Local Transport Plan 4

Citizen engagement evaluation

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Contents

1. EXECUTIVE SUMMARY

Between October and December 2024, a public consultation took place to understand the views of citizens on a new Local Transport Plan for Liverpool City Region.

683 people gave their views via an online survey and a further 345 people took part in targeted community engagement, reaching a total of 1,028 citizens.

Results show support for all policies within the Local Transport Plan and enthusiasm for more affordable, reliable, and better-connected transport services in Liverpool City Region.

Support for reducing car use and increased active travel is significant. Feedback highlights it will be essential to address key issues such as affordability, availability and reliability of services, before public transport can be considered as a realistic alternative to car use. Respondents request clearer commitments to specific improvements such as details of expanded bus and train routes, safer cycling infrastructure and delivery milestones. Although all policies receive support overall, 58% of respondents in the survey either disagree or are unsure the principles will help deliver the goals in plan, citing vague language and a lack of actionable and measurable targets. Services which are more affordable and better connected are frequently requested, with examples in Halton, St Helens and Knowsley where services are lacking and suggestions for better timetabling, extended service hours and simplified ticketing. Feedback also shows that, for many, personal car use will remain the number one travel choice regardless of any improvements, due to caring responsibilities, work commitments, disabilities and many citizens living complex lives.

As expected in this region, fairness and inclusion are at the forefront of many respondents' minds, highlighting affordability as a key concern for future changes. Ensuring that public funding is spent transparently, on evidence-based decisions and that people from lower socio-economic backgrounds aren't disproportionately affected by the proposals are recurrent themes, with many respondents concerned that the introduction of Electric Vehicles will exclude groups in society due to the high upfront purchase costs and lack of available charging infrastructure.

Environmental concerns are also prominent, with many calling for action on big businesses to help the region reach the Net Zero goals within the plan. There is also a growing distrust of environmental motives and political agendas, with a clear preference for promoting behavioural change and incentives for public transport use, rather than relying solely on restrictive measures for car use.

2. INTRODUCTION

The Local Transport Plan (LTP) sets out how Liverpool City Region Combined Authority (LCRCA) will invest in public transport, and the road and walking and cycling networks, in Halton, Knowsley, Liverpool, Sefton, St Helens and Wirral between 2025 and 2040 to help achieve clean, safe and accessible transport for moving people and goods.

There are five goals in the plan, supported by eight principles and 21 policies.

The Local Transport Plan acts as a decision guide for transport programmes and investment and is required by law.

In 2022, research activity was undertaken with the public, to test a draft vision and gauge understanding of the key goals, specifically unpicking the language used.

1,237 citizens took part in a mixture of on-street interviews, workshops and providing online feedback which was used to develop the latest version of the plan – Local Transport Plan 4.

This report focuses on phase two of the engagement which took place between October and December 2024 and aimed to understand the level of support for each of the policies and principles in the plan, if citizens had any concerns about the proposals and what steps the Combined Authority would need to take to address citizens' concerns, before the plan is finalised, later in 2025.

3. METHODOLOGY

A mixed programme of engagement activity was delivered between Thursday 3rd October – Sunday 15th December 2024.

CITIZENS' SURVEY

To ensure as many people as possible could access the plan and give their views, an online survey was designed to capture feedback on each of the 21 policies in the plan.

Each policy was summarised as a short paragraph of text, describing the key proposals and a future state for public transport; highlighting where more detailed information could be found within the plan.

The online survey was also available as a paper survey. This approach to simplifying each policy was chosen to ensure anyone who wanted to take part in the consultation could do so, including those who had not read the plan in full.

The survey was comprised of 11 demographic questions, two questions on the principles and 83 questions on the 21 policies within the plan. The demographic questions were mandatory, to help understand where views were coming from and if there were any gaps in the feedback. In the main survey, citizens could choose which policies to comment on and skip at any time.

Respondents had the opportunity to indicate how strongly they supported each of the policies and proposals, using free text boxes to add further comments.

Paid social media was used to promote the survey with targeted engagement focused on people who were less engaged in the first phase of the consultation, including those living in Knowsley, Halton, St Helens, women and people aged under 35.

COMMUNITY ENGAGEMENT

Further engagement activity was designed and delivered with specific demographics, based on the recommendations of an Equalities Impact Assessment (EQIA).

Overall, the EQIA identified the Local Transport Plan would likely result in positive impacts for many residents in the Liverpool City Region with recommendations to further engage groups which may be disproportionately affected by any potential policy changes due to their protected characteristics or by underrepresentation in the consultation.

The EQIA recommended engaging the following groups:

Age: In the context of an increasingly digitalised transport system, the rise in elderly residents across the City Region, particularly by 21.82% in the 65-69 age group, will likely generate higher levels of transport related social exclusion.

Disability: the number of people living in the Liverpool City Region with a disability which limits their daily activities is higher than both the regional and national average, by 3.9% and 2.3% respectively. Inaccessible boarding and alighting areas, cracked or broken pavements, and busy / infrequent crossing points all create an inadequate transport network for users with a mobility impairment. Additionally, feelings of safety on the network are important to those who may feel particularly vulnerable to harassment and discrimination, including those who are disabled.

Socio-economic status
Due to the high levels of deprivation across the LCR, the recent cost of living challenges is having an even greater impact on households and communities. The LCR Cost of Living Index indicates that the majority of neighbourhoods are more at risk from the rising cost of living than the national average. Particularly vulnerable are northern parts of Liverpool, south Sefton, east Wirral and north Knowsley. Socioeconomic disadvantage is also visible through the context of transport in the LCR. The city region has a higher level of households than average with no car, at 30.2% compared to the national figure of 23.5% in 2021. Lower-income groups may also require support in accessing employment and education opportunities.

Ethnicity
In the UK, Ethnic minority groups are less likely to have access to a car and more likely to rely on public transport than other groups. Issues of cost and safety may disproportionally impact these groups and affect the outcomes and opportunities available. Some religious groups and some ethnic minority groups are more likely to face discrimination and hate crime, which may deter members of these communities from taking public transport. The 2021 Census data indicates that the majority of the population in the LCR area is white, at 84.0%, highlighting a need to ensure that residents from a Black, Asian or Ethnic Minority background have an opportunity to take part in the consultation and ensure their views are represented.

Women

Women are disproportionately impacted by time-based constraints, and by physical constraints linked to caring, which is further exacerbated by women being more likely to be in part-time employment, requiring them to travel outside of defined peak commuter periods. Violence against women in the UK is also on the rise with a recent survey by the Merseyside Police and Crime Commissioner finding that 54% of women felt unsafe using public transport at night.

Sexual orientation and gender reassignment

Discriminated LGBTQ+ groups, and transgender people can endure significant mobility disadvantages, particularly through fear of violence and discrimination. The proportion of the population that identify as gay or lesbian in the LCR is 0.4% higher than the North West figure and 0.6% higher than the national figure. Bisexual identification follows a similar pattern in that the proportion is higher in the LCR than it is in the North West and the rest of England. According to 2021 Census data, 0.69% of the LCR population have a gender identity different from their sex registered at birth. This is slightly higher than the national average of 0.5%. This data highlights a need to ensure that residents from the LGBTQIA+ community have an opportunity to take part in the consultation and ensure their views are represented.

4. DEMOGRAPHICS

		Views received	Target
Location	Halton	45	60
	Knowsley	50	75
	Liverpool	275	233
	Sefton	137	135
	St Helens	37	90
	Wirral	173	157
	Unsure	1	-
	Somewhere else	28	-
Age	Under 16	103	112
	16 – 24		
	25 - 34	65	
	35-44	84	
	45-54	138	
	55-59	92	
	60-64	99	
	65-69	91	
	70-74	59	

	75-79	24	124
	80-84	15	
	85-90	0	
	90+	0	
	Prefer not to say	21	-
Sex	Man (Including Trans Man)	391	367
	Woman (Including Trans Woman)	266	383
	Non-Binary	1	-
	Prefer the use of another term	38	-
	Prefer not to say	47	-
Sexual Orientation	Bisexual	28	-
	Gay or Lesbian	47	-
	Heterosexual	506	-
	Prefer not to say	111	-
	Other sexual orientation	18	-
Ethnic Background	White	587	-
	Mixed or multiple ethnic group	10	38
	Asian or Asian British	31	
	Black, Black British, Caribbean or African	0	
	Other	13	
	Prefer not to say	51	-
Health conditions	Mental Health	85	172
	Hearing Impairment	58	
	Sight Impairment	16	
	Physical Disability	94	
	Learning Disability	15	
	Other	31	
	N/A	395	-
	Prefer not to say	72	-

5. ENGAGEMENT ACTIVITY - RESULTS

5.1 EQUALITIES PANELS

November 2024

34 people gave their views across four panels in November 2024.

The panels were provided information on three policy themes, as identified in the EQIA and asked to provide verbal feedback, prompted by questions.

Panels were asked about their lived experience of:

- **Accessibility** – to understand current car use and active travel and what would make public transport more accessible.
- **Safe shared spaces** – to understand how we can make sure alternative sustainable transport options, such as public transport and car share schemes, are safe for everyone.
- **Technology** – to understand where technology could improve members' travel experience and what the risks are.

Race Equality Panel

7 panel members gave their views

The Race Equality Panel emphasised the need for a holistic approach to public transport safety, extending beyond physical improvements to tackle issues of deprivation, racism, and psychological safety in the city region.

Key themes included creating well-lit and busy shared spaces, improving transparency around reporting hate crimes, and enhancing trust in the reporting process.

A major theme highlighted by the Race Equality Panel was the importance of security, reporting, and data. Black, Asian and Minority Ethnic communities often refrain from reporting hate crimes due to a lack of trust and confidence in the police system. Panel members emphasised that safety isn't just about addressing immediate fears but ensuring a continuous sense of security and trust that issues will be handled appropriately. They called for a clear, transparent reporting procedure that inspires confidence, this sentiment was unanimously supported by the panel, with a strong emphasis on building trust and safety in the community in the wake of recent local and international events.

Panel members stressed the importance of anti-discrimination training for staff, explicit anti-racism policies, and multilingual support. Concerns about digital exclusion were raised, particularly for Black, Asian, Minority Ethnic, and gypsy/traveller communities, with suggestions for more inclusive digital ticketing options and provisions for those without access to technology.

Targeted fare subsidies for low-income households and proactive, community-specific outreach were recommended to ensure financial and cultural inclusivity.

Women's Equity Panel

6 panel members gave their views.

The Women's Equity Panel highlighted significant concerns about safety, affordability, and accessibility in transport. Many women feel unsafe waiting at bus stops or train platforms, especially in poorly lit or isolated areas during evenings, and traveling the 'last mile' is particularly challenging in winter when it is dark. Greater staff visibility and the introduction of designated safe waiting areas, emergency buttons, and better education around safety measures could improve feelings of security; with a recommendation that staff should be visible and dispersed at stations rather than clustered at ticket barriers.

Cost remains a barrier, with capped fares suggested as a solution and there were concerns about the safety of digital ticketing, particularly for women experiencing domestic violence, who may prefer cash or paper tickets to avoid financial tracking.

While driving is often considered the safest and most convenient option especially at night or for those with childcare or complex routes, improvements to public transport, such as regular nighttime services and better coverage in underserved areas are essential.

Predatory behaviour in confined public transport spaces is a major concern. There is support for education campaigns targeting perpetrators and initiatives like women-only carriages or "Ask for Angela"-style schemes for staff assistance. The group suggested the focus is shifted from "victim safety" to addressing perpetrators' behaviour.

Campaigns such as Travel Safe's sexual assault posters aimed at men are welcomed as a positive step but need scaling up. The group emphasised the need for clear guidance on how to report unsafe situations, sharing personal experiences of incidents they had faced. Concerns about the current reporting system, highlighting issues such as slow response times, a lack of coordination between systems, and insufficient transparency about what happens after an incident is reported were also emphasised.

The panel also noted that policies around active travel appears to have been developed from a male perspective, insufficiently considering women's unique experiences when it comes to active travel.

LGBTQIA+ Equality Panel

12 panel members gave their views.

The LGBTQIA+ panel raised key themes around safety, accessibility, and inclusivity on public transport. While most participants use public transport, concerns were raised about safety, particularly at poorly-lit or isolated stations such as Huyton, Garswood, Earlestown, and St Helens Junction. Issues such as microaggressions, lack of staff

presence, and deteriorating facilities exacerbate feelings of vulnerability, especially during evenings. Improved lighting, visible staff with relevant training, delivered by the LGBTQIA+ community, were seen as critical to improving feelings of safety.

Underreporting of incidents and mistrust in reporting systems were identified as barriers to addressing discrimination and hate crimes. The panel called for better data transparency, proactive measures to encourage reporting, and education campaigns targeting the root causes of discriminatory behaviour. Collaborations with youth groups and schools in areas like St Helens and Huyton were suggested to promote early intervention.

The group emphasised the issue of limited evening services, noting that many LGBTQIA+ individuals work in the nighttime economy, which is often low-paid. As a result, taxis can sometimes be the only viable option for getting home, underscoring the need for more reliable and affordable public transport options at night. Concerns about fully cashless systems and the reliability of digital ticketing were raised, with suggestions for wireless charging points and a buddy scheme for vulnerable passengers. Car clubs were generally viewed as unsuitable for LGBTQIA+ individuals due to safety concerns, with proposals for LGBTQIA+ friendly options, a reporting system and a rating system, similar to Uber, to help enhance safety.

The group highlighted issues with inaccessible and unsafe pavements on routes to bus stops, such as overgrown hedges, parked cars, and slippery surfaces, which pose challenges for older people, wheelchair users, and those with buggies. The group highlighted that, while not specific to the LGBTQIA+ community, these barriers affect everyone and seem overlooked in the draft Local Transport Plan.

The group expressed interest in co-designing bus franchising to improve routes, service frequency, and affordability, with the potential to support LGBTQIA+ businesses and increase the recruitment of LGBTQIA+ staff. Additionally, they called for a review of late and overcrowded services, noting safety concerns such as increased hate speech and difficulty accessing staff assistance during incidents. Finally, ideas such as bike racks on buses were proposed to improve the "last mile" journey and promote cycling.

Disability Panel

9 panel members gave their views.

The Disability Panel raised accessibility concerns across the current transport network with members highlighting the difficulty in viewing station signs on new Merseyrail trains from inside the carriage. The panel stressed the importance of clear and consistent announcements on platforms, for example if a platform changes, to give people enough time to process the change. This is highlighted as particularly important for passengers who are neurodivergent, and blind and partially sighted passengers. Merseyrail was praised for clear signage and there were calls for clear, accessible signage, easy-read signs and colour coding across the whole transport network. Whilst the panel noted step-

free access is an ambition in the plan, they emphasised the importance for step-free access at all stations and checks to prevent people from being stuck in lifts.

The panel raised concerns about limited bus routes and services and the lack of audio announcements, which make travel difficult for blind and partially sighted people. Accessibility at bus stops and the discomfort of benches were raised. The group praised Merseylink for wheelchair users and requested more frequent services.

E-scooters were noted as a hazard due to their quiet nature, lack of bells, and unclear regulations on whether they should be used on the road or pavement. The group asked if adaptable e-scooters could be considered in future trials as the current models are not suitable for people with mobility issues.

Proposed improvements in connectivity and integrating tickets across bus and rail network were welcomed by the group who highlighted a need to make sure timetables between bus and rail correspond to help improve public transport in places such as Halton.

Safety concerns, particularly regarding women's safety on trains, were highlighted by the group with members sharing personal experiences of an incident where a report was not followed up in a timely manner, highlighting the need for better reporting systems.

The panel also suggested increasing the number of disabled parking spaces and asked for reassurance that they would be considered in new building developments, introducing wheelchair-accessible car clubs similar to those in Edinburgh, and adding more charging points for electric vehicles. Additionally, concerns about poorly maintained pavements and the need for more inclusive cycle infrastructure for people using adapted vehicles, were raised.

5.2 YOUTH COMBINED AUTHORITY

Local Transport Plan workshop - 21st September 2024.

49 young people took part in this session.

In September 2024, the Local Transport Plan was presented at a public event, planned and coordinated by the Youth Combined Authority (YCA) and attended by 49 young people aged from 12-25.

The participants included existing YCA members and prospective YCA members as well as representatives from other Youth Voice groups around the Liverpool City Region.

The outcomes of the event were planned by the Youth Combined Authority who designed the focus group session and selected the discussion topics.

The Local Transport Plan was the focus of one of the 45-minute group discussions, focusing on safety and accessibility and a 15-minute debate on the future of transport.

Ranking transport options

The group were asked a range of questions about various transport options and were asked to raise their hand, if they agreed with a number of statements about their beliefs, perceptions and future goals e.g 'I believe travelling by car is the safest way to travel around Liverpool City Region.'

38 young people shared that learning to drive is an aspiration for them, 28 of whom would use a car as their main way to travel around the region. Only four respondents would use a carpool or shared service.

Travelling by car ranked the highest for perception of safety, accessibility and reliability. Bus was perceived as the most affordable way to travel. Cycling was perceived as the least safe mode of transport, followed by train.

	CAR	BUS	TRAIN	BIKE
Safety	26	15	6	3
Accessibility	28	10	7	4
Price	12	18	10	8
Reliability	18	8	9	11

How close on foot would a bus stop need to be, in order to be of use to you?

Distance (time)	Vote
5 mins	22
10 mins	20
Unsure	7

How much would you reasonably pay for a young person's single journey?

Cost	Vote
£1	26
£1.50	14
Unsure	9

How late would you feel comfortable getting a bus?

Time	Vote
20:30	31
22:30	12
Not worried	6

What do you think of reducing the amount of road space available for cars?

Although there was support to improve road space for wheelchairs, prams, and improve accessibility overall, the group were concerned that proposals to reduce car space would cause more congestion and add time to journeys, and that better transport options are needed for disabled individuals who are essential car users. There were also concerns that the changes may upset communities. The group placed an emphasis on consulting people on further details to gauge their sentiments and concerns.

How do we make active travel safe?

Improved street lighting, brighter road markings, and colour blindness considerations, better walking pavements, footpath lighting and clear crossings would all make the public realm feel safer, according to participants.

Young people feel that safety on buses should be a priority for the Combined Authority as it can be intimidating travelling by this mode. Conductors on buses, cameras and monitoring for safety will help to address antisocial behaviours and make sure safety is a priority. The group also suggested a specific focus on safety at night for people who work in the nighttime economy.

What is the biggest issue that would stop you using active travel modes of transport and public transport?

Poorly lit areas, antisocial behaviour, and the need for safe routes and spaces puts many young people off walking and cycling. The group also shared they are wary of using public transport at night due to issues with bus stops near pubs and drunken fights.

Bad weather is a significant deterrent without adequate shelters. Indirect journeys, inconvenient timetables and unreliable public transport impacts access to education and work. Live tracking for accurate bus updates, display screens, and real-time data at bus stops, improved routes, and services (e.g more night and Sunday buses) would help improve this.

Disabled passengers require better support when making connecting services as they don't always have an adult with them and training staff to handle disabilities and mental health issues would be welcomed.

