

# Highways and Transportation Equality Impact Assessments

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Issue 1



# HIGHWAYS & TRANSPORTATION EQUALITIES IMPACT ASSESSMENT



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# Executive Summary

## Background

An Equality Impact Assessment (EIA) is a process by which the impact of policies and services on communities, users and non-users is assessed. The process involves consultation with service users and stakeholders to identify / measure unequal outcomes or unmet needs, thus challenging discrimination and meeting duties under legislation (e.g. RRRA, DDA etc). The results of the consultation can be used to develop equality objectives and targets that can be integrated into the business planning process.

The Division sees the EIAs as an important tool as it helps us to understand the needs and concerns of diverse communities, to make informed decisions and to increase public involvement & openness in shaping services.

Leicester City Council was externally validated as having achieved level four of the Equality Standard for Local Government in April 2008. The Equality Standard was, however, replaced by the Equality Framework for Local Government in April 2009. The Equality Framework has three levels (compared to the Standard's five): developing, achieving and excellent. The council aims to be externally validated against the 'excellent' level in March 2011.

## The third Local Transport Plan

The Regeneration, Highways and Transportation Division undertakes extensive and wide-ranging consultation with users and members of the public in all areas of work, but particularly in developing the Local Transport Plan (LTP) - which is a key strategic document that impacts across Leicester. The LTP reflects the council's sustainable communities strategy One Leicester. In 2007, the previous LTP (2006-11) was awarded an 'Excellent' rating by the Department for Transport, and this was in part due to the level of consultation undertaken.

The third Local Transport Plan has been developed in close collaboration with Leicestershire County Council, and whilst the Implementation Plan extends to the city council administrative boundary, the Strategy incorporates travel beyond the boundary.

To compliment Leicester's Sustainable Communities Strategy and the Core Strategy, the third Local Transport Plan will run for 15 years until 2026. Its associated Implementation Plans will run for four years.

Documents which form part of the Strategy are: The Transport Asset Management Plan, RoWip, Air Quality Action Plan and the Network Management Plan.

All these documents have been informed by the consultation that was carried out as part of this Equality Impact Assessment.

**Our transport vision is:**

**To help transform Leicester into Britain's sustainable city that will be a great and prosperous place to live but also somewhere that does not place a burden on the planet in future years.**

Successful delivery of our local transport plan will enable us to take a really big step forward towards realising this ambition. It will also enable us to make more rapid progress in delivering attractive alternatives to car travel and to cater for some of the highest levels of housing growth in the country to 2026 and beyond whilst:

- Keeping congestion under control and improving accessibility for all, but particularly for deprived groups, to support a new prosperity with economic growth and new jobs
- Encouraging more people walking, cycling and using public transport to reduce carbon emissions
- Providing a transport system that facilitates for a safer and healthier way of life

Locally this translates into many more residents walking and/or cycling the shorter journeys in and around the city and using the bus for longer journeys, particularly into Leicester city centre, instead of using the car.

To help us achieve all of this, having clarified and defined our transport challenges, we have adopted five **local transport goals** with one overarching goal:

- **Economic Growth Supported – Leicester is more prosperous**
- **Carbon Emissions Reduced – Leicester' carbon footprint is reduced**
- **Equality of Opportunity Promoted – Leicester's people are more confident**

- **Better Safety, Security and Health – Leicester’s people are more healthy, safe and secure**
- **Population Growth is supported – Leicester’s Population is increased in a sustainable manner**
- **Overarching Goal - Quality of Life and a Healthy Natural Environment are Improved - Leicester is a more attractive place**

In order to deliver our goals, we have developed **transport objectives** to focus our transport strategies:

- To Reduce Congestion and Improve Journey Times
- To Improve Connectivity and Access
- To Improve Safety, Security and Health
- To Improve Air Quality and Reduce Noise
- To Reduce Carbon Emissions
- Manage to Better Maintain Transport Assets
- To Improve Quality of Life

The Quality of Life objective is overarching to each of the other objectives and will be intrinsically delivered through all of our interventions. The strategy chapters 4 – 9 are then based on each objective in turn, there being no separate chapter for Quality of Life.

## Key Findings

Participants were given the opportunity to raise any transport related improvements that they had noticed in Leicester over the last five years.

These included:

Pedestrianisation of the city centre - making it a safer, quieter, less polluted and a more enjoyable place to be (car commuters to other areas, young adults)

Improvements to buses - low floor access, quieter and cleaner buses (car commuters to the city centre, car commuters to other areas)

Park and Ride - both efficient and reliable (car commuters to the city centre, car commuters to other areas)

Congestion improvements in some areas – including city centre, inner ring road (business owners/managers)

Off road cycle path improvements - especially along the Great Central Way (car commuters to the city centre)

Concessionary passes for older and disabled users (older people / disabled people).

The broad concerns raised for the next Transport Plan are:

- Congestion – which was perceived to have worsened overall by a small majority of participants (car commuters to the city centre, council tenants, parents, business owners/managers, retail owners manager, residents of higher cost housing)
- Make better links between transport and carbon reduction and air quality and health
- Roadworks – too many and uncoordinated (car commuters to the city centre, car commuters to other areas)
- Better maintenance of the transport assets
- More partnership working required, particularly to improve the customer care on bus services for disabled groups and young people.
- Poor traffic light sequencing (car commuters to the city centre, council tenants)
- Expensive bus tickets – often more costly, or the same price as parking in the city centre (county residents, council tenants, BME residents, car commuters to other areas, inner city residents, retail owners/managers, residents of higher cost housing)
- Low frequency of bus services – including an unbalanced provision of services across the city (county residents, council tenants, BME residents, retail owners/managers, residents of higher cost housing)
- Unreliability of bus services (council tenants, parents, residents of higher cost housing)
- Lack of early, late and Sunday bus services (BME residents, retail managers/owners)
- Reduction in direct cross-city bus routes, thereby requiring a change of bus on the journey (young adults, car commuters to the city centre)
- Lack of ticketing options for buses – lack of cross operator tickets (car commuters to other areas, retail owners/managers, council tenants)

- Inadequate provision for wheelchair users and those with pushchairs on the buses (older people / disabled people, young adults)
- Cycling on pavements
- City centre has become less accessible to some people when there is shared space and longer to walk to the bus stop.
- Pavement parking
- small' changes in the service can cause major problems for people with disabilities; what might seem like a 'minor change' to others is a major disruption to them;
- bus drivers are not always helpful and sensitive towards the various needs of people with disabilities;
- lack of accountability for issues effecting disability groups
- A general opinion that the provision of public transport in Leicester had slipped behind other East Midland cities and had not kept pace with the increasing population demands placed upon it.

For each of the EIA's produced, we identify the concerns raised, and against these concerns we have identified the progress made in addressing these concerns during the second Local Transport Plan period (2006-2011), and the actions that we intend to take during the third (current) Local Transport Plan (2011-2026).

It is indicative of the level of consultation that we undertook in developing both the LTPs that all the comments from the focus groups supported the Key Goals of the LTP, and no one suggested that the strategy was wrong or flawed.

### **Key Actions**

Successful delivery of our local transport plan will enable us make more rapid progress in delivering attractive alternatives to car travel and to cater for some of the highest levels of housing growth in the country to 2026 and beyond whilst:

- Keeping congestion under control and improving accessibility for all, but particularly for deprived groups, to support a new prosperity with economic growth and new jobs
- Encouraging more people walking, cycling and using public transport to reduce carbon emissions
- Providing a transport system that facilitates for a safer and healthier way of life

### **Monitoring**

We will monitor our progress on delivery of our strategy through quarterly Quality Management System meetings and monthly Capital Programme Board meetings.

**METHODOLOGY**

## Methodology

The Regeneration, Highways and Transportation Division undertakes extensive and wide-ranging consultation with users and members of the public in all areas of work, but particularly in developing the Local Transport Plan (LTP) - which is a key strategic document that impacts across Leicester. The LTP reflects the council's sustainable communities strategy One Leicester. In 2007, the previous LTP (2006-11) was awarded an 'Excellent' rating by the Department for Transport, and this was in part due to the level of consultation undertaken.

To help undertake the EIA the Division commissioned Integrated Transport Planning Ltd (ITP) in 2010 to explore and identify the views of its residents on local transport issues through a series of group discussion meetings.

Twelve group discussions were conducted with specific cohorts identified by Leicester City Council. These groups, and the recruitment of their participants, were designed to duly represent the population in Leicester and therefore highlight both a range of opinions and areas of concordance. The twelve group discussions, which included a mixture of bus and non-bus users (with the exception of the groups of car commuters), comprised:

- Car commuters to the city centre
- County residents (residents outside the Leicester LTP Area)
- Council tenants
- Parents of children aged 7-15
- Older people / disabled people
- Black and minority ethnic residents including new community residents
- Car commuters to other areas
- Business owners / managers
- Inner city residents
- Young adults aged 16-22
- Owners / managers of retail outlets
- Residents of higher cost housing

The objectives of the exercise were:

- To develop an understanding of specific groups of residents concerns with regards to Highways and Transport;
- To develop an understanding of what people would like to see done through LTP3; and
- To test public opinion in relation to improvements made through the LTP.

The following twelve key service areas were defined in conjunction with the city council to provide context to the discussions on LTP delivery issues:

- Bus services
- Rail services (including light rail)
- Park and ride services
- Public transport Information and fares
- Land use planning
- Highways and roads
- Road and community safety measures
- Parking demand management measures
- Low emission vehicles and street lights
- Walking and cycling
- Freight strategy
- Smarter choices

The results of the consultation have been instrumental in informing Equality Impact Assessments for the following services:

- Public Transport Services
- Pedestrian Services and Cycling
- Road User Services
- Road Safety Services
- Public Car Parks
- Rights of Way Improvement Services

### **Stakeholder Groups consulted**

To help undertake the EIA the Division commissioned:

1. Early consultation on the challenges Leicester faces and the goals we should be aiming for with representatives from 40 stakeholder groups
2. Consultation on the types of actions we should be taking to achieve the goals.
3. This included workshops held for people with physical, sensory and mental disabilities (over 150 people involved)
4. Presentations and workshops with the Older Peoples Forum
5. Presentations with the Young People's Council
6. Presentation to Local Access Forum, Play Partnership Board, Cycle City Workshop
7. Local Transport Day including presentations and discussion groups with 70 stakeholders
8. Public consultation delivered to 32,000 people.
9. Continued Focus Groups with twelve identified groups

The twelve focus group discussions, which included a mixture of bus and non-bus users (with the exception of the groups of car commuters), comprised:

- Car commuters to the city centre
- County residents (residents outside the Leicester LTP Area)
- Council tenants
- Parents of children aged 7-15
- Older people / disabled people
- Black and minority ethnic residents including new community residents
- Car commuters to other areas
- Business owners / managers
- Inner city residents
- Young adults aged 16-22
- Owners / managers of retail outlets
- Residents of higher cost housing

The advantages, disadvantages and the way in Services can be improved were consulted upon with the groups detailed below:

**Disabled (including learning disability):**

- Leicester Disabled People's Access Group, presentation on 17.06.10;
- Learning Disability Workshop, Consultation event on 07.10.10;
- Disabled Children and Young People's Parent Forum, consultation event on 13.10.10;
- Learning Disability Partnership Board, presentation on 28.10.10;
- Big Mouth Forum, presentation on 18.11.10;
- Douglas Bader Centre, consultation event on 01.12.10;
- Access Group, consultation on 09.12.10
- Older people/disabled people, focus group on 13.10.10

**Race:**

- No specific consultation but representatives at each event were mixed.
- Black & minority ethnic residents (including new community residents), focus group on 13.10.10

**Gender:**

- No specific consultation but representatives at each event were mixed.

**Age:**

- Older People's Forum, presentation on 22.04.10;
- Leicester Play Partnership, presentation on 22.06.10;
- Youth Council, presentation on 29.06.10;
- Young People's Partnership Network, presentation on 30.06.10;
- Big Mouth Forum, presentation on 18.11.10
- Parents of children aged 7-15, focus group on 12.10.10
- Older people/disabled people, focus group on 13.10.10
- Young adults aged 16-22, focus group on 18.10.10

**Religion:**

- No specific consultation but representatives at each event were mixed.

