

## **Wolverhampton Loop Public Consultation**

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## APPENDICES

## **1. Introduction**

- 1.1 Midland Metro is an electrically powered light rail system operating in West Midlands. Midland Metro Line 1 opened to the public in 1999 and runs between Wolverhampton and Birmingham serving Bilston, Wednesbury and West Bromwich. It has 23 stops and operates a fast and frequent service with a tram every 6-8 minutes during the daytime peak and every 10 minutes at all other times.
- 1.2 Consultation with stakeholders and the public was originally undertaken in 2003 as part of consultation for the proposed '5Ws' route, which identified a preferred route through Wolverhampton City Centre.
- 1.3 Prior to the submission of the business case later this year, consultation has been undertaken in Wolverhampton to gauge peoples' views on the proposed extension.
- 1.4 The proposed Wolverhampton City Centre Loop will provide a one way route through the city centre with stops located at Princess Street, the railway station and bus station so completing the whole loop in just a few minutes. The proposed extension will complement the multi-million pound Wolverhampton Interchange and will provide better access between train, bus and tram, and will help to support the regeneration of Wolverhampton City Centre.
- 1.5 A full list of potential improvements can be found in **Appendix 1** (a copy of the Consultation Leaflet).

## **2. Survey Methodology**

- 2.1. Consultation leaflets, see **Appendix 1**, were sent out to all Wolverhampton Councillors, MPs, ITA councillors, local businesses with shop frontages covered by the proposed route and other stakeholders such as the Road Freight Association and Wolverhampton Taxi Association.
- 2.2. Posters advertising the exhibitions and website were displayed at key Adshel sites in Wolverhampton, the Wolverhampton Bus Station, Metro stops and at libraries and community centres.
- 2.3. Adverts were placed in the Wolverhampton Chronicle and Express and Star giving details of the exhibitions and the website and a further press release was sent out to local media which was picked up by the Express and Star, the Chronicle and Birmingham Mail and resulted in several radio interviews being given by Centro.

- 2.4. Eight exhibitions were held between the 8<sup>th</sup> and 18<sup>th</sup> of July 2009, see **Section 5. Wolverhampton Loop Consultation Exhibitions Feedback.**

### **3. Response Rates**

- 3.1. 74 postal questionnaires were returned and 57 web surveys were completed, generating a total of 131 responses. Based on a distribution of 1,800 questionnaires, the response rate was 7%.

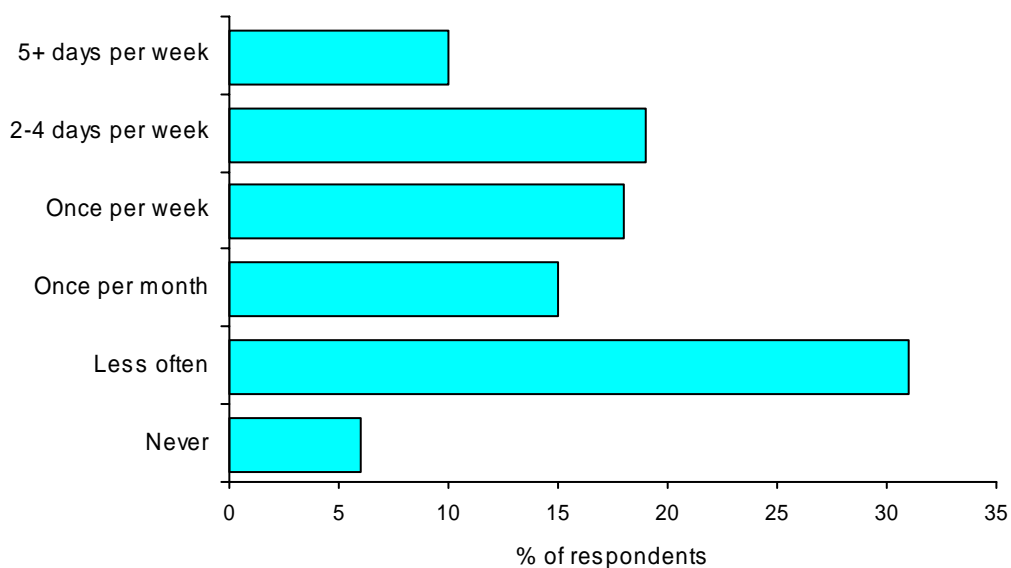
## 4. Results

### 4.1. Frequency of use of Midland Metro

4.1.1. Respondents were asked how often they used Midland Metro (see **Figure 1** and **Appendix 2**). Just under half (47%) of respondents travelled once a week or more frequently (10%, 5 days+ a week; 19%, 2-4 days/week; 18%, once a week) with 6% who never used Midland Metro. Overall, over a third used Midland Metro *less often than once a month* (31%).