More options on tickets and extension of student bus pass validity across holidays, to help young people see friends, was also suggested. Ensuring young people are not refused travel for lack of money was raised as a safety issue and suggestions of introducing a travel app for convenience, emergency contact points integrated into bus stop displays and incentives like free coffee and flexible hours to promote active travel were also discussed.

Reflections and hopes for transport in the future

Young people are hopeful for improved transport across the city region including rural transport links and connectivity to the wider North West and Wales. Better Sunday services, buses with faster and more reliable Wi-Fi and a single young person's ticket for all area travel is also suggested, along with incentives for active travel such as free coffee.

Youth Combined Authority Debate

Youth event - 21st September 2024.

Following the workshop discussions, 29 young people took part in a 15-minute debate on the future of transport. The group were asked to review two images of Dusseldorf in 1990 and 2019 which showed how the public realm had changed over the course of almost 30 years. The group were asked to imagine the future of transport in Liverpool City Region in 2040 and debate the benefits and perceived costs of the changes.

Participants felt that any changes to the public realm in the Liverpool City Region must balance the needs of all users without creating barriers or disadvantages, highlighting a need for inclusive solutions such as wheelchair-accessible cycle lanes.

The debate focused on concerns about accessibility, emphasising the positive link between accessible transport and mental health and a need to ensure that everyone can get around, particularly those with disabilities who may rely on cars.

Safety was also a significant worry, especially during darker hours, with calls for better lighting and security on active travel routes. The group expressed frustration with unreliable public transport and advocated for more direct routes to popular destinations in the region, to reduce the need for switching between modes. The debate also highlighted the impact of weather on travel choices, with people often defaulting to cars during winter. Participants stressed the importance of keeping communities connected to city centres for opportunities and suggested more updates to technology, like Google Maps, to better support active travel.

5.3 COMMISSIONED ACTIVITY

To ensure that the consultation process was inclusive and representative of the Liverpool City Region, commissioned activity took place with specific demographics based on the findings of an equalities impact assessment. The groups identified for focused engagement were older individuals aged 55+, as well as people from Black, Asian, and Minority Ethnic (BAME) backgrounds and/or lower socio-economic backgrounds.

Debate Mate, GraceHola and Wirral Chinese Association were appointed through LCRCA's Community Suppliers Network, to carry out a range of engagement activities including simplified and translated surveys, youth engagement in schools and focus groups. 275 people were engaged through this work.

The organisations were asked to choose a minimum of four policies from the plan to engage their target audience on and deliver engagement activity which sought to understand:

- The level of support for the proposals

- What people think is good about the policy

- If they had any concerns about the policy, and what Liverpool City Region Combined Authority could do to reduce those concerns

- The full findings from all three engagements can be found as an appendix to this report.

GraceHola

214 citizens participated in 14 focus group discussions hosted by GraceHola, 190 of which went on to complete an online survey, analysed by GraceHola.

Demographic data was not captured during the focus groups however 46.8% of respondents to the survey were over 55 and 65.6% of respondents were from a Black, Asian, Arab or mixed ethnic background.

Summary of findings

Policy G1-3: Making it easier and cheaper to travel.

Respondents praised the policy's potential to enhance affordability, inclusivity, convenience, and environmental sustainability, particularly for low-income groups and communities facing transport barriers. However, concerns emerged around cost disparities, digital exclusion, cross-boundary travel challenges, and safety at stops and stations. Key solutions proposed include maintaining cash payment options, integrating all transport operators into a unified ticketing system, and improving accessibility for elderly and disabled passengers.

Policy G2-3: The role of shared mobility and micromobility

Respondents recognised the policy's potential to reduce carbon emissions, increase accessibility, and provide cost savings through innovative transport alternatives. However, concerns were raised about affordability for low-income users, inadequate infrastructure, safety issues, and public understanding of micromobility concepts. Proposed solutions include expanding charging infrastructure, offering subsidies to

promote equity, improving safety measures, and enhancing public education about shared mobility.

Policy G2-4: Re-allocating road space and making best use of finite capacity.

Respondents acknowledged the policy's potential to reduce emissions, enhance safety, and promote equitable access to transport. However, concerns were raised about its impact on private drivers, limitations in public transport infrastructure, and challenges in implementation. Proposed solutions included improving public transport services, developing safer cycling and walking paths, addressing infrastructure issues like potholes, and launching awareness campaigns to support behavioural change

Policy G3-1: Reinforcing "Vision Zero" and Safe Systems approaches – no deaths or serious injuries on the city region's roads by 2040.

Respondents expressed strong support for the policy's goal of reducing collisions and improving road safety, with many highlighting the potential benefits for active transport and community well-being. However, concerns about the feasibility of achieving zero fatalities, challenges in enforcement, and the potential economic and disruption costs were raised. Proposed solutions include enhanced education and training for road users, stronger enforcement measures, infrastructure improvements, and community engagement to ensure broad support.

Policy G3-4: Making transport safe, inclusive, attractive, and reassuring for the user.

Respondents expressed strong support for measures that enhance safety, such as better lighting, CCTV, and increased security presence, as well as initiatives promoting inclusivity for vulnerable groups. However, concerns about funding, the feasibility of implementing security measures at all transport stops, and the potential for discrimination were raised. Proposed solutions include enhancing infrastructure with modern safety technologies, ensuring inclusivity in policy design, community engagement, and implementing operational measures like better cleanliness and multilingual communication.

Policy G5-2: Piloting options, trials, and new technologies in a climate of uncertainty and change

Respondents appreciated the flexibility of this policy, emphasising the potential to adapt solutions to meet community needs, reduce risks, and ensure service users' safety. However, concerns were raised about the costs and funding associated with the trials, the adequacy of trial durations, safety risks (especially with e-scooters), public readiness, and accessibility for vulnerable groups. Proposed solutions include ensuring comprehensive data collection, implementing safety measures, improving communication with the public, and establishing independent oversight.

Policy G5-3: A Smart City Region – Investing in new technologies and utilising Artificial Intelligence

While many respondents support the policy for its future-focused approach, potential for reduced congestion, and the environmental benefits of electric vehicle (EV) infrastructure, concerns about its cost, the reliability of AI, over-reliance on technology, and issues of privacy and affordability were raised. Solutions proposed include improved public education, financial incentives for EV adoption, expanded infrastructure, balanced implementation, and greater transparency regarding AI use. To succeed, the policy must address these concerns, ensuring the technology is reliable, affordable, and inclusive while maintaining essential human roles and safeguarding privacy

Debate Mate

34 young people engaged.

Debate Mate ran debate-style discussions at three schools, Alsop High School, The Mosslands School, and Dixons Croxteth, to understand young people's views on four policies. The schools were recommended by Debate Mate due to the high number of students in receipt of a pupil premium.

34 young people aged 11-14 took part in the sessions 18 of which are in receipt of a pupil premium.

Summary of findings

Policy G1-2: Prioritising measures and services that improve people's access to opportunity

There was moderate support for this policy, with many students emphasising the importance of improved connectivity but raising questions about safety and practicality. Concerns around feasibility, implementation costs, and ensuring safety and a strong need to balance cost efficiency and reliability. The student also expressed a desire for improved infrastructure for cycling and walking to complement public transport and better connectivity to suburban and rural areas.

Policy G1-3: Making it easy and affordable to travel

Simplified ticketing and fare capping received strong support, although accessibility for non-tech-savvy users and affordability challenges were noted. Balancing technological advances with inclusivity was raised and a need to ensure affordability does not compromise service quality.

Policy G1-4: Reviewing our travel support offer

This policy was strongly supported and drew significant engagement, with participants debating the implications making public transport more affordable for specific groups. Discounted travel schemes were welcomed but concerns about funding sustainability

and equitable eligibility criteria were raised "Discounted travel for young people would encourage more of us to use public transport," stated one Croxteth student. Another countered, "If only certain groups get discounts, it might feel unfair to others who are struggling financially too".

Policy G2-2: Delivering an integrated, sustainable mass transit network, tackling capacity problems and improving connectivity

Students showed their support for this policy contingent on addressing capacity and sustainability concerns. Support for an integrated, sustainable transport network was high, emphasising environmental benefits and better connectivity, though issues of overcrowding and service gaps were highlighted as key areas to improve.

Wirral Chinese Association

27 people engaged.

Wirral Chinese Association ran focus groups with 27 people including a mix of older adults (55+), minority ethnic groups, and individuals from low-income backgrounds. To ensure inclusivity, all materials were translated into Traditional and Simplified Chinese, and sessions were conducted with bilingual support.

Summary of findings

G1-3: **Making it easy and affordable to travel.**

There was strong support for Policy G1-3, particularly for its convenience, affordability, and environmental benefits. However, addressing concerns about affordability, digital accessibility, and funding equity will be critical for widespread acceptance and successful implementation.

G1-4: **Reviewing our travel support offer.**

Received overwhelming support, with respondents praising its focus on affordability, environmental impact, and support for disadvantaged groups. There were concerns about transparency, fairness, and implementation, highlighting areas for refinement. Ensuring sustainable funding, providing clear communication, and addressing time restrictions could further strengthen the policy's acceptance and effectiveness.

G2-7: Implementing "polluter pays" principles.

Policy G2-7 received a mixed response, with support for its environmental goals and the fairness of the "polluter pays" principle. However, concerns about economic burdens, practicality, and equity highlight the need for refinements. Addressing these challenges through enhanced public transport, affordable cleaner alternatives, and clear monitoring mechanisms will be critical to the policy's success.

G5-3: Leveraging smart city technologies and AI.

Policy G5-3 received support for its environmental goals and potential to modernise transport systems through AI and technology. However, concerns about affordability, technology reliability, safety, and the economic impact of digitalization highlight the need for careful planning. Addressing these issues through phased implementation, public education, and infrastructure development will be essential to maximising the policy's benefits, while minimising risks.

6. CITIZENS SURVEY RESULTS

https://lcrlistens.liverpoolcityregion-ca.gov.uk/local-transport-plan/citizen-consultation

683 people gave their views via an online survey between 3rd October and Sunday 15th December 2024. There were 0 paper survey completions.

6.1 COMPULSORY QUESTIONS

What is the main way you travel around Liverpool City Region, on a weekly basis? Select all that apply.
There were 683 responses to this part of the question.
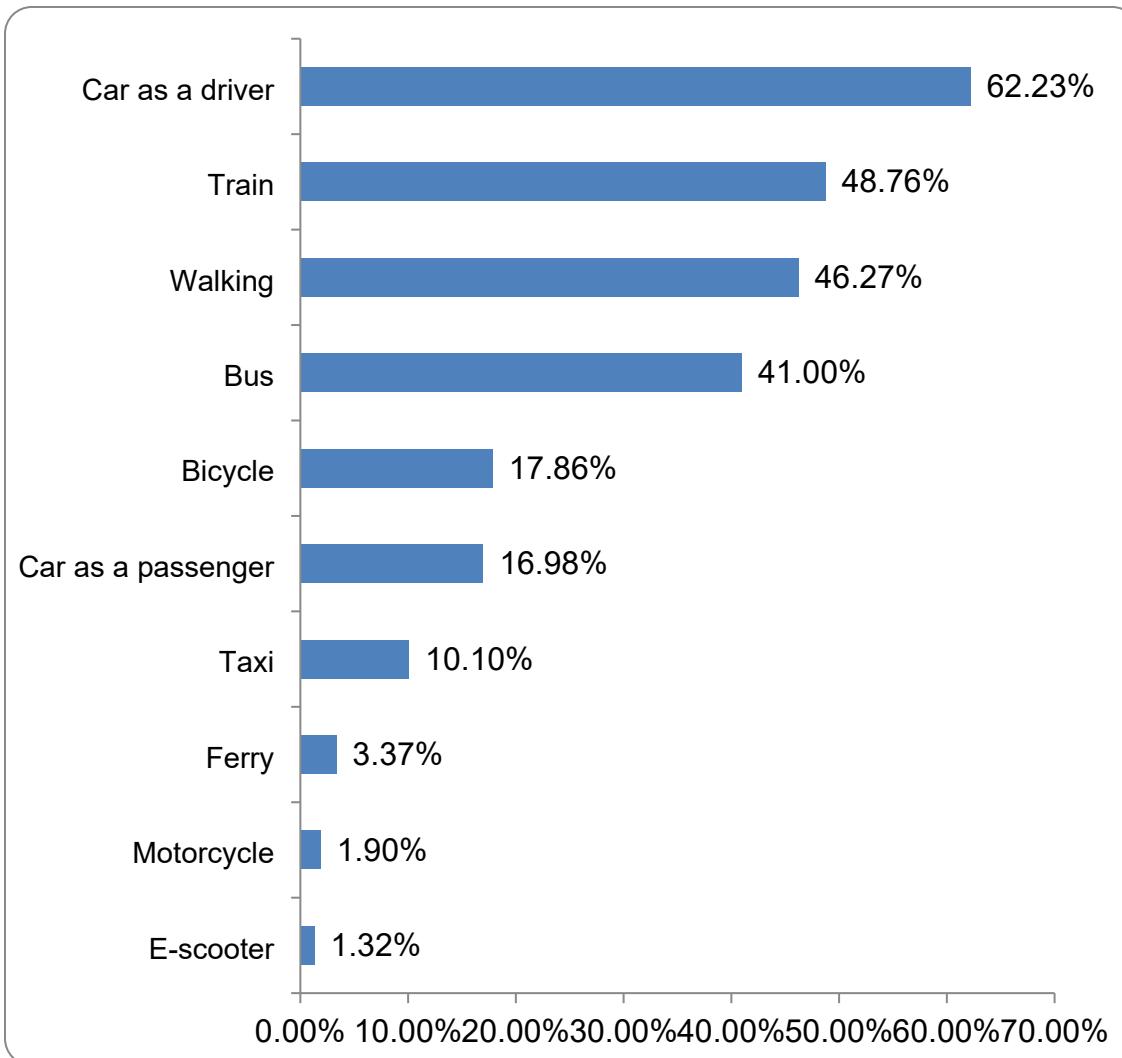
If you drive a petrol or diesel car regularly, what if anything, would encourage you to switch to a fully electric or hybrid car?
There were 553 responses to this part of the question.

"I would drive a hydrogen powered car but not a rechargeable one due to lack of range, recharging times, environmental cost of lithium battery production, cost, and lack of infrastructure for charging."

While some respondents are already planning to, or have made the switch, the overall sentiment towards electric vehicles (EV) is that they are unaffordable and impractical for many citizens.

The main themes were:

Cost: The upfront cost of an electric vehicle is seen as a significant barrier for the majority of respondents, with many citing the costs as being out of reach for residents on average or low incomes. Subsidies, scrappage schemes, a better second-hand market or cheaper leasing options are frequently mentioned as solutions. Others worry about the ongoing impact of public charging costs on their budgets.

Charging infrastructure: The lack of widespread, accessible, affordable and fast public charging points is a major concern, especially for individuals living in flats or terraced homes without driveways. More charging points in city centres, residential areas, and along major routes such as lamp posts and street-side chargers are suggested solutions with many feeling that the current technology and infrastructure do not support long-distance or rural travel.

Environmental and ethical concerns: There is scepticism about the true benefits of EV's with some questioning their overall sustainability, citing issues with battery production and disposal. Some view EV's as being falsely promoted as environmentally friendly with some respondents preferring to buy hydrogen or hybrid vehicles over fully electric models.

To achieve net zero by 2035 we need to increase bus journeys by approximately 61%, increase rail journeys by approximately 69%, get more people walking and cycling and remove approximately 216,000 car trips from our roads each year.

With this in mind, which of the following would encourage you to use public transport or active travel more often? Select all that apply

There were 683 responses to this part of the question.

Public transport that goes where I need	68%
More frequent services	64%
Real-time' information about a service	55%
Better maintained pavements	38%
More/better public transport information	37%
Segregated lanes for cyclists	36%
Better lighting	27%
Feelings safer on board public transport	27%
Feel safer waiting for public transport	26%
Help with public transport costs	25%
Cycle parking	22%
Cycle storage	19%
Segregated spaces for pedestrians	18%
Better wayfinding and signs	12%
Help with the cost of a bicycle	6%
Cycle training	4%
Other (please specify)	22%

If other, please specify:

There were 259 responses to this part of the question.

Many of the responses to 'Other' reflected the multiple-choice options for this question such as a need for real time information, improvements to pavements, safety and improved reliability and frequency of services required.

Several new reasons, which were not options in the multiple choice, included concerns over cost and affordability, a personal preference for car use due to the privacy and convenience offered and the perception and cleanliness of public transport and the presence of other people.

Where do you live?

There were 683 responses to this part of the question.

Region	Percentage
Halton	6.59%
Knowsley	6.59%
Liverpool	36.90%
Sefton	20.06%
St Helens	5.42%
Wirral	20.20%
Unsure	0.15%
Somewhere else (please specify)	4.10%
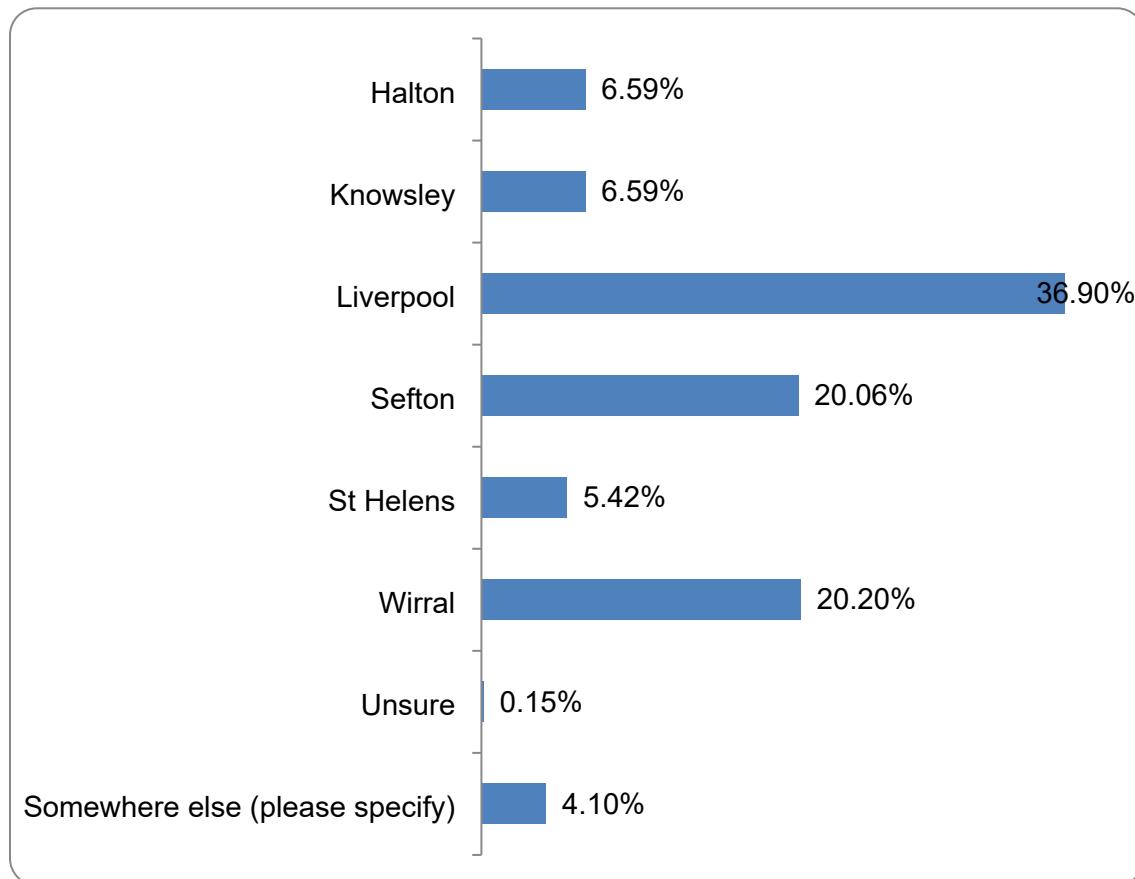
What is your age group?