**Sexual Orientation:**

- Declined to be consulted

**Social Exclusion:**

- Learning Disability Workshop, Consultation event on 07.10.10;
- Douglas Bader Centre, consultation event on 01.12.10
- Council tenants, focus group on 12.10.10
- Black & minority ethnic residents (including new community residents), focus group on 13.10.10
- Inner city residents, focus group on 14.10.10

**Other:**

- Car commuters to the city centre, focus group on 11.10.10
- County residents (outside the LTP area), focus group on 11.10.10
- Car commuters to other areas, focus group on 13.10.10
- Business owners / managers, focus group on 14.10.10
- Owners / managers of retail outlets, focus group on 18.10.10
- Residents of higher cost housing, focus group on 18.10.10
- Local Transport Day on 10.11.10
- Local Access Forum on 18.5.10

**PUBLIC TRANSPORT SERVICES**

**Equality Impact Assessment**  
*on*  
**Public Transport Services**

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<b>DIVISION</b>	<b>Regeneration, Highways &amp; Transportation Division</b>
<b>SERVICE GROUP</b>	<b>Highways &amp; Transportation</b>
<b>SERVICE AREA OR POLICY TO BE ASSESSED</b>	<b>Public Transport Services</b>
<b>LEAD OFFICER</b>	Sally Slade
<b>OFFICER COMPLETING THE ASSESSMENT</b>	Jo Aitken
<b>NAME OF OTHER STAFF INVOLVED IN ASSESSMENT</b>	Andrew Webster
<b>DATE</b>	23 <sup>rd</sup> March 2011

## 1. Scope of the Assessment

The areas covered by Public Transport Services include:

- Buses
- Level access at bus stops
- Interchange points
- Star Trak / Star text
- Park & Ride
- Trains/Rail
- Bus Stops/Bus Shelters
- Bus Information
- Ticketing & fares/Smart ticketing
- Concessionary fares
- Dial a Ride
- Taxis

Leicester's key strategic document for Highways and Transportation is the Local Transport Plan 2011 – 2026. LTP3 will focus on trying to achieve the following five goals:

- 1) Supporting economic growth;
- 2) Reducing emissions of carbon dioxide and other greenhouse gases;
- 3) Promoting greater equality of opportunity;
- 4) Contributing to better safety, security and health; and
- 5) Population growth is supported in a sustainable manner.

There is also an overarching goal of improving quality of life and a healthy natural environment, making Leicester a more attractive place.

Achieving improvements in Public Transport Services involves a close working relationship with various stakeholders and particularly with the bus operators.

The EIA through consultation with various groups looks at the issues concerned with using Public Transport Services, the barriers that various groups face which prevent them from using these services and the solutions to these issues to try and encourage more people, particularly those from disadvantaged groups to use Public Transport Services.

## 2. Aims & Objectives of Public Transport Services

Measures implemented through delivering LTP3 will improve all aspects of the bus passenger experience.

The aim is to provide improved quality of service on all aspects of Public Transport Services to help increase bus patronage and improve accessibility to everyday services and facilities.

Provision of a concessionary fare scheme: to provide such a scheme on local bus services is a statutory duty for the Local Authority. However, Leicester's concessionary fare scheme is more generous than the statutory minimum as it provides free travel at all times to disabled persons; half fare travel for older people before 0930; half fare travel to registered unemployed persons and reduced rates on local rail services for all such concessionary pass holders.

Bus Information Strategy (BIS): it is a statutory duty to have a BIS, however, the provision of bus service information is an area often highlighted in research as a reason for not using public transport services.

The common interest of all relevant parties is in increasing public transport's share of the demand for travel, specifically through attracting trips from the car. The focus of the LTP3 is in reducing emissions of carbon dioxide and other greenhouse gases; promoting greater equality of opportunity and improving quality of life. These can all be achieved by increasing the use of the bus.

The purpose of introducing improved facilities at bus stops is to improve the physical waiting area for bus service customers. Key elements of improving the bus stop benefit different groups (e.g. seats at stops particularly benefit the elderly and disabled).

### **3. Issues and barriers noted through consultation**

Various different issues and barriers relating to all aspects of Public Transport Services were noted through the consultation events. More details of these can be found in the Action Plan table at the end of this chapter.

To summarise, some of the issues/barriers noted included:

- Lack of information/awareness of service
- Language barriers, leaflets only in English
- Expensive bus tickets – often more costly, or the same price as parking in the city centre
- Low frequency of bus services – including an unbalanced provision of services across the city
- Unreliability of bus services
- Lack of early, late and Sunday bus services
- Reduction in direct cross-city bus routes, thereby requiring a change of bus on the journey
- Lack of ticketing options for buses – lack of cross operator tickets
- Inadequate provision for wheelchair users and those with pushchairs on the buses
- A general opinion that the provision of public transport in Leicester had slipped behind other East Midland cities and had not kept pace with the increasing population demands placed upon it.

#### **4. Solutions to Issues and Barriers**

Over the past five years, LTP2 has been the key strategic document and over this time, a number of improvements to public transport services have been made. Improvements that have been made by bus operators include investing in new buses so that they are now much quieter and more comfortable, most have CCTV on them and are able to facilitate disabled access. Many operators have also improved the frequency of their services. The Local Authority has improved the waiting environment for passengers by increasing the number of bus shelters and seating at bus stops, installing level access kerbs at bus stops so that approximately 76% of the city's bus stop now have raised kerbs to facilitate access for those people in wheelchairs or with pushchairs. St Margaret's Bus Station has been refurbished and a new park and ride service has been introduced. The Local Authority is also working on improving the ticketing system in Leicester by introducing Smart Ticketing and is looking at different ways to improve and provide real time information in the city.

Solutions proposed by the focus groups:

- Ticket Integration
- New / Improved Real Time Information System
- Better information provision (routes, timetables, fares)
- Greater frequency and reliability
- Lower fares
- More provision outside 8am-6pm window
- Less interchanges required
- More space for wheelchairs and/or pushchairs

The action plan below (see section 7) outlines the actions Leicester City Council intend to undertake as part of LTP3. Some of the proposed solutions above, such as lower fares and increased provision of bus services outside peak hours, are unrealistic in the current economic and budgetary climate.

#### **5. Data/Information/Statistics**

Monitoring the progress of the objectives and targets in the Local Transport Plan:

##### L LTP2 – Bus Patronage in Central Leicestershire

This indicator is defined as the number of bus passenger boardings per year. The bus companies record all boardings via the electronic Wayfarer on-board ticket machines. Bus patronage has declined across the country since the onset of the economic recession. Our target is to return our bus patronage to pre-recession levels.

L LTP6 – Satisfaction with public transport information & L LTP7 – Satisfaction with local bus services

Our Congestion Strategy has a strong emphasis on improving bus services, so it is important for us to monitor satisfaction with this aspect of provision. This information will be collected locally every two years via the Leicester City Council Residents Survey. The programme to replace the StarTrak real time information system requires us to set a target of maintaining our existing, 70% level of satisfaction, to 2014/15.

L LTP9a & 9b – Proportion of bus services running on time

This indicator monitors the punctuality of 'frequent' bus services, (those arriving at least every 10 minutes), and 'non-frequent' bus services, (those arriving less frequently than every 10 minutes).

L LTP25 – Percentage of low-floor buses in Arriva and First fleets

Our ambition is for 100% of buses in the First and Arriva fleets to be low-floor by 2014/15. We are aiming to beat the legal requirement by at least two years, which is for all buses to be low-floor by 1<sup>st</sup> January 2017.

L LTP26 – Percentage of level access bus stops

This indicator helps us monitor our progress in modifying bus stops to improve accessibility. The programme is designed to complement the bus companies' investment in new low floor vehicles. Our ambition is to have 95% of bus stops level access by 2014/15.

L LTP23 – Access to Leicester Railway Station

The percentage of No Car Households in the city within thirty minutes of the London Road railway station entrance.

Related target (but applying more broadly than just regarding Public Transport)

L LTP30 – Perceptions of anti-social behaviour

We hope to reduce the level of Leicester's residents who think that anti-social behaviour in their area is a problem.

## **7. Action Plan**

See table below.

## **8. EIA Verdict & Recommendations**

By and large the policy and the policy objectives are in line with all the extensive consultation that has been undertaken, including the specific EIA consultation that targeted disadvantaged groups. Some of the suggestions that the EIA Focus Groups have made are suggestions to achieve the policy objectives rather than to contradict the objectives.

SERVICE	PROBLEMS / BARRIERS IDENTIFIED	ACTIONS REQUIRED TO ACHIEVE AIM/OBJECTIVE	PIs	RESPONSIBILITY	RESOURCES NEEDED	COMMENTS/ RISKS
<b>Travelling by Bus</b>	<p>Residents had noticed that improvements to buses had been made - low floor access, quieter and cleaner buses</p> <p>Issues raised:</p> <p>a) Better connectivity across the city, current radial system increases congestion Cross city bus routes needed Orbital bus routes are a good idea and more emphasis on developing these is needed. Need to address transport links to get access to green spaces.</p> <p>b) Disability awareness training for bus drivers including those non-obvious disabilities Travel training for passengers Give drivers cards for deaf/mute people to write their destination on</p> <p>c) Buses don't have anything to hold on to More luggage space on buses is needed</p> <p>d) Buses should get priority on the roads</p>	<p>a) Quality bus corridors on radial routes into the city. Birstall Park and Ride will be operational from June/July 2011 and will link up with the existing Enderby service. Improved management of the buses through the statutory Quality Partnership scheme. Providing increased levels of service will be very difficult under the current requirement to make substantial budgetary cuts / savings. Our focus will be on maintaining current levels of service.</p> <p>b) Through our Quality Bus Partnership forum we will ask the bus operators to address particular needs of the disabled people. The bus information strategy that is integrated into the LTP will ensure that a very high level and quality of information is available to bus passengers through a variety of media. These will be associated with a major initiative by the bus companies to improve the understanding and customer care offered by drivers. People with learning disabilities can often find it hard to use public transport. The larger bus operators already provide their own customer care training for drivers. Together with the Leicester Disability Information Network Manager, we will be working with the bus operators to deliver driver training, including the skills and actions required to encourage bus travel by people with learning disabilities.</p> <p>c) We will raise these issues with the bus companies through our regular meetings.</p> <p>d) ANPR cameras to enforce restricted access roads.</p>	L LTP2, L LTP7	LTP Delivery Programme  Bus companies	Integrated Transport Budget  Co-operation with the bus companies  Working with Learning Disability Groups	Funding reductions, programme delays, political interventions, lack of co-operation
<b>Accessibility</b>	<p>Folding seats on buses to make more room for wheelchairs Buses and trains should have space for more than one wheelchair Wheelchairs should be given priority over pushchairs Need more time to get on and off the bus More accessible buses (low floor)</p>	<p>Buses display information asking for people to give up seats for the disabled. We will raise these issues with the bus companies through our regular meetings. We have a target of 100% low-floor buses in the bus fleet and 95% of bus stops to be level access by 2014/15.</p>	L LTP25, L LTP26	LTP Delivery Programme  Bus companies	Integrated Transport Budget  Co-operation with the bus companies	Funding reductions, programme delays, political interventions, lack of co-operation
<b>Star-Trak and Star Text</b>	<p><b>Most respondents were aware of the Star Trak real time bus information and generally thought to be a useful service.</b></p> <p><b>However, many stated that in practice, the service can be unreliable and inaccurate.</b></p> <p>The provision of Star Trak information in hospitals was reported to be particularly useful by older /disabled people, retail owners/managers and residents of higher cost housing. A handful of participants had used their phones to receive bus information and times and they reported this service to be useful, but expensive.</p>	<p>Star Trak finished operating on 31<sup>st</sup> January 2011. A joint city/county project team has been set up to look at the feasibility of creating a new, and improved, real-time system.</p>	L LTP 6	LTP Delivery Programme -	Integrated Transport Budget  Co-operation with the bus companies	Funding reduction, programme delays, political interventions, lack of co-operation

