

## Appendix A – Stakeholder feedback summary

Issue Raised	Response
<b>Car Parking</b>	
No progress on car parking strategy which was required before the strategy work	The need for an over-arching car parking strategy which encourages the use of public transport, cycle and walking trips is identified as a challenge and a short term measure STM17 is proposed to Develop a Car Parking Strategy for King’s Lynn including an assessment of opportunities for Park and Ride
Car parking too cheap	It is recognised that bus fare levels in King’s Lynn are not competitive with town centre car parking charges so this will be a material consideration in the car parking strategy work
Friars residents parking	A residents parking scheme for The Friars area was considered but scored low in the appraisal process due to its limited transport impact. However, residents parking schemes could be investigated as part of the parking strategy work
Alternative approach is to take cars out of town using external car parks and rapid bus delivery into town, which could be called a strategy to optimise people movement	“Providing an over-arching car parking strategy which encourages use of public transport particularly for short journeys, outside the scope of cycle and walking trips, to support the bus network and leverage additional investment” has been identified as a challenge and will be considered during the forthcoming short term measure STM17, to Develop a Car Parking Strategy for King’s Lynn including an assessment of opportunities for Park and Ride
Need more work on Park and Ride	The need for an over-arching car parking strategy which encourages the use of public transport, cycle and walking trips is identified as a challenge and a short term measure STM17 is proposed to Develop a Car Parking Strategy for King’s Lynn including an assessment of opportunities for Park and Ride
Need higher charges for car parks	This will be a material consideration in the car parking strategy work
Need to pursue an alternative strategy approach which includes demand management	This can be considered as part of the development of a parking strategy
<b>Public Transport</b>	
Options favour car use over public transport and will increase traffic  not ambitious enough and fails to achieve the laudable objectives	The strategy sets out a package of short, medium and long-term options to address the transport issues in King’s Lynn and support sustainable economic growth. It includes a variety of options across all modes of transport

Adding ferry schemes is good but political	Although the improvements associated with the ferry scored low in the formal appraisal process they have widespread local support so were included
2017 Bus Services Act	<p>This sets out how local authorities can work side by side with operators to deliver a shared vision for bus services in their area with the operators providing the services and the local authority a free flowing road network often with priority measures for the buses to run on.</p> <p>2017 Bus Services Act – section 3.7  <i>The local authority's "side of the bargain" can involve providing bus-related facilities (such as bus stops, shelters, bus stations or even depots) and/or committing to take measures that directly or indirectly encourage bus patronage. Such measures could include - but are not limited to:</i></p> <ul style="list-style-type: none"> <li>• <i>parking policies that encourage the use of public transport;</i></li> <li>• <i>traffic management policies that prioritise buses; and</i></li> <li>• <i>advertising and marketing campaigns to promote the use of local bus services</i></li> </ul>
<p>Against opening Hardings Way keep it bus only</p> <p>Hardings Way is part of a Doorstep Green so opposed to other traffic using it and what would happen at ends?</p>	All options for Hardings Way will require further investigation and development. This will include what changes would need to be made to the existing road network at the ends of the route and potentially beyond. It will be during that process, beyond the completion of the transport strategy work, that a conclusion will be arrived at as to what is the best option
Parkway station on NORA	A parkway station has previously been considered in conjunction with housing and employment growth south of the A47 between the A10 and the river. This area no longer features in the current KLWN Local Plan and for this reason one was considered but was not recommended to be taken forward. The idea of a parkway station on NORA could be considered.
Active travel at the expense of public transport which is needed for less able	The strategy proposes both active travel and public transport but is limited to capital schemes due to the limited availability of revenue funding

