

## Local effects of congestion - example

### **Economic:**

(how does congestion affect their job, business and finances?)

*Some businesses are getting fed up of all the delays in town and are moving away, so they no longer use my bank and I am losing customers.*

### **Environmental:**

(How does congestion affect places they live or work in?)

*We often get fumes in our offices due to the queuing traffic outside. This is giving some staff headaches and can be very unpleasant.*

### **Character:**

Local bank manager



### **Personal:**

(How does congestion affect them and their family?)

*It is taking me much longer to get to and from work by car. I am setting off earlier and getting home later so am not seeing my children as much as I would like.*

### **Social:**

(How does congestion affect them and their community socially?)

*Ten years ago, before I was promoted to manager, the streets around here were full of cafes and restaurants and we also had a lot of street music. It was a great place to meet up with friends. But the congestion has got so bad now that it's not a nice place to socialise and I always worry about my children's safety with so many vehicles around.*