

Workington Travel Study



Report for Cumbria County Council

by the Institute of Transport and Tourism,
University of Central Lancashire
October 2010

Workington Travel Study

Commissioned by Cumbria County Council

**Institute of Transport and Tourism
University of Central Lancashire**

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Executive Summary

The floods of November 20th 2009 destroyed or damaged four of the five bridges across the River Derwent at Workington, severing road and pedestrian access. Papcastle Bridge near Cockermouth, the closest road river crossing which involved a long detour, became a bottleneck with long delays for traffic in both directions. Many agencies worked hard to improve the situation and within ten days a temporary station had been built and a free train shuttle service instigated to make use of the remaining bridge. The army erected a footbridge in early December and provision was made for a shuttle bus between settlements on the north of the river, the new station and the footbridge. Thus, between December and April, there was an unusual situation with car journeys between the north and south of the area necessitating a long detour with considerable delays, while the half-hourly train service was free to use and pedestrian access was relatively easy.

Cumbria County Council commissioned the Institute of Transport and Tourism of University of Central Lancashire to research the impact this had made on people's travel. A household survey gave data on 435 people's travel patterns for typical weeks in October 2009, before the floods, March 2010 while road access was difficult and May 2010 once the temporary road bridge had been opened. The survey found that the number of trips for all purposes had reduced in March and although it had risen again in May, it had not reached the previous levels. Leisure and social trips were the most reduced, partly because of the extra time needed for other travel. Shopping trips reduced and often changed destination and work trips showed most propensity for mode change. Although respondents' car trips fell by nearly a half, the majority of trips were still made by car. Train travel increased by over 500% and although it dropped in May there were still more trips made by train in May than in October.

The consequences of the new travel situation ranged from enjoying the physical exercise and sociability of walking across the temporary foot bridge to feelings of isolation, worry about elderly relations on the other side of the river and, for some, the loss of a job or earnings and severe stress. Household duties could be re-allocated to accommodate different schedules and longer travel times.

Most respondents recognised the efforts made by Cumbria County Council and other agencies, although officers themselves worried about the impact of the emergency on other aspects of their responsibilities.

Interviews with key stakeholders demonstrated how it was not just travellers adjusting to a new geography around Workington. Several employers redeployed staff so they could work on the side of the river where they lived to avoid a long commute. Services were provided in the north of the area: supermarket, mobile bank, doctors' surgeries, while other public services (Police, Fire and Ambulance Services) re-aligned their administrative boundaries or practices to adjust to the new situation.

The findings suggest there is an ability to change travel patterns when circumstances change, but there remains a high car dependence, even when the alternatives are cheaper and more convenient.

Acknowledgements

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The picture of the fallen Northside Bridge Workington on the front cover was taken by Andy V Byers and published in Wikipedia ([Andy V Byers at en.wikipedia](#)) (http://en.wikipedia.org/wiki/File:Northside_Bridge,_Workington-1.JPG) and is reproduced under their conditions. Similarly, the map of Workington Bridges was copied from http://en.wikipedia.org/wiki/File:Workington_bridge_damage.png and was contributed by OpenStreetMap contributors and [PeterEastern \(talk\)](#) 20:53, 27 November 2009 (UTC). ([PeterEastern at en.wikipedia](#)). Both are licensed under the Creative Commons Attribution-ShareAlike 3.0 license. The picture of the temporary Tesco's store is by Johnson Group
http://www.johnsonconstruction.co.uk/cs_workington_tesco.php

Other Photographs were taken by the author.

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Introduction

This research was commissioned by Cumbria County Council to investigate how people in Workington changed their travel patterns while road connections across the River Derwent were severed after the floods of November 20th 2009. Through a household survey and interviews with residents and other stakeholders, the research examined how people adjusted their travel while the only road access between the north and south of the town was via a heavily congested 18-mile detour. It also investigated the impact on their travel patterns of the opening of the temporary road bridge in April 2010.

The research is of importance, not only to evaluate the consequences to Workington and its surroundings of such an abrupt change in the transport possibilities, but because it presents a rare case study of where road trips require more time and expense than trips by other modes. Days after the floods, a temporary footbridge was erected by the army allowing pedestrian flows between the north and south banks of the river. A temporary station, Workington North, was opened on 30th November served by a free hourly shuttle train service between Maryport and Workington stations using the only bridge to escape major damage in the flooding. Thus within two and a half weeks of the damage and destruction of all the foot and road bridges connecting communities on either side of the river, people could walk, push their bicycles or use the free train service to reach the other side. Alternatively they could use their car and drive for 18 miles, with considerable time in traffic jams, particularly at peak times.

Much of the literature about modal choice suggests that people choose to travel by car because it is faster, more convenient and often cheaper. However, there is also evidence that people, particularly drivers, derive pleasure from the perceived independence of car travel, which influences their choice of travel mode. Another factor in explaining why encouraging people to use healthier or more sustainable ways of travel has proved so difficult is that once someone owns a car, they tend to use it for most journeys rather than making an informed choice between the costs and benefits of different modes for each trip. Understanding motivations and travel choices is important for professionals interested in reducing the environmental impact of personal travel and helping communities to prepare for the predicted fuel price rises as supplies are reduced. The situation in Workington between the beginning of December 2009 and mid-April 2010 was highly unusual because most modes were cheaper and faster than driving.

This report first describes the geography of Workington and the sequence of events following the flooding on 20th November 2009. A brief explanation of the methodology and a description of the respondents follows. The next sections describe the changes in travel patterns following the loss of road connections and after the restoration of those connections with the opening of the temporary road bridge in April 2010. They are followed by an in-depth description of the consequences for respondents taken mostly from the qualitative data from the comments on the survey forms and from interviews with residents and stakeholders. The conclusions discuss the findings, what they contribute to our understanding of modal choice and recommendations for actions in similar circumstances.

Context

Workington is a small town and port in West Cumbria, dating back to Roman times which developed rapidly in the nineteenth century with the exploitation of nearby coal and iron ore fields. Since, it has suffered economic decline, but benefited from a range of regeneration projects. There are small industries in the surrounding area (chemicals, cardboard and waste management) and many of its inhabitants work at Sellafield Nuclear Plant, south of the town.

Workington is at the junction of the A66, which leads through the Lake District to Penrith and across the Pennines to the North East and the A597 which heads towards Maryport and Carlisle to the north and Whitehaven in the opposite direction along the Cumbrian coast. It is on the Cumbrian Coast Railway with trains to Carlisle and Barrow in Furness, via Whitehaven.

The town is situated at the mouth of the River Derwent, which brings water from the Lake District Fells and its tributaries the Rivers Greta and Cocker. Most of the town is south of the river and its flood plain, but there is a former council estate on the north bank, Northside, whose residents depend on access to Workington for shopping and other services and employment. There are also several villages to the north, including the large village of Seaton, which has a pharmacy and other shops. Also, north of the river is a large shopping centre, Dunmail Park, with a variety of clothes and other shops as well as the town's only cinema.

On 19th November 2009, flood waters from the rain-soaked fells swept down the Derwent, flooding the nearby town centre of Cockermouth and undermining bridges in Workington. Before 20th November 2009 there were several bridges across the River Derwent. One road bridge carrying the A597 between Whitehaven and Maryport (called variously Workington, Northside or Cloffolks Bridge) collapsed on the morning of 20th November sweeping PC Bill Barker to his death as he stopped traffic from coming onto the bridge. The other road bridge, further upstream called Calva Bridge was on the point of destruction on the same day, bringing helicopters of news teams hoping to film its collapse. However, it survived, but with a large crack and a fallen road surface, it was unsafe for pedestrian or vehicular traffic.

Two pedestrian bridges were also damaged or destroyed. The one closest to the river mouth also carried railway freight was damaged and put out of use. The other, called Navvies Bridge, had a central span swept away. The railway bridge was found to be sound after checks on 20th and remained the only functioning bridge connecting both parts of Workington until the army constructed a footbridge, called Barker Crossing in honour of the dead police officer, to the east of the town at the beginning of December 2009. Road connections were restored with the opening of a temporary road, pedestrian and cycle bridge in April 2010, upstream from the destroyed Workington Bridge. Between the closure of the road bridges and the opening of the temporary bridge, all road traffic had to go inland to Papcastle Bridge, just outside Cockermouth and then return to Workington on the A66. The build up of traffic caused long tailbacks through Broughton and delayed traffic entering Workington from the East.

Figure 2:1 Northside Bridge on 20th November



Picture taken by by Andy V Byers and published in Wikipedia (Andy V Byers at en.wikipedia) (http://en.wikipedia.org/wiki/File:Northside_Bridge,_Workington-1.JPG) and is reproduced under their conditions.

Figure 2:2 Remains of Northside Bridge seen from Train June 2010



Figure 2:3: Remains of Navvies Footbridge June 2010



As soon as the scale of the severance was realised, plans were made to open a temporary station on the north side of the river. A conference call from Gordon Brown, the then Prime Minister, to various agencies during the days immediately after the floods authorised them to take the necessary action. Network Rail started construction of the temporary railway station on 24th November and it was opened on 30th. Rolling stock held at Carlisle and owned by DRS was used to provide extra services between Maryport, Flimby, Workington North and Workington stations. There was no charge to use these services, funded by the Department for Transport, or

Figure 2:4 Workington North Station



the regular trains between the stations. Passenger numbers quickly rose to over 2,000 a day when the service opened, but reduced slightly when the footbridge was opened. The introduction of the extra trains caused a noticeable reduction in the delays to traffic trying to cross the Papcastle Bridge, but the congestion continued until the temporary road bridge was opened on 21st April.

Figure 2:5 Trains at Workington North Temporary Station (February 2010)

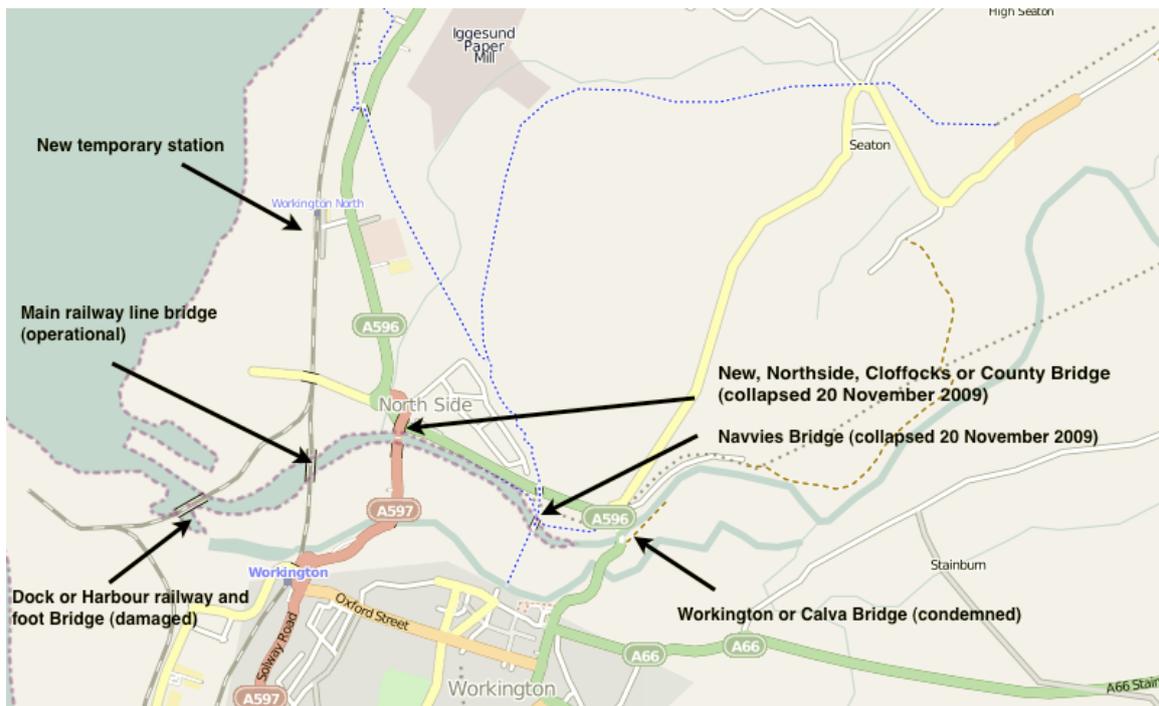


Meanwhile a shuttle bus was provided to take people to the footbridge and pick them up on the other side. Secondary school children were also transported to the bridge and walked across to awaiting buses, but primary school children were only permitted to cross the footbridge if escorted, so many continued with the bus journey using Papcastle Bridge, which required some of them to leave home before 7am. Shuttle buses were provided to the temporary station and footbridge.

A one-way road system was established on the north side of the footbridge going into Seaton to help prevent congestion and accidents. Taxis and other cars were prevented from taking passengers to the footbridge because of fears that traffic on the narrow roads would prove a danger to pedestrians, although later this was relaxed and taxis were permitted outside the times of normal bus working.

The map (Figure 2:6) shows the position of the bridges in relation to the settlements and roads. Figure 2:7 is a timeline of events and shows the reporting periods of the survey.

Figure 2:6: Map of Workington



Wikipedia (2010) *Workington bridge damage*, accessed 11/10/10 available at http://upload.wikimedia.org/wikipedia/commons/a/ab/Workington_bridge_damage.png licensed under the Creative Commons Attribution-ShareAlike 3.0 license

Figure 2:7 Timeline of significant events

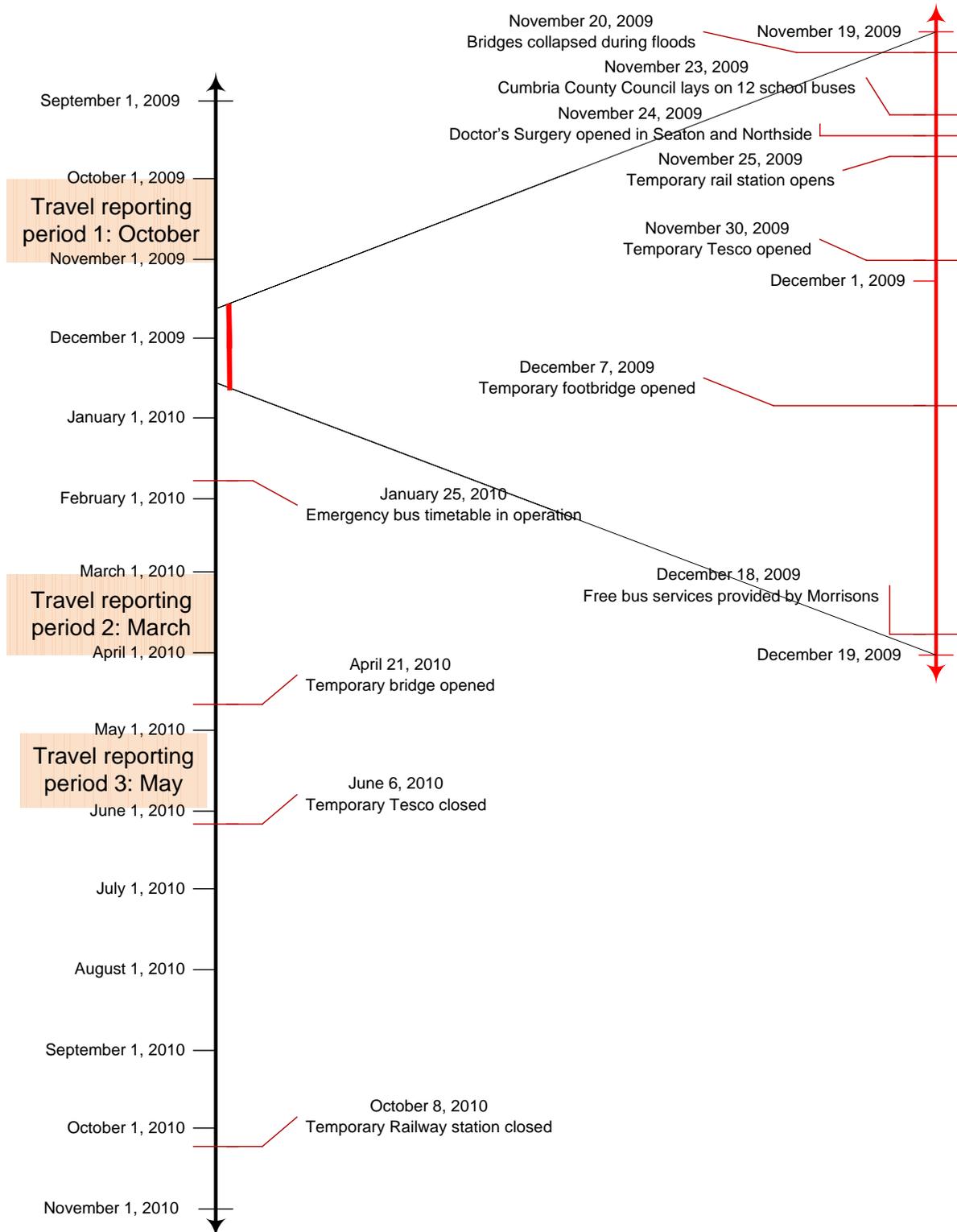


Figure 2:8 Calva Bridge showing flood damage



Figure 2:9 Damage to Calva Bridge



Figure 2:10 Temporary Foot Bridge from South



Figure 2:11 Bus stop and turning area on south of Footbridge



Figure 2:12 Pedestrian and cyclist using temporary footbridge June 2010



Figure 2:13 Bus stop on north side of temporary footbridge



The temporary road bridge was completed ahead of schedule and opened on 21st April 2010 which required some changes in priority. The rail shuttles ended on 20th May 2010 and Workington North temporary station closed on 8th October 2010.