<p>Need partnerships with bus companies</p> <p>Promote bus for those who can't travel actively</p>	<p>The strategy notes ongoing work to secure improved bus services ref 1.8 and working with operators to improve the fleet to encourage patronage ref 1.16. The key partnership with bus companies is providing an efficient highway network for the operators to run their services on and many measures in the strategy are targeted towards this.</p>
<p>Need higher frequency on 505 and earlier and later services</p>	<p>These are desirable outcomes but are not something the local authorities are empowered to deliver.</p>
<p>Need to focus more on public transport and solving the poor air quality problem</p>	<p>Alterations to the central one-way system are proposed in strategy measure MTP2 to smooth the traffic flow and reduce harmful emissions. Bus lanes and access to the bus station are proposed in strategy measure SPT1.</p>
<p>Supports bus priority measures and those to improve general traffic flow</p>	<p>There is limited scope for bus priority provision in King's Lynn due to road widths. In view of this measures to reduce congestion feature and these will benefit bus services. Notwithstanding measure MHN6 to improve traffic flows at Southgates roundabout will seek to incorporate bus priority measures.</p>
<p>Signal improvements at either end would enable buses to use Hardings Way more, in the off peak London Road is quicker</p>	<p>All options for Hardings Way will require further investigation and development. It is acknowledged that changes to traffic signal junctions at Millfleet, Wisbech Road and Southgates roundabout could make it more attractive to buses to use Hardings Way but it is also understood that in off peak periods, London Road may be a better routeing for bus services.</p>
<p>New housing will cause more traffic so need public transport alternatives</p>	<p>Developers of the proposed new housing growth will be required to assess and mitigate their transport impacts to the satisfaction of the local authorities. This is likely to include agreement on levels of public transport services. As set out in the 2017 Bus Services Act, <i>The local authority's "side of the bargain" can involve providing bus-related facilities (such as bus stops, shelters, bus stations..... traffic management policies that prioritise buses.....</i></p>
<p><b>Cycling</b></p>	
<p>Need a cycle Route on the Edward Benefer Way from Estuary Road junction to the St Nicholas Retail Park</p>	<p>Strategy measure SAM5 refers to cycle lane continuity throughout the town and areas like this could be addressed under that measure</p>

not adventurous enough – need more on public transport and cycling	The strategy sets out a package of short, medium and long-term options to address the transport issues in King’s Lynn and support sustainable economic growth. It includes a variety of options across all modes of transport
Southgate roundabout – lights cause congestion, bad for cyclists	Measure MHN6 is proposed to improve traffic flows at Southgates roundabout will seek to incorporate measures for non-motorised users.
Add references to the Norfolk Greenway work	This work looks at links for non motorised users between King’s Lynn and Hunstanton and will include links to the West Winch/North Runcton growth area using this former rail corridor and a culvert under the A47.
<b>Pedestrians</b>	
Crossing point needed near Vancouver Avenue/Goodwins Road	This was not suggested by stakeholders during the engagement process but can be considered further
Need more pedestrian priority  Traffic volumes could cause severance in the town	There are various pedestrian priority schemes in the strategy spread across the town with a strong focus on crossing roads at key junctions.
Better pedestrian crossings on London Road	This issue has been identified and is being addressed by strategy measure SAM8 and a scheme could be implemented in conjunction with other schemes in the area.
More traffic free areas in the town centre	Pedestrianisation was not identified as a key driver of the study. However, measures arising from the Heritage Action Zone (HAZ) regeneration work could reduce traffic levels in certain areas making further pedestrianisation of parts of the town centre possible
<b>Air Quality</b>	
To improve air quality we need to reduce the dependency on car use. Greener vehicles and smoothing traffic flow is helpful but not as good	This is recognised and why the strategy includes Public Transport (PT) and Active Modes (AM) schemes as well as measures to smooth traffic flow and reduce congestion
Need balanced strategy favouring active modes  More focus on active modes would help AQ	The strategy sets out a package of short, medium and long-term options to address the transport issues in King’s Lynn and support sustainable economic growth. It includes a variety of options across all modes of transport
Not enough on AQ	The key air quality areas are Railway Road and around the Gaywood Clock. The following measures have been identified.