**Figure 1**

**How often do you use Midland Metro?**

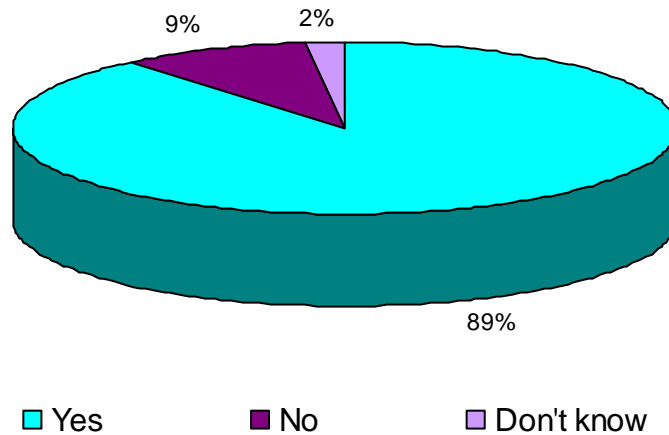


### 4.2. Support for proposed extension of Wolverhampton Loop

4.2.1. The vast majority of all respondents (89% overall) replied that they were *in favour* of the proposed Wolverhampton Loop extension, with 9% *not in favour*. 2% of respondents noted that they *didn't know* see **Figure 2** and **Appendix 3**.

**Figure 2**

**Are you in favour of the proposed Wolverhampton Loop extension?**



Base: 131

4.2.2. Respondents not in favour of the proposed extension were asked why. Four web based respondents and eight paper based respondents provided a response. The most popular reply (4 respondents) was that the proposal was *too costly/not cost effective/not value for money* followed by *already good bus service to bus station/bus station easy to walk to/rail station only a short walk/not needed* (3 respondents). **Table 1** presents the top results provided by respondents, with a full list detailed in **Appendix 4**.

**Table 1**

**Key reasons why respondents are not in favour of the proposed Wolverhampton Loop extension**

<b>Reason(s)</b>	<b>Respondents</b>	<b>%*</b>
Too costly/not cost effective/not value for money	4	33
Already good bus service to bus station/bus station easy to walk to/rail station only a short walk/ Not needed/	3	25
Will increase congestion/ many buses travelling down streets	2	17
Use shuttle bus /try shuttle bus first	2	17
Other	4	33

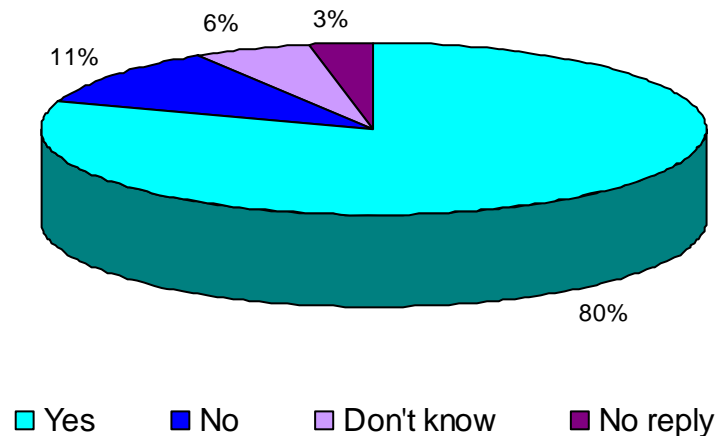
\*Percentage may exceed 100 due to multiple responses.

### 4.3. Expected use of proposed Wolverhampton Loop extension

4.3.1. Respondents were asked whether they would use Midland Metro if the extension was in place. 80% of respondents said yes they would, with 11% who would not use it. 6% of respondents did not know; see **Figure 3** and **Appendix 5**.

**Figure 3**

**Would you use Midland Metro if this extension was in place?**



Base 131

### 4.4. Other comments

4.4.1. Respondents were asked if they had any other comments they wished to make about the proposal. A full list of responses can be found in **Appendices 6a and 6b**. A wide range of issues were raised however similar responses were provided by both paper and web respondents.