Figure 2:14 Workington North closes

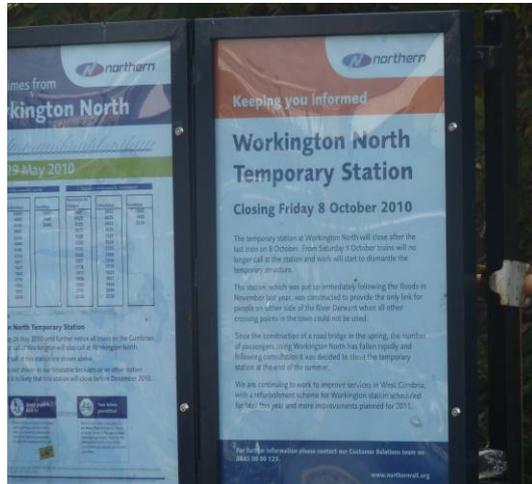


Figure 2:15 New one way system on Northside Road



Figure 2:16 Cyclist and traffic using temporary road bridge



Figure 2:17 New Road Layout on north side of river



Methodology

Questionnaire and Distribution

The principal research method was a postal household survey delivered to approximately 3,000 residences in Workington, Seaton and Northside in June 2010. This represents approximately 1 in every 4.5 houses in the area. There were 16,124 households and a population of 24,295 in the 2001 census.

Reply-paid envelopes were sent with all the postal questionnaires. Surveyors visited Workington on three occasions (five days in total) and distributed approximately 1,000 extra forms and reply-paid envelopes to public libraries, community centres, doctors' surgeries, charity shops, the Job Centre and other outlets where the manager/proprietor was amenable. Posters were provided to give details of the survey and why it was important to record people's experiences. An on-line survey replicating the paper questionnaire was also made available until the end of September and its web address publicised on the posters, on the questionnaire and through contacts made with residents, including a Facebook site campaigning for the a speedy restoration of the bridge. The Workington Times and Star Newspaper carried details of the survey along with the web address of the on-line survey and the Institute's contact details for anyone who wanted to participate but had not been received a questionnaire.

In addition to the contacts above, major employers and colleges in the area were approached to help distribute the questionnaire among their staff and students, but either declined or did not reply.

The questionnaire (see Appendix 1) fitted on an A4 sheet of paper, folded in three, leaflet style in order to look appealing and reasonably easy to complete. The first page asked the respondents for their views about several aspects of the period between November 2009 and April 2010 and also the period since the temporary bridge had been opened using a five-point Likert scale (disagree strongly, disagree, neutral, agree, agree strongly). Each of the next four panels was dedicated to the travel patterns of a member of the household in October (before the bridges were closed) March (while the bridges were closed) and May (following the opening of the temporary road bridge). For a series of journey purposes (work, education, escort, shopping, social visit, leisure, health care and 'other'), respondents were asked to give the number of trips per week, the mode normally used and the normal destination. They could write 'same' in the top line if there was no change to reduce the time needed to fill in the questionnaire. Underneath each panel, respondents were asked if they had: a driving licence, bus pass, rail card or disability which reduced their mobility. The last panel had a large space for comments and some questions about the composition of the household and the number of vehicles available.

Responses

Of the 3,000 forms posted, only 210 were returned. Following this poor response rate, surveyors visited Workington to attempt to generate more replies, especially among younger residents who seemed particularly poorly represented. However, they too failed to increase the number of returned survey forms significantly and reported that, although people seemed happy to talk about their experiences, they were often unwilling to fill in a questionnaire. Eventually a total of 257 forms were returned (a response rate of approximately 6.4%) and 23 on-line surveys were completed.

Although, this response is disappointing and falls below the 300 threshold we had hoped to achieve, the returns provide the details of 435 people and so provide a reasonable number for statistical analysis. There is no guarantee that the respondents are representative of the whole population of Workington. As well as the age bias, with low numbers of young people completing the questionnaire, there is likely to be an over-representation of people who were adversely affected by the travel situation as they would be more motivated to reply than someone whose travel was not or little affected. However, with these reservations, the survey provides insights into the adaptations made by different people and groups, although the proportion of respondents reacting in different ways may not have been reflected in the total population. Most of the results refer to the percentage of valid responses unless otherwise stated.

Qualitative Data

The comments section of the questionnaire provides most of the quotations used in the report, but the information is supplemented by the findings from interviews conducted in person and by telephone. The comments were analysed using an Excel spreadsheet to code and filter comments according to their topics and to identify common themes. The full set of comments is presented in Appendix 2.

Interviews with residents and stakeholders were held in Workington or by telephone, notes were taken and in most cases these were written up and sent to the respondent for verification and for them to add further reflections.

Respondents

Age and Gender

Of the total of 435 respondents, 48.3% were male, 51.7% female and their average age was 53 years. Figure 4:1 presents the age-gender distribution of the respondents compared with the profile for the whole area (Clifton, Moorclose, Moss Bay, St John’s, St Michael’s, Seaton and Stainburn wards) as estimated for 2007 (Mid-2007 Ward Population Estimates, Office for National Statistics). This shows that the people up to the age of 50 were under-represented and the age groups 50-79 over-represented among respondents. Figure 4:2 gives details of the age profiles, showing that only 4% of the respondents were under 15 years old.

Figure 4:1 Age and Gender Profile of Respondents and Residents

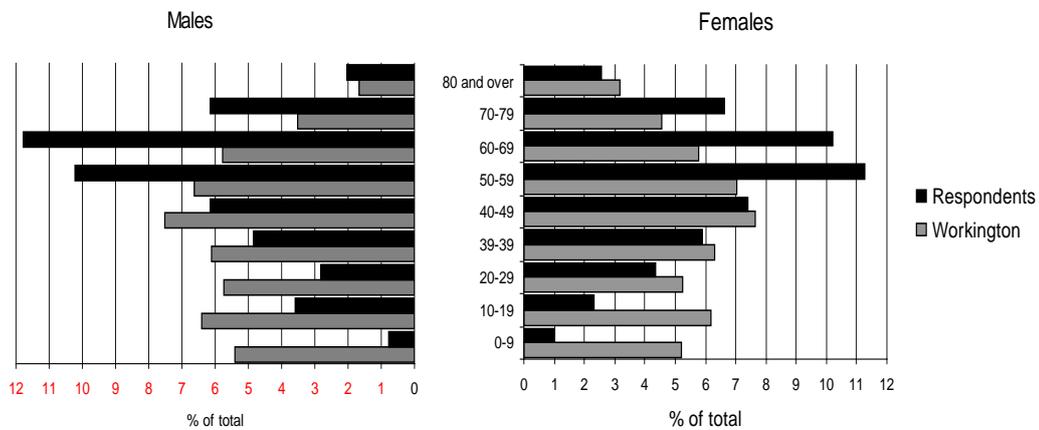


Figure 4:2 Age Profile of Respondents

Age groups	% of sample	% of Workington’s estimated 2007 population
0-15	4.0	10.6
16-19	3.5	12.6
20-29	7.6	11.0
30-39	10.6	12.4
40-49	13.6	15.2
50-59	21.7	13.7
60-69	21.7	11.5
70+	17.4	13.0

Disability, Driving Licences, Railcards and Concessionary Bus Passes

10.8% of the respondents reported they had a disability which reduced their mobility. Driving licences were held by 71% (72% of males and 69% of females), only 8.9% had a rail card and nearly a quarter (24.3%) had a concessionary bus pass. Interestingly, only 59.4% of those eligible by age (aged 60 and over) held a concessionary bus pass (56.5% of males and 61.8% of females).

Households

Of the 280 household, only 13 (5.6% of those who answered) reported they did not have a car. This is lower than the regional and national averages and may reflect a combination of the types of person who completed the questionnaire and Workington’s relative isolation and lack of public transport services. Figure 4:3 shows the number of vehicles owned by households. Of the four households recording another type of vehicle, only one said what is was: a van.

Figure 4:3 Number of vehicles owned by households

Vehicles	(% of valid responses)						
	0	1	2	3	4	5	6
Cars	5.6	57.1	33.8	2.6	0.9		
Bikes	26.5	27.4	26.5	7.7	9.4	1.7	0.9
Motorbikes	83.8	11.8	1.5	2.9			
Others	89.8	10.2					

For comparison in 2007, Transport Statistics (2009) gives the average car availability per household as: No car 24%, one car 44%, two cars 26% and three or more cars 6%. The figures for the North West show a slightly higher proportion of households without the use of a car (26%) fewer with one car (42%) and the national average of households with the use of two or more cars (32%) (Transport Statistics, 2009).

Distribution of Households

From the 230 household who gave their postcodes, 58.7% were from south of the river Derwent, 37.4% north of it and the rest (3.2%) from outside the immediate Workington district. Using figures form Cumbria Observatory, it is calculated that the current distribution of households in the survey area is 80.5% south of the river and 19.5% in the north. This indicates that a disproportionately high number of survey responses were received from households north of the River Derwent, no doubt because they were much more affected by the disruption to travel.

Summary

The sample of respondents tended to be older than the profile of Workington residents and with higher car availability. There were higher responses rates from households in the north of the area, the part whose travel was most disrupted.

Travel Patterns

All Trips

Respondents were asked to report their normal weekly trips in October 2009, by mode, destination and frequency of visit for a variety of journey purposes. A total of 3050 trips were recorded and Figures 5:1 and 5:2 show the proportion by mode and by purpose.

Figure 5:1 Modal Split in October 2009

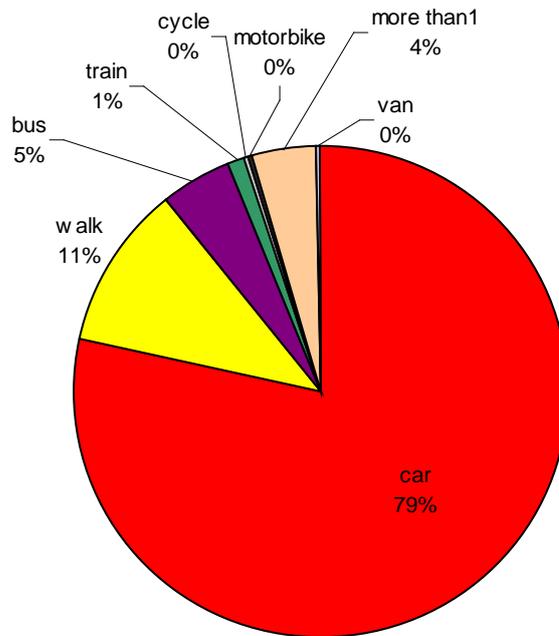
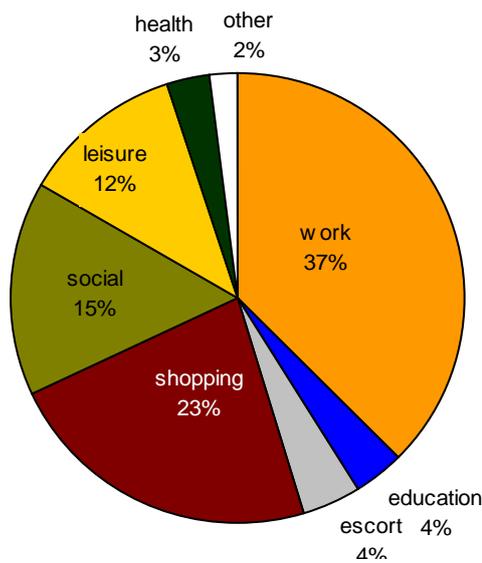


Figure 5:2 Journey Purpose Distribution October 2009



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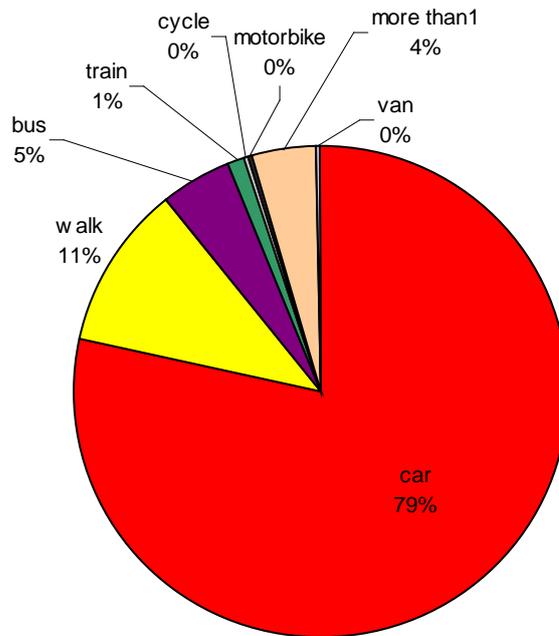
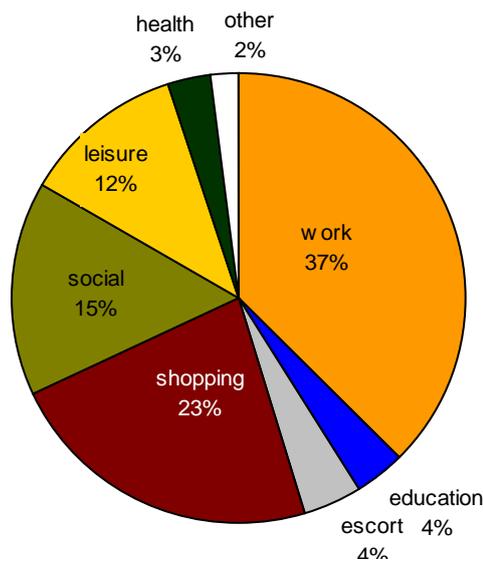


Figure 5:2 Journey Purpose Distribution October 2009



Trips in March

Respondents were asked the same question about a typical week’s journeys in March 2009, after the bridges had been closed and before the temporary bridge was opened. The number of journeys recorded reduced from 3050 to 2043, 67% of the number of trips in October. Figures 5:3 and 5:4 show the modal split and journey purposes for weekly journeys in March.