	<ul style="list-style-type: none"> <li>• STS11 looking at the traffic signals at the Gaywood clock</li> <li>• MAM4 new traffic link across the Sandline to distribute traffic away from the Gaywood Clock</li> <li>• MPT2 Town centre one-way system redesign</li> <li>• SPT1 Bus lane on Railway Road and bus station access via Albion Street</li> </ul>
<b>Congestion</b>	
Congestion problems at Southgates Gates roundabout and need pedestrian crossings but any improvement needs to be sensitive to the Historic Southgate	These problems are understood and feasibility work is in hand to devise improvements to the junction and to divert the road from the Southgate to enable a HAZ project to regenerate the area
Extra road space for forecasts unlikely therefore congestion and air quality will get worse	Highway schemes are being investigated that make the best use of the existing road space. Alterations to the central one-way system are proposed to smooth the traffic flow and reduce harmful emissions Alterations to the central one-way system are proposed to smooth the traffic flow and reduce harmful emissions (MTP2)
Agrees that A149 needs dualling	Improvements to A149 form part of the strategy
Congestion outside QEH site	This is an acknowledged issue and measures have been implemented in recent years to improve the road outside the hospital entrance and at the A149 roundabout. A new hospital access onto the A149 has been proposed previously and this is still a possibility if a funding mechanism could be found.
Valingers Road - unconvinced by the 'trial'	Work has recently been completed on reviewing the trial and an announcement will be made shortly
Freezing of fuel duty has nationally added 4% to car use between 2011 and 2016 and converted 200m bus journeys per annum to car. This has increased congestion and caused bus services to be reduced and left non-car owners isolated	This is outside of the control of the Borough and County Council and indicates the background to the problems the strategy has to overcome
<b>Planning</b>	
The land use planning has generated disproportionate traffic growth and West Winch will increase congestion	The land use planning is set out in the Local Plan which identifies key constraints, which include flooding issues, and indicates why West Winch was the favoured location for large scale growth

Need to keep future housing growth in the town	The land use planning is set out in the Local Plan and recognises the key constraints for where new housing is located and on balance allocates the best locations. Due to the high numbers of houses required, of necessity many will be located outside the town
No jobs so greater outward commuting with impacts on the road network	The transport modelling has taken account of the growth set out in the Local Plan which includes locations of employment opportunities. Therefore, the impact of additional trips on the road network has been considered in understanding future conditions.
<b>General comments</b>	
Need a mode hierarchy	A mode hierarchy concept has not been adopted in determining the strategy but all modes are considered and the relative priority assigned to each will be location dependent
Focussed more on capital rather than revenue schemes	This is because the councils have limited revenue streams for transport funding and most of the funding opportunities that arise are usually grant funding for capital schemes
Shouldn't include maintenance schemes in strategy	These schemes have been presented in section 4 to indicate works that are already in train or programmed
Staggering school times is dismissed	We have examined schools start and finish times and between the different establishments they range between 8:00 and 8:55 for start times and 14:55 to 15:15 for finish times so there is already some stagger. As this would require wider policy decision-making it is not considered a transport initiative
Weightings in appraisal don't reflect stakeholder concerns and are political	The weightings are designed to reflect the relative importance of the transport issue as perceived by the public and politicians
Incomplete data and flawed conclusions – more of the same	Comprehensive data collection has been carried out for the study and this is set out in section 3
Members need to consider the social investment of moving people and support revenue as well as capital investments in roads.	This is understood but because the councils have limited revenue streams for transport funding, capital schemes feature prominently as the funding opportunities that arise tend to be capital grant funding
Need to model people not vehicle movements	The traffic modelling carried has been focussed on assessing the impact of key schemes that could have a beneficial impact on the town

Government forecasts are always too high	It is necessary to use government forecasts in economic appraisal of schemes otherwise they are unlikely to receive funding
Strategy is unstructured and has no focus	The strategy is based on a comprehensive data gathering exercise and the views of stakeholders. The focus has been to provide a balance across all modes and to improve travel mode choice
No representation for pro car lobby at stakeholder event	All relevant stakeholders were invited. Measures that could reduce congestion have been identified and further feasibility work is ongoing to develop solutions.
Need disability impact assessments on schemes	These impacts are best assessed during the detailed development stage of individual transport schemes that form the strategy
Need higher charges for car parks	This will be a material consideration in the car parking strategy work
No reference to reducing carbon emissions and changing business as usual	Norfolk County Council has just adopted a new Environmental policy, including carbon reduction aspirations, and is revising the Norfolk Local Transport Plan. These two documents will be followed in the development of the transport measures in the implementation plan.
Prioritise electric vehicles	Measures to prioritise electric vehicles are set out in Reference 8.3 way of infrastructure provision and engagement with employers