SERVICE	PROBLEMS / BARRIERS IDENTIFIED	ACTIONS REQUIRED TO ACHIEVE AIM/OBJECTIVE	PIs	RESPONSIBILITY	RESOURCES NEEDED	COMMENTS/ RISKS
<b>Bus Information</b>	<p>a) Timetable print sometimes too small. Need to be easier to read and understand. Clearer info on where bus stops and the routes taken. More information is needed at bus stops, e.g. maps as well as timetables. Information is also needed around the city as well as in the city centre. A tube map style of display may be useful. Need to ensure that all bus stops contain all the information required.</p> <p>b) Audio on buses and at stops to announce each stop and give timetable information respectively.</p> <p>c) Have a map for bus drivers that passengers can point to.</p>	<p>a) We will use Urban Congestion Fund reward fund money to upgrade and update bus stop displays (initially) within the inner ring road. We have consulted with Learning Disability Groups and the Inclusive Design and Access Panel (IDAP) to ensure the displays will be easy to understand.</p> <p>We will continue to:</p> <ul style="list-style-type: none"> <li>- Provide and distribute high quality timetable leaflets</li> <li>- Provide full guides to the hourly services network, one for the whole county and one for Central Leicestershire</li> <li>- Provide and maintain bus-stop displays at all main bus stops; all new JC Decaux bus shelters include provision for bus service information.</li> </ul> <p>b) &amp; c) We will raise these issues with the bus companies through our regular meetings.</p> <ul style="list-style-type: none"> <li>- A comprehensive and coordinated behavioural change and travel promotion package, targeted at specific neighbourhoods.</li> </ul>	L LTP 6	LTP Delivery Programme	Integrated Transport Budget	Funding reduction, programme delays, political interventions
<b>Replacement Bus Shelters</b>	<p>Improvements to bus stops including better seating and more shelters were noticed by some group members.</p> <p>Vandalism of bus shelters was cited as a particular turn off for using the bus by some.</p>	<p>There is an on-going maintenance contract with JC Decaux where they are required to attend and repair any of their shelters which have been vandalised within 24 hours.</p>		J C Decaux	Integrated Transport Budget	Contract with J C Decaux ends in 2018
<b>Fares</b>	<p>Have a bus pass or cheaper bus fare, or money saving deals, particularly for carers.</p> <p>Flexi-tickets should be available weekly or monthly, and on all services.</p> <p>Multi-operator tickets would be good.</p> <p>Bus fares are too expensive.</p>	<p>Our concessionary travel scheme currently provides countywide, rather than just local, travel for all entitled people, and gives free and flat fare travel for many.</p> <p>The national free travel entitlement from April 2008 has enhanced the arrangements.</p> <p>Fares will be under increasing pressure due to the current requirement to make substantial budgetary cuts / savings.</p> <p>The government also plans to reduce the money it gives to bus companies via the Bus Service Operators Grant (BSOG).</p> <p>We have recently been working closely with the bus companies on the development of a Smart and Integrated Ticketing Strategy which aims to introduce smart ticketing on major urban areas by 2015.</p>		LTP Delivery Programme -	Integrated Transport Budget	Funding reduction, programme delays, political interventions, BSOG reductions lead to increased fares.
<b>Fear of Crime on Bus and at Bus Stops</b>	<p>Conductors on buses / Security cameras on buses</p>	<p>We will raise the issues of conductors and CCTV cameras with the bus companies through our regular meetings.</p> <p>We are working with the police via the "Stamp It Out" campaign to reduce anti-social behaviour and discrimination in the city.</p>	L LTP30	Leicestershire constabulary	Integrated Transport Budget	Funding reduction, programme delays, political interventions

SERVICE	PROBLEMS / BARRIERS IDENTIFIED	ACTIONS REQUIRED TO ACHIEVE AIM/OBJECTIVE	PIs	RESPONSIBILITY	RESOURCES NEEDED	COMMENTS/ RISKS
<b>Dial a ride</b>	Dial-a-ride services were praised in the older people / disabled people group, however it was felt that the level of service provision for older people had declined since the service had started being used to transport disabled children to school: <i>"Dial-a-ride is less of the service it used to be ... they've joined up with the schools service now, so the school journeys take priority and it seems to have become a poor relative. I always go to classes and I used to go the adult education and they said they couldn't take me back because that is the time of the school services."</i>	The comment from the focus group appears to illustrate some confusion over the operation of the Dial a Ride service, as the way the service has been provided has not changed in the last five years. This illustrates the need for clear communication and perhaps occasional publicity from the council regarding its services.  The Dial a Ride Service continues to be valued by users. Usage patterns are monitored and occasional adjustments to routes are made to accommodate fluctuations in demand and preferred destination.  Because of the value users place on the service, there are no proposals to curtail any aspect of the service		LTP Delivery Programme -	Integrated Transport Budget	Funding reduction, programme delays, political interventions
<b>Bus interchange</b>	Bus routes need to link with train station More integration is needed Bus interchange points in the city could be improved. Currently, many of these are not pleasant, not accessible and people feel unsafe. Fewer interchanges – more cross-city routes.	Inner city centre road alterations to allow for increased bus stopping and improved circulation. Under the Bus Termini and Routing Strategy we are preparing to undertake improvement works on Humberstone Gate East, which will facilitate interchanges by building new pedestrian crossings, installing loading bays and re-spacing the bus stops. In the longer term the strategy will improve bus interchanges throughout the city centre. We will raise the issues of train station links and cross-city routes with the bus companies through our regular meetings.		LTP Delivery Programme -	Integrated Transport Budget	Funding reduction, programme delays, political interventions
<b>Travelling by Train – access in and around the Train Station</b>	Taking the train was only performed regularly by a minority of participants.  A shuttle bus between the bus stations and the train station was suggested several times.  Separation of train station from rest of city	The train companies which run the services and govern stations are all privately owned and our influence over them is limited. Bus stops outside the station are included in urban congestion bus information project outlined in "Bus Information" above.	LTP23	LTP Delivery Programme -	Integrated Transport Budget	Funding reduction, programme delays, political interventions

**PEDESTRIAN SERVICES**

Highways and Transportation Equality Impact Assessments

## **Equality Impact Assessment**

*on*

## **Pedestrian Services**

## **CONTENTS**

- 1. Scope of the Assessment**
- 2. Aims and Objectives of Service**
- 3. Issues noted through consultation**
- 4. Solutions to issues and barriers**
- 5. Data / Information / Statistics**
- 6. Action Plan**
- 7. EIA Verdict and Recommendations**

Highways and Transportation Equality Impact Assessments

<b>DIVISION</b>	<b>Regeneration, Highways &amp; Transportation</b>
<b>SERVICE GROUP</b>	<b>Highways &amp; Transportation</b>
<b>SERVICE AREA OR POLICY TO BE ASSESSED</b>	<b>Pedestrian Services</b>
<b>LEAD OFFICER</b>	Sally Slade
<b>OFFICER COMPLETING THE ASSESSMENT</b>	Sharon Mann
<b>NAME OF OTHER STAFF INVOLVED IN ASSESSMENT</b>	Andrew Webster
<b>DATE</b>	March 2011

## 1. Scope of the Assessment

The areas covered by Pedestrian Services include:-

- Toucan crossings
- Pelican crossings
- Other unsignalled crossings – zebra crossings and refuges
- New or upgraded pedestrian routes
- CCTV in area
- Rights of Way Improvements
- Pedestrian signing
- Pedestrian route information
- Maintenance
- Footways
- Dropped kerbs

Leicester's key strategic document for Highways and Transportation is the Local Transport Plan 2011 – 2026. LTP3 will focus on trying to achieve the following five goals:

- 1) Supporting economic growth;
- 2) Reducing emissions of carbon dioxide and other greenhouse gases;
- 3) Promoting greater equality of opportunity;
- 4) Contributing to better safety, security and health; and
- 5) Population growth is supported in a sustainable manner.

There is also an overarching goal of improving quality of life and a healthy natural environment, making Leicester a more attractive place.

Achieving improvements in Pedestrian Services involves a close working relationship with various stakeholders including Primary Care Trusts and organisations such as Natural England.

The EIA through consultation with various groups looks at the issues concerned with using Pedestrian Services, the barriers that various groups face which prevents them from using these services and the solutions to these issues to try and encourage more people, particularly those from disadvantaged groups to use Pedestrian Services.

## **2. Aims and Objectives of Service**

Measures implemented through delivering LTP3 will improve all aspects of the pedestrian experience.

The aim is to provide improved quality of service on all aspects of Pedestrian Services to help increase the number of people walking, and to improve accessibility to everyday services and facilities.

These aims and objectives are consistent with the broader LTP objectives promoting alternatives means of travel to the car. This strategy, other things being equal, would help the economy, improve air quality, ease congestion, and improve road safety and health. These objectives are consistent with the Corporate Plan and the One Leicester priorities.

## **3. Issues and barriers noted through consultation**

Various different issues and barriers relating to all aspects of Pedestrian Services were noted through the consultation events. More details of these can be found in the Action Plan table at the end of this chapter.

To summarise, some of the issues/barriers noted included:

- Greatest concern was safety at night and poor lighting of footpaths. This was determined to be a problem for inner city areas and city parks by many inner city residents. Young adults were particularly concerned about night time safety, especially the lighting of Victoria Park and safety issues around the Clock Tower and along London Road. Residents of higher cost housing also had their concerns and felt that New Walk was dimly lit at night
- Some consultees felt that the pedestrianisation in the city centre had reduced accessibility for older and disabled people
- Upkeep of paths outside of the city centre (e.g. vegetation and litter)
- Lack of crossing points
- Conflict between pedestrians and cyclists in the pedestrian zone (particular concern for disabled users)
- General need to address impact of cycling on pedestrians
- Over-congested pavements (e.g. Belgrave Gate / Charles St bus stop areas)
- Lack of time at pedestrian crossings
- Cyclists on the pavements
- Walk from the Clock Tower to the bus station is not pleasant
- Too much street furniture – A boards, poles, bollards etc
- Concerns about uneven pavements

#### **4. Solutions to issues and barriers**

The city centre has undergone a major transformation to modernise the road streets infrastructure. It has enabled a step change in improvement for all, but in particular to a wide range of people including those with mobility difficulties and visually impaired. Extended pedestrianisation has helped to improve air quality by removing vehicular traffic from key city centre streets.

Improvements outside the city centre are phased and targeted, depending on priority and funding streams. One key priority has been improved access for pedestrians on routes to schools. This has included providing pedestrian crossings and traffic calming.

Specific services that have been introduced and up-graded as required are as follows:

##### Infrastructure

- Toucan crossings
- Pelican crossings
- Other unsignalled crossings
- New or Upgraded pedestrian routes
- CCTV in area
- Rights of Way Improvements
- New pedestrian routes
- Pedestrian signing
- Pedestrian route information
- Footways

##### Marketing, Education & Training

- Child Pedestrian Training
- Promotional Campaigns (e.g. Leicestershire Walking Week & co-ordinated poster campaigns)
- Personal Travel Planning
- Star Walker
- Health Walks
- Partnership work with Health Authorities
- Produced maps of the city centre for on-street display

The introduction of safety measures and improvements, however, whilst they are seen as improvements for all, could however disadvantage some. For example, some improvements add 'clutter' to the footway network, and undulating footways (with level access bus stops) could cause hazards for the visually impaired or those with mobility difficulties. Similarly, the introduction of tactile paving, whilst an improvement for the visually impaired, can be a problem for people with physical disabilities (e.g. back injuries). It is perhaps in the nature of universal services that they do not always meet with universal approval.

#### Highways and Transportation Equality Impact Assessments

Most participants were happy with the provision of pedestrian facilities in Leicester. They generally felt that these facilities had improved over the last five years and that pedestrian access to and within the city centre was now good.

The pedestrianisation of the city centre was particularly popular. It was deemed to make the area more attractive, safer and quieter and helped to draw in business.

The pedestrian signage and maps provided in the city centre were also appreciated and perceived to help pedestrians move around the city centre.

Improvements to off-road paths had also been noticed including New Walk and within some city parks, these have included the upgrading of paths with tarmac and better lighting.

It was generally found that walking routes to the city centre were good and now had an adequate number of crossings in place. Improvements to the pavements had also been noticed:

*“The paving is better, it’s more levelled out, there’s still some areas where it’s easy to trip over, but in terms of walking it’s quite nice now.”*

#### Solutions proposed by consulted groups:

- Better street lighting
- More crossing points
- More time at pedestrian crossings
- Bike map, to tell cyclists where they can and can’t cycle
- More signage / picture signage to the bus and rail stations
- Encourage schools to have walking buses to reduce school traffic
- Make a route planner available
- Provide walking and cycling training in special schools
- Ban cars from city centre
- Improved pedestrian routes to bus stops

## **5. Data / Information / Statistics**

Monitoring the progress of the objectives and targets in the action plan:

L LTP 45 - Percentage of footpaths that are easy to use

That is: signed, well surfaced and way-marked.