Figure 5:3 Modal Split in March 2010

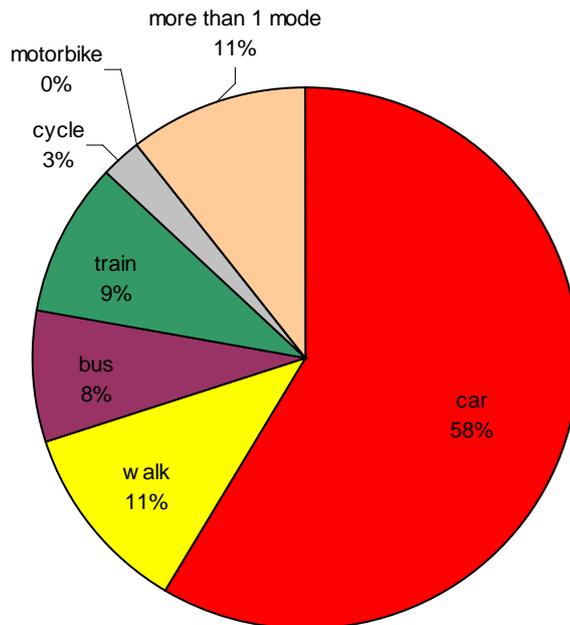
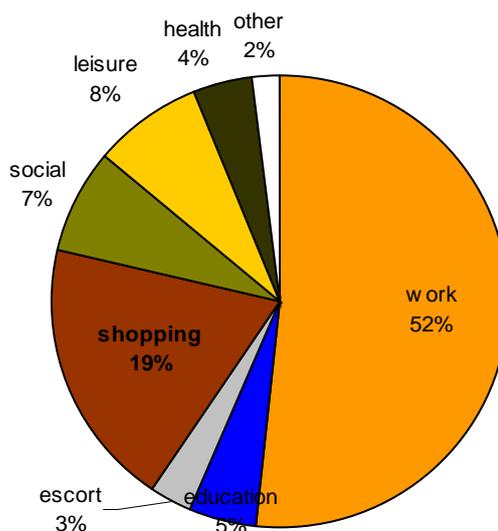


Figure 5:4 Journey Purpose Distribution March 2010



The third period for which respondents gave details was May 2010, when the temporary bridge was opened, although the train shuttle ran until 20th May. Figures 5:5 and 5:6 show the modal split and journey purposes for weekly trips in May.

Figure 5:5 Modal Split in May 2010

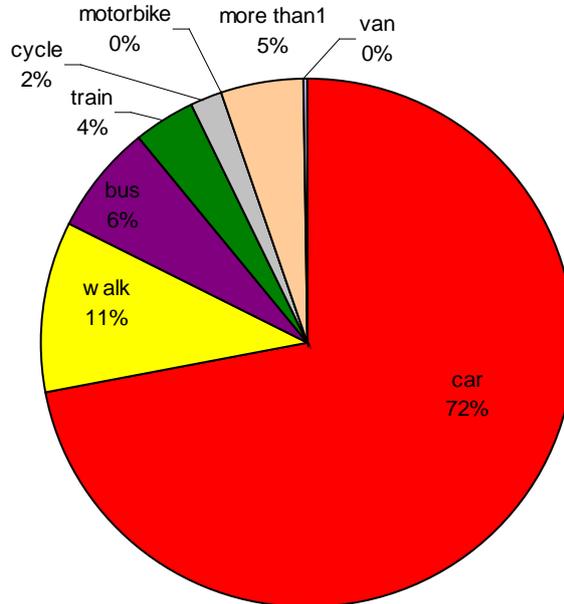
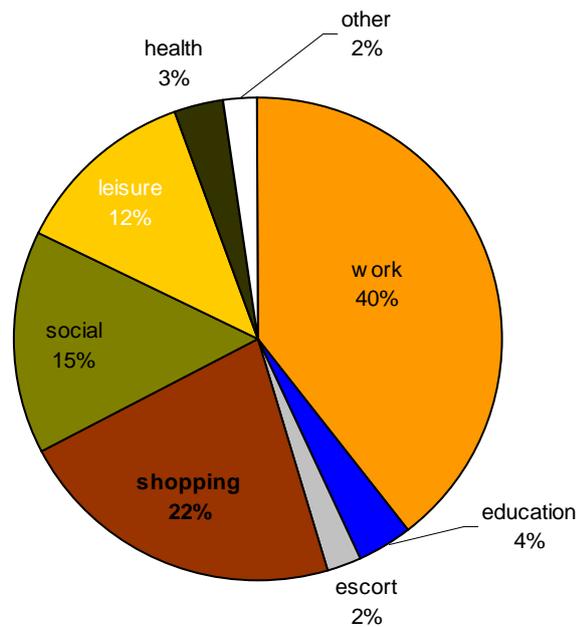


Figure 5:6 Journey Purpose Distribution May 2010



Changes in Journey Patterns

Figure 5:7 shows the number of journeys per week according to purpose. It demonstrates that, according to our respondents, no journey purpose returned to its pre-November levels, but certain kinds of trip were more affected than others. The journeys most influenced were leisure and social trips, these fell to 35.1% and 48.7% respectively of their October levels. These trips are more discretionary. Also, according to some of the comments, the long travel times involved getting to work and other essential destinations left little time for these trips while some of the popular destinations for leisure, such as the cinema, were difficult to reach. However, in May these had returned to 82.6% and 92.2% respectively of their October levels, whereas education (largely adult education) was still only at 49.6% of October’s levels and shopping at 79.8%. We do not know the proportion of these changes that are due to the changing transport context or possibly other reasons such the end of adult education classes for the academic year, the change of season, etc.

Figure 5:7 Changes in the numbers of Trips by Journey Purpose

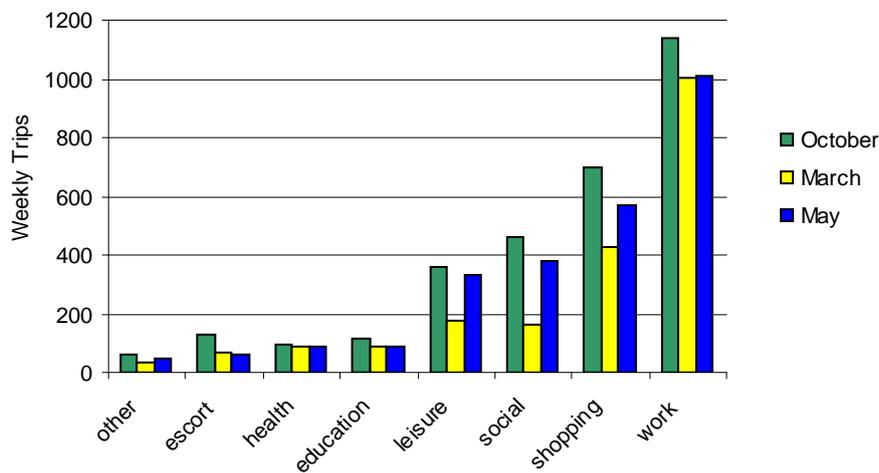


Figure 5:8 shows the proportion of respondents who changed their destination for different journey purposes.

Figure 5:8 Changes in Destination

	% of respondents	
	October to March	March to May
Changed destination for some trips	23.3	21.1
Work	6.0	5.8
Education	1.8	1.4
Escort	3.2	0.7
Shopping	17.7	14.7
Social	13.4	10.8
Leisure	14.7	12.0
Health	2.1	1.8
Other	1.2	0.9

The Number of People Affected

Whilst over a quarter (27.6%) of people did not change any of their travel habits (trip frequency, mode, destination) for any purpose, over half (51.5% changed their habits between October and March) and of these people, nearly one third (32.2%) recorded different journey information for each period (October, March and May). Figure 5:9 indicates the number of people changing their travel patterns between each recording period.

Figure 5:9 People changing their Travel Patterns

Changes in trips made (all journeys)	% of sample
No change at all (same for October, March and May)	27.6
October and May the same (March different)	19.3
October and March the same (May different)	25.0
March and May the same (October different)	7.4
All different	32.2
Incomplete	1.6
Nothing entered regarding travel	9.4

Figure 5:10 explores how commuters using different modes changed how they travelled to work between recording periods. The most interesting group are the car users, the diagram illustrates how they adapted to the new situation in November by increased use of walking, bus, train and cycling as well as using more than one mode to reach work. When the situation was resolved the majority (85.9%) resumed driving, but the rest had adopted other modes with handfuls of people each walking, cycling, using the bus, train or a combination of modes. Figure 5:11 shows the modes used in March and May by car commuters, Figure 5:12 explores the modes used in May by commuters who changed from the car while the bridges were closed in March. While the majority resumed commuting by car, some remained with the new mode. Cycling appears to have retained most users, although only six car commuters changed to cycle use.

Figure 5:13 shows people’s shopping modes, in this case only 19.1% of people found alternative means to shop between while road travel was difficult. 90.1% of car users returned to their cars once road connections were restored. The train was the most popular alternative mode before the bridge was opened, but only two of the ten shoppers who had used it then were still using it in May. The most popular alternative was using a combination of modes, although we do not know if this indicates using more than mode for each journey or varying the mode on different occasions.

People's main mode for work trips

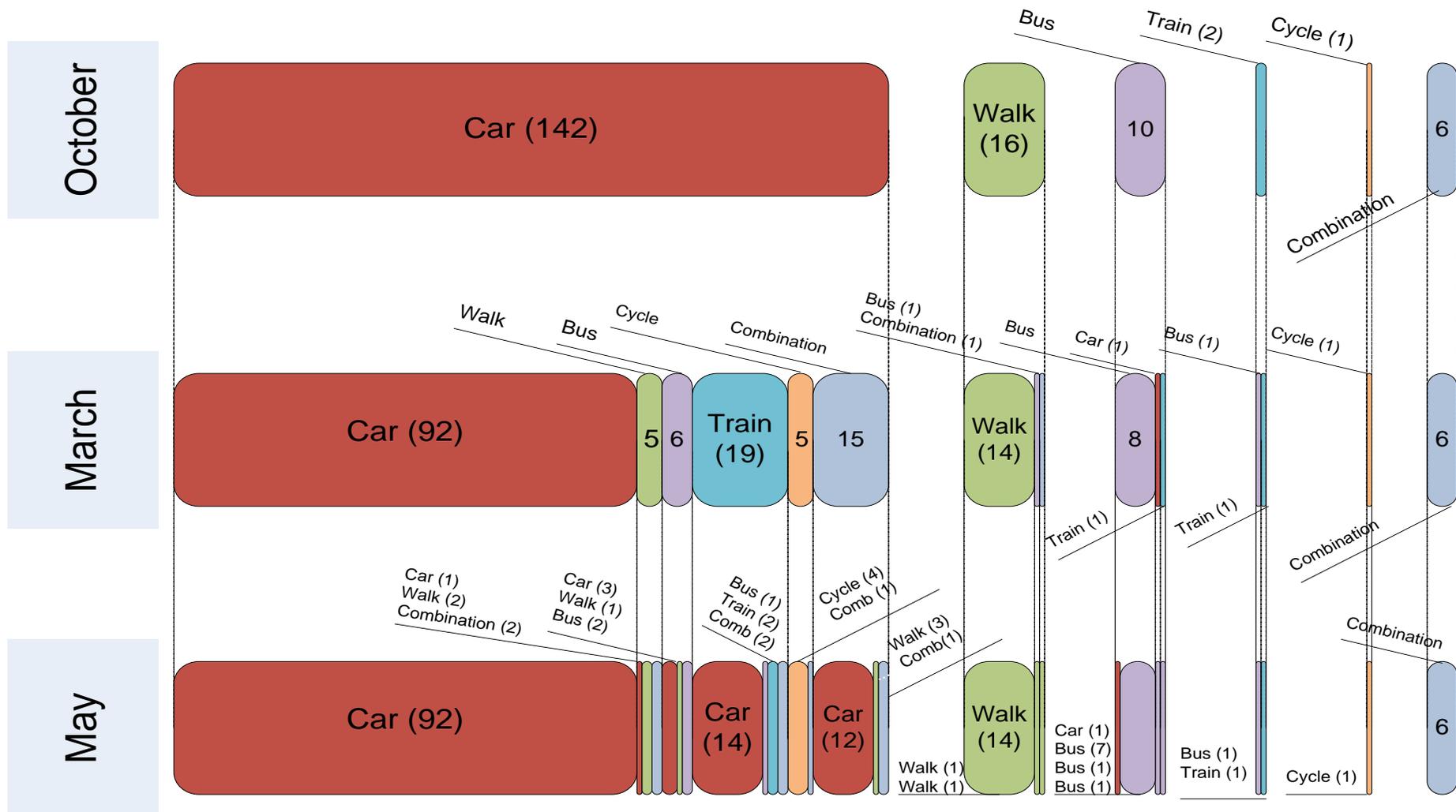


Figure 5:11 Changes made by Car Commuters

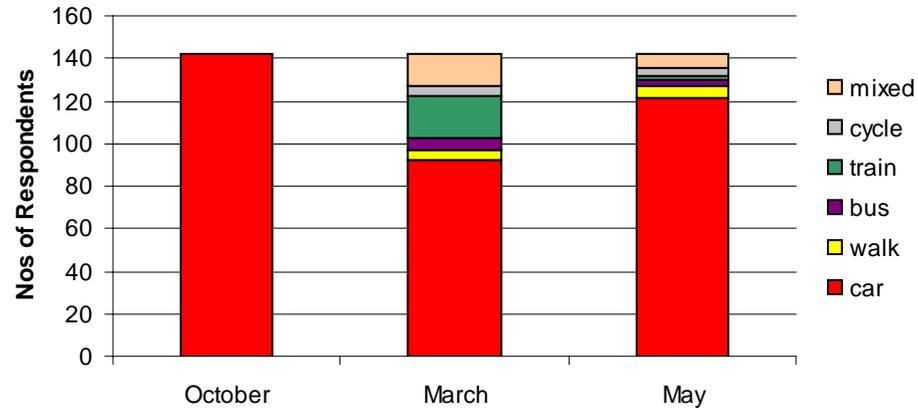
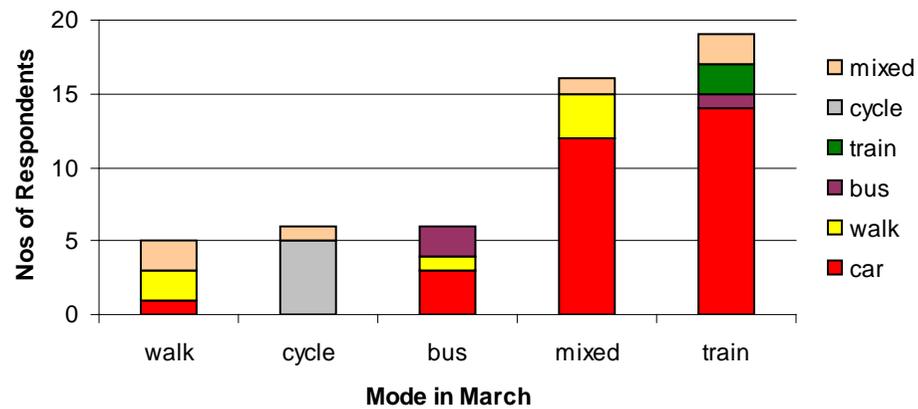
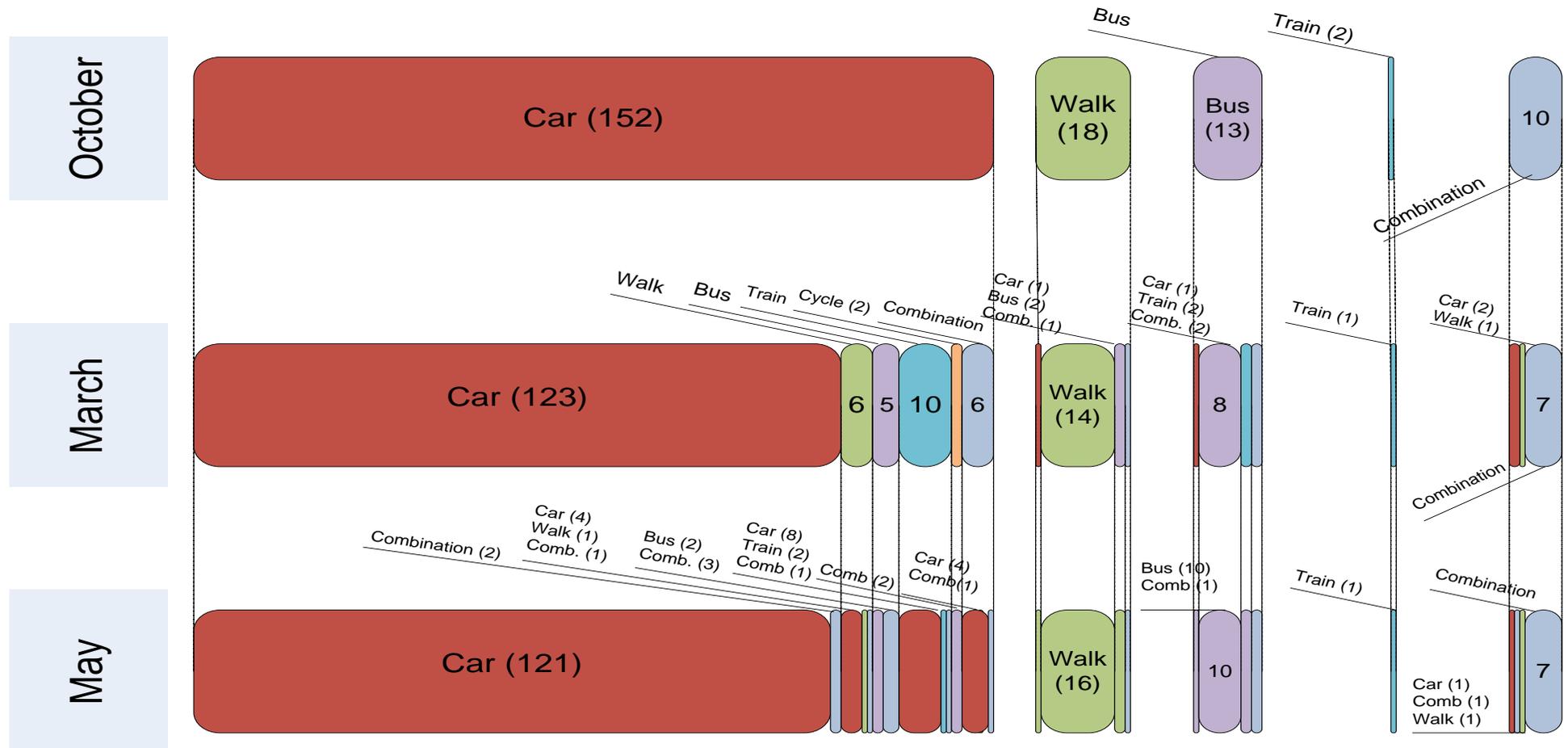