There were 683 responses to this part of the question.

Age group	Percentage
16-24	3%
25-34	9%
35-44	12%
45-54	19%
55-59	13%
60-64	14%
65-69	13%
70-74	8%
75-79	3%
80-84	2%
Prefer not to say	3%
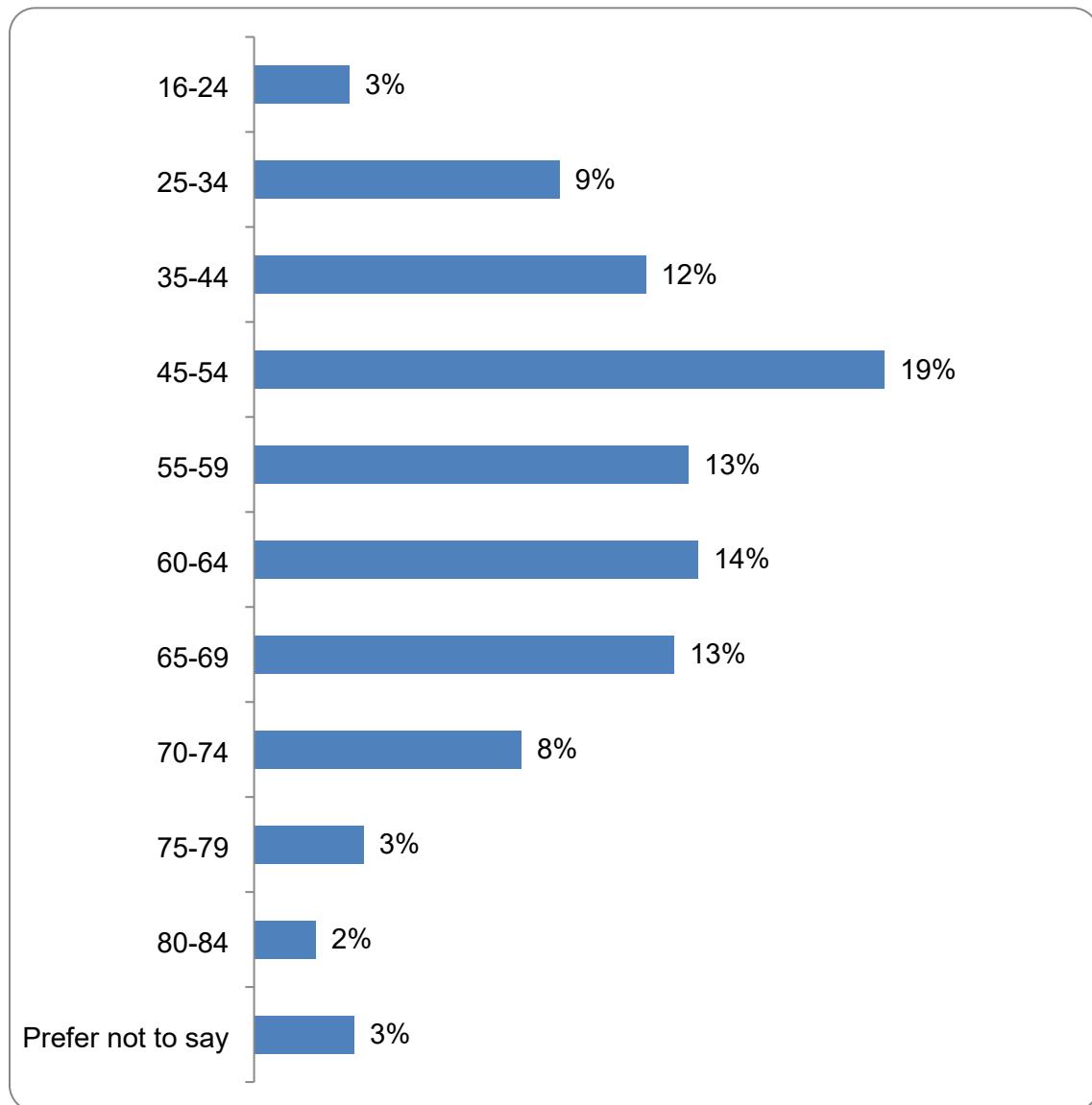
Which of the following best describes how you think of yourself?

There were 683 responses to this part of the question.

Category	Percentage
Man (Including Trans Man)	53%
Woman (Including Trans Woman)	35%
Non-binary	0%
Prefer the use of another term (please specify)	6%
Prefer not to say	7%
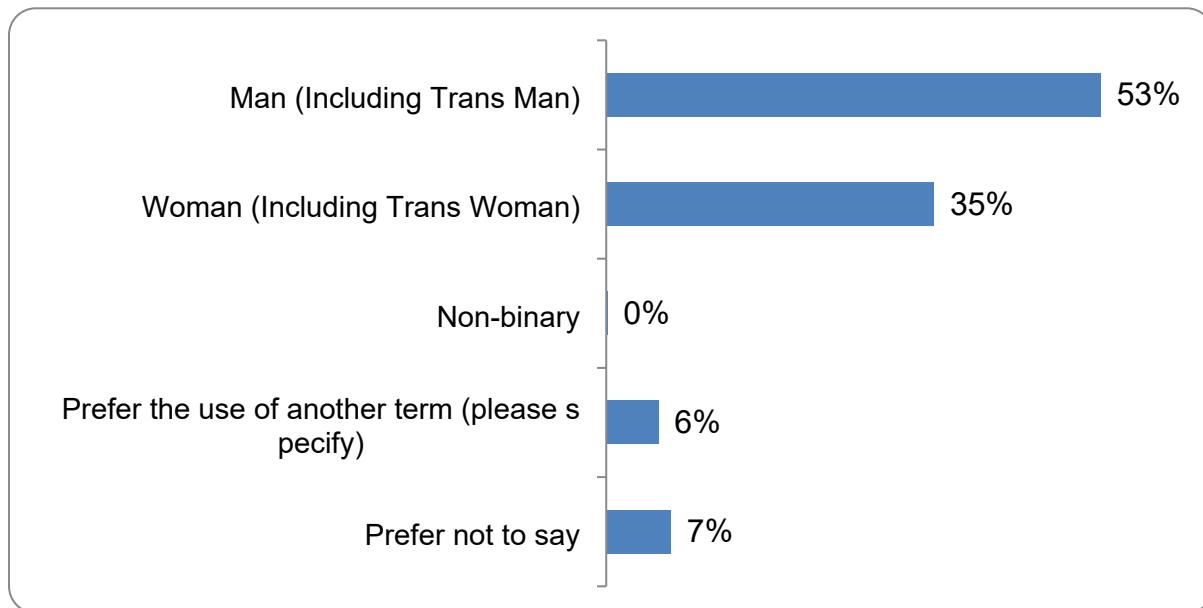
Which of the following best describes your sexual orientation?

There were 683 responses to this part of the question.

Category	Percentage
Bisexual	4%
Gay or Lesbian	7%
Straight/Heterosexual	72%
Prefer not to say	15%
Other sexual orientation (please specify)	3%
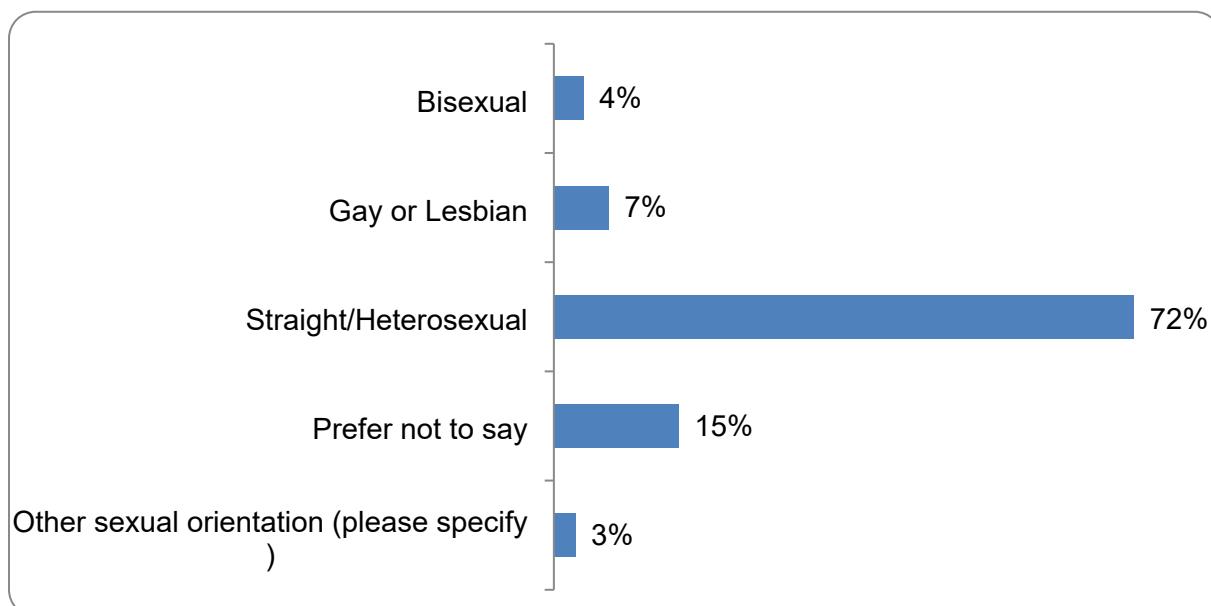
What is your ethnic group or background?

Ethnic Background

There were 683 responses to this part of the question.

Ethnic Group	Percentage
White: English, Welsh, Scottish, Northern Irish or British	83.2%
White: Irish	2.6%
White: Other (please specify)	2.8%
Mixed or Multiple ethnic group: White and Black Caribbean	0.1%
Mixed or Multiple ethnic group: White and Black African	0.1%
Mixed or Multiple ethnic group: White and Asian	0.7%
Mixed or Multiple ethnic group: Any other Mixed or Multiple background (please specify)	0.4%
Asian or Asian British: Indian	0.4%
Asian or Asian British: Any other Asian background (please specify)	0.1%
Other: Any other ethnic group (please specify)	1.9%
Prefer not to say	7.5%

Do you have any of the following conditions? Select all that apply
Health conditions

There were 683 responses to this part of the question. 31.6% of respondent stated they had at least one disability.

Condition	Percentage
Physical Disability	13%
Mental Health	12%
Hearing Impairment	8%
Other (please specify)	5%
Sight Impairment	2%
Learning Disability	2%
Prefer not to say	11%
N/A	58%
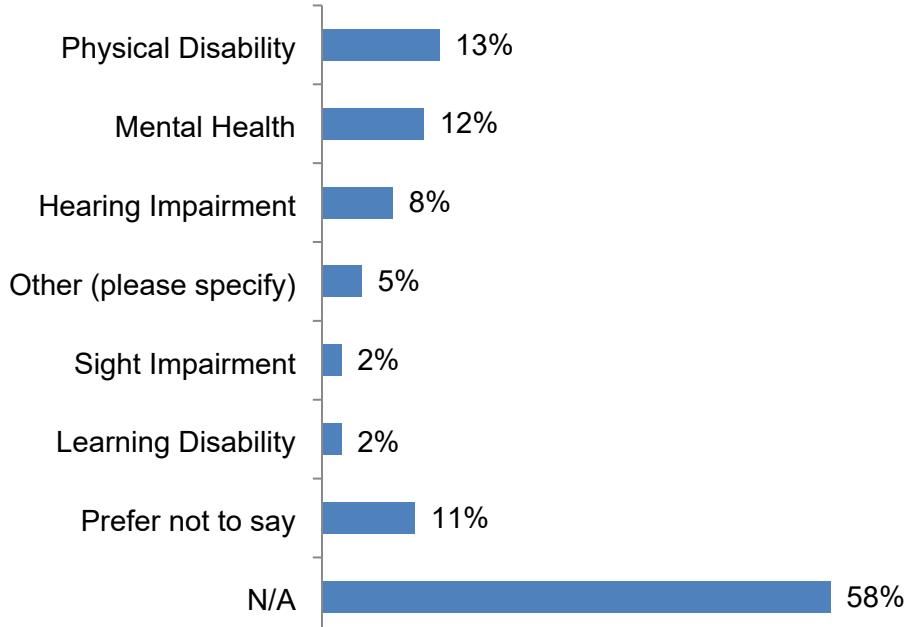
6.2 Principles

Do you think the 8 principles will help us deliver our 5 goals?

There were 571 responses to this part of the question.

Response	Percentage
Yes	42%
No	25%
Unsure	33%
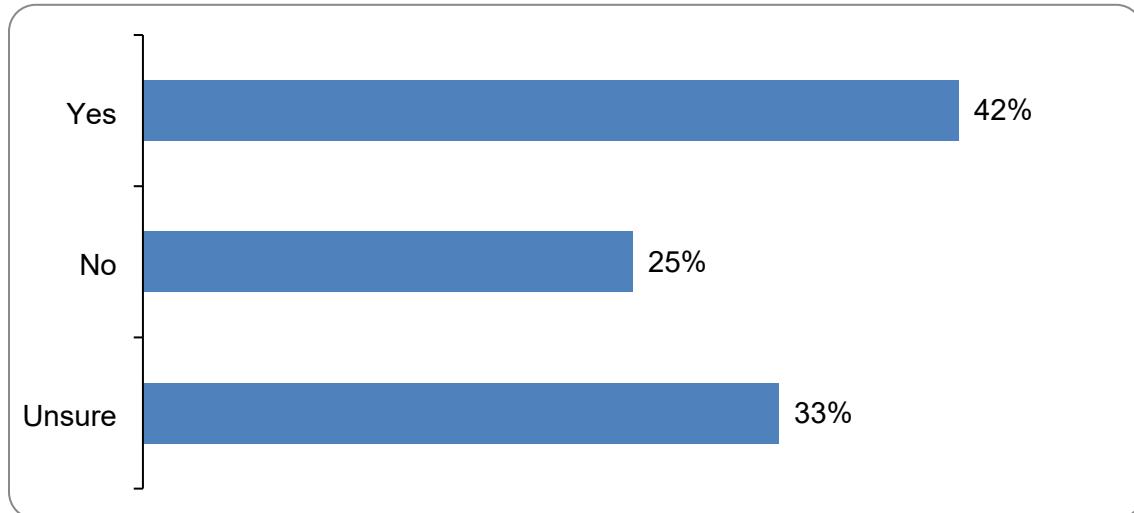
Use this box to provide any feedback on the principles.

There were 378 responses to this part of the question.

The feedback on the eight transport principles reveals a mix of support, concerns, and suggestions.

Many respondents emphasise the importance of active travel, advocating for walking, and cycling to take higher priority. However, there is significant resistance to measures which disadvantage car users, with many highlighting the essential role a car provides for those who have health conditions, caring responsibilities and complicated journeys.

There is significant frustration with the current public transport system with key issues being the affordability, availability and reliability of services. Respondents want clearer commitments to specific improvements such as expanded bus and train routes and safer cycling infrastructure and criticise the plan for vague language and a lack of actionable and measurable targets. Some suggest consolidating the principles to focus on tangible goals and outcomes.

Concerns over governance, execution, and budget transparency were also highlighted with many worried about the cost of the improvements, wanting to understand how the plans are being funded and a call for all decisions to be based on evidence.

There are many strong opinions on cycling infrastructure with some advocating for safer, interconnected cycle paths and others arguing cycling lanes are underused and a waste of resources. There are also calls for clearer definitions of place making and wheeling.

6.3 Goals

GOAL 1: Support good, clean job growth and opportunity for all

G1-1 Consider sustainable transport and movement in all we do as a Combined Authority.

To what level do you support this policy?

There were 573 responses to this part of the question.
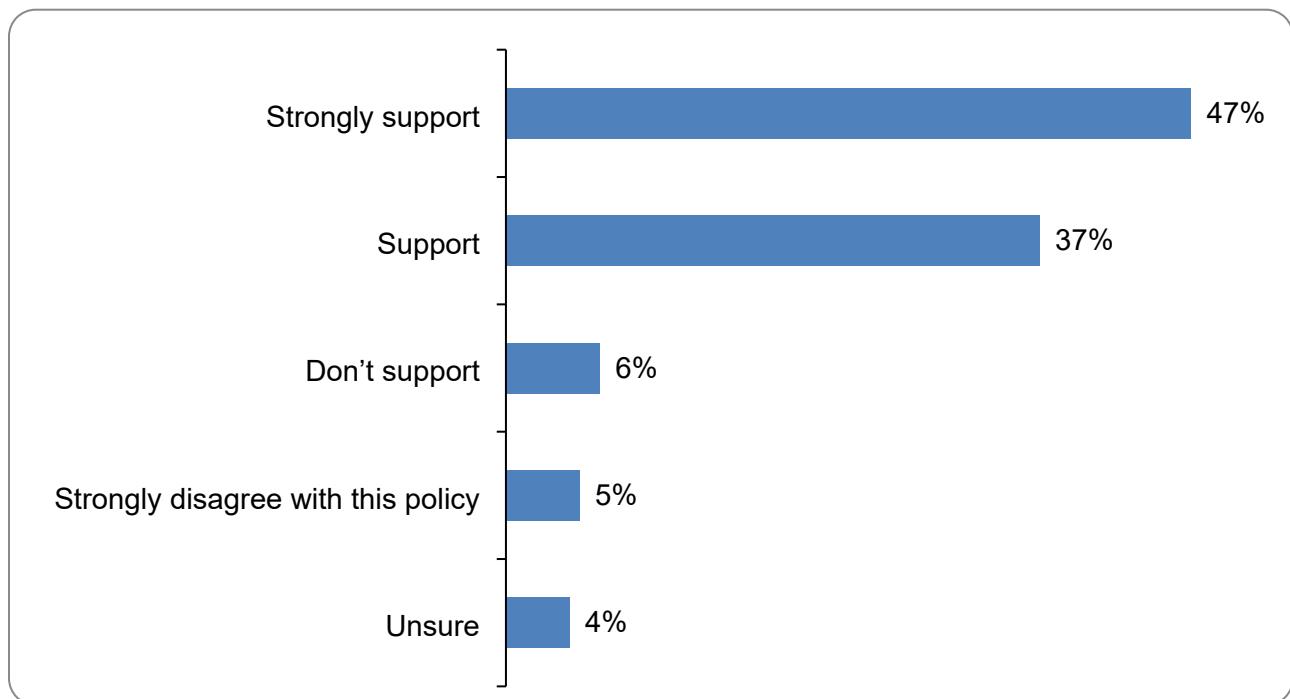
What do you think is good about this policy?