L LTP 44 - Footway Condition

Footways/Footpaths where maintenance should be considered

L LTP 36 – Percentage of children receiving pedestrian training  
(School Years 1 & 2)

We are currently training 1,700 pupils per annum.

There are also LTP indicators (L LTP 27 - 29) that measure road casualties, which is a measure of the safety of the highway infrastructure.

## **6. ACTION PLAN:**

See table below.

## **7. EIA Verdict & Recommendations**

By and large the policy and the policy objectives are in line with all the extensive consultation that has been undertaken, including the specific EIA consultation that targeted disadvantaged groups. Some of the suggestions that the EIA Focus Groups have made are suggestions to achieve the policy objectives rather than to contradict the objectives.

**SERVICE AREA: PEDESTRIAN SERVICES – EIA Action Plan**

SERVICE	PROBLEMS / BARRIERS IDENTIFIED	ACTIONS REQUIRED TO ACHIEVE AIM/OBJECTIVE	PIs	RESPONSIBILITY	RESOURCES NEEDED	COMMENTS/ RISKS
Footway maintenance	<p>Most respondents were happy with the provision of pedestrian facilities in Leicester and had noticed improvements to pedestrian services over the last five years. The pedestrianisation of the city centre was particularly popular.</p> <p>Improvements to off-road paths had also been noticed including New Walk and within some city parks, these have included the upgrading of paths with tarmac and better lighting.</p> <p>There was concern expressed over the upkeep of paths outside of the city centre, but this appeared to be more about overhanging vegetation and litter than the condition of the footways themselves.</p>	<p>The footpaths in the city are periodically inspected and any defects which intervene the safety level will be attended immediately through Rapid Response Team. The inspection results help us to prioritise the maintenance works on these roads. Future maintenance of footways is proposed to be carried out through Integrated Transport Capital Budget and Capital Maintenance Budget.</p>	L LTP44, L LTP45	Highways Strategy Team	Integrated Transport Capital & Maintenance Budget Allocation	Funding reduction, programme delays, political intervention
Pelican crossings and toucan crossings	<p>Respondents from disabled groups felt that there was a lack of time for crossing at pedestrian crossings.</p> <p>Lack of pedestrian crossings in some areas</p> <p>Lack of pedestrian crossings to access bus stops</p>	<p>There are 355 Traffic Signal Installations in the city including 161 Junction Signals, 125 Pelican crossings and 69 Toucan Crossings.</p> <p>Guidance on the duration of pedestrian crossing time is given by the Department for Transport, based on the width of road to be crossed. However, in Leicester, Leicestershire and Rutland, crossing times have been derived from considering typical walking speeds in relation to crossing distances which has resulted in the same or slightly longer crossing times being used than those given in the guidance from DfT.</p> <p>It should also be remembered that the appearance of the green man is an invitation to begin to cross the road. Some pedestrians may be able to complete their crossing during the green man period, whilst some, particularly those who begin to cross partway through the green man period, may still be on the crossing. Accordingly, the clearance period following the green man, whether it be the flashing green man period at a pelican crossing or the time before traffic is given a green signal, will be long enough to ensure that pedestrians are able to reach the far side kerb line.</p> <p>When any crossing is first introduced, on site observations will be carried out to ensure that crossing times are adequate and will be increased if necessary.</p> <p>We are currently bidding for funding to provide pedestrian crossings to access bus stops from the Local Transport Sustainability Fund.</p>		Highways Strategy Team	Integrated Transport Capital & Maintenance Budget Allocation	Funding reduction, programme delays, political intervention
Signs	<p>Signage in the city centre has improved and this was commented on by respondents. Pictorial signs would be a benefit to some groups such as those with learning disabilities or who have English as a second language.</p>	<p>We have installed finger post signs across the city centre and we are considering signs with images.</p>		Highways Strategy Team	Integrated Transport Capital & Maintenance Budget Allocation	Funding reduction, programme delays, political intervention

SERVICE	PROBLEMS / BARRIERS IDENTIFIED	ACTIONS REQUIRED TO ACHIEVE AIM/OBJECTIVE	PIs	RESPONSIBILITY	RESOURCES NEEDED	COMMENTS/ RISKS
Tactile paving at road crossings	While groups consulted were supportive of tactile paving and recognized the benefits to the visually impaired, some respondents found it problematic due to physical disabilities.	97% of all crossings have tactile paving and rotating cones. They are installed in all new crossings and updated through corridor schemes, renewal schemes or developer contributed schemes. Providing safe, easy to use crossing points via dropped kerbs, tactile paving and rotating cones etc helps increase accessibility for disabled people. This is important in increasing the accessibility of facilities, either to a bus stop for an onward journey or to a final destination itself.		Highways Strategy Team	Integrated Transport Capital & Maintenance Budget Allocation	Funding reduction, programme delays, political intervention
Walking schemes	<p>Some respondents had safety concerns about walking, particularly outside of the city centre.</p> <p>Some groups were not supportive of shared footways and cycle ways as they felt they were dangerous for pedestrians, particularly the elderly and visually impaired.</p> <p>Some consultees felt that the city centre pedestrianisation scheme had reduced accessibility for older and disabled people as the bus stops were now further away from some popular destinations.</p> <p>Respondents were positive about the health advantages of walking.</p>	<p>Walking has grown significantly in popularity as a mode of travel. In 2010 walking represented 28.7% of all trips entering the city centre (inside the inner ring road) between 7am and 7pm.</p> <p>We aim to promote walking as an active form of travel using softer measures such as organized health walks, pedestrian promotions, child pedestrian training and the Walk-it.com website. Information on walking is also provided as part of personal travel planning schemes, which we are looking to expand.</p> <p>All these initiatives are designed to increase the number of people using walking as a mode of travel. An increase in the number of walkers is likely to lead to an increase in the perceived safety of walking as an activity.</p> <p>Monitoring of the impact of the pedestrianisation project has confirmed a reduction in concerns of sharing space between pedestrians, cyclists and other vulnerable street users.</p> <p>In addition, cycling stakeholder groups, through the Cycle-City workshop, has initiated a "Safer Cycling" campaign to promote considerate cycling.</p> <p>Equality and safety design audits are carried out as part of any scheme design process. We have commenced a programme of equality impact assessments for all elements of service delivery. We carry out regular consultation events with the public, stakeholders and partners to identify need. The results of this consultation feed into our programme development.</p> <p>The proposed City Centre Bus Scheme will look into the issue of access in and around the city centre. Proposed schemes on Humberstone Gate and Charles Street to provide pedestrian crossings, re-position bus stops and relieve over-crowding on the pavements.</p>	L LTP 30, L LTP48	Highways Strategy Team	Integrated Transport Capital & Maintenance Budget Allocation	Funding reduction, programme delays, political intervention

SERVICE	PROBLEMS / BARRIERS IDENTIFIED	ACTIONS REQUIRED TO ACHIEVE AIM/OBJECTIVE	PIs	RESPONSIBILITY	RESOURCES NEEDED	COMMENTS/ RISKS
Dropped kerbs at junctions	Disabled respondents in particular felt there was a need for an increased number of dropped kerbs in the city.	<p>Providing safe, easy to use crossing points via dropped kerbs, tactile paving and rotating cones etc helps increase accessibility for disabled people.</p> <p>There is a dropped kerb request list with approximately 20 new dropped kerbs requested each year.</p> <p>We intend to continue to provide dropped crossings, with due consideration of budgetary limitations and the requirement to make savings.</p>		Highways Strategy Team	Integrated Transport Capital & Maintenance Budget Allocation	Funding reduction, programme delays, political intervention
Street Lighting	<p>A major concern was personal safety, particularly at night in inner city areas and city parks, and the poor lighting of footpaths.</p> <p>Fear of crime can be a major disincentive to walking or cycling, particularly after dark. This is particularly true for elderly people, for children getting home from school in winter, and for people waiting for a bus in the evening.</p>	<p>Our street lighting planned maintenance schemes will help reduce the fear of crime.</p> <p>We continue to work with the Safer Leicester Partnership to carry out the objectives of the Anti-Social Behaviour Strategy. Particularly through maintaining and cleaning our infrastructure; maintaining a level of community street lighting; working with the bus companies (where we have the powers); removing obstacles from the highway and continuing to carry out inspections (or "Patch Walks") to assess lighting, visibility and fear of crime.</p> <p>The aim of our street lighting maintenance strategy is to create a public highway network that is safe and attractive for the community to use at night by providing efficient and effective street lighting and illuminated traffic signs and bollards. This is also important for bus users as all bus journeys involve an element of walking. It will comply with the Code of Practice for Highway Lighting Management (Well Lit Highways).</p>	L LTP 48	Highways Strategy Team	Integrated Transport Capital & Maintenance Budget Allocation	Funding reduction, programme delays, political intervention
Street Furniture	Respondents felt that there was too much street furniture. Examples given were A boards, poles and bollards etc.	The recent city centre pedestrianisation project was designed to minimize problems caused to some vulnerable groups by street furniture such as aligning seating and lighting. The positioning of A boards are the responsibility of the individual companies who use them, but we will continue to monitor their use and respond to any complaints about them.				

**CYCLING SERVICES**

Highways and Transportation Equality Impact Assessments

## **Equality Impact Assessment**

*on*

## **Cycling Services**

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- 1. Scope of the Assessment**
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Highways and Transportation Equality Impact Assessments

<b>DIVISION</b>	<b>Regeneration, Highways &amp; Transportation</b>
<b>SERVICE GROUP</b>	<b>Highways &amp; Transportation</b>
<b>SERVICE AREA OR POLICY TO BE ASSESSED</b>	<b>Cycling Services</b>
<b>LEAD OFFICER</b>	Sally Slade
<b>OFFICER COMPLETING THE ASSESSMENT</b>	Andy Salkeld
<b>NAME OF OTHER STAFF INVOLVED IN ASSESSMENT</b>	Andrew Webster
<b>DATE</b>	March 2011

## 1. Scope of the Assessment

The areas covered by Cycling Services include:-

- Toucan crossings & cycle friendly junctions
- Cycling development and promotions
- New or upgraded cycling routes
- Signing
- Cycle route information
- Maintenance
- Cycle Training & led rides
- Cycle Parking
- Bike recycling

Leicester's key strategic document for Highways and Transportation is the Local Transport Plan 2011 – 2026. LTP3 will focus on trying to achieve the following five goals:

- 1) Supporting economic growth;
- 2) Reducing emissions of carbon dioxide and other greenhouse gases;
- 3) Promoting greater equality of opportunity;
- 4) Contributing to better safety, security and health; and
- 5) Population growth is supported in a sustainable manner.

There is also an overarching goal of improving quality of life and a healthy natural environment, making Leicester a more attractive place.

Achieving improvements in Cycling Services involves a close working relationship with various stakeholders including Sustrans, Cyclist Touring Club, British Cycling & Sky Sports, Cyclemagic, Groundwork Leicester & Leicestershire and Future Cycles. The Cycle-City workshop is a monthly stakeholder meeting led by the city council.

The EIA through consultation with various groups looks at the issues concerned with using Cycling Services, the barriers that various groups face which prevents them from using these services and the solutions to these issues to try and encourage more people, particularly those from disadvantaged groups to use Cycling Services.

## **2. Aims and Objectives of Service**

Measures implemented through delivering LTP3 will improve all aspects of the cycling experience.

The aim is to provide improved quality of service on all aspects of Cycling Services to help increase the number of people cycling, and to improve accessibility to everyday services and facilities.

These aims and objectives are consistent with the broader LTP objectives promoting alternatives means of travel to the car for travel to the city centre and to schools. This strategy, other things being equal, would improve air quality, ease congestion, and improve road safety. These objectives are consistent with the Corporate Plan and the Strategy for Leicester.

Provision of schemes to promote cycling for health working with partners and a cycling stakeholder group.

## **3. Issues and barriers noted through consultation**

- Many felt that cycling on the road was too dangerous for them, due to heavy traffic and lack of road space
- Cycle lanes are welcome, but felt to be incomplete and intermittent along many corridors, and not functioning like a proper network
- Security concerns when parking a bike identified as a barrier to cycling in the city
- Council tenants and parents group wanted more information, route guides and maps on urban and rural walking and cycling routes to help explore new areas and enjoy the countryside with their children.
- Cycle lanes suddenly ending

## **4. Solutions to issues and barriers**

There has been an 81% increase in daily cycling numbers during the LTP2 period.