Figure 5:12 Modes used in May by Car Commuters who changed mode in March



People's shopping modes



Summary

The survey findings indicate that the loss of road connections between north and south Workington resulted in fewer journeys, particularly for social and leisure purposes and significant changes of mode, predominantly for car users. The opening of the temporary bridge increased the number of journeys, but not to pre-flood levels. Approximately a half of the respondents changed their journeys in some way (destination, mode or frequency) between October and March and approximately one third had changed their travel patterns between each recording period. The most popular alternative for car users going to work or getting their shopping was the train, but very few of these continued to use the train in May and most people resumed their car trips. As well as reducing the number of trips, changing mode, there were also changes in destination, especially for shopping, leisure and social purposes.

Comments on Questionnaire

There were comments on 56% of the forms returned on a variety of topics. These were typed into an Excel spreadsheet and coded up according to their subject(s). The filter facility was then used to group comments about a similar topic and analyse the themes emerging. The number of comments about each topic is not given as this is largely irrelevant to such qualitative data. (One person can express an opinion about a number of topics and so gain more 'voice' than others, while respondents' views on topics they did not raise themselves, cannot be assumed).

Not Affected

A number of respondents pointed out that their travel was not affected by the closure of the bridges; either because they lived in Workington and did not need to go to the north of the river or they did not travel much themselves. Some expressed their concern for those that were affected.

The majority of our travel wasn't affected as we live and work south of the river.

We live on the south side of the river and rarely cross the bridges. The people living on the north side at Seaton and Flimby etc must have been badly affected.

Extra Time for Journeys

A large number of the comments referred to the extra time needed to make journeys by car across the river. This could be seen as just an added time cost of making a journeys or a reason for not making that journeys. The estimates of the extra time needed varied, but many respondents said it lengthened their journey by one-two hours.

Normal travel to work pre- November- 12 miles= 20 minutes. After bridge collapse 20 miles was taking anything from 1.5 to 2.5 hours. Since temporary bridge has opened 12 miles takes 30 minutes.

Amount of traffic on A595 after floods meant it took me 2 hours to get to work (usually 30-40 mins).

Thought twice about making journeys due to length of time it took to get anywhere. ... Unable to attend social events.

... stopped going to the cinema @ Dunmail Park, as it was too far to go around the long way.

For commuters with fixed work-times it entailed leaving earlier and returning later, which could also affect the amount of time available for other activities. Others found they could adjust their work hours to avoid the busiest periods. Those who tried public transport could also find that the times were not convenient, so adding to the total journey times.

so much time spent in traffic jams had to get up a lot sooner...arriving home later, ... a complete nightmare to be honest...glad things are back to semi normal

In the initial period after we lost the bridge I used my car. I set off at 6.50 am when I usually would set off at 8.15. If I had left it later the journey would be at least 1 hour long. Coming home from work the journey took anything from 1.5 to 2.75 hours depending on traffic / incidents. I began to use the trains about 3 weeks after the bridge went down and continued until it finished.

Longer working days due to train patterns.

The train was good, although the times meant I had to drive to work.

Used free shuttle which was a boon. My grumble- had to wait 1 hour after work for 5.55 pm train having finished work at 5 pm.

I ... sit on the Bench. Normally I would walk to Court but from November I needed a lift to Maryport to return to Workington by train (no extra cost but much longer travel time).

Others reduced the duration of their visit to the destination or tried to choose times with less congestion. Planning to arrive for a fixed appointment could be difficult.

It did affect my trip to Cockermouth due to traffic volumes (and also to Carlisle). I had to leave work early to allow for delays. I stopped my occasional visits to Dunmail Park and Maryport altogether. I covered for others at work who were affected.

I also visited an elderly relative each week at Cockermouth but had to reduce the time spent there because of the volume of traffic using Cockermouth to access Maryport, Seaton etc.

Social visiting was severely affected, as I have family living in Seaton. A health check meant I had to travel an extra 10 miles to reach the destination - plus extra time.

Making appointments for the Doctor and Hospital was awful as you couldn't gauge the time to get there.

We had to make sure (doctor's) appointments were at lunchtime to get there and then get home.

32 mile round trip had to be done every day as my 97 year old mother lives in Seaton. First night of the bridge closure I travelled 94 miles home up to Carlisle via Penrith. Glad to see the temporary bridge for time, petrol and money. Also peace of mind to get to Seaton quickly if needed.

However, for some people, there were time savings.

Travel to work from Seaton to Police Station was much easier for me before the temporary road bridge opened! I had the regular bus to Footbridge as an option- that's gone. The closest I can get to work through Public Transport now is the 'scenic route' to the Bus Station or Train Station. In the car, a previous 1.5 mile, 5 minute trip is now 4 miles and 20 minutes! I still use Footbridge.

It has not changed in fact the time to walk over is quicker

Extra Expense

Those who continued to drive not only faced longer travel times, they had to pay for more petrol and several mentioned the wear and tear on their cars creating extra expense.

Our travel expenses rose by £80 per week and travel to and from work rose by at least 10 hours each per week. Social events were none existent due to extra travel time and expense.

We used more fuel as two of us work full time. I also had an £800 repair bill to one of our cars due to stopping/starting (gears).

As a family support worker in the Maryport area it was necessary for me to still use my car. My miles per week doubled to get there and also the poor roads between Dearham and Maryport broke my steering which cost £319 to get fixed. The new bridge is awesome. Thank you.

Changing Modes

The train service was a real boon to many people, especially once the extra free shuttle services started at the end of November.

My job takes me throughout Allerdale, Aspatria, Wigton, Maryport, though I am based in Workington. The train came in very useful

Didn't use my car once the bridges had gone down. Travelled by train which was a nightmare initially until the shuttles were put on. Over crowded (extremely), cancelled at short notice. The shuttles were great though once up and running.

Several people appeared to have enjoyed the experience and would like to continue using trains. However, they find the normal timetable too restricting, the trains too crowded or problems with unreliability.

... it has changed my son's mode of transport- he now takes the train more often.

Workington North temporary train station opened up to whole West coast for us - it should definitely be kept.

Loved using the free train - excellent frequency and parking - shame it ended: I would have continued to use it for work. Existing timetable is not fit for purpose.

During the floods my train travel improved due to two carriages on the peak trains. ... Now that the temporary bridge is up car travel is back to normal, but my train travel has got worse and very dangerous due to cuts by Northern Rail back to a single carriage. The company is risking passenger safety.

Drove to Northside and used free train. However, once bridge was up train times not suitable for my working hours.

The inconvenience of making journeys further afield by train, now that many do not stop at Penrith, was mentioned as a reason to use car travel.

Travel to South of England it is more reliable to travel to Carlisle by car than other transport. Penrith was easy but the trains don't stop.

There was praise for the erection of the footbridge; Barker Crossing, at the beginning of December. Several respondents gave detailed explanation of their journeys to the other side of the river, often involving a number of modes and/or help from other people.

Very impressed with the Council and the former Government's response with the footbridge and the temporary road bridge.

Walked from house to Bridge and caught bus then got picked up by family to Seaton. When I came back I got dropped off at Bridge and walked through town or was taken to the temporary railway station.

Tended to park on Seaton Main Road and walked using temp. Footbridge on way to Workington, but couldn't if shopping.

Although some people found the walk and waiting for buses too difficult or longer than across the original bridge, others enjoyed the exercise and friendly atmosphere. Some intend to continue walking for some journeys.

Gave up trying to go to Workington before temporary bridge was opened. The temporary Tesco store was a lifeline. Tried the buses and Barker's Crossing, but because I have arthritis. I found standing waiting in the cold and wet extremely difficult. Very pleased to use the temporary bridge and delighted to meet up with friends and family once more.

Could walk to Tesco over the bridge for 'odds and ends'. To walk now is nearly three times the distance. We have a car, my husband drives but he is 82 years old and not very good at driving. But I think the bridge should be put in the same place.

I had a cycling and walking winter. The exercise was beneficial. I met many other walkers and cyclists and it was good to talk with them

On the plus side- more people walking and more social feel to the town.

When the footbridge was opened we drove to the nearest point- myself to Toll Bar House and my daughter to Workington Police Station then walked to meet each other so that I could take my granddaughter to Seaton Junior School. We still do this now even since the new temporary road bridge was opened

A few people resorted to cycling and, again, at least one of them has resolved to continue.

We run our business from home in Seaton. Our storage depot is at Moorclose. We had to cycle there to take deliveries.

Once the crossing was up I bought a bicycle and used this for work.

Cycled 5 days a week from December to April for work. Now do 3 days in the car and 2 days by bike (weather permitting).

Most of the comments about bus services refer to problems using it both during and since the bridge closures, particularly the difficulty of carrying shopping on the bus. There are no mentions of the buses provided by supermarkets or the shuttle buses to the station.

Bus arrangements during the disruption were good ...

I stopped my once a week trip to Carlisle shopping by bus (free bus pass) and stopped locally, stopped going to the cinema @ Dunmail Park, as it was too far to go around the long way.

There is still no provision of replacement bus stops outside Tesco on New Bridge Road, therefore twice a week we have to wrestle with bags of heavy shopping walking up from Tesco to Workington Bus Station. As two of us are senior citizens this is a far from satisfactory state of affairs.

Northside has only 6 buses a day, both before and after floods, between 9.30 am and 2.30 pm. They could be more widely spread throughout the day. ... Also the bus used to stop and pick up at Tesco's making it easier to get home with shopping. Now it doesn't (road layout). Could the council look at this issue? Also applies to buses heading to Maryport.

Rural Stainburn. ... Prams and disabled have to get taxi to bus depot to get on buses as there are ramps in bus station. No lower buses on our route. I wish to point out that the buses leave before time at rural stops ie Stainburn. The bus stops in a lay-by to cash up and goes into the bus station on time. This leaves people at the bus stops, prams and students wondering if the bus has left, is it running late or not coming?

In some cases changes in the journey starting point or destination resolved the travel problem.

As I was on placement in Workington, living in Seaton was not practical and it was difficult. Therefore I was forced to move and live with a relative in Workington.

Personally I was able to change office/place of work so as not to travel Northwards

Consequences

The emergency situation produced a number of consequences ranging from minor inconveniences to loss of health, earnings and being unable to fulfil important social obligations. For many people the extra time needed to get to and from work brought a loss of social and leisure activities. Arranging travel, particularly for children, could bring extra time and effort commitments and many people had to rely on other family members for support.

Just a longer walk to town (no big deal).

In order to keep at least some social and leisure activities up, we went but less often, as it meant a 37 mile round trip instead of 4, so much more expense, but less social life, causing places we would have visited - and people concerned - to lose out also, in revenue, friendship, organisation etc. Everything (apart from

spending extra petrol money and car-repair bills for resulting bad roads through extra use) nearly ground to a halt. Felt isolated.

Unable to attend social events. Before Barkers Crossing erected I felt totally isolated.

A lot of traffic jams on most days. Petrified of the country roads waiting for buses. Missing as you crossed the footbridge struggling with bags of shopping. Walking for 1/2-3/4 hour to get to town 1 way. Gave up night school due to not being able to get dropped off @ Barkers Crossing both ways. didn't fancy that little walk down the lane on my own @night. Had to rely on others, to help with weekly shopping. Due to no longer afford taxi, due to the long journey. As before from Tescos or Morrisons it would just take 10 mins. And cost no more than £3. again didn't go out much at night into town, due to not being able to get a taxi straight back home.

My wife lost her job due to health issues and stress of trying to use Public Transport. She had to walk or face a 36 mile round trip by car. Her employers were south of the river and not very understanding of the difficulties. We both feel the no bridge situation/poor public transport links were a causal factor.

Mrs xxx worked as a home carer in Seaton CA141. Because of bridge, lost work in Seaton and now has a round in Workington. Has lost money and 1 day's holiday because of less hours worked on this round.

Business was severely affected. No passing trade. My husband had to drive miles out of his way on most weekdays to reach customers Banking had to be done in Maryport most of the time instead of Workington until the footbridge was up. My mother was in residential care near Whitehaven- couldn't visit her as often as normal. All our children /grandchildren live on the other side of the river. When the footbridge was up we walked or used the train to go and see them. We hardly saw them at all until December. Great expense all

As I am a single parent and have mobility issues I found it very difficult to manage as my parents live in Seaton and sitting in traffic, for at times up to 2 hours was very painful for me and trying to keep a 2 year old busy was hard.

At the time of the floods I was 6 months pregnant. As my pregnancy progressed, I found it increasingly difficult to travel from my home in search of work / taking my other child to school, both in Whitehaven. I found the 2.5 hour one way drive very tiring and ultimately relied upon a lift to the footbridge, walk across / up to Washington St and be placed up at the other side to be taken to Whitehaven. I believe that the high blood pressure that I suffered in pregnancy was because of this.

I live at Northside and found life really hard during the floods and it had an effect on my health.

I couldn't see my mother as it was a four hour round trip for ten miles.

I live in Workington and my grandson lives in Flimby and attends school on South of Workington so I was involved in picking him up at the train station and driving him to Southfield School Mon to Friday each week. My grand-daughter needed quite a few lifts also though not every school day.

The family had to make changes so some members could carry out their job and make sure their children arrived at school. And also to be around to collect the children from school when parents were delayed due to traffic conditions. Family celebrations had to be cancelled which was upsetting and caused difficulties for family members from other places.

My daughter had to resign from her job because of travel problems, living in Seaton and working in town.

Another reflection was that the emergency situation had disrupted routines, which may not have been resumed once travel became easier.

I got out of routine of going to Church (must try to re-establish).