There were 402 responses to this part of the question.

"Sustainable transport is the future. The environment must be our priority."

The responses to G1-1 highlight broad support for the policy - and overall Local Transport Plan - with an emphasis on supporting more sustainable and integrated transport options.

Respondents highlighted the importance of prioritising public transport, walking, and cycling to reduce reliance on cars, understanding the benefits of improved accessibility and access to jobs, environmental sustainability, reduced emissions, and enhanced public health.

Respondents support the idea of better and more joined-up planning, to ensure transport infrastructure is integrated with housing and development projects and addressing issues such as connectivity, affordability, and access for vulnerable groups. Many emphasised that there is a need for more greener transport options, better investment in infrastructure, and comprehensive coordination across all stakeholders, to achieve the policy's goals.

Do you have any concerns or worries about this policy? How could we reduce your concerns?

There were 377 responses to this part of the question.

"Not everyone wants to or can, walk and cycle so cars must be included. Cars are part of a flexible transport plan."

Some concerns were raised about vague policy wording with requests to ensure the policy goals are clear, actionable, and well-funded. There were some queries on the practicality of implementation and balancing the needs of motorists with sustainable goals.

Concerns were raised about 'demonising' car usage, with many emphasising the necessity of cars for work, caring responsibilities, and late-night travel. Suggestions for improvement included maintaining provisions for essential car use and recognising the financial and logistical challenges of transitioning to greener vehicles.

Some respondents questioned the focus on walking and cycling, citing the UK's often cold and wet climate as a barrier. They suggested that investment in these areas must be realistic and consider broader accessibility needs, especially for those with disabilities or mobility challenges.

Respondents also expressed scepticism about the implementation and effectiveness of the policy without significant investment, and concerns about the existing public transport network with many feeling that the current system is unreliable, expensive, and poorly connected, especially in areas outside of Liverpool City Centre. Improved services, such as increased frequency, affordability, and 24-hour options, were highlighted as crucial to reduce car dependency.

G1-2 Prioritising measures and services that improve people's access to opportunity

To what level do you support this policy?

There were 564 responses to this part of the question.

Strongly support — 52%
Support — 34%
Don't support — 5%
Strongly disagree with this policy — 3%
Unsure — 5%
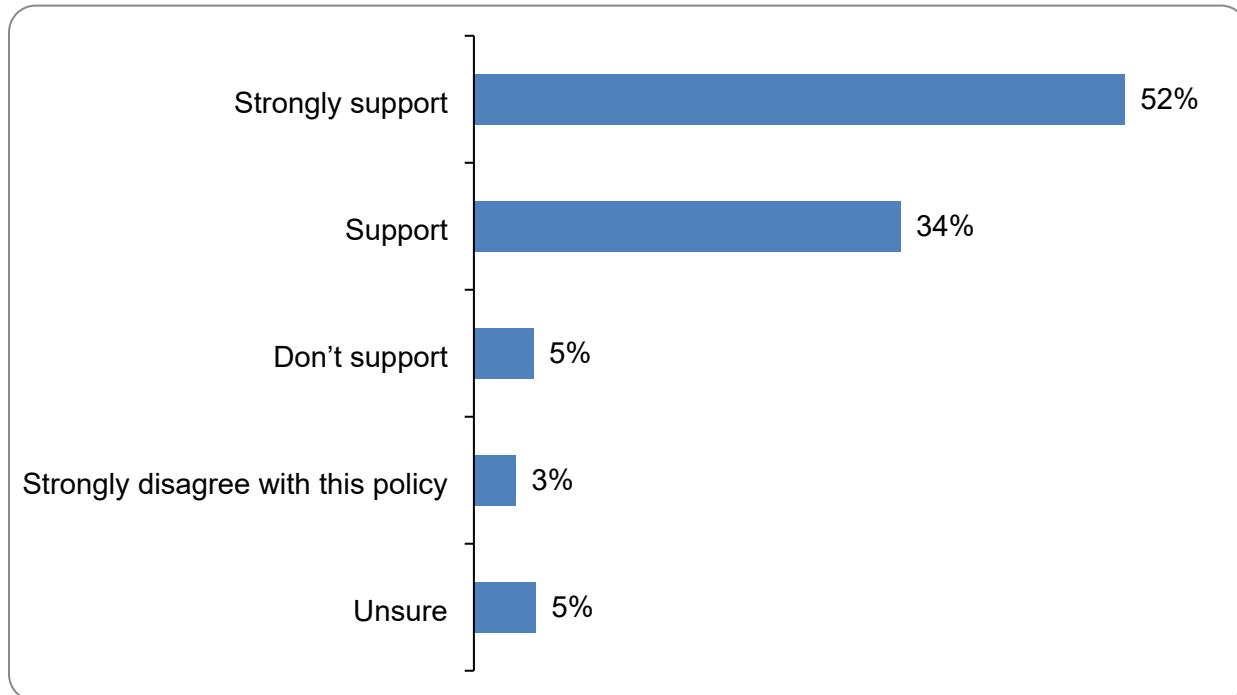
What do you think is good about this policy?

There were 362 responses to this part of the question.

"No matter what people's situations are, they deserve to be able to work, travel and socialise without barriers."

Respondents to this question demonstrated a strong desire for buses to be publicly owned and managed, with people feeling bus franchising will result in greater control over services, improved accountability and routes which meet local needs.

It is felt this policy will help to address inequalities in the availability and reliability of public transport in areas outside of Liverpool, specifically Halton, where residents feel they face unequal access to education, jobs, and services. Citizens welcome the idea of more services and emphasised the importance of integrating transport planning with new housing developments, to ensure transport is considered as a priority. Access to essential services, schools, shopping, hospitals and healthcare are all seen as crucial.

Do you have any concerns or worries about this policy? How could we reduce your concerns?

There were 336 responses to this part of the question.

"If buses ran more frequently, were reliable, and went to places we need to get to, the people would use them more."

Whilst access to more opportunities is welcomed, respondents expressed frustration with past inaction and scepticism about promises without visible results. Feedback includes a request for more details on the plans, with lots of questions about how new routes and schemes will be decided, how transport will be planned alongside housing developments and green spaces, and calls for joined-up, evidence-based decisions.

Some respondents worry that some areas might be overlooked in favour of new developments in places which will be more profitable.

Limited or non-existent public transport services during evenings and weekends have impacted workers who rely on public transport for shift work or unconventional hours with some individuals sharing this has resulted in job losses.

Complex and expensive fares and unreliable services are also barriers to accepting job opportunities, with NHS staff facing challenges commuting to hospitals such as Alder Hey and Aintree due to unreliable and poorly connected services from Wirral, Halton and Knowsley. Respondents also highlighted that it's not just about creating more routes but making sure there is better integration between transport modes (buses, trains, cycling, walking) and across different areas of the city region.

G1-3 Making it easy and affordable to travel

To what level do you support this policy?

There were 566 responses to this part of the question.

Bar chart:
- Strongly support: 66%
- Support: 23%
- Don't support: 5%
- Strongly disagree with this policy: 3%
- Unsure: 3%
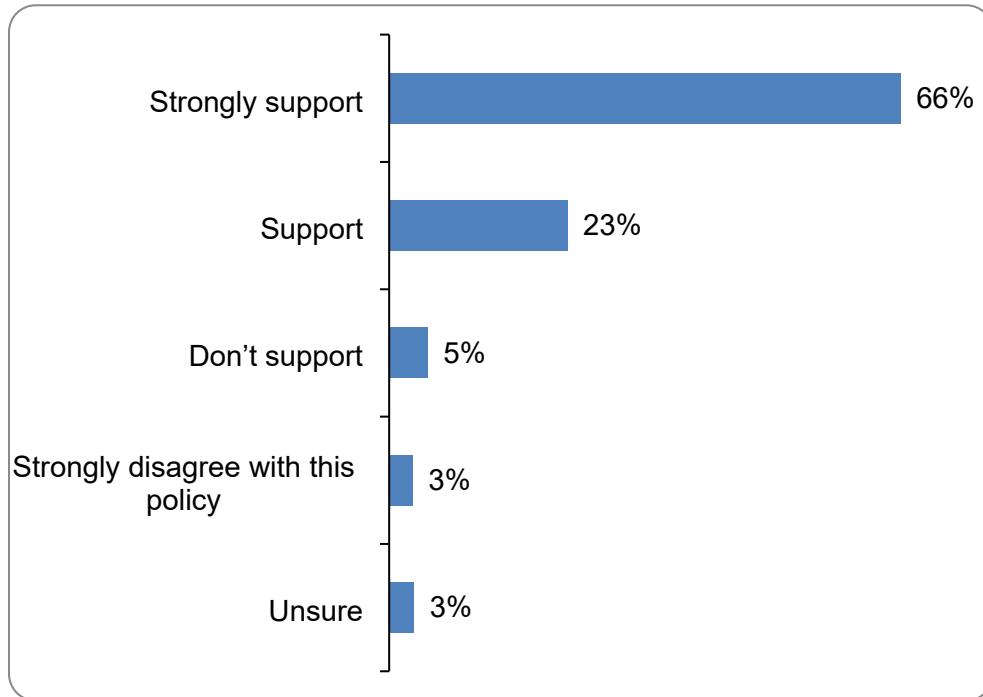
What do you think is good about this policy?

There were 416 responses to this part of the question.

"This will be a game changer for most people."

Respondents enthusiastically welcome the proposals for an integrated, simplified public transport ticketing system that enables seamless travel across modes. Proposals for digital and contactless options draw praise for convenience and affordability.

Citizens recognise the policy as being modern, drawing comparisons with the Oyster Card in London and Bee Network in Manchester, and welcome the approach, believing it will encourage greater public transport use and benefit the environment. Many people also highlight it will help to address key social issues, such as school attendance and affordability challenges for low-income families.

Do you have any concerns or worries about this policy? How could we reduce your concerns?

There were 359 responses to this part of the question.

"It's long overdue and clearly there have been challenges in the past...how will it be successfully implemented now?"

The main concerns of G1-3 highlight significant scepticism about its inclusivity, affordability, and feasibility. Public frustration about the slow implementation of integrated ticketing is evident with many feeling the policy is 'long overdue' and comparisons to successful systems already in operation in London and Europe.

Many feel that the system risks excluding non-digital users and the vulnerable, while others question how prices will be capped and whether the policy will truly integrate transport modes seamlessly between different operators.

Respondents emphasised a need to maintain cash payment options and physical ticket offices to avoid excluding older or vulnerable people without smartphones, internet, or bank accounts. There are also worries about accessibility for disabled individuals and those who face digital literacy challenges.

Questions about the inclusion of Halton in concessionary and ticketing schemes is also a key concern, with distrust in the new system being available across the whole of the Liverpool City Region.

This policy also generated many queries highlighting a need for clear communication about system design, pricing, integration, and accessibility to address public concerns and build trust.

G1-4 Reviewing our travel support offer

To what level do you support this policy?

There were 564 responses to this part of the question.
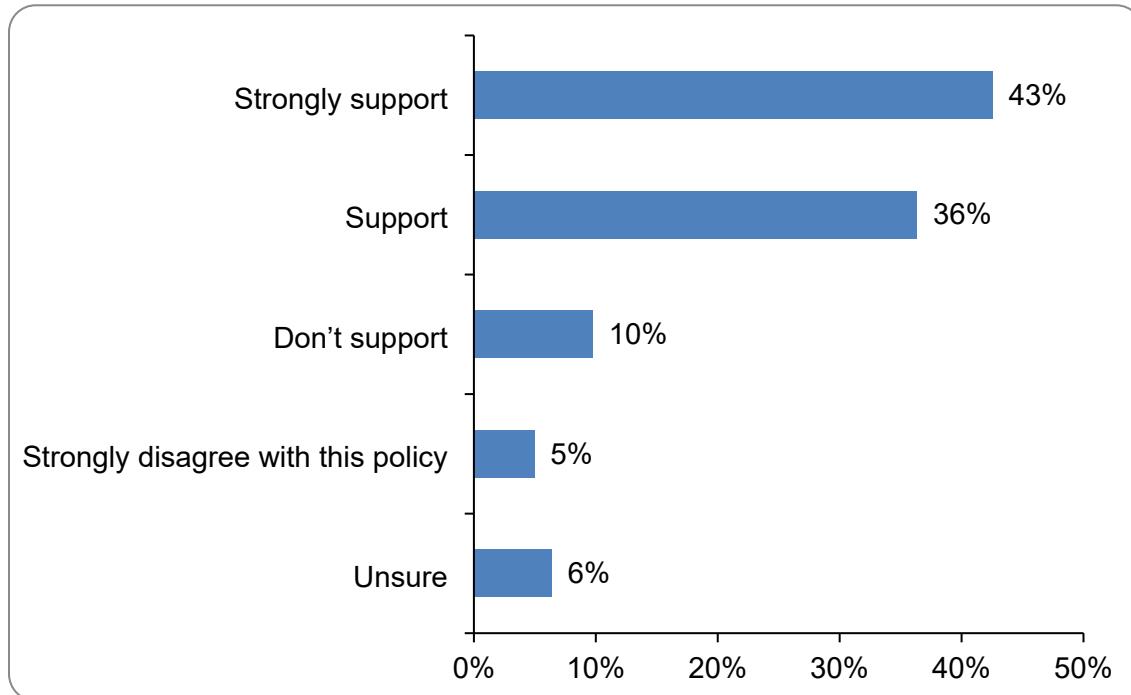
What do you think is good about this policy?

There were 350 responses to this part of the question.

"I strongly support any measures that will reduce barriers and costs for people who need to use public transport, for any reason."

The positive feedback for G1-4 highlights a strong desire for a more affordable and accessible public transport system. Many respondents call for lower fares across the board, with specific emphasis on supporting young people, pensioners, students, people with disabilities, and those on low incomes or seeking work. There is significant support for the proposal that encourages young people to use public transport with many believing this will foster lifelong habits that reduce dependence on private cars. The idea that public transport should be more affordable than car ownership is widely endorsed.

Whilst respondents recognise specialised support is needed for those who face financial barriers, there is a strong consensus to make public transport accessible and affordable for everyone in Liverpool City Region.

Do you have any concerns or worries about this policy? How could we reduce your concerns?

There were 340 responses to this part of the question.

Whilst incentives to make transport more affordable are widely supported, there is a desire for universally cheaper public transport to benefit all users which would reduce perceptions that certain groups are being favoured by selective targeting. Respondents express concerns about how reduced fares and free travel schemes will be decided and funded, with fears of higher costs being passed to full-fare-paying passengers.

There is some resistance to offering free travel to specific groups, such as asylum seekers, a perceived unfairness of how people will receive discounts and a worry that certain groups such as families, caregivers, or unpaid carers will be left out.

Respondents are also concerned about the potential withdrawal or reduction of free travel for pensioners, which is seen as crucial for reducing isolation, and fears that free travel may increase antisocial behaviour on public transport from young people.

Finally, some citizens argue that it's not enough to just reduce fares; transport must also be reliable, frequent, and well-maintained. Issues such as poor service quality, lack of cleanliness, and unreliable schedules are seen as barriers to using public transport.

GOAL 2: Achieve net-zero carbon and an improved environment

G2-1 Removing carbon emissions from transport

To what level do you support this policy?
There were 527 responses to this part of the question.

Strongly support — 54%

Support — 25%

Don't support — 9%

Strongly disagree with this policy — 7%

Unsure — 5%
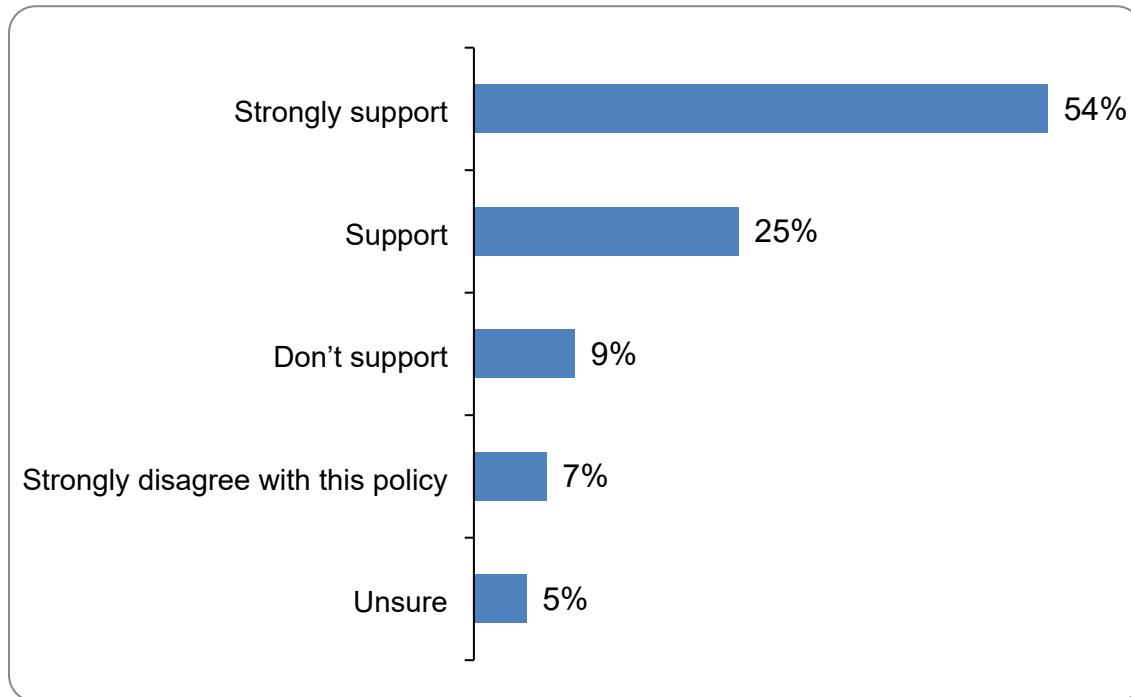
What do you think is good about this policy?
There were 348 responses to this part of the question.

"I think it is positive that you are looking to build more charging points for electric vehicles. That is definitely one of the biggest reasons why people are reluctant to buy electric cars as there isn't currently the infrastructure in place."

There was overwhelming support for this policy with 88% of respondents agreeing or strongly agreeing with proposals. Respondents acknowledge the importance of achieving net zero for the benefit of public health, the environment, and future generations; recognising that net zero contributes to global efforts to mitigate climate change.

Improved air quality and reduced pollution are frequently mentioned as positive outcomes of the initiative, with many respondents noting that an improved electric

vehicle (EV) infrastructure, such as charging points, will be essential for wider EV adoption.

Encouragement for the ambition and forward-thinking nature of the policy and recognition of the urgency of removing carbon emissions were also top themes.

Do you have any concerns or worries about this policy? How could we reduce your concerns?

There were 352 responses to this part of the question.

"This policy fails to recognise the cost and impact on citizens. Net zero should be achieved by 2050 at net zero cost to citizens, through market led initiatives where carbon free technology is adopted because it is better and cheaper than current options."