The city centre has undergone a public realm transformation that has created the largest pedestrian zone in the UK with full access for cyclists. There has been associated work to provide cycle friendly infrastructure around the inner ring road. Also during LTP2 the city council has helped to establish three bike recycling projects in Leicester, three strategic cycling outreach projects and seen a tenfold increase in the delivery cycle training.

Specific services that have been introduced and up-graded as required are as follows:

- Toucan crossings & cycle friendly junctions
- Cycling development and promotions

#### Highways and Transportation Equality Impact Assessments

- New or upgraded cycling routes
- Signing
- Cycle route information
- Maintenance
- Cycle Training & led rides
- Cycle Parking
- Bike recycling

Participants in all of the groups noted, and welcomed, the introduction of more on, and off, road cycle paths which were deemed to have improved safety and encouraged more cycling in the city:

*"I've seen more cyclists, purely because there's more cycle lanes now ... people really do want to cycle."* (Respondent from the BME residents group)

*"I feel a lot safer riding my bike now than all those years ago, now you got green lanes and cycle lanes, I've noticed a lot more of them."* (Respondent from the council tenants group)

The new off-road cycle paths received particular praise, especially the Great Central Way: The Bike Park facilities at the Town Hall, including secure parking and showers were also found to be popular as many participants had perceptions that cycle parking was unsafe in the city centre:

*"I think the Bike Parks are good, where you can lock them up and they've got showers, they encourage use and anything that reduces fossil fuels is good"*

#### Suggestions from consulted groups:

- Better signage of shared spaces (with pedestrians) and/or a demarked cycle lane in the city centre
- More cycle lanes
- More advanced stop lines at road junctions
- Bike map, to tell cyclists where they can and can't cycle
- Provide cycling training in special schools
- Ban cars from city centre
- Training for cyclists to use the road rather than the pavement

## **5. Data / Information / Statistics**

Monitoring the progress of the objectives and targets in the action plan:

### L LTP 33 – Number of cycling trips

Leicester has performed very well recently with an increase in cycling of 77% between the original baseline in 2003/04 and 2009/10.

### L LTP 37 – Percentage of children receiving cycle training (School Years 5 & 6)

This is Level 2 Bikeability training.

Each year the service undertakes an 'LTP day' and other consultations such as the Public Ward Meetings and Group Discussions. These exercises are to find out how the residents of Leicester feel about the progress made to date and the general direction of strategy undertaken.

## **6. ACTION PLAN:**

See table below.

## **7. EIA Verdict & Recommendations**

By and large the policy and the policy objectives are in line with all the extensive consultation that has been undertaken, including the specific EIA consultation that targeted disadvantaged groups. Some of the suggestions that the EIA Focus Groups have made are suggestions to achieve the policy objectives rather than to contradict the objectives.

**SERVICE AREA: CYCLING SERVICES – EIA Action Plan**

PROBLEMS / BARRIERS IDENTIFIED	ACTIONS REQUIRED TO ACHIEVE AIM/OBJECTIVE	PIs	RESPONSIBILITY	RESOURCES NEEDED	COMMENTS/ RISKS
<p>Many felt that cycling on the road was too dangerous for them, due to heavy traffic and lack of road space.</p>	<p>Planning for people not cars is part of our LTP3 and One Leicester strategies.                      We need to produce a casualty report to identify road danger.                      We have identified and will implement a strategic Road User Hierarchy.                      We need to clearly identify the city cycling network and implement best practice guidelines for the management and allocation of road space.                      We need to implement a programme of cycle training for all ages and abilities, with a specific focus on adult cycle training for work-related trips.</p>		<p>Sustainable Transport Team, Road Safety Team</p>	<p>Integrated Transport Capital &amp; Maintenance Budget Allocation</p>	<p>Funding reduction, programme delays, political intervention</p>
<p>Cycle lanes are welcome, but felt to be incomplete and intermittent along many corridors, and not functioning like a proper network.                      Cycle lanes suddenly ending</p>	<p>We need to clearly identify the city cycling network and implement best practice guidelines for the management and allocation of road space.                      We need to consistently sign the cycling network across the whole of central Leicestershire.                      We need to address the issue of intermittent facilities along route corridors.                      We need to make available cycle mapping and route finding information and tools.</p>		<p>Sustainable Transport Team</p>	<p>Integrated Transport Capital &amp; Maintenance Budget Allocation</p>	<p>Funding reduction, programme delays, political intervention</p>
<p>Security concerns when parking a bike identified as a barrier to cycling in the city</p>	<p>We need a strategic plan for cycle parking across the city.                      We need to carry out the Town Hall Bike Park refurbishment to provide high capacity, secure, public cycle parking in the city centre.                      We need to identify and plan for the implementation of high capacity secure cycle parking at Leicester train station, universities, hospitals, major work places and other public facilities.                      We also need to implement a comprehensive programme of on-street cycle parking.                      We need to develop and promote a cycle theft prevention initiative in partnership with Leicestershire Police, local bike projects and other agencies.</p>		<p>Sustainable Transport Team</p>	<p>Integrated Transport Capital &amp; Maintenance Budget Allocation</p>	<p>Funding reduction, programme delays, political intervention</p>
<p>Council tenants and parents group wanted more information, route guides and maps on urban and rural walking and cycling routes to help explore new areas and enjoy the countryside with their children.</p>	<p>We need to make available cycle mapping and route finding information and tools for specific communities and groups.                      We need to continue the comprehensive programme of “Ride Leicester” cycle and sustainable transport promotions.                      We need to continue a programme of led community and family rides that specifically target new and returning cyclists.                      We need to continue working with the Parks department and other colleagues and organisations to implement mass participation events that promote the enjoyment of Leicester and Leicestershire for all communities.</p>		<p>Sustainable Transport Team</p>	<p>Integrated Transport Capital &amp; Maintenance Budget Allocation</p>	<p>Funding reduction, programme delays, political intervention</p>

PROBLEMS / BARRIERS IDENTIFIED	ACTIONS REQUIRED TO ACHIEVE AIM/OBJECTIVE	PIs	RESPONSIBILITY	RESOURCES NEEDED	COMMENTS/ RISKS
There is a constraint on the delivery of training, skills and employment within the cycling economy	<p>We need to continue supporting the development of social enterprise cycling projects within the city.</p> <p>We need to continue to work in partnership with local, regional and national organizations to attract funding and resources into Leicester.</p> <p>We need to help identify new partnerships to help sustain new and existing initiatives that create employment.</p>		Sustainable Transport Team	Integrated Transport Capital & Maintenance Budget Allocation	Funding reduction, programme delays, political intervention

**ROAD USER SERVICES**

Highways and Transportation Equality Impact Assessments

## **Equality Impact Assessment**

*on*

## **Road User Services**

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Highways and Transportation Equality Impact Assessments

<b>DIVISION</b>	<b>Regeneration, Highways &amp; Transportation</b>
<b>SERVICE GROUP</b>	<b>Highways &amp; Transportation</b>
<b>SERVICE AREA OR POLICY TO BE ASSESSED</b>	<b>Road User Services</b>
<b>LEAD OFFICER</b>	Sally Slade
<b>OFFICER COMPLETING THE ASSESSMENT</b>	Ravi Mohankumar
<b>NAME OF OTHER STAFF INVOLVED IN ASSESSMENT</b>	Andrew Webster
<b>DATE</b>	28 <sup>th</sup> March 2011

## 1. Scope of the Assessment

**Key Services within the scope of this EIA are as follows:**

- **Road and footway Maintenance,**
- **Junction Design,**
- **Signs & Road markings**
- **Residents Parking schemes**
- **Freight Quality Partnership,**
- **Winter Service (gritting),**
- **Bridges**
- **Traffic Signals**
- **Street Lighting**
- **Drainage**
- **Cycle Tracks**

The transport vision for Leicester is enshrined in the Local Transport Plan 2011-2026. Our Transport Vision for Leicester is to develop a transport system that enables everyone to take part in all aspects of everyday life, at a reasonable cost. We see a Leicester in 2026 with congestion under control, improved accessibility for all, particularly for deprived groups, improved air quality and reduced road casualties.

The services mentioned above are universal services i.e. they are for everyone. However, since we all do not have the physical capacity to use them, certain adaptations are made to the road services infrastructure to ensure that people with impairment are able to use them. For example, through consultation it has been established that at controlled crossing points, people with disabilities require a greater time to cross the road before the lights change in favour of the traffic. Accessibility is a key priority for all services.

## 2. Aims and Objectives of Service

1) Carriageways & footways - In the past , priority was given to carry out maintenance on the Principal carriageway network, but now the new strategy will emphasis more importance on the unclassified road network and footways.

2) Highway Structures - We will continue to carry out strengthening and major maintenance works to highway structures like bridges.

3) Car Parks & Bus Station - Our maintenance strategy would be to continue regular condition inspections by our building surveyors, appropriate routine maintenance and then occasional major refurbishment.

4) Street Lighting - We aim to use more Cosmopolis or Light Emitting Diodes (LED) lamps to save energy consumption and reduce CO2 emissions

#### Highways and Transportation Equality Impact Assessments

5) Traffic Signals - We aim to use more Extra Low Voltage or Light Emitting Diodes (LED) lamps to save energy consumption and reduce CO2 emissions.

6) Cycle Tracks - The specific aim of the strategy is to halt the deterioration in condition of cycle tracks that helps to maximize the contribution our assets to help achieve our overall aim of encouraging more journeys by cycling.

7) Winter Service - We intend to increase the effectiveness of our winter maintenance service by continuing the gritter replacement programme and introducing GPRS technology.

In order to identify and address the needs of all road users and to maximise the benefits of the existing transport system, a Road User Hierarchy (User Classification) and Road Hierarchies have been developed. This is important as it ensures that the needs of vulnerable road users and sustainable forms of transport are fully considered within scheme design and policy implementation. The priority given to each user at any point on the network is clearly defined, allowing proper investment and maintenance to be targeted to greatest effect. Currently, the whole City highway network is being assessed for categorization. This is determined by functionality and scale of use, not necessarily just road classification. The hierarchies maybe refined in the light of experiences gained during this exercise.

#### User Hierarchy

The Road User Hierarchy (User Classification) is defined in order as:

1. Pedestrians
2. Cyclists
3. Public transport passengers
4. Other motorised vehicle users

To help us decide on the priority for dealing with the competing demands in the management of the network, and so help us decide which activity gets a higher priority, we also have a Traffic Management 'User Hierarchy'.

Hierarchy defined in order as:

1. Pedestrians
2. Emergency services
3. Utilities and highways - immediate (including emergency) works
4. Cycles
5. Public transport
6. Freight distribution
7. Blue badge holders
8. Other motorised vehicle users
9. Utilities and highways - planned works
10. Scaffolding, hoarding and skips

#### **4. Issues and barriers noted through consultation**

The services are universal. If the services are not maintained adequately or are not designed to meet the needs of all users, or updated to meet new needs, then there are immediate barriers to their usage. We regularly consult users to ensure that needs are being met.

Various different issues and barriers were noted through the consultation events. More details of these can be found in the Action Plan table at the end of this chapter.

The following are some key areas of concern that were noted through the consultation events:

- Lack of appropriate road markings and signage
- Too much signage
- Potholes
- Frequency of roadworks and lack of information about them (better diversions needed)
- A small number of participants felt that bus lanes caused capacity issues for car users and represented poor usage of road space
- Turning off of street lights was disliked by people in the inner city residents and car commuters to the city centre groups who said it caused trouble for early starters, particularly those with poor eyesight and those that needed to walk to catch buses in the early mornings.
- The first metre of carriageway from the kerb needs to be better maintained for use by cyclists
- Uneven footpaths need resurfacing
- More dropped kerbs
- Cars blocking pavements, parking on pavements should be banned
- Wider cycle lanes needed
- Street cleaning
- Too many traffic lights
- Need more crossing points

#### **4. Solutions to issues and barriers**

We are working on:

- Our road safety strategy – a mix of education, enforcement, encouragement and engineering - in delivering fewer KSIs for both child and all age casualties. Developing our safer routes schemes on an area wide basis – prioritized on child pedestrian and cyclist casualties - has proved very successful in delivering ‘whole route’ improvements.
- Production of Freight route map (available on line) and signing strategy

#### Highways and Transportation Equality Impact Assessments

within Leicester. The Leicestershire Lorry Control Plan (designed to protect rural communities from unnecessary intrusion and danger from vehicles over 7.5t) has been completed across the county.