4.4.2. 63 paper based respondents and 43 web based respondents made a further comment regarding the extension. The most common response was to reinforce their support for the extension by providing a *positive comment* (40 respondents in total).

4.4.3. 17 respondents highlighted the *need to extend the network to other areas* with several respondents identifying a specific area for example four paper-based respondents identified New Cross Hospital with two respondents identifying Willenhall. Furthermore, six respondents suggested having *additional stops* along the proposed route stopping at places such as The Grand Theatre and The Post Office. Full details are provided in **Appendices 6a and 6b**.

- 4.4.4. Other responses were that the scheme will *raise the profile of the city, attract more visitors* etc (3 web-based and 5 paper-based respondents) and *it will improve integration/ make it easier to travel between bus and rail* (4 web-based and 2 paper-based respondents).
- 4.4.5. Several respondents raised concerns about the *costs/value for money of the proposed extension* (4 respondents in total), 4 respondents also raised *the need for good provision for cyclists and pedestrians*. Concern over *passenger safety issues* (3 respondents) and *congestion* were also raised by respondents (4 respondents).

## 5. Wolverhampton Loop Consultation Exhibition Feedback

### 5.1 Comments made at the Exhibition

Eight exhibitions were held between the 8th and 18th of July 2009 and these are detailed in **Table 2**.

**Table 2**

**Dates and details of the Exhibitions**

<b>Exhibition dates</b>	<b>Description</b>
8th July Wolverhampton Bus Station	Exhibition Bus
11th July Wolverhampton Show	Exhibition Bus
12th July Wolverhampton Show	Exhibition Bus
15th July Wulfrun Centre	Exhibition Stand Staffed
16th July Wulfrun Centre	Exhibition Stand (Unstaffed)
17th July Wulfrun Centre	Exhibition Stand (Unstaffed)
17th July Wolverhampton Bus Station	Inside Queens Building
18th July Wulfrun Centre	Exhibition Stand Staffed

In total, 1325 people attended the exhibitions to consider the proposals and give their views on the proposed extension.

Most people were in agreement with the proposed Wolverhampton Loop.

During the exhibition, a range of comments/issues were raised including costs and value for money. The responses echoed those received in the survey responses.

#### **Concern over cost of proposal /value for money**

- Have they got the money to build this
- It's a waste of money
- It should just go to the bus station and rail station the bit round the streets is a waste of money
- It's too expensive. Always the same, you get rid of buses in favour of Metro.
- Cost to tax payer and health and safety.

#### **Extend /expansion into wider areas**

- Why isn't it going to the hospital
- Why isn't it going into the city centre and serving the markets
- It should go to the areas which need regenerating like Snow Hill
- It is un-ambitious and should have been designed to take in the planned new Summer Row shopping development, Victoria Street ,and Queen Square before reaching the rail station.
- When is new tram coming to Wednesfield?
- Stop needed in the Grand Theatre area or the Pagoda

**General positive response/remark**

- It's a good idea
- Creating a loop around the City will encourage more use of the system
- Don't have a car so very much appreciated from a public transport perspective especially when travelling with luggage.

**Development Timescale**

- When will it happen

**Other**

- I don't think it will happen
- It doesn't connect the bus station and the rail station it only connects the rail station and the bus station
- Trams need to be the same size
- Proposal should be put to people of Wolverhampton
- Improve Wolverhampton Bus Station, when Metro fails its chaos.

## Appendix 6b

### OTHER COMMENTS

<i>Additional comments - paper based respondents</i>	Number of respondents
Excellent/great/good idea/fantastic development for growing city/in favour of the proposal / long overdue/encourage usage of public transport	18
Need to extend to other areas / need to extend network/	5
Scheme will improve interchange between bus and rail/make it easier/essential that 3 modes are linked/easier for disabled traveller	4
Will enhance attraction of city/good for city, environment and local people/ visitors	3
New trams should have better facilities - /larger trams/ more seating capacity /more windows/at the heating should have a switch on the frivers cabin/smooother and quieter ride	3
Additional stops useful- Grand Theatre (1), stops adjacent and within the main shopping area	2
Current proposal too short/can easily walk the route/quicker to walk	2
Concern over cost/value for money/only benefit small number of people	1
Need to make good provision/plan properly for cyclists and pedestrians	1
Concern over congestion/There are too many buses in the town centre	1
Concern over disruption caused during development	1
Other	8
Total respondents	43
Total responses*	49

14 No replies

\* May exceed 100% due to multiple responses