Some respondents view net zero as a poorly thought-out or unrealistic concept, doubting its feasibility or global impact. Others believe the 2035 target is too far off and lacks ambition, with calls for specific policies to tackle emissions from lorries, port traffic, and freight vehicles. Interim targets to ensure meaningful progress before 2035 are proposed.

Many people feel electric vehicles are too expensive, making them unaffordable for a significant portion of the population. Respondents worry about the high expenses of infrastructure upgrades, such as electric and hydrogen buses, cycling lanes, and rail improvements, and how these costs might result in higher taxes or fares, leading to increased inequality.

Scepticism exists about whether public funds are being spent effectively, with some viewing investments in electric vehicle chargers and cycling as wasteful or tokenistic with calls for clear cost estimates and collaboration with central government to secure funding. Others worry a strong focus on electric vehicles could detract from investment in public transport, walking, and cycling infrastructure, which are seen as more inclusive and sustainable.

Feedback highlights that there is a lack of sufficient, reliable, and convenient charging points in the region to make the policy a success, especially in areas with dense housing.

Finally, concerns about the UK's inability to generate enough clean electricity to meet increased demand from electric vehicles and apprehension about the cost to the taxpayer of transitioning to net zero are also key themes, with respondents sceptical about the role of road traffic in reducing greenhouse gases; highlighting that EVs are not as environmentally friendly as claimed.

G2-2 Delivering an integrated, sustainable mass transit network, tackling capacity problems and improving connectivity

To what level do you support this policy?

There were 522 responses to this part of the question.

Strongly support — 57%
Support — 27%
Don't support — 8%
Strongly disagree with this policy — 5%
Unsure — 3%
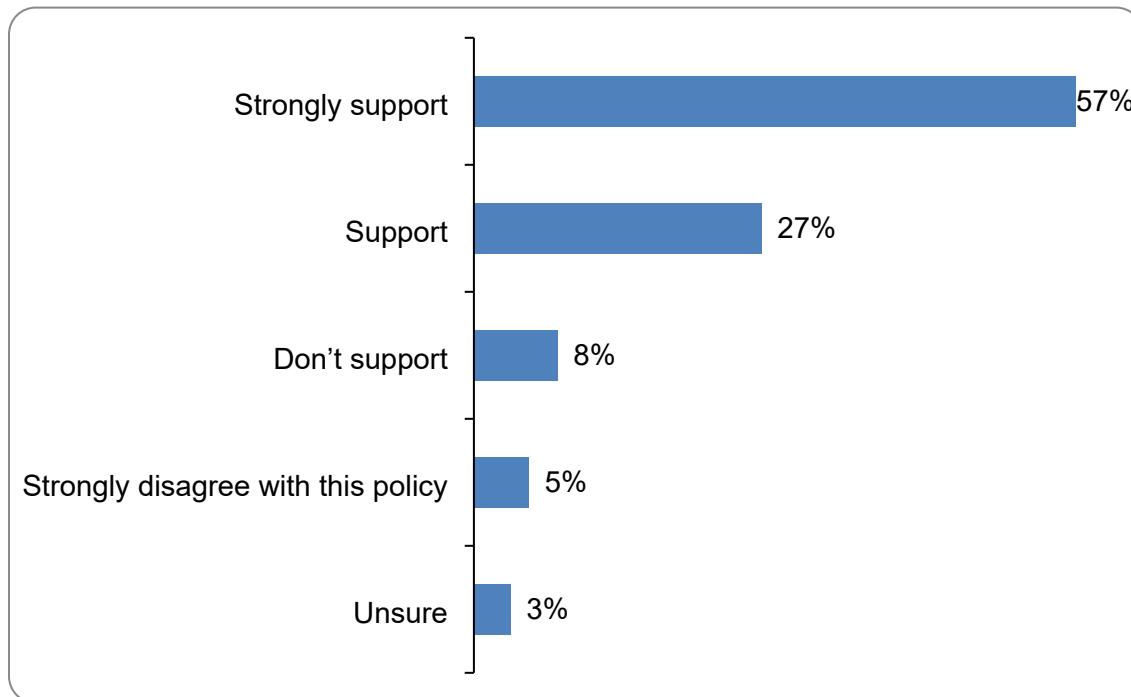
What do you think is good about this policy?

There were 329 responses to this part of the question.

"Bus and train services must be more frequent, operate at times when people need them and be affordable otherwise people will continue to need to drive."

Feedback highlights strong support to improve connectivity across the Liverpool City Region. Proposals to increase the frequency and coverage of services, particularly during evenings and weekends is enthusiastically welcomed with respondents calling the policy aims 'good' and 'well planned'.

Respondents agree that enhancing connectivity through better integration of buses and trains as well as addressing "first and last mile" gaps is vital to making public transport a more viable alternative to driving.

Do you have any concerns or worries about this policy? How could we reduce your concerns?

There were 339 responses to this part of the question.

"Links from Southport to Preston, Manchester and Ormskirk need to be considered. Don't assume everyone in the LCR travels via Liverpool City Centre."

Respondents perceive public transport as unreliable, slow, and poorly integrated, particularly for first-mile and last-mile connectivity with many arguing that walking, cycling, and wheeling are not realistic options for people who work or have caring responsibilities.

Respondents are concerned the policy will penalise car users, highlighting that the current public transport system is not convenient, reliable, or direct enough for the journeys they need to make. Many highlight there are insufficient options to use public transport for the "last mile", leaving people reliant on cars, especially during adverse weather conditions.

Respondents highlight weekly shopping, patient visits by healthcare workers and school runs as being impractical or impossible without a car with. Convenience, reliability, and autonomy is emphasised as especially important for families, people who are disabled, or those with time-sensitive commitments.

Specific areas, such as St. Helens and Halton, are noted for inadequate service frequency, routes and limited accessibility with respondents suggesting expanding the rail network, introducing trams, and revisiting outdated bus routes as ways to improve this.

Improved cross-region connectivity without travelling via Liverpool City Centre is seen as important. Additionally, it is felt affordability, accessibility, and safety must be prioritised to encourage widespread use, with targeted investments in underserved areas such as St Helens, West Wirral and Sefton and improved links to Manchester, Chester, and Liverpool Airport.

G2-3 The role of shared mobility and micromobility

To what level do you support this policy?

There were 519 responses to this part of the question.

Strongly support — 31%

Support — 27%

Don't support — 18%

Strongly disagree with this policy — 14%

Unsure — 11%
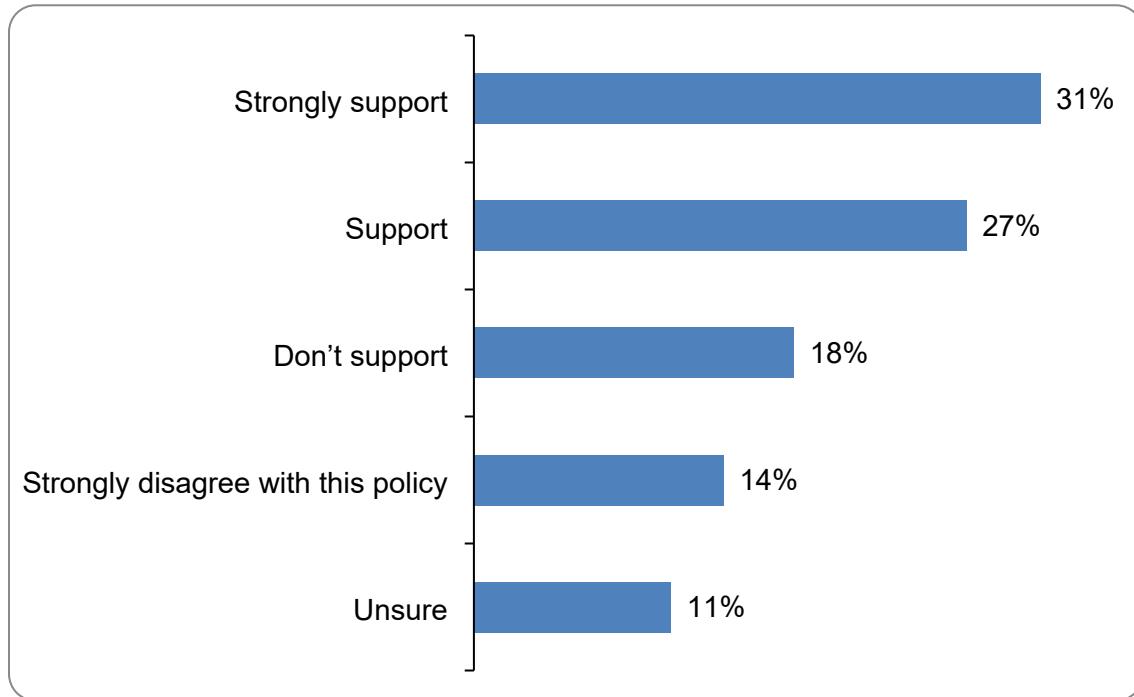
What do you think is good about this policy?

There were 321 responses to this part of the question.

"Car clubs would be an important way for me to get rid of my car, I don't need to use my car that often, usually public transport is fine for most journeys, but as I own a car, I often end up using it purely because I have it."

Many respondents see car clubs as a good alternative to private car ownership, citing them as a cost-effective and eco-friendly option for occasional car users. Positive outlooks on how car clubs could change people's perception of car ownership and improve quality of life were also expressed.

Successful examples from other cities in France and Germany are also mentioned by respondents to reinforce their points.

Although e-scooters and e-bikes are acknowledged as valuable options for reducing car dependency, many of the supporting comments caveat that more needs to be done to regulate their use and the negative comments about the safety of this mode, outweigh the positive significantly.

Respondents also appreciate efforts to incentivise zero-emission vehicles and increase the number of electric vehicle charging points, recognising both as a step towards reducing fossil fuel use and improving air quality.

Do you have any concerns or worries about this policy? How could we reduce your concerns?

There were 355 responses to this part of the question.

"E scooters are good, but only if used responsibly. They are dangerous and a nuisance to pedestrians, and drivers."

E-scooters and e-bikes are seen as a public nuisance by respondents who frequently describe them as dangerous, unsightly, and poorly managed with specific concerns including accidents and near misses, pavement usage, and abandoned vehicles.

Respondents call for stricter regulations including training and helmet use, designated docking stations and parking enforcement, separate lanes for pedestrians and e-scooters, and penalties for misuse.

Some respondents doubt the practicality and effectiveness of car clubs, citing low uptake in other regions and concerns about vehicle cleanliness, availability, parking practicalities and inclusivity with questions raised about who will have access to car clubs and how they will accommodate diverse needs, including those of the elderly and disabled.

Many respondents cite car ownership for convenience, independence, and security and feel the proposal to reduce parking unfair, especially on those reliant on vehicles due to disabilities or mental health challenges. Respondents suggest avoiding major changes, such as removing parking spaces, without clear public demand and appropriate alternatives or incentives for reducing car use, such as discounts for public transport or electric vehicles.

G2-4 Re-allocating road space and making best use of finite capacity

To what level do you support this policy?

There were 517 responses to this part of the question.

Response	Percentage
Strongly support	39%
Support	22%
Don't support	14%
Strongly disagree with this policy	19%
Unsure	6%
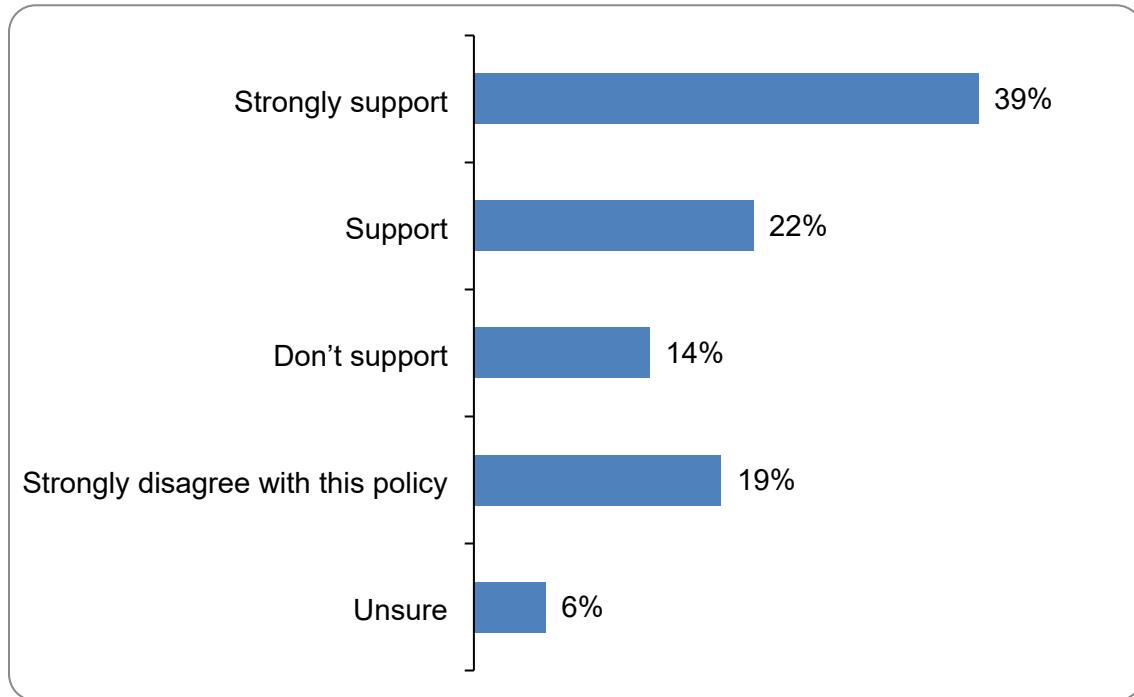
What do you think is good about this policy?

There were 341 responses to this part of the question.

"This is a great idea! We desperately need to hand road space back to people who would prefer to travel by bike or on foot - this would also allow public transport more road space, making it more efficient."

Comments for policy G2-4 demonstrate enthusiastic support for prioritising walking, cycling, and public transport and a broad agreement that reallocating road space to cleaner forms of transport will help to reduce air pollution and congestion for a healthier environment.

Respondents widely appreciate proposals for segregated cycle lanes and improved infrastructure for cyclists, with a strong emphasis on better-connected networks to make cycling a viable everyday option.

The Netherlands is frequently cited by citizens as a successful example of how prioritising cycling and public transport can bring long-term benefits, including improved health, reduced car dependency and overall community well-being.

Respondents also express strong support for reintroducing bus lanes and ensuring public transport is more reliable and efficient, with creative ideas like priority traffic lights for buses to improve services.

Do you have any concerns or worries about this policy? How could we reduce your concerns?

There were 347 responses to this part of the question.

"Please can cycle lanes be properly segregated, if I was protected in some way by a reservation or physical barrier, I might be more inclined to cycle"

Feedback demonstrates significant frustration with poorly designed or poorly maintained cycle lanes that are often seen as ineffective, unsafe, or redundant. Many respondents emphasise the need for properly segregated cycle lanes.

A large number of people feel that the policy seems to penalise car users, many of whom rely on their vehicles for work, family needs, or mobility due to a physical condition. The reduction in road space for cars has raised concerns about increased congestion and frustration that existing cycle lanes are underutilised.

There is worry that reducing road space for cars in favour of cycling lanes, bus lanes, or space for e-scooters and electric vehicles will lead to increased congestion, longer journey times, and more frustration for road users.

People are concerned that public transport is not yet a practical alternative for many, and any changes that prioritise buses or cyclists before improving these systems might exacerbate existing issues. Any changes that reduce capacity for cars should only be implemented once reliable, efficient, and widespread alternatives, such as public transport, are in place.

G2-5 A high quality, low carbon transport network in Liverpool City Centre and in our main towns

To what level do you support this policy?

G2-5 policy support level - scoring

There were 517 responses to this part of the question.
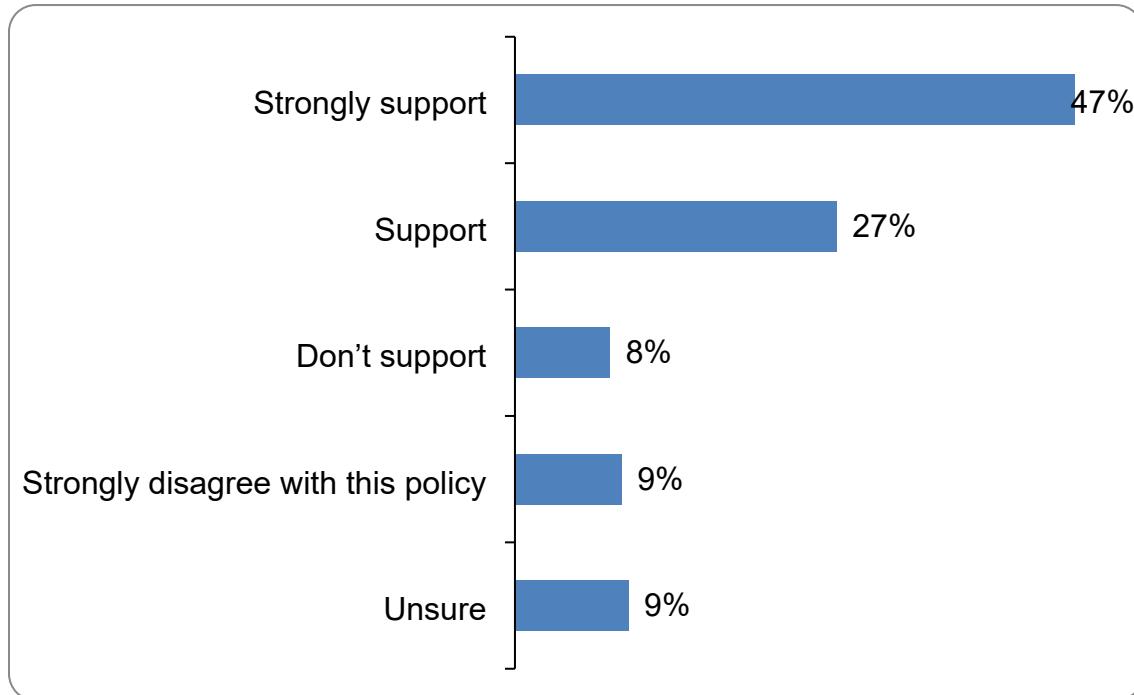
Category	Percentage
Strongly support	47%
Support	27%
Don't support	8%
Strongly disagree with this policy	9%
Unsure	9%

What do you think is good about this policy?

There were 287 responses to this part of the question.

"We walk a lot around the region and would love for it to be more pleasant and healthy."

Many respondents expressed excitement about proposals to make Liverpool City Centre easier to walk and cycle through, with strong support for reducing traffic to create cleaner air and a quieter city environment.

Safer cycle lanes, better pavements, and improved road layouts were acknowledged as necessary and welcomed changes. Tree planting, green spaces, and reducing car noise were also mentioned as contributing to a better urban environment.

There is also a desire to extend walking-friendly policies beyond Liverpool to surrounding boroughs and towns, making walking a convenient and attractive choice region-wide.

Do you have any concerns or worries about this policy? How could we reduce your concerns?

There were 302 responses to this part of the question.