- Safer Roads - we will continue to reduce the number of people killed or hurt on our roads, particularly looking after children, cyclists and pedestrians, by working with partners to implement road safety initiatives and by implementing schemes.
- Transport Asset Management Plan (TAMP) is evolving. The TAMP is the way forward to ensure better road, footway and cycle track condition. In general principal road conditions have improved over the last five years and deterioration has occurred in the unclassified and footway networks.

#### Some suggestions from consultations:

- Red routes suggested by a couple of consultees as they had been seen to be working in London and West Midlands.
- Overall there was strong support for the installation of energy efficient street lights, as long as their brightness was unaffected.
- Allow taxis to use bus lanes when they have passengers on board

### 5. Data / Information / Statistics

- Eight performance indicators have been adopted to help monitor progress in achieving better road, footway and cycle route condition objectives
  - o L LTP 41 - Principal Road Condition
  - o L LTP 42 - Non Principal Classified Road Condition
  - o L LTP 43 - Unclassified Road Condition
  - o L LTP 44 - Footway Condition
  - o L LTP 45 - Percentage of footpaths that are easy to use
  - o L LTP 46 - Bridge Condition
  - o L LTP 47 - Traffic Signal Condition
  - o L LTP 48 - Street Lighting Condition
- Five indicators have been adopted to facilitate monitoring progress in achieving safer roads objective
  - o L LTP 27 Total number of casualties from road traffic accidents
  - o L LTP 28 – Total number of child casualties from road traffic accidents
  - o L LTP 29 - Road casualties of various classes and severities involved in road traffic accidents

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- o L LTP 36 - Percentage of children receiving Pedestrian Training
- o L LTP 37 - Percentage of children receiving Cycle Training

Additional indicator:

- L LTP19 – Percentage of freight/goods destinations properly direction signed

**6. ACTION PLAN:**

See table below.

**7. EIA Verdict & Recommendations**

By and large the policy and the policy objectives are in line with all the extensive consultation that has been undertaken, including the specific EIA consultation that targeted disadvantaged groups. Some of the suggestions that the EIA Focus Groups have made are suggestions to achieve the policy objectives rather than to contradict the objectives.

SERVICE	PROBLEMS / BARRIERS IDENTIFIED	ACTIONS REQUIRED TO ACHIEVE AIM/OBJECTIVE	PIs	RESPONSIBILITY	RESOURCES NEEDED	COMMENTS/ RISKS
Signs and markings	Lack of appropriate signs and markings Too much signage	Road Markings – They are renewed periodically on a cyclic event. Signs - To collect inventory for signs including illuminated signs Route identification – to remove any unnecessary road signs to reduce street clutter.	L LTP15	LTP Delivery Programme	Integrated Transport and Maintenance budget Budget Capital	Funding reduction, programme delays, political interventions
Road maintenance	Number of potholes Frequency of roadworks and lack of information about them Uneven footpaths needing resurfacing Street cleaning	Road, footway and cycle track condition is a priority. It is essential to maintain assets properly for the longer term serviceability. Life cycle maintenance is vital to get the maximum value from an asset over its whole lifespan. It is also vital to help the accessibility and safer roads objectives not only within the road itself but also on footways and cycle tracks. Regarding the management of road works, we intend to enforce the NRSWA 1991 Act, inspection procedures and Traffic Management duties. Our new Transport Asset Management Plan will help to improve the roads, footways and cycle track networks where maintenance is needed by developing long term planned maintenance programmes.	L LTP41 L LTP42 L LTP43 L LTP44	LTP Delivery Programme	Integrated Transport and Maintenance budget Budget Capital	Funding reduction, programme delays, political interventions
Street Lighting	Turning off of street lights was disliked by people in the inner city residents and car commuters to the city centre groups who said it caused trouble for early starters, particularly those with poor eyesight and those that needed to walk to catch buses in the early mornings.	Leicester City Council will not be turning of any lights during night time. The proposal is only dimming of street lights to save energy and in-turn reduce CO2 emissions.	L LTP48	LTP Delivery Programme	Integrated Transport and Maintenance budget Budget Capital	Funding reduction, programme delays, political interventions
Traffic Lights	Some respondents felt that there were too many traffic lights	Traffic lights are provided to help improve the road users and avoid conflicts between the motor vehicles and other road users such as pedestrians, cyclists etc. They are necessary at busy junctions to improve road safety. Due to the increase in the volume of traffic in urban areas, traffic signals have been maintained to minimize congestion and delays.		LTP Delivery Programme	Integrated Transport and Maintenance budget Budget Capital	Funding reduction, programme delays, political interventions
Cycle Tracks	Wider cycle lanes needed The first metre of carriageway from the kerb needs to be better maintained for use by cyclists	Due to constraints in road width it is not always possible to put in wider cycle lanes. However wider cycle lanes will be provided wherever the road width permits. The cycle lanes as part of the carriageway are periodically inspected and any defects noticed if exceeds the intervention level, are attended immediately by the Rapid Response Team. The Principle and non-principal roads networks are scanner surveyed including the cycle lanes and they help us to prioritise the maintenance works on these roads.		LTP Delivery Programme	Integrated Transport and Maintenance budget Budget Capital	Funding reduction, programme delays, political interventions
Junction Design	Need more crossing points More dropped kerbs	Crossing points – The Sustainable Transport team maintains a request list for road crossings. The request is assessed, prioritized and included in a priority list. The works are carried out subject to availability of funding.  Dropped Crossings – The Sustainable Transport Team maintains a request list for dropped crossings and installed in request order subject to availability of funding.		LTP Delivery Programme	Integrated Transport and Maintenance budget Budget Capital	Funding reduction, programme delays, political interventions

SERVICE	PROBLEMS / BARRIERS IDENTIFIED	ACTIONS REQUIRED TO ACHIEVE AIM/OBJECTIVE	PIs	RESPONSIBILITY	RESOURCES NEEDED	COMMENTS/ RISKS
<b>General comments</b>	<i>Prioritisation of spending</i>	Our new Transport Asset Management Plan will help to improve the roads, footways and cycle track networks where maintenance is needed by developing long term planned maintenance programmes. Prioritization of spending will be based on the analysis of condition surveys for all asset groups such as roads, footways, cycle tracks, bridges, traffic signals and street lighting etc.	L LTP41 L LTP42 L LTP43 L LTP44 L LTP45 L LTP46 L LTP47 L LTP48	LTP Delivery Programme -	Integrated Transport Budget and Capital Maintenance budget	Funding reduction, programme delays, political interventions
	<i>Focus for Improvement</i>	<ul style="list-style-type: none"> <li>▪ Traffic Calming - To review the traffic calming measures already implemented. If found not suitable, to provide alternative effective measures and prepare a programme of works based on the results.</li> <li>▪ Management of road works - To enforce effectively the NRSWA 1991 Act, inspection procedures and Traffic Management duties.</li> <li>▪ Tram – It is proposed to commence the development of business case as part of LTP-3 strategy</li> </ul> <p>Walking/Cycling – as part of LTP-3 strategy more cycling and walking training will be provided to the school children.</p>		LTP Delivery Programme -	Integrated Transport Budget and Capital Maintenance budget	Funding reduction, programme delays, political interventions

**ROAD SAFETY SERVICES**

Highways and Transportation Equality Impact Assessments

## **Equality Impact Assessment**

*On*

## **Road Safety Services**

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Highways and Transportation Equality Impact Assessments

<b>DIVISION</b>	<b>Regeneration, Highways &amp; Transportation</b>
<b>SERVICE GROUP</b>	<b>Highways &amp; Transportation</b>
<b>SERVICE AREA OR POLICY TO BE ASSESSED</b>	<b>Road Safety Services</b>
<b>LEAD OFFICER</b>	Sally Slade
<b>OFFICER COMPLETING THE ASSESSMENT</b>	David Poxon
<b>NAME OF OTHER STAFF INVOLVED IN ASSESSMENT</b>	Andrew Webster
<b>DATE</b>	March 2011

## **1. Scope of the Assessment**

The transport vision for Leicester is enshrined in the Local Transport Plan 2011-2026. Our Transport Vision for Leicester is to develop a transport system that enables everyone to take part in all aspects of everyday life, at a reasonable cost. We see a Leicester in 2026 with congestion under control, improved accessibility for all, particularly for deprived groups, improved air quality and reduced road casualties.

The areas covered by road safety are:-

- Pedestrian training in schools
- Bikeability Cycle training in schools
- Road Safety Education in schools
- Road Safety Publicity
- Safer Routes
- Traffic calming
- Road Safety Audits
- Road traffic accident analysis and investigation

## **2. Aims and Objectives of Service**

A key objective of the Transport Plan is to improve road safety and to reduce the number of road accident casualties, particularly children and young persons by focusing on road safety education and training in schools. This work complements the School Travel Plans and any future Safer Routes Projects.

The services have a direct impact on target audience. These services are:

- Pedestrian Training in schools
- Bikeability Cycle training in schools
- Junior Road Safety Officer Scheme and Road Safety Education in schools
- High Quality programme of road safety publicity through advertising campaigns
- Road Safety Audits of designs of new schemes
- Road traffic accident analysis and investigation
- Pre-driver and Driver Training

## **3. Issues and barriers raised through consultation**

Various different issues and barriers were noted through the consultation events. More details of these can be found in the Action Plan table at the end of this chapter.

The following are other key areas of concern that were noted through the consultation events:

- More teaching of road safety and skills in school
- Speeding traffic
- Speed cameras (some want less, some want more)
- Lack of speed limit signs in the city centre
- Restriction of parking around schools to help reduce hazardous vehicle movements
- General lack of pedestrian crossings and would like to see more installed
- Better lighting wanted
- Need to address irresponsible use of vehicles, particularly cycling and parking issues
- Would like to see safer routes to play areas
- Drivers should slow down

#### **4. Solutions to Issues and Barriers**

##### Improvements noticed

Participants in all of the groups stated that they had noticed traffic calming measures in Leicester although opinion was divided regarding their use and effectiveness, particularly concerning the use of speed bumps which were almost universally unpopular. However some participants were sympathetic to such traffic calming measures,

*"I have noticed they've narrowed Glenfield Road and put bumps in which have slowed the traffic which has been a big improvement"*

Opinion was also divided on the flashing speed indication signs. The majority of participants believed they were ineffective however there were participants who did find them worthwhile:

*"I think the signs do bring your attention to it, if you are travelling by and you don't realise how fast you are doing"*

Think Bike signs

All groups supported the introduction of 20 mph speed limits around schools, but some did not think these limits were properly enforced:

Many participants also noted the teaching of Bikeability in schools and felt this was very beneficial.

Child statues and painted footprints.

Some suggestions from consultations:

Ban cars from the city centre

We are working on:

Much of our recent success in improving road safety can be attributed to the work of the Leicester, Leicestershire and Rutland Road Safety Partnership. Formed in 1998, its purpose is to help reduce casualties in the Leicestershire Police area through joint working between city, county and Rutland councils, representatives from the NHS, the Highways Agency, Leicestershire Fire and Rescue Service and Leicestershire Police. The partnership developed the Leicester, Leicestershire and Rutland 'Road Safety Plan' in 2002, taking into account new national policies and strategies, including casualty reduction targets for 2010.

The aim of the Partnership is:

'To provide a safer environment on the roads of Leicester, Leicestershire and Rutland using education, enforcement and engineering to enable all road users to travel in confidence, free from fear of death or injury'

The Leicester, Leicestershire and Rutland Road Safety Partnership provides a firm foundation to build on. We currently invest surpluses arising from enforcement into road safety education. To continue this investment in the current economic circumstances is a big opportunity and we can do this effectively and efficiently by all the partners working together.

Successes to date in Leicester have been achieved through:

- Road safety education (Education).
- Safer routes schemes (Engineering and Education).
- Traffic calming schemes (Engineering and Enforcement).
- Local Safety schemes (Engineering).
- The Safety Camera Partnership (Enforcement).