The main effect was to break the habits of twenty years. Visits to grandchildren entailed 40 mile round trips. Visiting my late wife's memorial tree at Isel was difficult.

Views of Authorities

There were contrasting views of the authorities charged with restoring the connections. The main criticism was the delay, in checking remaining bridges and erecting the temporary road bridge, rather than the end result, while the speed of reaction especially in providing the footbridge and station prompted praise. Only one respondent echoed sentiments expressed in the local newspaper, that some of the delay was because Workington, on the periphery of the country, received slower attention than if it had happened to somewhere 'down south'.

Very impressed with the Council and the former Government's response with the footbridge and the temporary road bridge.

Under the circumstances I think C.C.C. And everyone involved did an excellent job and made suitable provision.

With the introduction of the DRS Shuttle train between Maryport and Workington and the opening of the temporary Workington North Station together with the speed in erecting and installing Barker's Bridge and the bus shuttle, I honestly can't see what else could have been done.

Although we appreciate the services delivered in record time very much ie temp railway station, Barkers Crossing Footbridge and Tesco store, we feel that work on a temp road bridge could have been started a lot sooner than it was. It is however a Godsend

I think more could have been done about other bridges before they were opened by the councils in this area, but more open communication would have helped at the time so we could see what was being done.

In addition to difficulties created by loss of bridges, Cumbria County Council and the Police have exacerbated problems with silly restrictions and closing of certain roads. This problem continues after the opening of the temporary road bridge. It was obvious to all that certain bridges ie Broughton and Cockermouth were kept closed longer than necessary.

6 months to erect the temporary bridge in Workington (for Vehicles) was FAR TOO LONG. This could have been provided within 3 months. Bus arrangements during the disruption were good

Powers that be are not doing enough!! More speed is needed not words. Na(v)ies Bridge could have been repaired within a week. Get your fingers out and get things moving in weeks not years!! If this was down South this would have been done by now.

Allerdale and Cumbria C.C totally unprepared and 100% useless to signpost alternative routes.

I think the council should have checked and opened some of the bridges sooner- their reasoning is that it would have caused 'rat runs'. They didn't consider the 'rat runs' created through the village now where I live!

The 'Bridges' situation in our opinion underlines negligence of our local infrastructure and amenity.

The one-way system drew some adverse comments. A few respondents had advice for future provision and some thought an opportunity to encourage more sustainable travel had been squandered, especially by the return to the poor rail provision.

The new one way system on Station Road is a load of rubbish, as is all the rest in town. It's a nightmare pulling out of Lowther Road@ Graham & Bowness. There should be a roundabout! I've been waiting at least 20 minutes from 5 pm when finishing work.

I can't understand why the road up to Seaton is only one way. It just seems pointless to me. It wasn't just Northside that was affected.

The one way system and new configuration of the roads has resulted in all main roads in and out of town being grid-locked, making going to the supermarkets a very long journey. The roundabout at Tesco's is very hazardous to get out of. It is only a matter of time before there is going to be an accident in town, Station Road or Harrington Road.

I think everyone did their best in a difficult situation. My only issue is that I think they could make Seaton easier to access from the new bridge. We are still doing a roundabout journey every day.

Workington needs one decent bridge link to East of town by-pass skirting the edge of Curwen Park (relieve town congestion).

Wasted opportunity to improve public transport- people with cars would have stayed on buses and trains if times were better for workers.

Although the floods have been attributed to climate change, which in turn is related to energy use, including for travel, only one respondent related their travel to potential climate change.

I now travel by train whenever possible. It jolted me into thinking about transport and how it is affected by climate change.

Summary

Most respondents used the opportunity to add comments to their responses. Many told of the personal travel difficulties including the extra time needed for journeys and the added cost. Others talked about their use of other modes and the benefits and disadvantages of these. Some of the comments described severe consequences of the event including loss of income, deterioration in health, stress and feelings of isolation as well as activities not undertaken because the journey was too difficult or there was no time after the protracted journey to and from work. There was a mixed view of the role of the authorities, praise for providing the footbridge and station so fast, but some criticism of the delay in building the new road bridge. Some respondents felt the council was responsible through negligence for the collapse of the bridges, others that the checking of surviving bridges could have been carried out sooner. The current one-way system is the target of severe criticism from some of those who are affected.

Interviews

Please note: this section represents the views of the interviewees and other sources only, not the opinions of Cumbria County Council, the Institute of Transport and Tourism or the report author.

Interviews were held either face-to-face or by telephone with a number of residents and stakeholders in Workington (see acknowledgements). These are supplemented by information from the local newspapers and Cumbria County Council's Flood Bulletins. The data have been arranged in the chronological order of events.

Immediate Reactions

Northside Bridge was swept away early in the morning of Friday 20th November, later Calva Bridge was declared unsafe and closed. The press gathered to report on the floods in Cockermouth and the bridges in Workington, many anticipated the immediate collapse of Calva Bridge. The A66 and other roads were also closed for periods because of flooding or concerns about bridge safety. The Highways Office was staffed continuously for a week: their priority was public safety which often entailed keeping people off parts of the network where there were problems or potential problems. Papcastle Bridge was closed because of fears that it was damaged, the pile caps were showing, but re-opened on the Sunday after an inspection by a bridge engineer. It had to be closed intermittently during the next week when water levels rose. This meant that people needing to drive between the north and south of the area had to go via Penrith. The railway bridge was re-opened after checks at 8am on 20th.

On the first weekend, there was a conference call between Gordon Brown, the Prime minister, emergency planning officers, transport providers and others, when Central Government funds were promised for providing transport between both parts of the Workington area. This included the temporary station, the footbridge and school transport. Workington station became the centre of operation for building the new station. The build was led by Network Rail, but Northern Rail took responsibility for all the 'customer-facing' elements such as signs and timetables meanwhile railway staff managed to get to work despite many long commutes.

The first problem for the ambulance service was getting dialysis patients home from the West Cumberland Hospital in Whitehaven. Some were taken home via Penrith, others had to be admitted. At the weekend, it was decided to split the division in two, one part working from Dissington and Egremont, the other from Flimby. Patients from the northern part were taken to Carlisle instead of the West Cumberland Hospital. An air ambulance was brought in and based at a private heliport for two weeks to cope with a situation where the ambulances could not reach patients quickly. The Fire Brigade's control room was close to the flooding at Cockermouth, but unaffected itself. Staff had difficulty getting home and into the centre. The area to the north of the river, normally covered by the Workington station a fully staffed station had to be covered by Maryport station, which is staffed by retained fire-fighters. Initially Tesco's had had to evacuate their staff and close. They had donated fresh food to the refuge centres using their home shopping vehicles.

Many people with work on the other side of the river took a day's leave, expecting the problems to be resolved by the next week, some tried out alternative routes over the weekend and realised commuting was going to be difficult. On the Monday (November 23rd) Flimby Station saw as many passengers as it normally sees in a fortnight. Where possible an extra carriage was added onto the trains and customer care staff were on each station to advise passengers, many of whom had never used a train before.

Many of the schools were closed. The pharmacist in Seaton phoned round regular customers to establish their needs and doctors advised patients to go to Maryport for urgent attention. There were reports of young men walking over the railway bridge at night to visit friends in Northside. Stagecoach provided one bus an hour between Northside and Maryport and four buses an hour between Maryport and Workington '*times are dependent on road traffic conditions*'. Tesco started a free hourly daily bus service from Maryport, Flimby, Seaton and Cockermouth to their Workington store on 26th November.

Through the rest of the week, commuters were testing different routes, but there were often long tailbacks, which also delayed commuters from Cockermouth and Papcastle Bridge was closed on occasion. Some made long detours inland including via Penrith and the M6 to get to their work. There were also adjustments in journey times to avoid the worst delays. In the first week, traffic queues sometimes stretched for five miles either side of Papcastle Bridge and meetings were held to try to improve its capacity. Traffic lights were tried, but didn't work. Later filter lanes to turn left and rights improved flow.

One local woman arriving home from holiday had to find shops for provisions on the north side of the river and discovered she was totally unfamiliar with the geography beyond her house. People found they could not get on trains in Flimby, so would drive to Maryport to secure their journey. Parking became an issue at Maryport station and the Rugby Club offered their parking. The schools opened and Cumbria County Council arranged with Stagecoach, the largest operator in the area, for ten buses to transport children from the north of the river to schools in Workington with the earliest pick up time at 6:50am to allow two hours to get through the traffic. Parents learnt about the arrangements through text messages from the schools, the local newspaper and radio.

Concern grew about the plight of residents of Northside, a settlement without any shops or other facilities, apart from a community centre. Their landlines were initially at risk and their nearest accessible shops were in Seaton, whose shops rapidly ran out of basic supplies and the cash point emptied. Arrangements were made for a mobile bank to visit Northside on the Friday. A temporary shop was established in the community centre. On the Tuesday, a temporary doctor's surgery was set up in an empty sheltered housing house in Seaton for two sessions a day and another at Northside Community Centre. It was later found that the 9-10am surgery in Northside was not well attended and a later one did not allow people enough time to get their prescription from Seaton. The accommodation was very basic and small, and doctors did not have the computer access with patients' notes, etc they would have had in the main surgery. A mobile classroom was delivered to Northside community centre on

28th-29th November which provided internet connections, allowing residents to contact their relatives and do on-line shopping.

Other adjustments included police officers, library staff and, where possible, ambulance crews being redeployed to work on the side of the river they lived on so they did not have to travel. (The libraries were also redeploying Cockermouth staff as their library had been flooded.) The Job Centre, who had had a skeleton staff on the Friday, found most of their staff arrived on the following Monday although many were late or had set off extremely early. They first allowed claimants to make their initial claim in Maryport instead of Workington, but this was not widely used. Sellafield established a business continuity team to help resolve employees' travel problems and urged people to car-share or use public transport. Temporary police-public contacts points were established in Seaton and Northside.

Bus services were affected and at one point it was taking up to eight hours to come from Carlisle to Workington, via the Papcastle Bridge. People were kept up to date via Sky News and Radio Cumbria and Stagecoach drafted in extra people to help with the media. Extra vehicles and drivers were sent from other depots and an arrangement made with a garage for drivers on the north side of the river to have toilet facilities. Buses on the north were refuelled in Carlisle. On 5th December, a special evening 'Beer Bus' was put on for residents of Northside and Seaton to go drinking in Workington. Tesco's and Asda set up free shopping bus services to bring people into their stores and town.

Opening of Workington North

After six days and nights of construction, Workington North was opened on 30th November; and the regular services by Northern Rail were supplemented by an hourly shuttle service between Maryport, Flimby, Workington North and Workington Stations. All services between these stations were free to use, at least one interviewee felt this was done to keep Workington centre 'alive'. The extra locomotive and three carriages were provided by Direct Rail Services and the service was funded by the Department for Transport. The station platforms had to be extended by 23 metres to accommodate the longer trains. The new station immediately relieved some of the congestion using Papcastle Bridge. The land was owned by Network Rail, while adjacent land owned by Allerdale District Council was used for a car park. A shuttle bus service was provided to bring people from villages to the station. Northern Rail provided customer service staff at all the stations to help with the rush of people, up to 2,200, many of whom had never used a train before. Students from the north attending the Lakes College (south of Workington) were asked to use the train.

Opening of Barker Crossing

Barker Crossing, a pedestrian bridge built by army engineers across the River Derwent east of town centre was opened on 7th December. The bridge was large enough for tanks, but needed extra safety features for pedestrians, particularly children to avoid any danger of falling through the sides. The Cumbria County Council Highways team worked 'flat out' on the approaches for five days to erect bus stops, lighting, signage and provide road markings and foot paths. The paperwork took months to get in order, while bridge inspections continued for four months.

The first people to use it were secondary school children who were picked up by buses to be delivered to their schools in Workington. With the opening of the bridge came traffic restrictions on the approach roads. Northside Road was made one-way and access to both approach roads was restricted to local residents and buses. Parking restrictions were introduced and the buses serving the new station were diverted to serve the bridge as well. Buses were provided to take people from the southern end of the bridge to the town centre. Taxis were not permitted to take people to or from the bridge, although later this was relaxed for times of the day when the bus services were not running.

For many people now, the quickest way to work and shops was over the pedestrian bridge. A few interviewees talked about how pleasant it was to see lots of people out walking, including whole families together even in the harsh weather in December and January. It was called the 'Health-Kick Start' by some who were unused to walking and the doctors noted that fitness improved, although many people were still feeling very isolated and depressed and some had to give up jobs because of the travel difficulties.

A few, female, interviewees expressed reservations about using the bridge at night or allowing teenage daughters to do so, especially before taxis were allowed to drop and pick up at the bridge. Others said the lighting was good and they were not bothered by it. Personal attack alarms had been handed out by the Police when the bridge was opened.

Opening of Tesco's Northside Temporary Store

Tesco announced they would build a temporary store on wasteland near Northside. Work started immediately on a large portacabin structure which was opened after 13 days work on 14th December. The 13,300sq ft purpose-built interim supermarket helped the residents of Northside and other settlements to the north and Tesco's' staff, approximately 60% of whom lived north of the river, so there was now an accessible work place.

Settling Down to Life without Bridges

Once the immediate problems had been solved, people adopted new routines, sometimes changed in the light of experience. New barriers and lighting on the south side of the bridge improved the pedestrian environment at Barker Crossing, which was quickly being used for up to 7,000 trips a day.

Papcastle Bridge was carrying about 28,000 vehicle movements a day, just over three quarters of the traffic which would normally have used the damaged/destroyed bridges (Broughton, Calva, Workington) and its own traffic. The rush hours frequently lasted between 7:30 and 10am and from 3pm until past 6pm, although this appeared to ease as time went by and people found alternative modes, destinations or staggered their journeys. One problem noted by the Police and Highways Department was use of closed bridges, sometimes with signs, bollards and barriers being torn down or even thrown in the river, necessitating higher, tougher fences bolted to the bridge and diverting resources from bridge inspection and repair.

The railway line was recording nearly 2,000 passenger journeys per day in each direction between Maryport and Workington Main Station. This decreased slightly in January and February. Parking at stations was often full by 7:30 am and Greggains, a local firm loaned a piece of land for parking at Maryport. Later in the shuttles' operation, young people travelling up and down for free in the evening could prove intimidating to other passengers, although most interviewees thought this problem had been overstated. Workington Police and the Transport Police regularly patrolled the trains to prevent unsocial behaviour. The cinema on Northside adjusted its showing times to fit in with the train

With train becoming a popular commuting method and arrangements were made to accommodate new time constraints. The Job Centre allowed staff arriving by train to count their arrival time at the station as their 'clock-on' time. Tesco's adjusted shift times and some companies provided taxis from the station for their staff. Fire Service Officers adjusted where and when they worked to avoid crossing the bridge at peak times, one on light duties, (not expected to turn out) found the train and footbridge useful, but only possible because he did not need his car.

Primary school children were still being bussed round by road as it was deemed inadvisable for them to cross the footbridge unless they could be escorted. Many of them were suffering from the long hours spent travelling, some were leaving home at 6:45 am and not returning until late, they were thus not able to participate in out-of-school activities. Some parents arranged to walk with their children across the bridge and to school, rather than subject them to such long journeys. One parent described how her eight-year-old son became extremely tired and stressed by Christmas, but readily took to walking with her, when before he had been reluctant to walk anywhere.

The emergency services found their computer systems for identifying the nearest crew to respond to a callout could not be adjusted to take account of the difficulty getting across the river. The Fire Brigade had to override their system and use their local knowledge to allocate incidences to the crew with best access. Although Maryport is staffed by retained fire-fighters, they managed a 90% success rate in arriving at an incident within the expected time. The Ambulance Service, whose control centre is in Preston, eventually seconded an officer from the area to use his local knowledge to help. The new circumstances meant that the Flimby crew was being called out more and when they were on a call, a crew from Wigton would move to Flimby. Although ambulances with blue lights crossing the Papcastle Bridge would be let through the traffic, their return was often very delayed, tying up vehicles and crews. Ambulance teams were stationed in Workington centre rather than at the ambulance station, which improved response times. This had been mooted before the floods and has now been adopted as normal practice.

