earn yourself more points to allocate	Parking management	0.9

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