"As an essential car user, carer and have a disabled partner, I depend on my car. Not everyone can cycle, walk etc. Plan an appropriate structure which leaves flexibility for some."

The main concerns and negative feedback about policy G2-5 focus on its ambiguity, lack of detail, and perceived impracticality.

Many respondents feel the policy is unclear about its scope—whether it prioritises the city centre, regional towns, or broader connectivity. There is scepticism about the capacity of planners to implement effective changes, given past failures, and fears of increased congestion and displacement of traffic to surrounding areas.

Congestion on Lime Street, London Road, The Strand and Hanover, Clarence and Rodney Streets are all mentioned as causes of frustration with the reliability of bus times and bus travel around the city centre needing to be improved.

Many feel the policy neglects other areas in the region with a strong emphasis that the policy should benefit not just Liverpool City Centre but the whole of the Liverpool City Region.

G2-6 Delivering sustainable and efficient freight and logistics

To what level do you support this policy?

G2-6 policy support level - scoring

There were 514 responses to this part of the question.

Response	Percentage
Strongly support	57%
Support	29%
Don't support	3%
Strongly disagree with this policy	4%
Unsure	7%
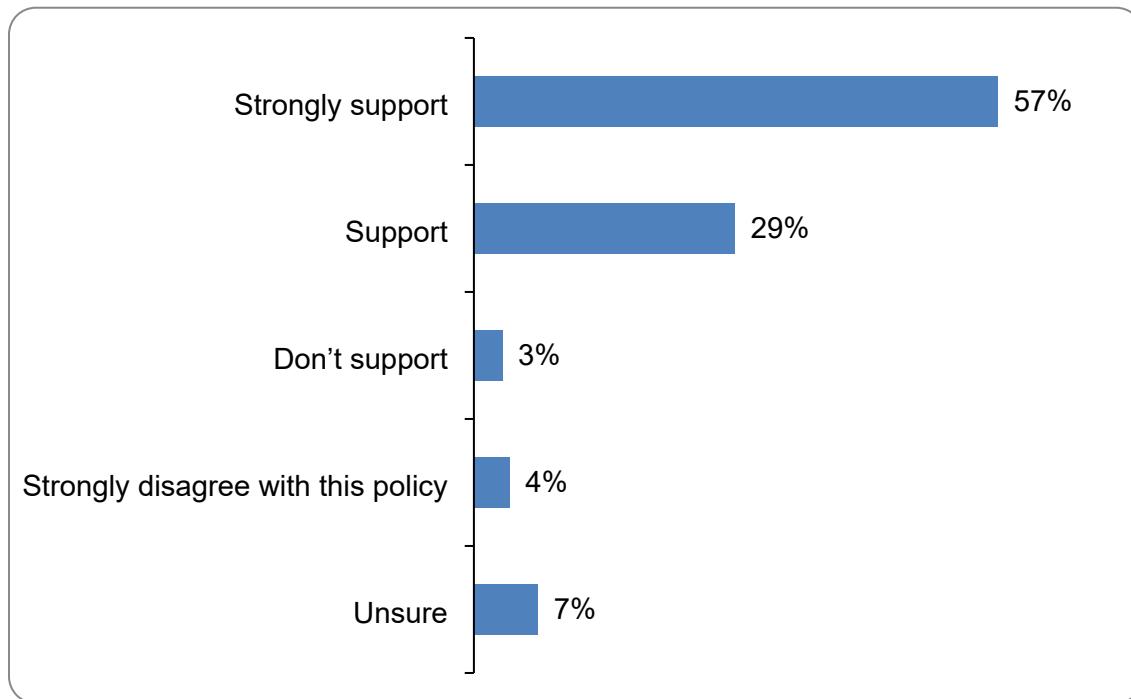
What do you think is good about this policy?

There were 302 responses to this part of the question.

"This is an excellent policy. I love that it makes use of Liverpool's unique position as a port city to further net zero aims."

Feedback reflects recognition of Liverpool's unique position as a port city and its historical use of rail and canals for freight. This heritage is seen as a strong foundation for modernising logistics.

Many respondents strongly support reducing lorry traffic on roads, emphasising the benefits to air quality, road safety, and reduced congestion with enthusiasm for using rail, canals, and waterways.

E-bikes and cargo bikes for last-mile logistics and electrification of freight networks and better utilisation of existing rail infrastructure are also supported. Respondents also welcome better facilities for transport workers such as toilets.

Do you have any concerns or worries about this policy? How could we reduce your concerns?

There were 271 responses to this part of the question.

"The number of big vehicles represents the huge amount of goods movement, moving to smaller vehicles will mean more vehicles, more drivers, more logistics hubs, leading to higher costs."

There is some scepticism that the shift to alternative freight methods can be achieved within a realistic timeframe or budget and questions about the practicality and feasibility of proposals such as e-cargo bikes, with many noting that smaller vehicles or bikes may not be capable of handling large or bulky items.

Concerns that the implementation requires significant capital investment, and reliance on government funding may stall progress and concerns about stakeholder buy-in are common, with a recommendation to work closely with partners like Network Rail and Highways England to develop coordinated freight solutions.

There are also calls to recognise the impact online shopping has on deliveries and a suggestion to implement measures to prevent misuse of residential areas for freight including restricting routes through tourist and residential areas (e.g. The Strand and Riverside Drive) to nighttime use only.

G2-7 Implementing "polluter pays" approaches

To what level do you support this policy?
G2-7 policy support level - scoring

There were 516 responses to this part of the question.

Strongly support — 29%
Support — 26%
Don't support — 15%
Strongly disagree with this policy — 19%
Unsure — 11%
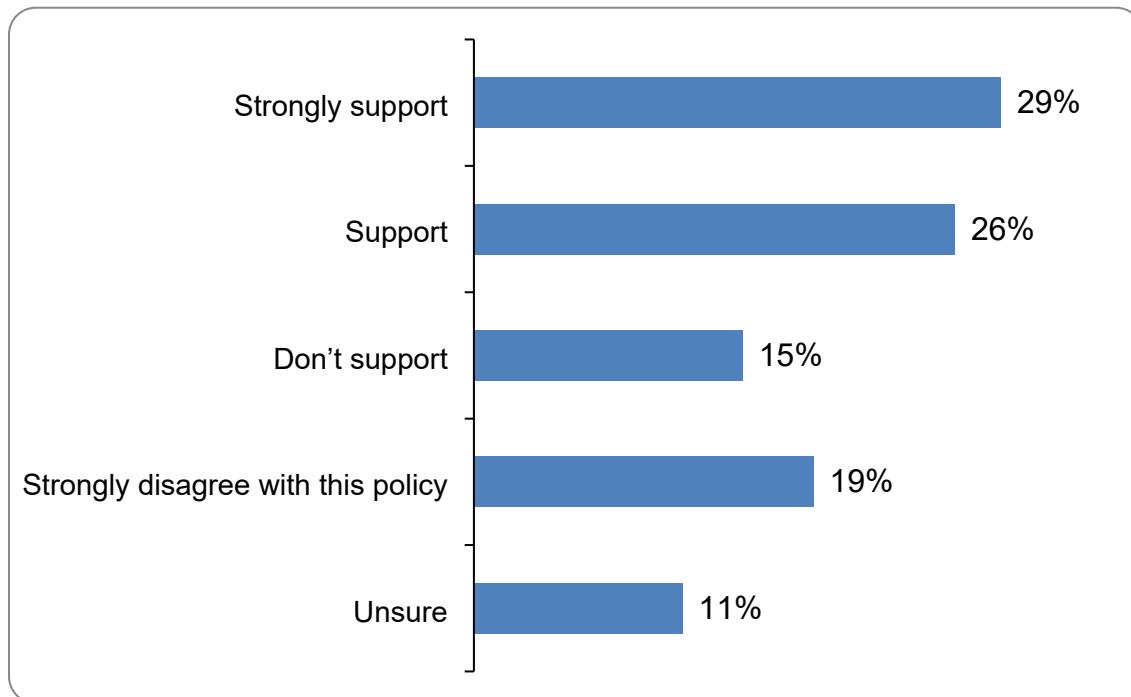
What do you think is good about this policy?
There were 315 responses to this part of the question.

"In principle this is good, but we should avoid punishing the poorest in our society who have to make journeys to work in a clapped-out old diesel car ... so it should be cheaper for 'greener' modes but not more expensive for non-green ones."

The concept that 'polluters pay' is widely supported in principle and is seen as a fair approach, provided the policy targets businesses and industries which are seen to be disproportionately responsible for pollution and that 'ordinary' people are not penalised if they cannot afford to make a switch to a greener vehicle.

There is strong support and approval for the decision not to implement congestion charges, recognising the region's unique circumstances require tailored solutions rather than applying blanket policies like those in other cities (e.g. London's ULEZ). Many believe implementing such a scheme would place undue financial pressure on individuals who are reliant on cars, especially those with lower incomes.

Do you have any concerns or worries about this policy? How could we reduce your concerns?

There were 342 responses to this part of the question.

"Applying the 'polluter pays' principle to the driver lets the energy companies and fossil fuel producers - who are really at fault and not doing enough to change things - off the hook."

Many respondents worry that the policy will penalise those who cannot afford to switch to electric vehicles or newer cars. They emphasise that low-income families are often reliant on older, less efficient vehicles due to financial constraints and highlight that many residents will be unable to install charging points in rented accommodation or shared housing.

Car users feel they are being unfairly targeted, citing the existing costs they pay and many call for fairness in addressing pollution from all sources, including industries and energy companies, rather than focusing solely on end-users.

There is a strong demand for clear communication on how and where toll or charge revenues will be used, with respondents viewing the tolls on the Mersey Tunnel and other crossings unfair, citing the infrastructure costs have long been covered.

A lack of viable public transport alternatives, and concerns that charging schemes will be put in place before improvements are made, are also key themes. Suggestions include more reliable, affordable and better-connected public transport, park and ride sites into Liverpool City Centre and more electric vehicle charging stations. Financial support to help people switch and exemptions or discounts for essential workers and low-mileage drivers are also suggested.

GOAL 3: Improve health and quality of life

G3-1 Reinforcing "Vision Zero" and Safe Systems approaches – no deaths or serious injuries on the city region's roads by 2040

To what level do you support this policy?

G3-1 policy support level - scoring

There were 486 responses to this part of the question.

Strongly support — 52%
Support — 29%
Don't support — 7%
Strongly disagree with this policy — 6%
Unsure — 7%
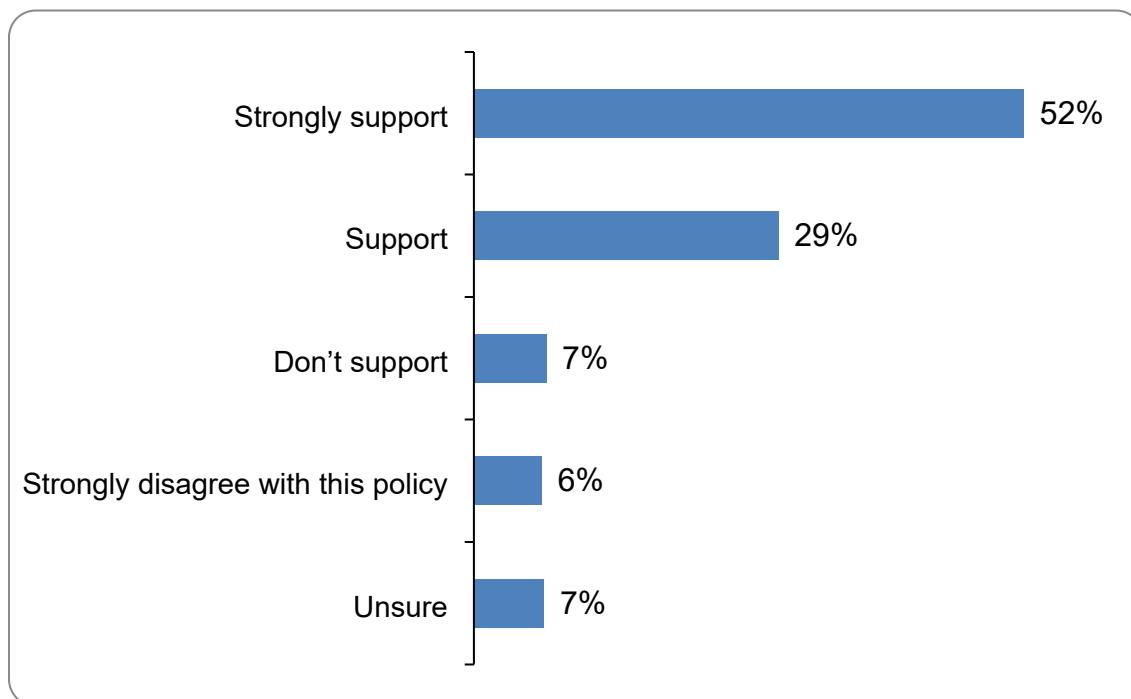
What do you think is good about this policy?

There were 310 responses to this part of the question.

"This is key. From my own experience and from talking to people I know, the biggest barrier to getting people into cycling more is the fear of getting hit by a car."

Many respondents express enthusiasm for the overall policy, recognising that fear of accidents and unsafe road conditions are significant barriers to increased active travel and that lower speeds will result in safer roads for all users.

There is strong support for better-designed cycling and walking infrastructure, such as continuous and connected bike lanes, kerb-separated paths, more zebra crossings,

redesigning roads to prioritise active travel and positive feedback on the idea of providing training for cyclists and e-scooter users to ensure safer road behaviours.

Respondents also welcome cycle and e-scooter training to improve safety and confidence.

Enforcement and monitoring are highlighted as being important factors in the success of the policy.

Do you have any concerns or worries about this policy? How could we reduce your concerns?

There were 320 responses to this part of the question.

"The policy talks about improving safety, but encourages the use of e-scooters, which are very dangerous and unregulated. They should not be encouraged."

The feedback highlights significant tension between cyclists and car users. Cyclists highlight frequent dangerous and inconsiderate behaviour by motorists, such as speeding and poor driving standards creating an unsafe environment, whilst car users' express frustration with what they perceive as reckless behaviour by cyclists and e-scooter riders, including riding on pavements and ignoring traffic lights. Cyclists advocate for infrastructure that separates them from heavy traffic, while some motorists view the reallocation of road space, such as cycle lanes, as underused and ineffective, contributing to congestion.

There is a call for better training and accountability for all road users, particularly e-scooter and e-bike users which many respondents are wary of, describing issues such as riders wearing dark clothing, having a lack of lights, ignoring red lights and weaving through traffic.

There are mixed views about lowering speed limits. While some support targeted 20mph zones, others argue that blanket reductions will be overly restrictive and cause 'road rage', with calls for tailored speed limits based on road type, use and time of day, for example around schools during the beginning or end of the school day. There are calls for a balanced approach to the policy to ensure public transport remains a viable alternative and that lower speed limits do not slow buses down further. There is also scepticism about how the policy will be enforced, given perceptions around existing police constraints.

Many respondents highlight areas which they feel are dangerous or need more attention including Arrowe Park, Saughall Massie Lane, Fender Lane, Switch Island, Broadgreen, Woodchurch Road in Oxton and Church Street in Liverpool.

G3-2 Delivering clean, healthy travel and placemaking in all we do

To what level do you support this policy?

G3-2 policy support level - scoring

There were 486 responses to this part of the question.
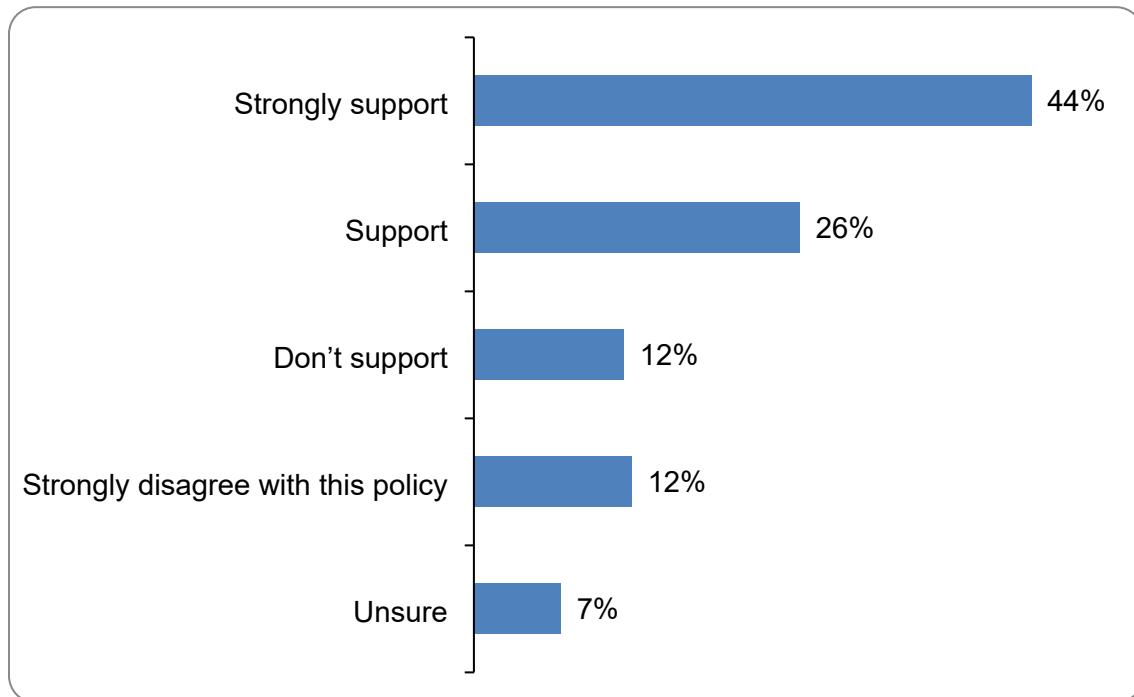
What do you think is good about this policy?

There were 290 responses to this part of the question.

"A very worthy policy. It means that residential areas will be safer, more pleasant and more sociable."

Prioritising the safety of children near schools resonates strongly with respondents, with 20mph zones outside of schools and the surrounding areas, including residential, widely supported.

Respondents recognise key benefits of the proposals to include improved safety for pedestrians, cyclists and vulnerable road users and healthier, quieter, and more pleasant neighbourhoods as a result of less air pollution and more active travel.

Respondents also emphasised the policy's alignment with sustainability goals, improved quality of life, and the potential for educational campaigns to promote long-term behavioural change

Do you have any concerns or worries about this policy? How could we reduce your concerns?

There were 304 responses to this part of the question.

"Reducing the speed and 20mph zones do not always work as witnessed in Wales and it is difficult to see how traffic around schools can be avoided as unfortunately parents find themselves often living long distances from schools due to the lack of local school places. This is as a result of too many homes being built in areas with no supporting infrastructure like new roads, schools, GP surgeries etc."

Many respondents argue that the blanket implementation of 20mph speed limits is excessive, and likely to be unenforceable citing widespread disregard for current schemes and limits. A similar scheme in Wales is referenced as being unsuccessful and speed bumps are criticised for damaging vehicles, increasing pollution from stop-start driving, impeding emergency services and slowing bus services.

Some worry the policy will disproportionately affect drivers, especially those reliant on cars for work or daily travel who don't have a viable public transport alternative.