From 7th December, the bus shuttle, starting at 5:30 am did a half-hourly (frequency and duration) trip from the new station, through Northside, to the new footbridge and back to the station via Seaton, with a later and reduced service on Sundays. Another service picked passengers up on the south side of the bridge and ferried them to a stop near Marks and Spencer's near the town centre. Single tickets were available for people using two bus services with a train trip or footbridge crossing in between.

Late-night specials were put on to allow Northside and Seaton resident to get to and from Workington on Friday and Saturday nights. On 18th January, Stagecoach re-arranged their 300 service between Whitehaven and Maryport, split in two by the closure of the bridges, so that passengers could travel to the footbridge, walk over and be picked up to continue their journey. These 15 minute frequency buses, replaced the 20 minute service provided by Cumbria County Council from the footbridge into Workington. This diverted the Whitehaven service away from the railway station and Tesco's, which were left with a half-hourly local service. An emergency bus timetable leaflet was issued on 25th January. Bus operators resented the free train service, which they felt was unfair competition, especially at a time when their revenue had already been hit by the floods.

The temporary doctors' surgeries found that the 9-10am surgery in Northside was not well attended and a later one did not allow people enough time to get their prescription from Seaton, so the times were rearranged. They also moved into pre-fabricated accommodation provided at the Rugby Club which was larger and better equipped than the sheltered housing. The surgeries, staffed on a rota system by doctors from all the Workington GP practices were proving a big drain on their resources. Also as more people were finding ways to reach the main surgeries, '*the tolerance of the unaffected wore thin*' especially if they had to wait longer for appointments or could not see their own doctor, because it was their turn to do the surgeries. This was partially resolved by bringing in locums to back up at the main surgery, when doctors were staffing the temporary surgeries. The IT connection problem was solved in February and an appointment system was established which made predicting surgery duration easier and solved the problem that some people from south of the river were coming to the temporary surgeries because they knew they could be seen without an appointment.

Tesco's found that the Northside store was well used, soon accounting for nearly a quarter of the turnover of both Workington stores. They also noted that people were making fewer shopping trips, but buying larger quantities.

The time needed to make emergency plans delayed other aspect of public transport planning and the County Council's programme. Also, because all the departments were so busy, there was less communication between departments.

Opening of the Temporary Road Bridge

The temporary road bridge was opened ahead of schedule on April 21st 2010, this enabled vehicle, cycle and pedestrian traffic to cross the River Derwent close to the town centre. It necessitated a change in traffic management, with a one-way (eastward) flow along Northside Road and a change in priority on the giratory to give traffic from the bridge priority and prevent the bridge with limited capacity (22,000 vehicles a day) becoming a bottleneck. The new Traffic Regulations prompted complaints from some residents.

Before the opening, Cumbria County Council launched a campaign 'Keep Workington Moving' urging people to consider whether and how they travelled once the new bridge was opened. Postcards sent to 14,000 properties and posters encouraged people to keep walking, cycling, using public transport or car-sharing

rather than jumping back in their cars although there was no monitoring of its effectiveness. Some interviewees were still using the footbridge; others had intended to but found the car more convenient.

Most bus services reverted back to their previous arrangements, although it was no longer possible to catch a bus outside Tesco's. The new road layout meant Stagecoach needed an extra bus, which may result in the service becoming uncommercial. Subsidised bus services are threatened with cuts in frequency, especially evening services, after a review by Cumbria County Council in anticipation of government spending cuts for local authorities. School buses continued until the end of the school year, but then went back to previous schedules and ceased to be free for children living close to their schools. (Most of the costs of the temporary services came from a Central government grant.)

The free train services and extra shuttle services were withdrawn on 20th May and passengers were disappointed to find the trains too small to cope with demand, unreliable and infrequent. Northern Rail were also disappointed not to retain some of the passengers they had gained during the period, but because they are considered a no-growth line, they have no resources for extra rolling stock or an improved timetable. Even if more funds or carriages were made available to the company, other services would probably have first call on these. Workington North closed on October 8th, 2010 as *'there was not a business case for keeping it open'* with the small numbers of passengers using it since the re-establishment of road connections.

Tesco's closed their temporary store at Northside on June 6th in keeping with the terms of their planning permission. A large Asda supermarket opened in October, 2010 in Dunmail Park, initially causing traffic jams around the temporary road bridge. The temporary doctors' surgeries closed on 28th May.

One interviewee was upset that local steel firms had not been asked to contribute to the new bridges. According to another, the episode *'developed a sense of common spirit. Some people are still walking, but not many, it broke routines. What had been taken from granted wasn't possible any more.'*

Summary

Much of the work to restore connections across the river fell to Cumbria County Council especially their Highways Department. The Army erected the temporary foot bridge and Network Rail with help from Northern Rail built and opened the temporary station. Central Government provided funds for the bridge, train services, school buses and other aspects of the temporary transport provision. Other agencies responded to the situation by opening branches, adjusting their areas, redeploying staff to minimise the amount of travel across the river. Crossing the remaining road bridge entailed extra vehicle and driver time, while many people appreciated the exercise of using the foot bridge and the frequent free train service. Intentions to continue walking often succumbed to the ease of car use once the temporary road bridge was opened and those wanting to continue using the trains were disappointed with the reduced service and capacity.

Conclusions

Using a variety of sources the research has traced the changes which took place in the travel patterns of people around Workington after the loss of road connections in the floods of November 2009. While a useful record of the event, the research also contributes to understanding of the flexibility of travel behaviour, not only in response to a sudden and unforeseen change in provision, but to more predictable situations such as rising fuel prices.

Three distinct phases can be identified in the sequence of events. The first, in the fortnight following 20th November saw a rapidly changing situation with shock as the scale of the destruction and its consequences were realised and sadness over the death of PC Barker, then relief and some wonder at how quickly the authorities had moved to erect the temporary station and footbridge. The second phase involved slower adjustments to the new situation involving travellers, authorities, employers and others. The third phase arrived with the opening of the temporary road bridge and, for many, resumption of normality as well as the closing of the temporary services (rail, bus, Tescos, doctors' surgery, Workington North station).

The First Phase

Many residents were shocked at the scale of the destruction and the consequences of the loss of road connections. However, the authorities quickly realised that the railway, running over the only sound bridge left in Workington, was going to a lifeline. After a conference call between Gordon Brown, the Prime Minister, and various agencies in Cumbria, Network Rail made plans for temporary station on the north side of the river. Plans for a footbridge quickly followed. In the first week travel was unpredictable, both for travellers and providers. The train and available car parks at stations rapidly filled up and overflowed, while long traffic jams appeared on the approach roads to Papcastle Bridge.

The severing of connections was felt keenly by settlements on the north bank of the River Derwent. Within sight of the Tesco store and previously within walking distance, residents of Northside now had a long drive to reach it (see Figure 9:1). Supplies of fresh food and cash in the nearest village, Seaton, quickly ran out. Again these needs were quickly addressed by action from Cumbria County Council and other agencies. Social visits across the river, unless urgent, were mostly put on hold.

Agencies worked together to clear the way for, construct and provide what was needed to help people with their daily lives. In some cases this meant arranging for people to travel in different ways (mostly train), for services to be taken to people (surgeries, banks, goods) or for journeys to be changed or reduced (moving work places, providing shopping buses to the same or different destinations).

The Second Phase

Once the footbridge, station, shuttle train and bus services were in place and the time scale for building the temporary road bridge was known, people could adapt to the temporary situation. A noticeable effect was a reduction in the total number of journeys made.

Although car trips made by respondents reduced, many of our respondents continued to use their cars to get to work at great personal costs of time and fuel. Others used the train or walked across the footbridge, some enjoying the health and sociability benefits. There is evidence that some people were able to work in different locations and at least one, where the person moved in with a relative to be able to reach their work placement. There were also changes in work hours to avoid the longest delays, arrangements for taxis to pick up staff from the station and to count walking time from the station as work time.

For shopping, the number of trips was reduced, destinations were changed to Carlisle or Maryport and, once the temporary supermarket was opened at Northside, many people went there by car or walking. The main effect was on social and leisure trips which were greatly reduced, partly because people had less time after other journeys had been undertaken. The number of car journeys reduced considerably, walking to a lesser degree, but train and mixed mode journeys increased. Within some families, tasks, such as collecting children, were reallocated because of new time constraints.

Figure 9:1 Tesco's Workington Store seen from Northside



These adjustments were not painless. Some people lost their jobs or were unable to continue because of the strain of the longer travel, school children endured long hours travelling preventing other activities and many people were unable to make the social and leisure trips they wanted or provide company and assistance to friends and relations who needed it. Some found the waiting for public transport in cold weather too arduous or uncomfortable.

The Third Phase

The opening of the temporary road bridge on April 21st marked a return to 'normal' with road connections restored across the Derwent. While most comments suggest that people understood why their mobility had had restrictions for a temporary period, the opening of the bridge was accompanied by complaints about new traffic management arrangements. No respondent mentioned the campaign, Keep

Workington Moving, which aimed to reduce the return to car travel through making fewer journeys, using public transport and active modes, although the respondents report fewer journeys per week in May than in October and some of those who had resorted to other modes stayed with them for some journeys. The biggest disappointment appears to have been the loss of the extra train services, so people who had found the train convenient as well as free during the bridge closure, found the normal service unreliable, poorly timed and with not enough carriages to carry everyone in comfort. This is explained by the 'no-growth' terms of the franchise for the railway line making it very low in priority for additional rolling stock or services.

Once the extraordinary circumstances came to an end, agencies reverted back to their normal agendas, with priorities determined by agreed policies and practices often involving more than local concerns. Apart from one respondent, no-one made any connection between the cause of the floods and transport as a contributor to climate change emissions.

Summary

The emergency revealed a considerable degree of flexibility, both from the many agencies involved but how people organise their lives and travel. Agencies worked together and quickly introduced temporary measures to alleviate the travel situation by opening the temporary station, providing additional trains, building the footbridge and arranging for other services to be taken to the north of the river. Residents adjusted the mode, destination, timing and frequency of journeys although considerable numbers still preferred to use their cars and endure long delays than use other modes. There was more flexibility of mode for work trips, destination for shopping trips and reducing frequency for social and leisure trips.

Once the temporary road bridge was opened in April 2010, most people reverted to their original travel patterns, although trip levels were below those recorded for October. Some people stayed with walking and train, but many found the basic service inadequate. Some felt that an opportunity had been missed to make local travel more sustainable.

Appendices

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Appendix 1: Questionnaire

Person 4			
Number of (return) trips in a typical week in			
for	October	March	May
Work			
Education			
Escorting*			
Shopping			
Social visit			
Leisure			
Health Care			
Other			
.....			
How did you normally travel? (car, bus, train, walk, cycle)			
Work			
Education			
Escorting*			
Shopping			
Social visit			
Leisure			
Health Care			
Other			
.....			
Normal Destination (town/village or street/postcode in Workington)			
Work			
Education			
Escorting*			
Shopping			
Social visit			
Leisure			
Health Care			
Other			
.....			
Do you have a driving licence? Yes <input type="checkbox"/> No <input type="checkbox"/>			
Number of vehicles in household			
Cars		Working cycles	
Motorbikes		Others	

Please use the space below or a separate sheet for comments about how your travel was affected

Please include details about other changes to your travel, what caused them and other impacts from the loss of the bridges.

Thank you for your help!

About your household

Person	Male or Female	Age	Bus pass?	Rail card?	Any disability?
1					
2					
3					
4					
5					
6					
7					

Your Postcode

We would like to talk to people from Workington about their experiences, if you want to help, please give your name and telephone number

Name Tel No

Your telephone number will not be given to any other organisation. Please return your completed form to the surveyor or use a pre-paid envelope to send it to the University of Central Lancashire, Preston, PR1 2HE. No stamp required.

Workington Travel Survey

The closure of the road bridges after the floods made some journeys much longer. How did that change travel and how much hardship did it cause? Please spare ten minutes to fill in this questionnaire to let us know if and how your travel was affected. It will help us plan better for the future. Thank you for your help!

Your Opinions

Having no road bridge in Workington caused us:	Disagree strongly	Disagree	Neutral	Agree	Agree Strongly
considerable hardship	<input type="checkbox"/>				
considerable expense	<input type="checkbox"/>				
extra time travelling	<input type="checkbox"/>				
no change in our travel	<input type="checkbox"/>				

While the bridges were closed we...

walked more	<input type="checkbox"/>				
cycled more	<input type="checkbox"/>				
used the train more	<input type="checkbox"/>				
used the car less	<input type="checkbox"/>				
made fewer trips	<input type="checkbox"/>				
changed some destinations	<input type="checkbox"/>				

Since the temporary bridge has been opened we ...

are travelling just as we were before November	<input type="checkbox"/>				
have decided to change how we travel in the future	<input type="checkbox"/>				

The County Council has done everything it can

This survey is being conducted by the Institute of Transport and Tourism (University of Central Lancashire) on behalf of Cumbria County Council. For further details please contact Dr Jo Guiver (01772 894923, jwguiver@uclan.ac.uk)

How did your travel change when there were no road bridges in Workington? Please fill in the journeys you made in a typical week in October 2009 before the floods, in March 2010 when there was no road connection and May 2010 after the temporary road bridge was opened. If there was no change, just write 'no change' along the column. Please fill in details for everyone in your household over one year old. It is difficult to remember exact details, but please help us to identify which journeys were affected and which journeys were unchanged.

Person 1

Number of (return) trips in a typical week in			
for	October	March	May
Work			
Education			
Escorting*			
Shopping			
Social visit			
Leisure			
Health Care			
Other			
.....			

How did you normally travel? (car, bus, train, walk, cycle)			
for	October	March	May
Work			
Education			
Escorting*			
Shopping			
Social visit			
Leisure			
Health Care			
Other			
.....			

Normal Destination (town/village or street/postcode in Workington)			
for	October	March	May
Work			
Education			
Escorting*			
Shopping			
Social visit			
Leisure			
Health Care			
Other			
.....			

Person 2

Number of (return) trips in a typical week in			
for	October	March	May
Work			
Education			
Escorting*			
Shopping			
Social visit			
Leisure			
Health Care			
Other			
.....			

How did you normally travel? (car, bus, train, walk, cycle)			
for	October	March	May
Work			
Education			
Escorting*			
Shopping			
Social visit			
Leisure			
Health Care			
Other			
.....			

Normal Destination (town/village or street/postcode in Workington)			
for	October	March	May
Work			
Education			
Escorting*			
Shopping			
Social visit			
Leisure			
Health Care			
Other			
.....			

Person 3

Number of (return) trips in a typical week in			
for	October	March	May
Work			
Education			
Escorting*			
Shopping			
Social visit			
Leisure			
Health Care			
Other			
.....			

How did you normally travel? (car, bus, train, walk, cycle)			
for	October	March	May
Work			
Education			
Escorting*			
Shopping			
Social visit			
Leisure			
Health Care			
Other			
.....			

Normal Destination (town/village or street/postcode in Workington)			
for	October	March	May
Work			
Education			
Escorting*			
Shopping			
Social visit			
Leisure			
Health Care			
Other			
.....			

Do you have a driving licence? Yes No

Do you have a driving licence? Yes No

Do you have a driving licence? Yes No

* Includes taking a child to school or a child accompanying a parent to the shops, If you need extra sheets please ring 01772 894923 or e-mail jwguiver@uclan.ac.uk. Alternatively you can fill in the survey on-line on www. All the information you provide will remain anonymous.