We are particularly keen to promote road safety schemes in our forthcoming Road Safety Strategy that reduce all road casualties, as well as the actual or perceived danger to vulnerable road users, particularly where this has the benefit of eliminating negative perceptions of walking and cycling through implementing schemes involving:

- Safety Camera
- Partnership working
- Safer Routes
- Road safety education, training and publicity
- Implementation of Traffic Calming Schemes
- Local Safety schemes

## 5. Data / Information / Statistics

There is a variety of data kept on progress of various initiatives. In addition there are several performance indicators such as L LTP 36 and 37. There is also performance data for L LTP 27, 28 and 29 (that is the family of road casualty figures)

L LTP 36	% of children receiving pedestrian training (School Year 2). There is a projected target of 2,800 for year 2014/15 from a 2010/11 baseline of 2,400
L LTP 37	% of children receiving Bikeability Level 2 Cycle Training (School Year 6). There is a projected target of 1,800 for year 2014/15 from a 2010/11 baseline of 1,400

In order to develop the LTP3, there has been wider consultation undertaken by the way of public meetings and group discussions. In addition, each year there is an LTP day to review our progress. Through these consultations the public have noted that a high priority should be given to safer roads.

## 6. ACTION PLAN

See Table below

## 7. EIA Verdict & Recommendations

By and large the policy and the policy objectives are in line with all the extensive consultation that has been undertaken, including the specific EIA consultation that targeted disadvantaged groups. Some of the suggestions that the EIA Focus Groups have made are suggestions to achieve the policy objectives rather than to contradict the objectives.

**SERVICE AREA: Road Safety – EIA Action Plan**

SERVICE	PROBLEMS / BARRIERS IDENTIFIED	ACTIONS REQUIRED TO ACHIEVE AIM/OBJECTIVE	PIs	RESPONSIBILITY	RESOURCES NEEDED	COMMENTS/ RISKS
Road Safety Education Training and Publicity	<p>More teaching of road safety and training in schools</p> <p>Restriction of parking around schools to help reduce hazardous vehicle movements</p> <p>Drivers should slow down</p> <p>Speeding traffic</p> <p>Need to address irresponsible use of vehicles, particularly cycling and parking issues</p>	<p>We intend to improve road safety education, training and publicity, by targeting resources to where they are most needed. This will address issues such as irresponsible parking near schools and elsewhere (so that they complement work on School Travel Plans), driver education, training and publicity for reducing speed and other problems. We will also be looking at carrying out road safety education and training in schools. This will include Bikeability cycle training at Levels 1 and 2 and our new 2 level child pedestrian course at years 2 and 4.</p> <p>We will also look at expanding our Junior Road Safety Officer Scheme to more schools. This is a scheme where we train children in the schools to talk to their fellow students about road safety and school travel issues through regular newsletters.</p> <p>We will continue to produce a high quality programme of road safety campaigns, of our own and working with the Leicester, Leicestershire and Rutland Road Safety Partnership to tackle various issues around improper use of vehicles.</p> <p>We will continue to focus our work on reducing casualties in vulnerable road user groups, and making them feel safer to improve the uptake of cycling and walking.</p>	<p>LLTP 27 LLTP 28</p> <p>L LTP 29c L LTP 29d L LTP29e</p> <p>LLTP 36 LLTP 37</p>	LTP Delivery Programme -	Integrated Transport Budget, Department for Transport grants, Highways and transport revenue budgets, Leicester, Leicestershire & Rutland Road Safety Partnerships.	Funding reduction, programme delays, political interventions

SERVICE	PROBLEMS / BARRIERS IDENTIFIED	ACTIONS REQUIRED TO ACHIEVE AIM/OBJECTIVE	PIs	RESPONSIBILITY	RESOURCES NEEDED	COMMENTS/ RISKS
Road Safety Engineering	<p>Drivers should slow down</p> <p>Speeding traffic</p> <p>Would like to see safer routes to play areas</p> <p>Speed cameras (some want less, some want more)</p> <p>Better lighting wanted</p> <p>General lack of pedestrian crossings and would like to see more installed</p>	<p>We intend to continue to reduce the number of people killed or hurt on our roads, particularly looking after children, cyclists and pedestrians, by working with partners to implement road safety initiatives and by implementing schemes, and assessing the safety of schemes implemented by others.</p> <p>We are particularly keen to promote road safety schemes that reduce the actual or perceived danger to vulnerable road users, particularly where this has the benefit of eliminating negative perceptions of walking and cycling.</p> <p>Recent successes in reducing casualties have shown that working in partnership both within council departments and with the Leicester, Leicestershire and Rutland Road Safety Partnership ensures effective and efficient working on issues such as dealing with speeding traffic by enforcement, education and publicity</p> <p>Whilst traffic calming and enforcement are the most effective ways of reducing speeds, with reduced funding we are continuing to look at the effectiveness of speed reduction by use of Vehicle Activated Signs and Speed Indicator Devices in the city.</p> <p>We will continue to carry out Safety Audits on new road schemes to ensure that the safety of all road users is adequately considered.</p> <p>We will continue to monitor road accident data and produced suitable remedial schemes, where large numbers of injury accidents are identified at cluster sites, or on routes.</p> <p>Requests for pedestrian crossings will be considered on a priority list based on certain parameters and where funding is available.</p> <p>Requests for traffic calming will be considered on a priority list based on certain parameters and where funding is available.</p>	<p>LLTP 27 LLTP 28</p> <p>L LTP 29c L LTP 29d L LTP29e</p>	LTP Delivery Programme -	Integrated Transport Budget, Department for Transport grants & Highways and transport revenue budgets.	Funding reduction, programme delays, political interventions

**PUBLIC CAR PARKS SERVICE**

Highways and Transportation Equality Impact Assessments

## **EQUALITY IMPACT ASSESSMENT**

*on*

## **PUBLIC CAR PARKS**

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Highways and Transportation Equality Impact Assessments

<b>DIVISION</b>	<b>Regeneration, Highways &amp; Transportation</b>
<b>SERVICE GROUP</b>	<b>Highways &amp; Transportation</b>
<b>SERVICE AREA OR POLICY TO BE ASSESSED</b>	<b>Public Car Parks</b>
<b>LEAD OFFICER</b>	Sally Slade
<b>OFFICER COMPLETING THE ASSESSMENT</b>	Nigel Clarke
<b>NAME OF OTHER STAFF INVOLVED IN ASSESSMENT</b>	Andrew Webster
<b>DATE</b>	March 2011

## 1. Scope of the Assessment

### Key Services within the scope of this EIA are as follows:

- 1 pay on foot multi-storey car park
- 1 pay & display multi-storey car park
- 6 surface pay & display car parks

Provision of the above mentioned car parks which comprise the whole car park service are located in or close to the city centre and other facilities are important to facilitate access to other services, particularly for the disabled, elderly and unaccompanied females.

Not only is access from the highway network into the car parks by car important but also accessibility to facilities once the user has left the car park by foot. Therefore, the suitability of the footways i.e. width, continuity, provision of dropped kerbs and safe crossing facilities is of importance.

## 2. Aims and Objectives of Service

To encourage use of the car parks by all groups and sections of the community and in turn to ensure a greater number of visitors accessing and using services within the city centre.

The service provision is intended to meet the needs of all groups wishing to visit and access the city centre for access to shopping, employment, learning etc. The service to be improved and amended as necessary to meet users different requirements to provide accessible and affordable parking which is safe & secure.

All of the car parks, apart from Newarke St Car Park, are available to users 24 hours a day. All car parks are available seven days a week apart from Christmas day, Boxing Day and Easter Monday when Newarke Street Car Park is closed. The two multi-storey car parks are both located adjacent to theatres, four surface car parks are located adjacent to parks and two next to a Concert Hall. The other two are centrally located to specifically assist shoppers.

A partnership approach is adopted with respect to the city council's relationship with the car park management contractor Vinci Park Ltd as a stakeholder. Other partners include the Cleansing DSO responsible for cleaning the car parks and ATC who link the city council car parks with the other main city centre car parks as part of an integrated signing system.

The aim of providing access to the car parking service by all (including for example the physically infirm, the elderly and ethnic minority users) is consistent with the corporate equality plan since it aims to include for equality in accessing facilities. The aim is also to encourage greater social inclusion and to serve all communities who use the service. This is consistent with one of the Key Priorities in the Corporate Plan `to help people with disabilities and the growing number of older people to experience more independence.

### 3. Issues and barriers noted through consultation

Various different issues and barriers relating to all aspects of Public Car Park Services were noted through the consultation events. More details of these can be found in the Action Plan table at the end of this chapter.

Participants in the LTP discussion group meetings were largely unconcerned about parking matters and reported there to be a good supply of parking spaces in the city centre, although a handful of participants from the older / disabled persons and BME residents groups did describe parking in the city centre to be “a nightmare”.

- The main complaint regarding car parks was the expense of using them, with a general perception that prices had unduly risen recently:
- The number of car parks and their varied charging tariffs were also felt to be confusing for some participants who wanted to see a standardisation of parking rates
- Most participants wanted the supply of spaces to remain the same as there was a general feeling that there is “surplus parking already”:
- A number of participants wished to see the number of spaces reduced in the city centre to make the city centre more pedestrian and cycle friendly as well as to encourage the use of more sustainable modes of transport. One retail owner/manager stated that they would like to see an integrated policy whereby parking charges subsidise the provision of a better bus service.
- However this view was not supported by other retail owners/managers who asserted that they would only support a reduction of parking spaces if the public transport alternatives were already in place, in order to maintain access for their customers.
- The only area where more parking was considered necessary was in the south of the city and at the two hospitals which participants from county residents and residents of higher cost housing groups felt should be served by multi-story car parks.
- Generally surveys show sufficient car parking and satisfaction by local businesses with car parking, but we should still consider if the parking is in the right location
- Disabled parking felt to be very limited in Leicester
- The variable message signs instructing motorists of the number of spaces available in city centre car parks were reported to be useful by participants in most groups. However the presentation of the information in terms of car parking zones was stated as ‘confusing’ by some participants: *“With the parking signs when it says North or South I don’t know which area is which and I get confused, it would be better if they gave the name of the parking space.”*

#### Highways and Transportation Equality Impact Assessments

- The new residential permit parking scheme received a mixed reception. Older people disabled people and business owners/managers welcomed the new permits because they helped residents park and were perceived to help reduce the number of people parking in the city centre, thereby encouraging the use of more sustainable modes of transport including Park and Ride.
- However, young adults - in particular students - and residents of higher cost housing were critical of resident permits because they were not transferable between cars, perceived to be expensive, did not guarantee you a space and lacked appropriate parking enforcement. Young adults also reported that the provision of one per household was insufficient for students living in shared housing.
- Lastly the safety of using multi-story car parks was criticised with participants in the parents and car commuters to other areas groups voicing concerns for their personal safety when using them at night.

#### **4. Solutions to issues and barriers**

During LTP2 action was taken to provide:

- Additional reserved parking for disabled users, including improved signing and lining
- CCTV introduced in the three surface car parks to improve security
- Improvements to lighting

A Best Practice Equalities Guide to assist car park users was produced. This includes guidance laid down in the document "Design of Buildings & Their Approaches" to meet the needs of disabled people, Traffic Advisory leaflet 5/95 parking for disabled people, LCC document 'Paving the Way' which specifies design criteria for disabled parking spaces. In addition to this the Best Practice Guide for Women covers security & operational issues.

Some suggestions resulting from consultation:

- Have parking cameras outside schools to monitor school entrances / crossing areas to enforce yellow lines etc.
- Have more disabled car parking spaces and better enforcement of them
- Parking on pavements should be banned

#### **5. Data / Information / Statistics**

There are no indicators relating specifically to parking services in the current LTP.

Surveys have been carried out to determine user satisfaction levels with the service including members of different groups and to determine where improvements can be carried out. Most recently a car park user satisfaction survey was carried out in May 2009. Some of the results are detailed below.

Maintenance (general maintenance, cleanliness, equipment reliability, ease of payment)

Satisfaction with cleanliness and maintenance of the car parks physical aspects has improved since the last survey with over  $\frac{3}{4}$  of respondents being satisfied. This was particularly evident at the Haymarket Centre car park. However, although over 70% of respondents are satisfied with payment facilities including reliability of the equipment this had decreased from the last survey

Security (lighting, CCTV, security patrols, car park staff, feeling safe, overall security)

There were high levels of satisfaction overall with the level of lighting, feeling safe inside the car park and the overall level of security, which have all increased since the last survey. Satisfaction with the level of lighting remained unchanged at Newarke Street but increased at both the Haymarket and surface car parks.

The overall level of satisfaction with the provision of CCTV has also increased at the surface car parks.