Concerns about the lack of maintenance of existing speed bumps, cycle lanes, and road markings are prevalent, and many suggest public realm improvements beyond traffic measures are needed to create a pleasant and inviting environment. This includes trees, plants, and well-lit, safe spaces for walking and cycling. There is also significant demand to ensure meaningful consultation with residents, particularly in areas targeted for low-speed zones or other changes.

G3-3 Improving air quality from transport

To what level do you support this policy?
G3-3 policy support level - scoring

There were 484 responses to this part of the question.

Strongly support — 51%
Support — 30%
Don't support — 7%
Strongly disagree with this policy — 6%
Unsure — 6%
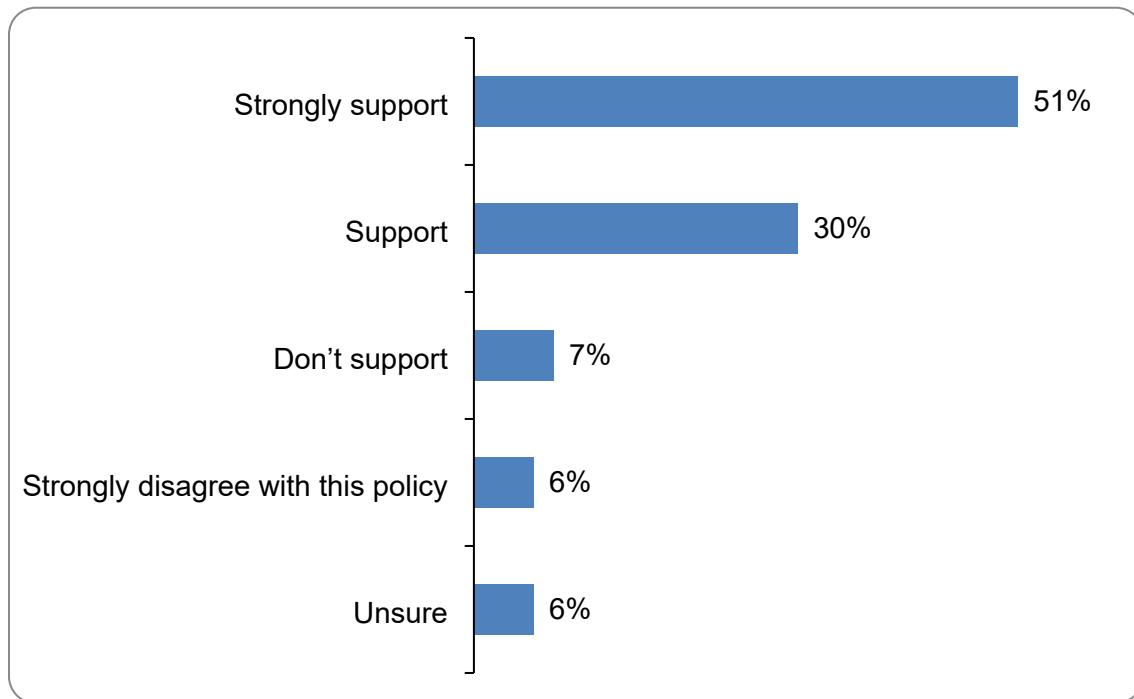
What do you think is good about this policy?
There were 260 responses to this part of the question.

"I like the emphasis on continual improvement, measurement and monitoring. It made me think that maybe other policies could be stronger on this. Hopefully this data will be public so the authorities can be held accountable."

There is widespread support for addressing climate change and reducing carbon emissions, with the proposals seen as forward-thinking and beneficial for long-term health and environmental sustainability.

Many respondents recognise the importance of reducing pollution for cleaner air, which is seen as vital for improving overall health, with particular emphasis on children and vulnerable groups, including those with respiratory issues like asthma.

Respondents welcome that policies will be based on data and evidence, particularly around air quality improvement.

Do you have any concerns or worries about this policy? How could we reduce your concerns?

There were 271 responses to this part of the question.

"Unless you make it affordable for people to switch from diesel and petrol all you are going to do is punish the poor who can't afford to switch."

Many respondents are concerned about the high cost of electric vehicles (EV), particularly for lower-income individuals, and note their impracticality for tenants in rented or social housing. The lack of accessible charging points, especially in areas with terraced housing or no off-road parking, is a significant issue, with calls for charging stations to be available across the whole of the city region, and not just affluent areas.

Some highlight that electricity is not inherently clean, and doubts persist in the feedback to this policy - and throughout the survey as a key theme - about the environmental impact of EV manufacturing, battery disposal, and reliance on non-renewable energy sources. Respondents suggest a policy which targets HGVs, large companies, shipping and airports to reduce their emissions will be more effective.

There are calls for financial support to help people purchase a new vehicle however concerns remain that EV adoption alone will not resolve congestion or fully address pollution issues. Many worry policies phasing out petrol and diesel vehicles will disproportionately affect those who cannot afford alternatives, particularly those who depend on their vehicles for work.

G3-4 Making transport safe, inclusive, attractive and reassuring for the user

To what level do you support this policy?

G3-4 policy support level - scoring

There were 483 responses to this part of the question.
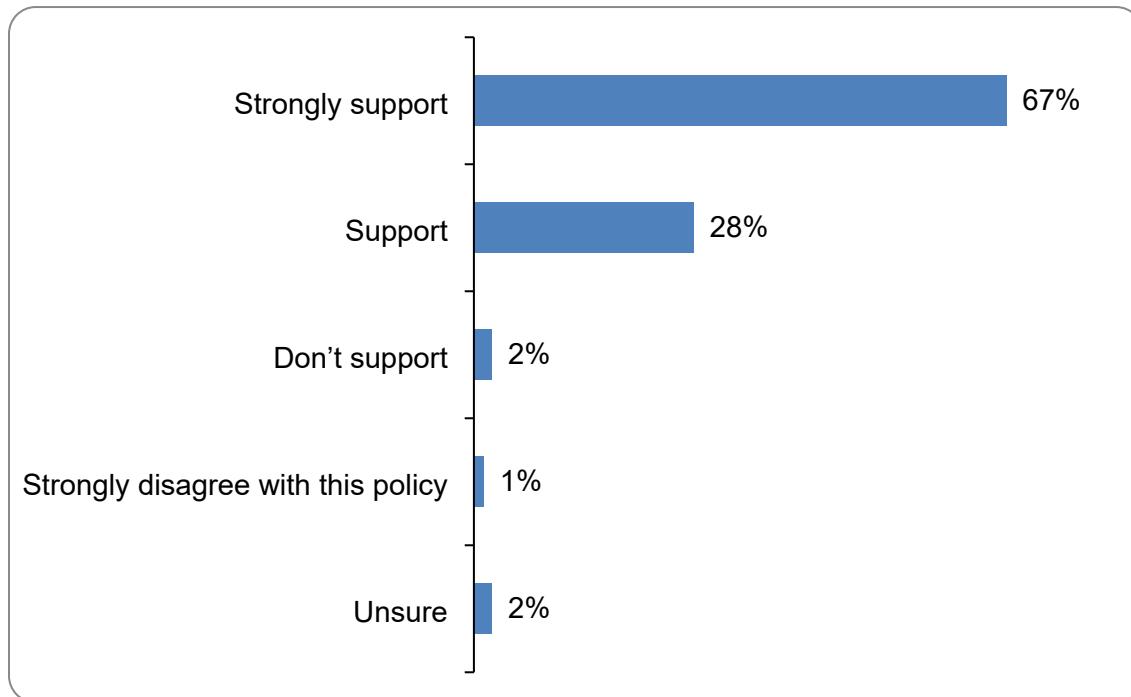
What do you think is good about this policy?

There were 287 responses to this part of the question.

"Strongly support this, as a woman I don't know many of us who haven't felt threatened or in danger."

This policy is strongly supported with respondents in agreement that people have a right to feel safe and confident when travelling by public transport around the region.

There is an acknowledgment that fear of crime and harassment discourages many people, especially women and vulnerable groups, from using public transport and that increased visible staffing at bus stops, train stations, and on public transport will help to deter crime and reassure people.

Respondents appreciate the specific focus on improving safety for women, minority groups, and the elderly, particularly during nighttime travel.

An enhanced cleaning schedule is also welcomed with some emphasising clean and hygienic public transport will likely encourage more usage and improve user experience.

Do you have any concerns or worries about this policy? How could we reduce your concerns?

There were 270 responses to this part of the question.

"How realistic is it to have visible staff presence on a network that is growing in size and scale?"

While improved lighting and CCTV are appreciated, both are seen as insufficient without active monitoring and intervention. Respondents highlight more needs to be done societally to change behaviours which prevent crime, rather than introduce measures to deter crime with a suggestion to consult with young men and boys who are likely to be targeted by gangs and to educate passengers on appropriate behaviour.

Long waiting times, especially at night, contribute to feelings of being unsafe among women and other vulnerable groups. Increasing the frequency of buses and real-time updates at stops is a recurring suggestion to reduce uncertainty and waiting times.

Staffing numbers and behaviours are highlighted as areas to improve. Transport staff are deemed essential but it was noted that they are often unavailable or ineffective with insufficient staffing levels at train stations leading to safety concerns. Bus drivers are perceived as powerless to handle disruptive behaviour or confrontational situations and there are strong calls to reinstate bus inspectors or conductors to monitor behaviour, enforce rules, and provide reassurance to passengers.

Reports of littering, smoking, feet on seats, and loud or threatening behaviour on bus and train are common. Young people are frequently mentioned as perpetrators of ASB, though there is acknowledgment that not all youths are problematic.

Finally, respondents query how the proposals will be affordable on a growing network.

GOAL 4: Transport that's well maintained and tough

G4-1 Well maintained transport infrastructure informed by good data

To what level do you support this policy?
G4-1 policy support level - scoring

There were 472 responses to this part of the question.
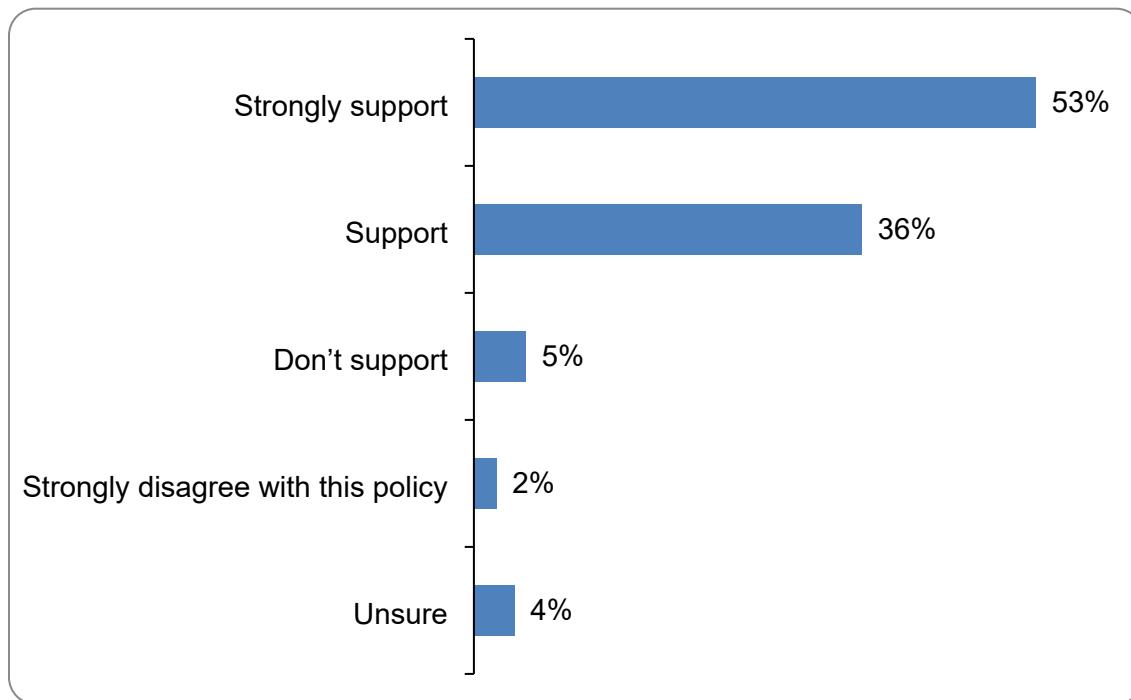
What do you think is good about this policy?
There were 253 responses to this part of the question.

"I'm glad to see maintenance of signage included. There are lots of road signs that are unreadable because they are never cleaned or are obscured by overgrown hedges."

There is strong support for this policy with respondents agreeing it is necessary and important to maintain and improve local roads and infrastructure, emphasising the benefits such as more reliable public transport, safer conditions and smoother journeys for everyone.

Urgency to address longstanding issues like potholes, poor road conditions, and inadequate signage, is a reoccurring theme, with many expressing optimism and hope that proposed plans will lead to tangible improvements.

Do you have any concerns or worries about this policy? How could we reduce your concerns?

There were 257 responses to this part of the question.

"The current state and neglect of the rail and road networks worries me and I feel there isn't enough money in the pot to put this right in the next 50 to 100 years, let alone getting things done by 2040."

The main concerns for policy G4-1 are related to cost, referencing insufficient budgets, escalating costs, and concerns over financial mismanagement. There is also apprehension that roads which are not part of the Key Route Network will continue to decline and not be improved.

Many expressed frustrations around current maintenance practices, such as repeated repairs to the same potholes, poorly executed roadworks, and utility companies' inadequate road restorations after digging, with calls for greater oversight and coordination and enforcement of standards for contractors and utilities, with a suggestion to use a local workforce.

Clarification on how routes would be prioritised and calls for clear communication about timelines, funding, and outcomes were also suggested.

G4-2 Delivering transport that can withstand the effects of climate change

To what level do you support this policy?
G4-2 policy support level - scoring
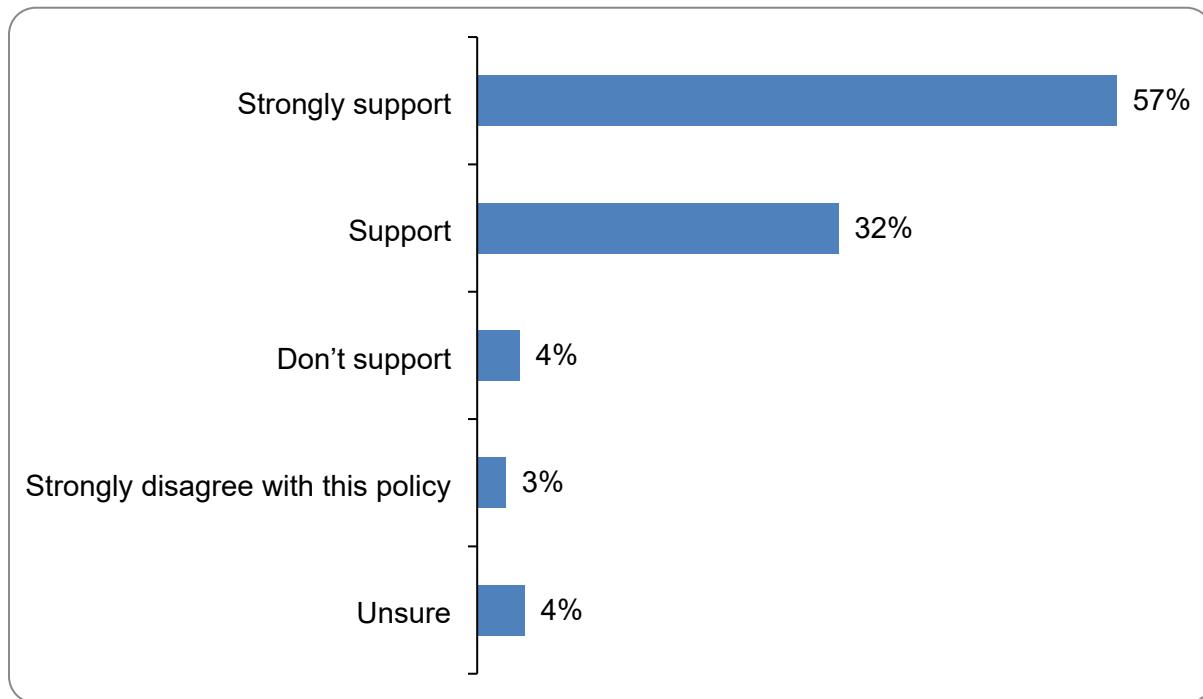
There were 471 responses to this part of the question.

What do you think is good about this policy?
There were 241 responses to this part of the question.

"Weather disruptions can be mostly avoided, so a pro-active approach is encouraging, especially maintaining surface water drains."

Keeping transport infrastructure in good condition is seen as essential and the policy is welcomed as sensible and practical.

Climate change is recognised as a consistent and long-term risk and respondents appreciate the efforts to ensure roads and public transport systems will remain operational in extreme weather.

A recurring theme is the importance of getting the basics right with emphasis on maintenance and forward planning. Actions which include planting trees, clearing drains and removing leaves from train lines are all welcomed.

Do you have any concerns or worries about this policy? How could we reduce your concerns?

There were 242 responses to this part of the question.

"The way we prune and cut trees (is a concern) - trees should be pruned but not cut down/removed, given their ability to carbon capture/provide shade, reduce air temperature."

Respondents are concerned trees will be cut down without being replaced, which many view as contradictory to the overall transport plan's environmental goals. Replacing trees which need to be removed and carefully managing and pruning trees and plants are suggested as solutions.

Respondents perceived high expenses associated with implementing the policy and scepticism about funding sources. Questions around where the money will come from, fears that council tax will be increased to cover costs, as well as worries that budgets will be insufficient are other key concerns with some perceiving the lack of investment will lead to the eventual abandonment of the policy.

The increasing frequency and severity of extreme weather events and the need for infrastructure to be resilient against these conditions raises concerns about whether current planning will adequately account for long-term climate change trends and there are calls for more robust measures to account for worst-case scenarios. Respondents also stress the need for better communication and tools, such as apps to track weather-related disruptions.