Appendix 2: Tables of Weekly Journeys by Mode and Journey Purpose in each Survey Period
October

Mode								more than one mode		
Purpose	car	walk	bus	train	cycle	Motor bike	van		total	% of total
work	911	101	73	18	4	0	6	29	1142	37.4
education	50	64	0	0	0	0	0	0	114	3.7
escort	83	44	0	0	0	0	0	0	127	4.2
shopping	556	60	39	6	0	0	0	35	696	22.8
social	347	34	17	0	0	3	0	58	459	15.0
leisure	319	22	2	0	7	1	0	6	357	11.7
health	67	7	12	8	0	0	0	0	94	3.1
other	54	0	1	2	0	0	0	4	61	2.0
total	2387	332	144	34	11	4	6	132	3050	100
% of total	78.3	10.9	4.7	1.1	0.4	0.1	4.3	0.2	100	

March

Mode								more than 1 mode		% of total
Purpose	car	walk	bus	train	cycle	Motor bike	Van		total	% of total
work	528	93	100	130	42	0	0	113	1006	49.2
education	15	35	10	10	3	0	0	15	88	4.3
escort	35	25	0	0	0	0	0	8	68	3.3
shopping	291	44	32	19	2	0	0	36	424	20.8
social	109	21	5	6	0	0	0	20	161	7.9
leisure	143	11	2	5	2	0	0	11	174	8.5
health	61	5	9	10	0	0	0	5	90	4.4
other	15	0	0	6	3	0	0	8	32	1.6
total	1197	234	158	186	52	0	0	216	2043	100
% of total	58.6	11.5	7.7	9.1	2.5	0.0	0	10.6	100	

May

Mode								more than one mode		
Purpose	car	walk	bus	train	cycle	Motor bike	van		total	% of total
work	707	107	81	24	37	0	50	6	1012	39.2
education	39	35	5	0	12	0	0	0	91	3.5
escort	43	20	0	0	0	0	0	0	63	2.4
shopping	421	51	45	55	0	0	0	0	572	22.2
social	268	36	22	0	0	3	50	0	379	14.7
leisure	292	17	0	0	2	1	17	0	329	12.8
health	58	6	12	8	0	0	1	0	85	3.3
other	31	0	1	8	0	0	9	0	49	1.9
Total	1859	272	166	95	51	4	127	6	2580	
% of total	72.1	10.5	6.4	3.7	2.0	0.2	4.9	0.2	100.0	

Appendix 3: Comments from Survey Forms

**Social visits from Workington to Seaton, Maryport and Allonby were all stopped when the bridges were closed.* Work- self-employed Yoga classes held over the bridge in Northside were cancelled and have not resumed. * Generally less travel on congested roads. * Used Motorbike more than the car.*

1) Had to set off early. 2) Got home from work late. 3) Less trips into Workington Town Centre. 4) Cost more. 5) Stress while driving.

1) Loss of bridge had a profound effect on life- reduced chances of popping over to friends and shopping. 2) Council took too long to remedy lack of bridges- a disposable causeway could have been constructed alongside the Calva Bridge- Armco Culverts and Spoil.

1. I had to evacuate my house. 2. We were cut off- the nearest bridge being Cockermouth. 3. Traffic was unreal. 4. Making appointments for the Doctor and Hospital was awful as you couldn't gauge the time to get there. 6. Cost of petrol is still very high because of all the extra miles we have to cover.

1. Journeys to work took longer due to volume of traffic on the roads. 2. Had to travel on minor roads instead of normal trunk roads. 3. Thought twice about making journeys due to length of time it took to get anywhere. 4. Unable to attend social events. 5. Before Barkers Crossing erected I felt totally isolated. 6. Travel situation has eased further with the opening of the temporary road bridge. Hopefully Workington Bridge can be repaired and things will get back to normal.

32 mile round trip had to be done every day as my 97 year old mother lives in Seaton. First night of the bridge closure I travelled 94 miles home up to Carlisle via Penrith. Glad to see the temporary bridge for time, petrol and money. Also peace of mind to get to Seaton quickly if needed.

5 months of dry weather and river water was down so you were able to walk over. Only now have the powers that be started work on the bridges. To my mind I feel a lot has been neglected by Allerdale & Cumbria County Council. Plus United Utilities opened the flood gate that had not been used for years and where it rusted up they could not be closed.

A lot of traffic jams on most days. Petrified of the country roads waiting for buses. Missing as you crossed the footbridge struggling with bags of shopping. Walking for 1/2-2/4 hour to get to town 1 way. Gave up night school due to not being able to get dropped off @ Barkers Crossing both ways. didn't fancy that little walk down the lane on my own @night. Had to rely on others, to help with weekly shopping. Due to no longer afford taxi, due to the long journey. As before from Tesco's or Morrisons it would just take 10 mins. And cost no more than £3. again didn't go out much at night into town, due to not being able to get a taxi straight back home. I have no telephone landline, but my address is xxxx, Workington. If you would like to hear about our experiences. xxx

All one way systems in town are rubbish.

Although we appreciate the services delivered in record time very much ie temp railway station, Barkers Crossing Footbridge and Tesco store, we feel that work on a temp road bridge could have been started a lot sooner than it was. It is however a Godsend

Amount of traffic on A595 after floods meant it took me 2 hours to get to work (usually 30-40 mins).

As a family support worker in the Maryport area it was necessary for me to still use my car. My miles per week doubled to get there and also the poor roads between Dearham and Maryport broke my steering which cost £319 to get fixed. The new bridge is awesome. Thank you.

As I am a single parent and have mobility issues I found it very difficult to manage as my parents live in Seaton and sitting in traffic, for at times up to 2 hours was very painful for me and trying to keep a 2 year old busy was hard. Since the new bridge has been built it is much easier but I can't understand why the road up to Seaton is only one way. It just seems pointless to me. It wasn't just Northside that was affected.

As I live on 'highish' ground I was not greatly affected.

As I live on the South side of the River Derwent I rarely ever needed to cross over. All my shopping, visiting friends and social life was not changed.

As I was on placement in Workington, living in Seaton was not practical and it was difficult. Therefore I was forced to move and live with a relative in Workington.

As we were unable to access Maryport/Carlisle by the Maryport Road we didn't go to those towns at all while the bridge was down. If we travelled via Cockermouth route and forgot about peak times then our journey was over an hour longer because of the volume of traffic.

At the time of the floods I was 6 months pregnant. As my pregnancy progressed, I found it increasingly difficult to travel from my home in search of work / taking my other child to school, both in Whitehaven. I found the 2.5 hour one way drive very tiring and ultimately relied upon a lift to the footbridge, walk across / up to Washington St and be placed up at the other side to be taken to Whitehaven. I believe that the high blood pressure that I suffered in pregnancy was because of this.

Being South side of the river I was still able to get to work / town. However my parents live on the North side so I visited much less before the bridges were built, and walked instead of drove when the footbridge was put up in Hazel Park. Traffic congestion was the biggest problem.

Both of us would like to use the train for work. The timing of Direct Rail services were perfect for Workington- Maryport work but I have returned to car as the timing is wrong. Timing has always been wrong for Sellafield.

Both retired and don't travel much. Used the train which was quite adequate.

Bridge closure did not affect me personally as I live in the centre of Workington and had access to all shops etc.

Bridges to and from work destroyed. Forced to do 18 mile detour initially by car until Barker Crossing erected. Cycled 5 days a week from December to April for work. Now do 3 days in the car and 2 days by bike (weather permitting).

Closure of the normal route we would take to travel North of the River Derwent had no real impact on our household. We are a retired couple so no occupational journeys were required. We would have made the occasional journey North but after the bridge collapsed we only made two journeys via detour Cockermouth/Papcastle Bridge. These journeys were for shopping. We are pleased that the temporary bridge is now open and hope that 'New Bridge' is replaced and 'Workington Bridge' is repaired or replaced as quickly as possible. The 'Bridges' situation in our opinion underlines negligence of our local infrastructure and amenity.

Could walk to Tesco over the bridge for 'odds and ends'. To walk now is nearly three times the distance. We have a car, my husband drives but he is 82 years old and not very good at driving. But I think the bridge should be put in the same place.

Didn't really affect me. Don't travel much.

Didn't affect us greatly as neither of us work. We could get most items needed within the village. Just took longer to get to hospital, doctors etc.

Didn't use my car once the bridges had gone down. Travelled by train which was a night mare initially until the shuttles were put on. Over crowded (extremely), cancelled at short notice. The shuttles were great though once up and running.

Doctor's appointments and prescriptions.

During period with no bridge used train to get to work and car was too expensive and longer journeys. Trains didn't always match work times but now bridge is up, trains barely match up at all, so back to using car when would be willing to use the train. Didn't go to cinema as often but used train on few occasions when did.

During the floods my train travel improved due to two carriages on the peak trains. We struggled with car travel due to our route getting longer and more traffic. Now that the temporary bridge is up car travel is back to normal, but my train travel has got worse and very dangerous due to cuts by Northern Rail back to a single carriage. The company is risking passenger safety.

Earlier mornings and late nights to return. We used more fuel as two of us work full time. I also had an £800 repair bill to one of our cars due to stopping/starting (gears).

Extra petrol expenses. Longer working days due to train patterns.

Extra traffic out and into Workington

For everyone in this area it was a difficult time, but people worked together-talked more and smiled more. Just making an effort made one think of others who were far, far worse off.

Fortunately I live on the South side of Derwent. So wasn't affected as badly as others. It did affect my trip to Cockermouth due to traffic volumes (and also to Carlisle). I had to leave work early to allow for delays. I stopped my occasional visits to Dunmail Park and Maryport altogether. I covered for others at work who we were affected.

Fortunately no travel was affected

From normally being a 5 mile return journey to work, it became a 24 mile return journey. It took 10 mins, when bridges went down it could take up to 1 1/2 hours . Set off at 8.15, when no bridges set off at 7.20. Do home visits in job to Wigton, Maryport etc - petrol bill tripled.

Gave up trying to go to Workington before temporary bridge was opened. The temporary Tesco store was a lifeline. Tried the buses and Barker's Crossing, but because I have arthritis. I found standing waiting in the cold and wet extremely difficult. Very pleased to use the temporary bridge and delighted to meet up with friends and family once more.

Had to allow extra hour either journey to and from shopping at Morrisons. Was not worth the time waiting in traffic, it was quicker to get to Carlisle, via Maryport Road than it was to Workington. My daughter had to resign from her job because of travel problems, living in Seaton and working in town.

Had to drive further/longer to get to town. Taxis were considerably more expensive after nights out etc.

Had to go all the way around to visit family and friends. There was not a lot we could do with being over the other side. Any shopping journeys to other towns were less.

Huge delays on the A66 were a major problem and involved wasted fuel and a huge amount of wasted time. A round trip to Seaton suddenly involved a round trip of circa 30 miles instead of circa 4 miles!

I believe the council were complacent but appreciate it was an unprecedented and difficult situation. The comment that the new bridge was a 'success' made in the local press was laughable. Of course it was a success, it means we can now cross the river as though driving miles. As a resident of Seton we are still facing longer journeys and traffic jams. I am a member of Moorclose Sports Centre and had to reduce the number of classes I attended because of travel problems. My husband put his golf club membership on hold for the same reason.

I cancelled my child care duties on the day of the floods but used the train until the bridge re-opened. I also visited an elderly relative each week at Cockermouth but had to reduce the time spent there because of the volume of traffic using Cockermouth to access Maryport, Seaton etc.

I couldn't see my mother as it was a four hour round trip for ten miles. Public Transport was rubbish and overcrowded and I couldn't do the shopping by bus. Just getting around Workington takes an extra 20 minutes each way. Petrol costs loads! Buses cost more! Why?

I couldn't travel to relatives in Scotland and Yorkshire by car or by bus. So had to buy a rail card and travel by train. I stopped my once a week trip to Carlisle shopping by bus (free bus pass) and stopped locally, stopped going to the cinema @ Dunmail Park, as it was too far to go around the long way.

I had a cycling and walking winter. The exercise was beneficial. I met many other walkers and cyclists and it was good to talk with them. Sorry I cannot be bothered with the middle of the form

I had to drive the long way round to work and it took 45 mins and usually would take about 10 mins. This cost a lot more than usual. The train was good , although the times meant I had to drive to work.

I had to reduce the amount I travelled due to the extra miles my journey would take.

I live at Northside and found life really hard during the floods and it had an effect on my health. Since the new bridge opened life has been much easier. Northside has only 6 buses a day, both before and after floods, between 9.30 am and 2.30 pm. They could be more widely spread throughout the day. Perhaps one every 1 & 1/2 hours instead of one every hour. Ie approx 8.30 am, 10 am, 11.30 am. 1 pm, 2.30 pm and 4 pm or spread from 9.30 am onwards. Also the bus used to stop and pick up at Tesco's making it easier to get home with shopping. Now it doesn't (road layout). Could the council look at this issue? Also applies to buses heading to Maryport.

I live in Siloth but work and shop in Workington. Very upset by loss of bridges. Train service was excellent and new road bridge is great. Foot bridge was in wrong place and no provision made for parking / car access.

I live in Workington and my grandson lives in Flimby and attends school on South of Workington so I was involved in picking him up at the train station and driving him to Southfield School Mon to Friday each week. My grand-daughter needed quite a few lifts also though not every schoolday.

I live on Calva Road and sit on the Bench. Normally I would walk to Court but from November I needed a lift to Maryport to return to Workington by train (no extra cost but much longer travel time). I also play golf and initially was unable to because of the time taken to get to the club (Wilton). Since 21/4/10 I have been able to travel to Court by car but because of traffic restrictions (one-way system etc), home to Court is now 6 miles.

I used the free train between Workington and Workington North and Maryport. This was such a real help on petrol & time.

I used to visit my brother who lives at Northside. When the bridge collapsed I was unable to do so, however when the temporary bridge was erected I was able to do so. I then used the free train service to travel. Now the bridge is up and running it is easier still. I think they have done a fantastic job connecting North and South and am very grateful.

I very rarely crossed the bridge at Workington so it had little immediate impact. However, I now travel by train whenever possible. It jolted me into thinking about transport and how it is affected by climate change.

In addition to difficulties created by loss of bridges, Cumbria County Council and the Police have exacerbated problems with silly restrictions and closing of certain roads. This problem continues after the opening of the temporary road bridge. It was obvious to all that certain bridges ie Broughton and Cockermouth were kept closed longer than necessary.

In order to keep at least some social and leisure activities up, we went but less often, as it meant a 37 mile round trip instead of 4, so much more expense, but less social life, causing places we would have visited - and people concerned - to lose out also, in revenue, friendship, organisation etc. Everything (apart from spending extra petrol money and car-repair bills for resulting bad roads through extra use) nearly ground to a halt. Felt isolated.

In spite of the availability of the temporary bridge there has been no improvement in our travel situation since the floods. There is still no provision of replacement bus stops outside Tesco on New Bridge Road, therefore twice a week we have to wrestle with bags of heavy shopping walking up from Tesco to Workington Bus Station. As two of us are senior citizens this is a far from satisfactory state of affairs.

In the initial period after we lost the bridge I used my car. I set off at 6.50 am when I usually would set off at 8.15. If I had left it later the journey would be at least 1 hour long. Comign home from work the journey took anything from 1.5 to 2.75 hours depending on traffic / incedents. I began to use the trains about 3 weeks after the bridge went down and continued until it finished.

*It has not changed in fact the time to walk over is quicker
It took me an hour to get to work instead of 15 minutes. My friends live on other side so it was hard to see them. The amount of petrol, time and social problems had a huge impact.*

Journeys from Brigham to Broughton Moor were of course much longer and very slow because of the volume of traffic.

Journeys from Workington took much longer due to the slow moving traffic. At times the 20 minute journey to Cockermouth could take up to 2 hours.

Just a longer walk to town (no big deal).

Like hundreds of others travel to and from work was a nightmare taking up to 1 & 1/2 hours each way. The stress was enormous on an already stressed job. I found myself shopping in other towns so I didn't have to spend ages in queues. I think the council should have checked and opened some of the bridges sooner- their reasoning is that it would have caused 'rat runs'. They didn't consider the 'rat runs' created through the village now where I live!

Living at Clifton, my problem was going to Seaton on Sundays until the temporary bridge was opened.

Living on this side of town I was not affected too much.

Long traffic hold ups while bridges were closed.

Longer journey to North of river destinations (much longer). Workington needs one decent bridge link to East of town by-pass skirting the edge of Curwen Park (relieve town congestion).