Although satisfaction with the number and frequency of patrols in the car park and staff on duty have decreased since 2003 the levels are not significant. These were particularly noted at the surface car parks but are attributable to the pay & display method of car park operation. There was however a slight increase in satisfaction levels at the Haymarket

Overall satisfaction with the overall level of security increased at each car park from the last survey in 2003 to the present day as did the feelings of safety. This related to both personal safety in the daytime, during the hours of darkness as well as that of vehicle safety.

Parking Attendants & Help Points

Respondents were asked for their opinions on the helpfulness, friendliness and appearance of the car park attendants. With the exception of friendliness and appearance of the parking attendants at the surface car parks satisfaction with all attributes of the attendants at each of the car parks improved between 2003 and this year. However, only a small number of respondents on the surface car parks had experienced contact with an attendant. Satisfaction was greatest at the Newarke Street car park – approximately 90%.

Accessibility

Approximately 10% of respondents interviewed had a long standing illness or disability. This is a similar proportion to previous surveys. The main improvements considered to assist people with disabilities use the car parks were more disabled spaces, prevention of non-badge holders using the spaces and improved lifts and escalators

Highways and Transportation Equality Impact Assessments

We also take a partnership approach with the Car Park Management Company who manages the car parks on a day to day basis, which includes seeking their views on undertaking improvements for users.

## **6. Action Plan**

The following page gives details of the issues/concerns raised by the focus groups and actions we are taking/ need to take over the next LTP period 2011-2026.

## **7. EIA Verdict & Recommendations**

By and large the policy and the policy objectives are in line with all the extensive consultation that has been undertaken, including the specific EIA consultation that targeted disadvantaged groups. Some of the suggestions that the EIA Focus Groups have made are suggestions to achieve the policy objectives rather than to contradict the objectives.

ACTION PLANNING								
EQUALITY ISSUE	ACTION	OUTPUTS	OUTCOMES	PROGRESS & PERFORMANCE MEASURES	TIMESCALES	RESPONSIBILITY	RESOURCES NEEDED	ANY RISKS
DISABILITY Carry out improvements to lifts to cater for ease of use	Determine work required, costs and feasibility	Lifts compliant for disabled use	Easier use of the parking facilities will assist wheelchair users & buggies	Completion of the works and future survey results	2007/09	N. Clarke J. Jadeja V. Hurley	Newarke Street Lifts lighting Improved.	COMPLETE
RACE Lack of information in languages other than English	Assess and consider the feasibility, practicality & cost of appropriate information being available	Information signs other than English	Better understanding of the use of the car park by users whose first language is not English	As Above	2007/09	N. Clarke J. Jadeja D. Clayton	Information available in different languages in Newarke Street Car Park	COMPLETE
GENDER Further lighting improvements	Determine work required and costs	Improved lighting	Greater security & perception of safety during hours of darkness	As Above	2007/09	N. Clarke J. Jadeja D. Tomlinson	Lighting improvement work carried out at Newarke Street Car Park	COMPLETE
AGE Help points to provide assistance & information when attendants not available	Determine work required, costs and feasibility	More help in the use of the facility	Greater access to assistance & information	As Above	2007/09	N. Clarke J. Jadeja D. Clayton	Parking attendants working until 10:30pm. Tel no.s available at the machines	Contact details at the machines to communicate with parking contractor CLOSED
RELIGION None								
SEXUAL ORIENTATION None								
SOCIAL EXCLUSION None								

**Public Rights of Way Improvement Plan 2011-2021**

Highways and Transportation Equality Impact Assessments

## **Equality Impact Assessment**

*on*

## **Public Rights of Way Improvement Plan**

## **CONTENTS**

- 1. Scope of the Assessment**
- 2. Aims and Objectives of Service**
- 3. Issues noted through consultation**
- 4. Solutions to issues and barriers**
- 5. Data / Information / Statistics**
- 6. Action Plan**
- 7. EIA Verdict and Recommendations**

Highways and Transportation Equality Impact Assessments

<b>DIVISION</b>	<b>Regeneration, Highways &amp; Transportation Division</b>
<b>SERVICE GROUP</b>	<b>Highways &amp; Transportation</b>
<b>SERVICE AREA OR POLICY TO BE ASSESSED</b>	<b>Leicester City's Rights of Way Improvement Plan 2011-2021</b>
<b>LEAD OFFICER</b>	Sally Slade
<b>OFFICER COMPLETING THE ASSESSMENT</b>	Paul Standley
<b>NAME OF OTHER STAFF INVOLVED IN ASSESSMENT</b>	Andrew Webster
<b>DATE</b>	Revised 23 <sup>rd</sup> March 2011

## 1. Introduction

### What is a Rights of Way Improvement Plan?

The council, as with every other highway authority specified within the legislation, has a requirement, under section 60 of the Countryside and Rights of Way Act 2000, to publish a Rights of Way Improvement Plan (RoWIP). The council shall then, not more than ten years after first publishing it, review the plan and decide whether to amend it.

It should include a statement of the action the authority intends to take for the management of local rights of way and for securing an improved network.

The RoWIP is an integral part of Leicester's Local Transport Plan 2011 to 2026 "Planning for people not cars" (LTP3), which setting out our intentions for how the network of rights of way will contribute to our wider transport strategies, of improving accessibility and providing leisure opportunities.

Leicester's first RoWIP was published in October 2007 and was intended to cover a ten year period up to 2017. The first RoWIP was integrated within the Central Leicestershire Local Transport Plan 2006 to 2011 (LTP2). The third edition of the local transport plan (LTP3) was published in March 2011 and includes revised objectives to those contained within LTP2. The Leicester Partnership's Sustainable Community Strategy, 'One Leicester', adopted in 2008, sets out a 25 year vision for the city. To ensure that the objectives of the RoWIP, the Local Transport Plan and the One Leicester priorities are reflected within each other, a new revised RoWIP was published in 2011.

The RoWIP policy statement states:

*'Leicester City Council aims to manage, improve and promote its local rights of way network, within and around the city, to facilitate non-motorised access to services and to provide leisure and recreational opportunities to all residents of and visitors to the city.'*

### Other Useful Definitions

Local Access Forum: the council has set up a Local Access Forum (LAF) as required under the Countryside and Rights of Way Act 2000. The LAF is an independent advisory body that advises the council on the improvement of access to local amenities and land within the city for the purpose of open-air recreation and enjoyment, in ways which address social, economic, environmental interests and personal health and security issues. The LAF is made up of members of the public as well as elected city councilors. The members represent various classes of users and other interests including general transportation, mobility issues and industrial heritage.

### Public Rights of Way

- Public rights of way are highways. Legally, they are only different from the roads you drive along by the types of traffic entitled to use them. There are two types of public path within the city and they are shown below. Public path is a collective term for public rights of way. Public rights of way have to be legally recorded on a Definitive Map.

Highways and Transportation Equality Impact Assessments

- Footpaths are for use by people on foot.
- Bridleways are open to walkers, equestrians and cyclists.

## **2. Purpose of the Equality Impact Assessment**

The purpose of the Equality Impact Assessment (EIA) is to assess how well the RoWIP as a service, meets the needs of disadvantage groups.

Whilst the service is universal, it is of particular importance for people with mobility difficulties, the visually impaired, children and people on low income.

Key strategic documents that make specific references to the service are as follows:

- Leicester's Local Transport Plan 2011 to 2026
- Leicester City Council Transport Asset Management Plan 2011-2015

## **3. Aims and objectives of the service**

To fulfill the requirements of the legislation the RoWIP has to include an assessment of:

- i The extent to which the rights of way network meets the present and likely future needs of the public.
- ii The opportunities provided by local rights of way for exercise and other forms of open-air recreation and the enjoyment of the area.
- iii The accessibility of local rights of way to blind and partially sighted people and those with mobility difficulties.

In general the main aim of the RoWIP is to improve the accessibility of rights of way to users, with particular reference to blind and partially sighted people and those with mobility difficulties.

The RoWIP aims to achieve this by:

- Providing better signing to from and within the network.
- Promote the right of way network through maps & information.
- Improve suitability of footway surfaces.
- Removal of barriers on the network.
- Provision of lighting where appropriate.
- Improved maintenance.
- Fulfillment of statutory duties in relation to rights of way.

The RoWIP affects a number of other services areas including:

- Safer routes.
- Accessibility planning.
- Health promotion.
- Riverside management.

The RoWIP is in line with the Leicester Partnership's Sustainable Community Strategy, 'One Leicester'. In particular it complies with the One Leicester priorities of:

#### Highways and Transportation Equality Impact Assessments

- Planning for people not cars.
- Reducing our carbon footprint.
- Creating thriving, safe communities.
- Improving wellbeing and health.

#### 4. Issues and barriers noted through consultation

The following barriers have been identified as potential issues on the network which may prevent use of this service:

- Physical accessibility of the network (surfacing, signing, stiles etc)
- Fear of crime & safety issues
- Promotion of rights of way
- Lack of map information
  
- **Disabled people:** could have problems manoeuvring around physical features on the network
  
- **Race:** Department of Transport guidance -Public Transport Needs of Minority, Ethnic and Faith Communities - states that there is inadequate understanding by service providers of the transport needs of minority ethnic and faith communities. A consequence of this is that initiatives to promote services are frequently ineffective in reaching some communities and do not produce the expected results. It also shows that usage of recreational footpaths is lower among ethnic minority groups. There could be issues around availability of information in alternative languages / perceived safety issues
  
- **Gender:** Women could have issues of personal safety on the network
  
- **Age:** Older people could have issues of mobility and personal safety on the network
  
- **Social exclusion:**
  - Economically inactive (lone parents, those with limiting long-term illness, ex offenders, drug/alcohol abusers) should be made more aware of the network
  - People on low incomes/low incomes with children should be encouraged to use the network
  - Certain types of leaflets/maps may be awkward to handle by the elderly if they have problems with dexterity
  - People with learning difficulties may be able to cope with the accessing the network, but find the paper based information confusing
  - Conflicts between different user groups i.e. walkers/cyclists, equestrians recreational walkers and other walkers, runners/joggers.
  
- **General issues:**
  - Promoting the network: Recreational walking for health

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- Circuitous nature of some routes from residential areas to established footpaths
- Issues of anti social behaviour on certain links (usually in residential areas)

## **5. Solutions to issues and barriers**

We have assessed how we can improve and develop the rights of way network by:

- Reviewing how the network can help deliver our Local Transport Plan objectives, considering the requests and comments we receive regarding particular rights of way.
- Studying the definitive map of rights of way and reviewing our accessibility planning work to identify new links and the need to upgrade existing links.
- Considering the present and likely needs of the public through the feedback from our various consultation activities and from the LAF.
- Identifying physical barriers within the network which can be removed or modified to improve access

## **6. Data / Information / Statistics**

L LTP45 (formerly BVPI 178) assesses the total length of rights of way that are easy to use. The percentage has increased year on year to 95% in 2010/11, with a target of 97.5% for 2014/15.

'Easy to use' has been defined as being "signposted or waymarked, free from unlawful obstruction, overhanging vegetation and having surfaces and lawful barriers in good repair".

In addition to the above indicator we are continuing to work with the LAF who will help us monitor progress.

We regularly carry out public consultation exercises –ward meetings and group discussions. We use these exercises to find out how residents feel about the work we are doing and the direction they think we should be heading in.

The first RoWIP 2007 to 2017 was the subject of two major consultations. The public were consulted by means of a leaflet distributed to every household in the city, summarising the main RoWIP objectives and the measures we proposed for achieving those objectives. A questionnaire inviting comments on our proposals was included within the leaflet and the responses (of which we received 537) were used to inform our choice of priorities for the RoWIP. On comparing the user survey sample with the census, our survey sample had a large over representation of both white and more elderly respondents compared to the population as a whole. However, this is similar to RoWIP survey samples experienced elsewhere within the region.

The results gained from this consultation were also used to develop the priorities contained within the second RoWIP.

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Public consultation on the second RoWIP was incorporated within the consultation on LTP3. This was held between October 2010 and January 2011 in the form of an on-line questionnaire and a leaflet outlining the main goals and measures.

In addition to the public consultation the development of the RoWIP was also discussed with the Local Access Forum.

## **7. EIA Verdict & Recommendations**

By and large the policy and the policy objectives are in line with all the extensive consultation that has been undertaken, including the specific EIA consultation that targeted disadvantaged groups. Some of the suggestions that the EIA Focus Groups have made are suggestions to achieve the policy objectives rather than to contradict the objectives.