G4-3 Ensuring that we develop and maintain infrastructure in a sustainable way

To what level do you support this policy?
G4-3 policy support level - scoring

There were 471 responses to this part of the question.
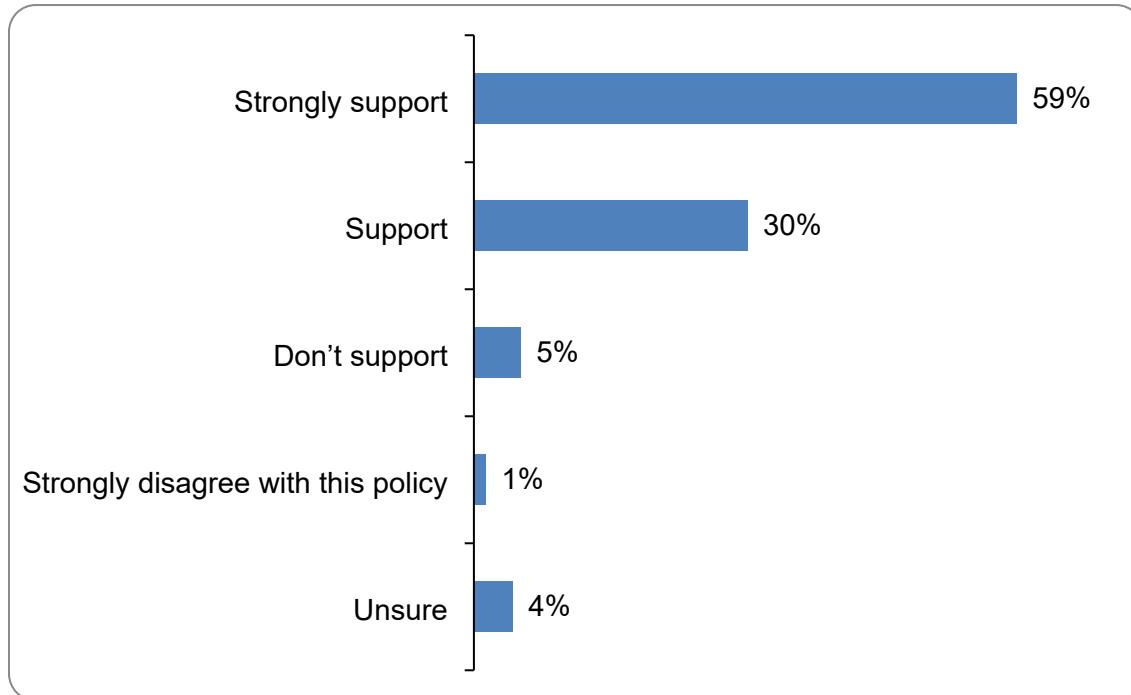
What do you think is good about this policy?
There were 234 responses to this part of the question.

"Excellent. If we set the example, others will follow."

Respondents support the use of low-carbon materials, energy-saving technologies like LED lighting, and reusing existing buildings and resources to reduce waste. Many applauded the emphasis on reducing environmental impact and integrating renewable energy sources, such as solar and wind power.

The policy is viewed as visionary, cost-effective in the long term, and aligned with reducing carbon emissions, though respondents stressed the need for careful implementation and planning to ensure its success.

Do you have any concerns or worries about this policy? How could we reduce your concerns?

There were 235 responses to this part of the question.

"Whilst I support energy saving options, LED streetlights are awful. They do not disperse the light well enough and instead create a bright glare and result in small patches of light on the ground directly underneath the lamp but darkness in between. Doesn't feel safe at all."

Respondents express worry about the high initial costs of implementation, whether sufficient funding will be available and the potential for wasted public funds. There are calls for rigorous cost-benefit analyses and for using high-quality, durable materials to avoid frequent replacements and maintenance expenses.

LED lights are frequently mentioned, generating mixed opinions: while their energy efficiency is supported, concerns focus on inadequate brightness, light pollution and uneven coverage, which reduces safety for pedestrians and road users.

Other environmental concerns focus on ensuring measures genuinely reduce carbon emissions. Some suggest maximising solar and wind energy while avoiding reliance on inefficient or untested technologies.

GOAL 5: Plan and respond to uncertainty and change and be innovative

G5-1 Testing options and proposals against uncertainty and change

To what level do you support this policy?
G5-1 policy support level - scoring

There were 476 responses to this part of the question.
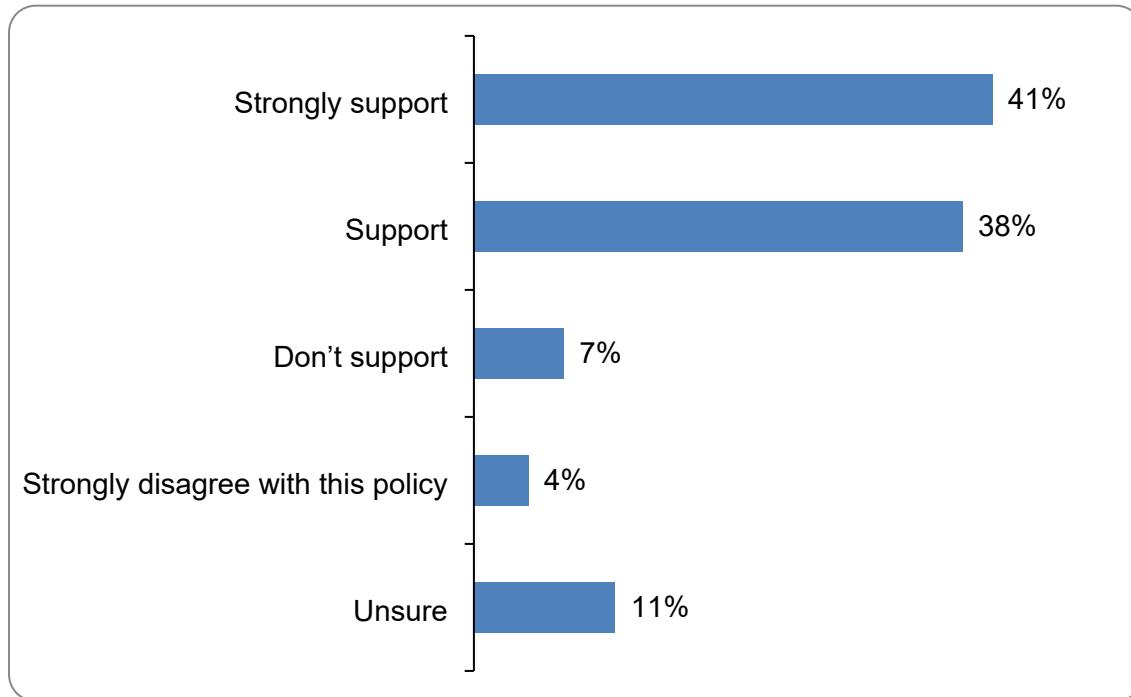
Strongly support — 41%
Support — 38%
Don't support — 7%
Strongly disagree with this policy — 4%
Unsure — 11%

What do you think is good about this policy?
There were 241 responses to this part of the question.

"This is wise to consider how travel may change in the future, and to build a system which is flexible to people's changing needs. People will always need to travel, cheaply and efficiently."

The importance of planning for uncertainty and change was a dominant theme in the feedback for this policy, with strong support for using accurate, unbiased data to inform decisions.

A flexible approach to the policy is valued, with many welcoming its forward planning nature and ensuring it will respond to evolving needs, such as changes in hybrid working

and the environment. A need for monitoring and regular review of policies and systems to ensure they remain relevant, is emphasised.

Do you have any concerns or worries about this policy? How could we reduce your concerns?

There were 252 responses to this part of the question.

"Policy should be about shaping the future, not just trying to predict it and to allow for possible futures. i.e. it should deter private motor traffic and increase sustainable and active travel, regardless of future changes in the reasons why people are travelling."

Some respondents expressed doubts about the effectiveness of the policy and concerns about decision-making being driven by inaccurate assumptions, with calls for oversight and ethical governance.

Many are sceptical about the financial feasibility of the policy, worrying about wasting taxpayer money on initiatives that aren't evidence based.

Several respondents argue that pandemic-era travel behaviours, such as reduced car usage and increased remote work, were temporary and driven by exceptional circumstances and many people work in industries which do not allow them to work from home. It is felt that the continued assumption that fewer people are commuting for work, could lead to flawed planning.

There is also encouragement from respondents to learn from successful sustainable transport initiatives worldwide, with drone deliveries proposed to help reduce road congestion and emissions.

G5-2 Piloting options, trials and new technologies in a climate of uncertainty and change

To what level do you support this policy?
G5-2 policy support level - scoring

There were 474 responses to this part of the question.
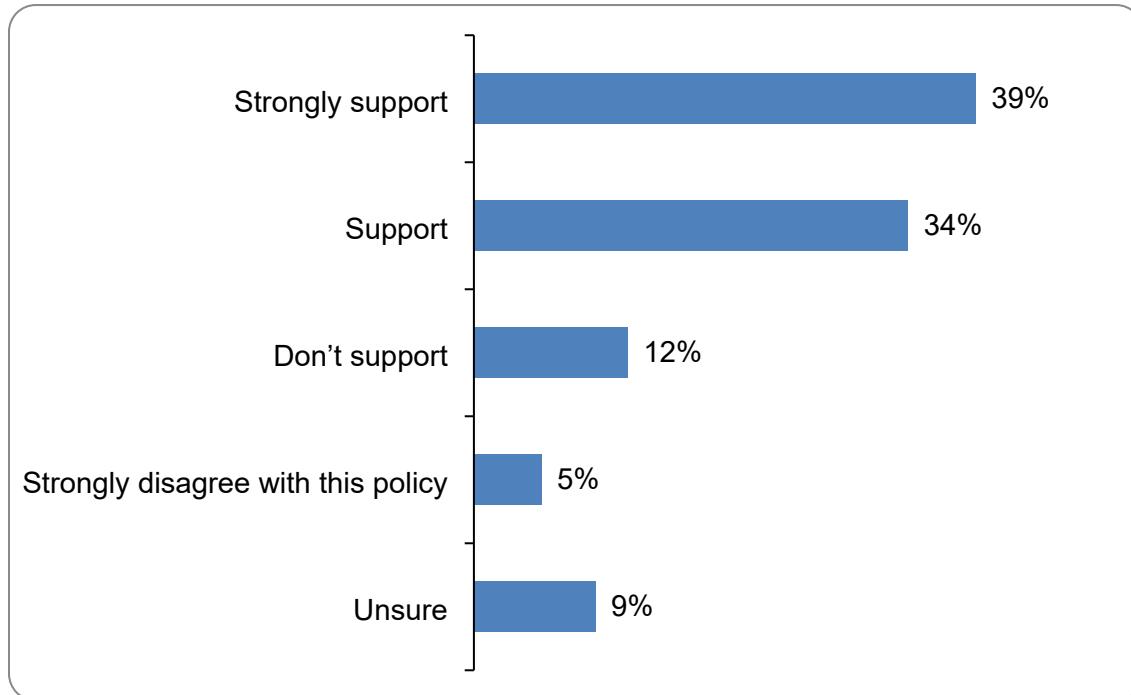
What do you think is good about this policy?
There were 248 responses to this part of the question.

"Piloting and testing out solutions are essential - fail fast, fail cheap! Don't spend years developing something before presenting it to users/stakeholders - rather, build a small testable version first."

Testing before committing to large-scale changes is viewed as a sensible and logical approach with respondents emphasising the need to act on any evidence gathered.

Numerous responses agree that trials and pilots are a good way to test ideas and ensure their cost effectiveness before full implementation is listed as a key benefit to this approach.

There is wide support for the proactive approach to the policy, with respondents listing free trials or incentives as an effective way to encourage behaviour change.

Respondents also express a strong interest in piloting ticketing innovations such as tap-and-go systems and ticketless transport.

Do you have any concerns or worries about this policy? How could we reduce your concerns?

There were 271 responses to this part of the question.

There is strong opposition to expanding Liverpool's e-scooter trial/programme, with many citing safety concerns for pedestrians and road users and some advocating for their removal entirely.

Suggestions for improvement include implementing licensing, insurance, parking regulations, and stricter enforcement of new rules.

Similarly, cycle lanes are criticised for being ineffective, underused, and perceived to contribute to congestion, with a preference for properly constructed, permanent lanes over temporary solutions.

Feedback reveals scepticism about the fairness of trials, with fears of cherry-picking favourable conditions - e.g. holding trials in warmer months, predetermined outcomes, and skewed data evaluation.

Concerns were expressed that the public will resist new initiatives and that there is a need for improved communications and transparency including suggestions of explaining how long trials will run for as well as expected outcomes. There were also worries about the potential high costs of trials, highlighting a lack of trust in the planning and implementation process.

G5-3 A Smart City Region – Investing in new technologies and utilising Artificial Intelligence

To what level do you support this policy?

G5-3 policy support level - scoring

There were 473 responses to this part of the question.

Strongly support	38%
Support	33%
Don't support	11%
Strongly disagree with this policy	6%
Unsure	12%
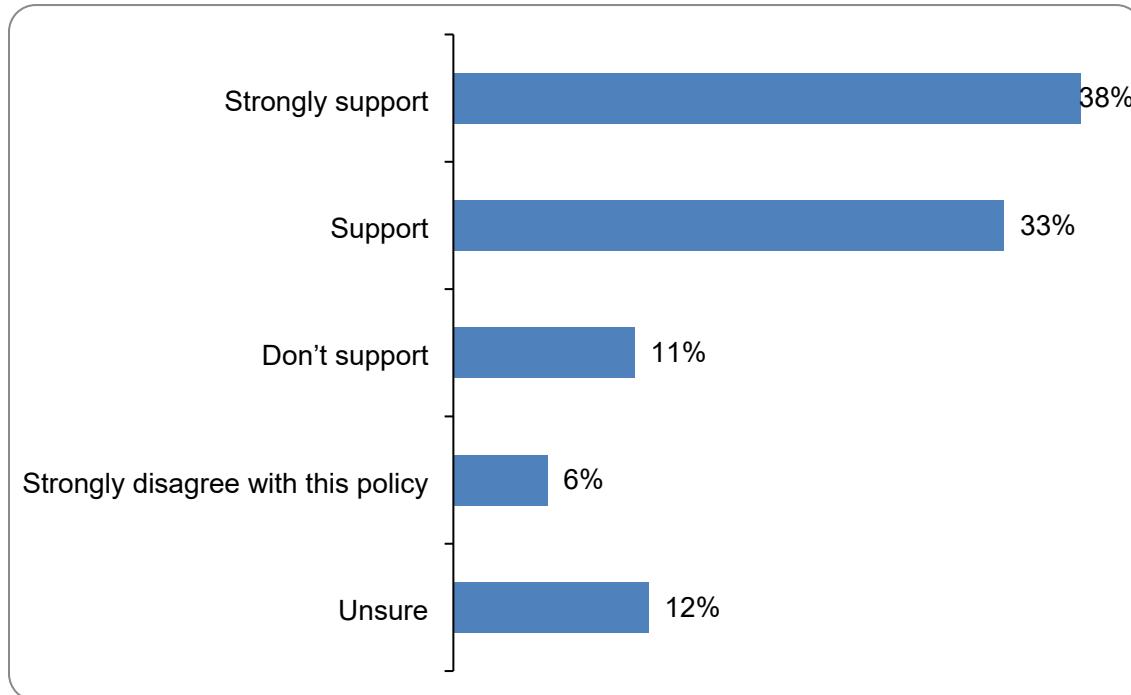
What do you think is good about this policy?

There were 230 responses to this part of the question.

"Embracing new technology is the best way to develop and move our community forward."

The main themes in the data highlight enthusiasm for incorporating technology and AI into transport planning.

Respondents appreciate the potential for AI to enhance efficiency and reduce costs and congestion when implemented correctly.

Real-time traffic monitoring and live updates, especially for buses, are viewed as beneficial for residents and embracing technology is seen as a step forward for the region - with many welcoming the proposals for better 5G connectivity - provided privacy and data safety are maintained.

Do you have any concerns or worries about this policy? How could we reduce your concerns?

There were 278 responses to this part of the question.

"I am concerned that we will overly rely on technology. Will there be robust back up plans should there be failures in the technology? Let us not use technology just for the sake of it."

The main concerns for policy G5-3 revolve around the over-reliance on and cost of implementing advanced technologies such as AI, 5G, and alternative fuels. Privacy and data security concerns related to AI and 5G infrastructure are also prominent.

Respondents are concerned about the financial implications and potential for wasted resources on unproven solutions and investing in technology which may quickly become outdated.

There is widespread scepticism about whether these technologies are necessary or effective, with many arguing that they divert resources from proven, practical solutions such as improving public transport availability and reliability, and active travel measures.

Concerns about electric vehicle charging stations centre around infrastructure, cost, and reliability with many fearing that charging stations may be non-functional or inadequate; questioning whether the electricity grid can handle increased demand.

7. LIMITATIONS

This report presents the findings of a public engagement exercise, and the results should not be interpreted as being representative of the citizens of the city region. The demographic information provided by respondents is not representative of the population of the city region in terms of demography or geography.

It is also unclear whether respondents to the online survey read the full strategy or policy summaries before completing their responses.

8. CONCLUSION

Overall, there is strong support for the Local Transport Plan (LTP), its overarching vision and five goals. While the proposals in each policy are also broadly supported, there are concerns about the feasibility of implementation, the pace of change, and the impact on those already struggling with the cost-of-living crisis.

Throughout the engagement process, several recurring themes emerged that highlight both opportunities and challenges for delivery:

Transparency and accountability

Clear communication about the LTP's delivery plan, milestones, and timelines is critical to building trust. Citizens frequently question funding sources, cost of plans and practicalities which should be addressed through future communications. The language in the plan, particularly around the guiding principles, should be reviewed to ensure it is inclusive, easy to understand, and reflective of the diverse needs of the region to ensure all groups feel represented and valued.

Connectivity and reliability

Feedback is predominantly focused on resolving issues of connectivity and reliability of existing services and improving the quality of life for citizens who face long and complex journeys, poor connectivity, and the rising cost of living with no other transport alternatives. Enhancing connections across the Liverpool City Region, especially to underserved areas, is seen as a critical priority. Weather-related challenges were also flagged as a factor impacting accessibility and behaviour change, underscoring the importance of resilient infrastructure.

Quick wins / making it happen

Many respondents expressed doubts about whether the ambitious goals of the LTP can be realised. Again, to build public trust, it will be critical to maintain momentum, provide clear delivery timelines, and ensure that cost-effective, tangible progress is visible. Joining up plans across different transport modes and delivering viable alternatives before implementing major changes will be essential to minimising disruption and resistance to the change.

Car use

Finally, while there is recognition of the need to reduce reliance on cars to meet environmental and sustainability goals, significant barriers remain, particularly for those in areas with limited public transport options or poor connectivity.

While electric vehicles (EVs) are seen as part of the solution, residents remain sceptical about their true environmental impact, noting that EVs still contribute to pollution and road congestion. Messaging around EVs must therefore be transparent, considering residents' views about both their benefits and limitations.

It will also be important to recognise that regardless of the scale of improvements made in the LTP, for some, car use will persist as a necessity driven by complex journeys and lives. Given the high proportion of car users who completed the online survey, it is recommended further engagement work takes place with non-car users to understand their perspectives in more detail.

9. Appendices

Other: Where do you live?

There were 39 'other' responses to this question. 21 were deemed to fit under an existing category in the multiple choice or not relevant.

Location	Number
Cheshire	8
Greater Manchester	3
Lancashire	7
Staffordshire	1
Wales	2

Other: Gender terminology

There were 38 'other' responses to this question, were deemed to fit under an existing category in the multiple choice or not relevant.

Other: Sexual orientation

There were 15 'other' responses to this question.

1 response for demi-sexual and 14 other responses were deemed to fit under an existing category in the multiple choice or not relevant.

Other: Ethnic background

There were 13 'other' answers to this question, 11 were deemed to fit under an existing category in the multiple choice or not relevant.

Ethnicity	Count
Latino	1
Jewish`	2

Other: Specific health conditions

There were 49 'other' answers to this question. 36 were deemed to fit under an existing category in the multiple choice or not relevant.

Health condition	Count
Brain injury	1
Neurodivergent	12