Loved using the free train - excellent frequency and parking - shame it ended: I would have continued to use it for work. Existing timetable is not fit for purpose.

Main effect was long diversion to get to area North of river at Workington, made more difficult by the closure of Broughton bridge

Main inconvenience for me was arriving for work about an hour late after traffic jams and returning home about half an hour late. I do not socialise much so that wasn't really affected. I cut down on the number of times I went into Workington/other side of the river. I had a couple of very frustrating journeys driving into town to keep Doctor's appointments etc. Had to plan very carefully for these, where time was a factor. During 'Bridge Situ. Period' took 2 hols and found that stressful and very inconvenient as no taxis available for me in Seaton. Will be glad when completely back to normal with permanent bridge built. Diversion journey at the moment not ideal. Temporary Tesco I found very useful. I got out of routine of going to Church (must try to re-establish).

Male (31) has a driving licence but not a car for personal use, so relies on walking, buses, trains or car lifts to places.

Most trips had an extra 5-10 miles train travel still needs a car. Travel to South of England it is more reliable to travel to Carlisle by car than other transport. Penrith was easy but the trains don't stop. If Naves bridge (footbridge) was repaired we could walk to centre of town on the flat, leaving the car on the North of the river. Tesco temp shop helped.

Mrs Xxx worked as a home carer in Seaton CA141. Because of bridge, lost work in Seaton and now has a round in Workington. Has lost money and 1 day's holiday because of less hours worked on this round.

My daughter and granddaughter live in Staiburn and I live in Seaton. Before the footbridge was built we had to drive round by Cockermouth via Broughton Moor Dovenby over Papcastle Bridge. When the footbridge was opened we drove to the nearest point- myself to Toll Bar House and my daughter to Workington Police Station then walked to meet each other so that I could take my granddaughter to Seaton Junior School. We still do this now even since the new temporary road bridge was opened. If we did drive it took longer and had to drive through Workington Town. I mostly use the local bus if I have to go into Workington Town. Everything was acceptable because of the circumstances until 6th July. The council put traffic lights on Lonca Lane, Seaton which is the only route out of Seaton and along Maryport Rd at Dunmail. This is now causing a lot of delays because as the only road we can use I beggar to believe that these road works were urgent and needed to be done now when all traffic from Seaton to Workington and other North/South traffic has to use this road. I must add that the footbridge was a Godsend. Up until the temporary road bridge the buses met up at either end of the footbridge. if this service had carried on I am sure a lot of cars would still be off the road.

My job takes me throughout Allerdale, Aspatria, Wigton, Maryport, though I am based in Workington. The train came in very useful

My local travel was little affected by loss of bridges. Living on the South side of Workington (High Harrington) I had easy access to Whitehaven when I had to travel North. I used the train or chose off-peak times to travel by car.

My usual route to work in Egremont was 14 miles each way and took approx 35 mins. Following the bridge collapse and making changes to my route, my journey was 56 miles each day. Travel time varied but some days it was 2 plus hours. This put extra time on my day and I was very tired as a result. Petrol cost me £45 per week during this period and put a lot of mileage on my vehicle.

My wife lost her job due to health issues and stress of trying to use Public Transport. She had to walk or face a 36 mile round trip by car. Her employers were south of the river and not very understanding of the difficulties. We both feel the no bridge situation/poor public transport links were a causal factor.

Need for two bridges a permanent solution in Workington. Free bus pass without restricted hours imposed. Took too long to get a temporary bridge in place

No effect on my travel

Normal travel to work pre- November- 12 miles= 20 minutes. After bridge collapse 20 miles was taking anything from 1.5 to 2.5 hours. Since temporary bridge has opened 12 miles takes 30 minutes.

Not affected. Work and live South of the river.

Now that the new bridge has opened several of the roads have had road works-traffic light controlled. These roads would have been very quiet pre- new bridge- but work only started after the opening of the bridge! Just some roads affected- Lowca Lane, Station Road, A596.

Number of journeys unaffected but duration increased dramatically. 5 minute car journey was 30 minutes following the flooding. Some journeys shared but similarly to normal.

Obvious problems of having to travel via Papcastle Bridge

Obviously every journey was an ordeal due to traffic queues and bad tempers. Much longer distances to get to nearby destinations and this is still the case. Having to shop where it was handier rather than where one wanted to which resulted in much larger bills.

On New Year's Eve 31st December 2009 my daughter who lives at Whitehaven came to pick me up to spend the New Year with her and her family. She travelled from her house to mine then back to Whitehaven then brought me home after the New Year had come in and

Only once did we have to travel by cab around the long way to Dunmaul Park for shopping as Workington has all you require without going out of the area.

Our travel expenses rose by £80 per week and travel to and from work rose by at least 10 hours each per week. Social events were none existent due to extra travel time and expense. Allerdale and Cumbria C.C totally unprepared and 100% useless to signpost alternative routes.

Our work commitments and places of work were only accessible by car as public transport was limited. For two people in the household driving the additional miles was a costly and stressful time. I think everyone did their best in a difficult situation. My only issue is that I think they could make Seaton easier to access from the new bridge. We are still doing a roundabout journey every day.

Person (1)- Drove to Northside and used free train. However, once bridge was up train times not suitable for my working hours. Shopping done at temporary Tesco at Northside. Person (2) - Round trip to Sellafield from Seaton should be 40 miles, when the bridges were down it was 56 miles. Petrol costs were boosted by £20 - £30 per week.

Person 2 - Place of work closed in Jan 2010 as a result of floods so no more journeys to work after that.

Personally I was able to change office/place of work so as not to travel Northwards (bridge areas). Other members of the household had to continue same travel with increased time/mileage/delays and stress.

Powers that be are not doing enough!! More speed is needed not words. Navies Bridge could have been repaired within a week. Get your fingers out and get things moving in weeks not years!! If this was down South this would have been done by now.

Rural Stainburn. Can't get on bus at Stainburn or off. Prams and disabled have to get taxi to bus depot to get on buses as there are ramps in bus station. No lower buses on our route. Keswick and Cockermouth buses stop in the middle of the street in Cockermouth due to parked vehicles outside agents. Letter to Transport & Tourism - I wish to point out that the buses leave before time at rural stops ie Stainburn. The 4 pm goes at ten to or five to 4 when it is supposed to be 4 pm. The the bus stops in a lay-by to cash up and goes into the bus station on time. This leaves people at the bus stops, prams and students wondering if the bus has left, is it running late or not coming? M. Bond

Shopping was affected, volume of traffic meant extra miles and time to destinations.

Since the opening of the new temporary road bridge at Northside, heavy goods vehicles should not have been allowed to travel through the town centre but made to use the Harrington Road diversion route.

so much time spent in traffic jams had to get up alot sooner...arriving home later, not to mention the added expense of extra petrol money, a complete nightmare to be honest...glad things are back to semi normal

so much time spent in traffic jams had to get up alot sooner...arriving home later, not to mention the added expense of extra petrol money, a complete nightmare to be honest...glad things are back to semi normal

Social visiting was severely affected, as I have family living in Seaton. A health check meant I had to travel an extra 10 miles to reach the destination - plus extra time.

The bridge closures and collapse caused considerable disruption. Working at the hospital we had no option but to travel. A normal journey was 10 - 15 minutes but this increased to 1.5 hours, twice daily! All of the above during very harsh weather.

The bridge collapse did not really affect me - luckily!.

The bridge collapse does not affect me. I live on the South side of the river and nothing changed.

The closure of the road bridges did not affect us.

The lack of the Northside Bridge and Calva Bridge caused social and family problems. The family had to make changes so some members could carry out their job and make sure their children arrived at school. And also to be around to collect the children from school when parents were delayed due to traffic conditions. Family celebrations had to be cancelled which was upsetting and caused difficulties for family members from other places. Increase in cost of travel for some members of the family in order to attend their workplace as well as additional travelling inconvenience and time away from home.

The main effect was to break the habits of twenty years. Visits to grandchildren entailed 40 mile round trips. Visiting my late wife's memorial tree at Isel was difficult. My mileage increased. Friends could not get to social events I attend.

The majority of our travel wasn't affected as we live and work South of the river.

The new one way system on Station Road is a load of rubbish, as is all the rest in town. It's a nightmare pulling out of Lowther Road@ Graham & Bowness. There should be a roundabout! I've been waiting at least 20 minutes from 5 pm when finishing work.

The one temporary bridge now opened means that access through Workington at peak times is difficult because of build up of traffic on the now only major route North or South of the town. We need urgent repairs to Calva Bridge- now closed for 9 months- to

The one way system and new configuration of the roads has resulted in all main roads in and out of town being grid-locked, making going to the supermarkets a very long journey. The roundabout at Tesco's is very hazardous to get out of. It is only a matter of time before there is going to be an accident in town, Station Road or Harrington Road.

The one-way system in operation now that the bridge is opened is far worse than before for traffic build up at peak times.

The only problem we had was not having car access to the Northside Beach which was for leisure purposes. We were extremely lucky and it has changed my son's mode of transport- he now takes the train more often.

The only real effect was visiting parents. Car journey severely increased but I usually walk as only 1 mile away on other side of the river.

The only reason my travel changed was because a family member was in hospital at Maryport and this made the journey longer because we had to go right round. Also, family on the other side had difficulty getting to Workington. Other than that I wasn't badly affected.

The roads became extremely busy because there was only one route around the damaged bridges. The approaches to roundabouts were horrendous causing long tailbacks. Things were not helped by slow moving vehicles using the roads at the busiest times. This caused people to take overtaking chances and potential accidents and more hold ups.

The temporary bridge is excellent and well done to all involved in getting the bridge done in good time.

The wife and I are pensioners and live on the Workington side of the Two Bridges so everything we wanted was no problem for us. I have a car and we got to Carlisle and Whitehaven when we wanted a day off.

This is a waste of time and money. It is past now so one has just to make the best of things and look to the future. Stop this kind of rubbish. What difference will it make? None

Travel into Workington very difficult. Normally 1 mile from residence became 18 miles. Cancellation of medical appointments if not able to get someone to take me. Had to shop elsewhere.

Travel times took longer and there were more queues.

Travel to Cockermouth took far longer. A trip to Uldale meant diversions. Traffic slow in Workington so avoided the town completely

Travel to work from Seaton to Police Station was much easier for me before the temporary road bridge opened! I had the regular bus to Footbridge as an option- that's gone. The closest I can get to work through Public Transport now is the 'scenic route' to the Bus Station or Train Station. In the car, a previous 1.5 mile, 5 minute trip is now 4 miles and 20 minutes! I still use Footbridge. Thank God I'm not disabled! Open Northside Road 2 ways for the sake of Seaton/Barepot.

Travel was seriously disrupted after events of 19th November 2009, involving increased time and costs. 6 months to erect the temporary bridge in Workington (for Vehicles) was FAR TOO LONG. This could have been provided within 3 months. Bus arrangements during the disruption were good as was the provision of a temporary shop at Northside. Large amounts of debris remain in the Derwent- further flooding will occur if this is not attended to.

Travelled to various places to work - had the ability to time my journey and therefore didn't venture at peak times. The distances were longer but needed to use car as public transport not viable for places I needed to go.

Two hour journey to and from work. More hold ups with accidents due to funnelling all traffic. Too many unnecessary road closures and impractical diversions. Still road closures at Workington, Cloffocks and Station Road which are totally unnecessary causing increased car use/petrol and driver frustrations.

Until Barker Bridge opened we went on Tesco bus trip of 21 miles so only went twice a week for shopping and doctors. We had to make sure appointments were at lunchtime to get there and then get home.

Until Barker Crossing was up I had to travel to work by car via Cockermouth, 30 miles extra per shift. Once the crossing was up I bought a bicycle and used this for work.

Used free shuttle which was a boon. My grumble- had to wait 1 hour after work for 5.55 pm train having finished work at 5 pm. Wasted opportunity to improve public transport- people with cars would have stayed on buses and trains if times were better for workers.

Used the train until the provisional crossing was provided. When I used it there was the inconvenience of going to these locations but was not any great burden as I do enjoy walking. Under the circumstances I think C.C.C. And everyone involved did an excellent job and made suitable provision.

Very little effort in the repair to Calya Bridge

Visiting beyond Workington from High Harrington took much longer.

Walked from house to Bridge and caught bus then got picked up by family to Seaton. When I came back I got dropped off at Bridge and walked through town or or was taken to the temporary railway station

Wasn't affected.

We live and work on the South side of the bridge. The effect was minimal. It drastically affected people living on the Northside eg Seaton, Camerton, Flimby, Maryport and Dearham.

We live in Workington but had an elderly relative in a care home in Maryport. She was admitted just as the bridge went down. This made visiting a problem as we had a much longer journey or went via Rail/Bus. It was much more time consuming to ensure contact. On the plus side- more people walking and more social feel to the town. Very impressed with the Council and the former Government's response with the footbridge and the temporary road bridge.

We live on the south side of the river and rarely cross the bridges. The people living on the north side at Seaton and Flimby etc must have been badly affected.

We run our business from home in Seaton. Our storage depot is at Moorclose. We had to cycle there to take deliveries. Business was severely affected. No passing trade. My husband had to drive miles out of his way on most weekdays to reach customers. Banking had to be done in Maryport most of the time instead of Workington until the footbridge was up. My mother was in residential care near Whitehaven- couldn't visit her as often as normal. All our children /grandchildren live on the other side of the river. When the footbridge was up we walked or used the train to go and see them. We hardly saw them at all until December. Great expense all round.

We try to travel in the most efficient way, trying to travel on motorbikes when conditions are ok. After the floods we were forced to use cars more than we would have liked due to the conditions of the roads and the diversions that everyone in our area had to use (the same road in and out with traffic coming down from Carlisle through Maryport to get to Workington & Whitehaven). Having to sit in traffic queues where before there would have been none. A tank full of petrol would have lasted for at least two to three weeks before the floods, but would only last for a week after the floods due to the detours we had to take to get to work. I think more could have been done about other bridges before they were opened by the councils in this area, but more open communication would have helped at the time so we could see what was being done.

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We were lucky. We live and work on the same side of the river. Only social trips and leisure were affected.

When bridges were down:- Far longer to travel to & from Cockermouth- 1hr45 mins during peak times; longer 'rush hour' times; couldn't visit friends in Seaton as too far and too costly in petrol.

When the bridge first collapsed I used to go to work on the train there and back. After Xmas I used the bus all the time. I retired in March. I use the bus to go to Workington for shopping but have changed my supermarket as it is too far to go to Tesco and carry shopping to the Railway Station.

When the bridge went down had to travel to work by train and bus. Usual journey takes 10 mins by car. Took 45 mins by car when bridge was down.

When the bridges went down it was very difficult to get into town from Flimby and also from Seaton. We had to put holidays in at work while alternative travel arrangements were made.

When travelling by car journeys very slow and longer when bridges are down. Tended to park on Seaton Main Road and walked using temp. Footbridge on way to Workington, but couldn't if shopping.

When using temporary bus and train services there were a lot of people and traffic jams.

While the bridge was down we experienced a period of very cold weather and icy roads which meant the cut throughs via the country lanes became impassable and added to congestion at Papcastle.

*With living in Whitehaven and working at ***** it was extremely difficult while Bridge was closed. However train station opposite helped*

With the introduction of the DRS Shuttle train between Maryport and Workington and the opening of the temporary Workington North Station together with the speed in erecting and installing Barker's Bridge and the bus shuttle, I honestly can't see what else could have been done.

Work journey prior to loss of bridges was 22 miles, after 39 miles. Inconvenience for shopping and leisure resulting in alternative shopping venue and leisure activities restricted and sometimes cancelled. Isolation from family members. Shuttle train was useful but not ideal. Long time from leaving work at the North Station to arriving home in Seaton.

Workington North temporary train station opened up to whole West coast for us - it should definitely be kept.

Would continue to use the train but it is not reliable enough. If it wasn't for the shuttle service I could not get to work. I need to travel throughout the day to deadlines and the ordinary train service was not reliable, late, breakdowns, cancellations... several times I had to ring others to assist with my dealines because of this.