



THINK Public Roadshows 2024

Introduction

Transport design and provision is mostly 'done to' the public in a top-down way which leaves very little opportunity for the general public, who use the services, to participate in the design of those services in a meaningful way.

THINK wanted to find out if you ask communities directly what their transport needs are, could that help inform future research on transport provision?

The THINK team chose one rural community in Newport, Pembrokeshire and one urban community in Splott in central Cardiff to explore if they had similar or very different needs and challenges around transport. Both these communities do in theory have decent transport provision with access to regular bus services and train services accessible within a few miles, but the THINK team wanted to explore if that traditional 'top down' model is actually meeting their needs.

THINK Rural Transport Needs Workshop

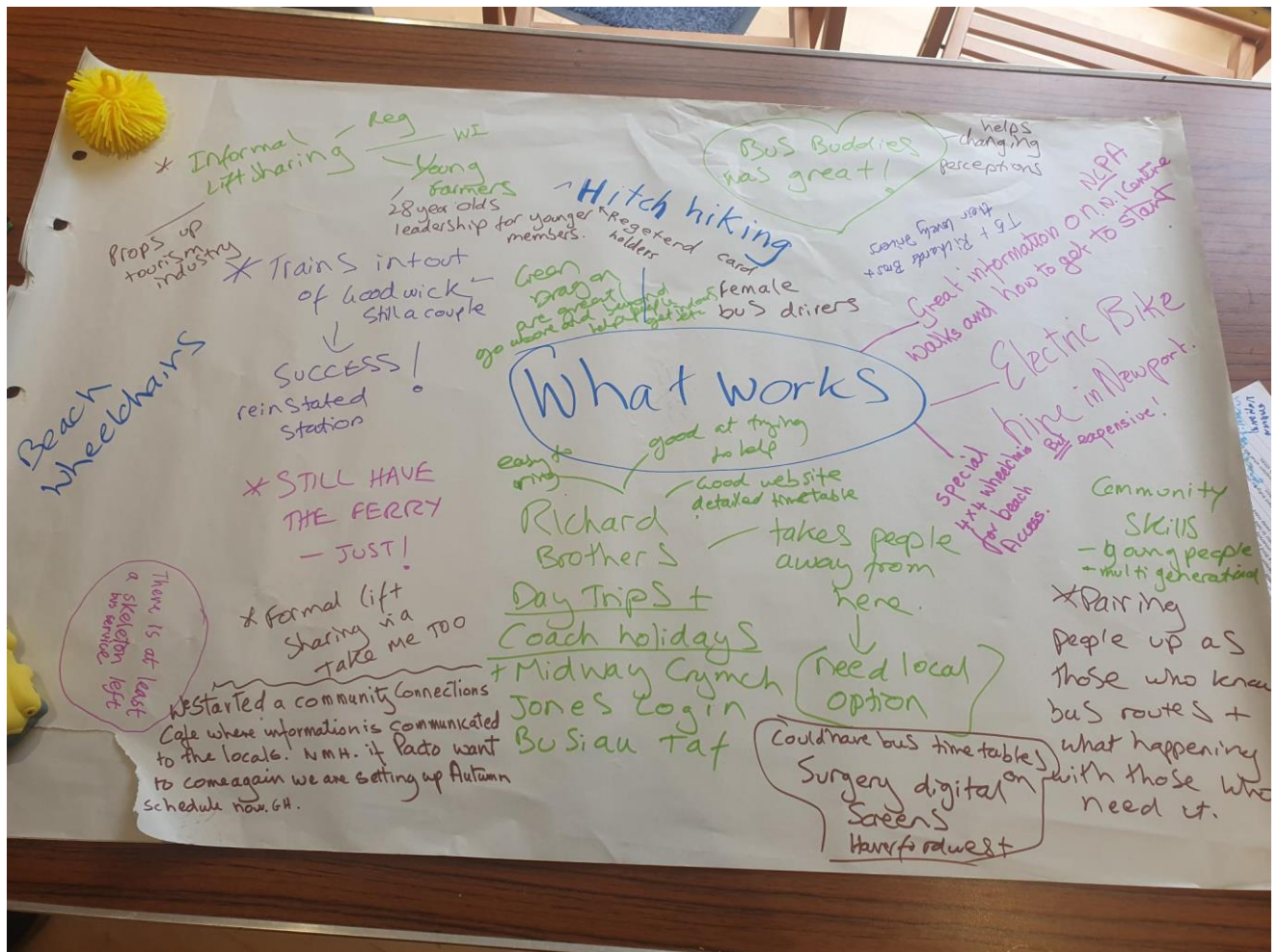




- No Picture. I feel strongly bus not connecting with train. No Sunday service. Fflecsi not going after 6:30 – it makes me very angry. Fflecsi is not fit and difficult to book. Call handlers not great and service is misleading.
- A picture of a woman in despair – Lots going on in transport, but nothing is addressing my needs. No transport for smaller journeys.
- Picture of a hole – we are in a hole but if we listen to people there are solutions. Bringing people together is the future.
- Picture of looking through a window with bars – bars to transport. Been in Newport a long time and very little has changed. Youngsters really impacted by lack of transport. Newport kids cannot get anywhere.
- Picture of lots of people – I am an optimist. I think that it can be solved and sorted out. We have the customers we have bus companies. All of it needs to be sorted out the infrastructure is there.
- Picture of someone walking – I walk and live in a place with better transport. I do get cabin fever and I will need to get out when I no longer drive. I had not thought about younger people.
- Picture sat by water – Waiting for the bus gives me peace, it is my bit of peace. I also have an ebike which is wonderful. Tim uses a wheelchair and missing buses can be difficult and lifts can be hard to find. People do offer help. I have lived using buses for a long time.
- Picture of a hopeful dog, also pleading – Open gardens well attended when people could get there by bus but I was shocked that half the people who came did not have a car. We run a car club with an EV van. Bus is the best way to travel.
- Picture of a spider – Bringing community together from an arms length perspective.
- No picture but Will from Pembrokeshire County Council transport planner – Good to hear feedback and good there is demand. Public has lost faith in public transport and we need to get that back. Need blue sky thinking. EV bikes are going well and will be rolled out further.

Activity in small groups: Choose a question you want to focus on and talk in a group about that issue and the facilitator will capture your thoughts. After the break the facilitators feed back what was said and there is a second opportunity to add additional thoughts in each of the groups.

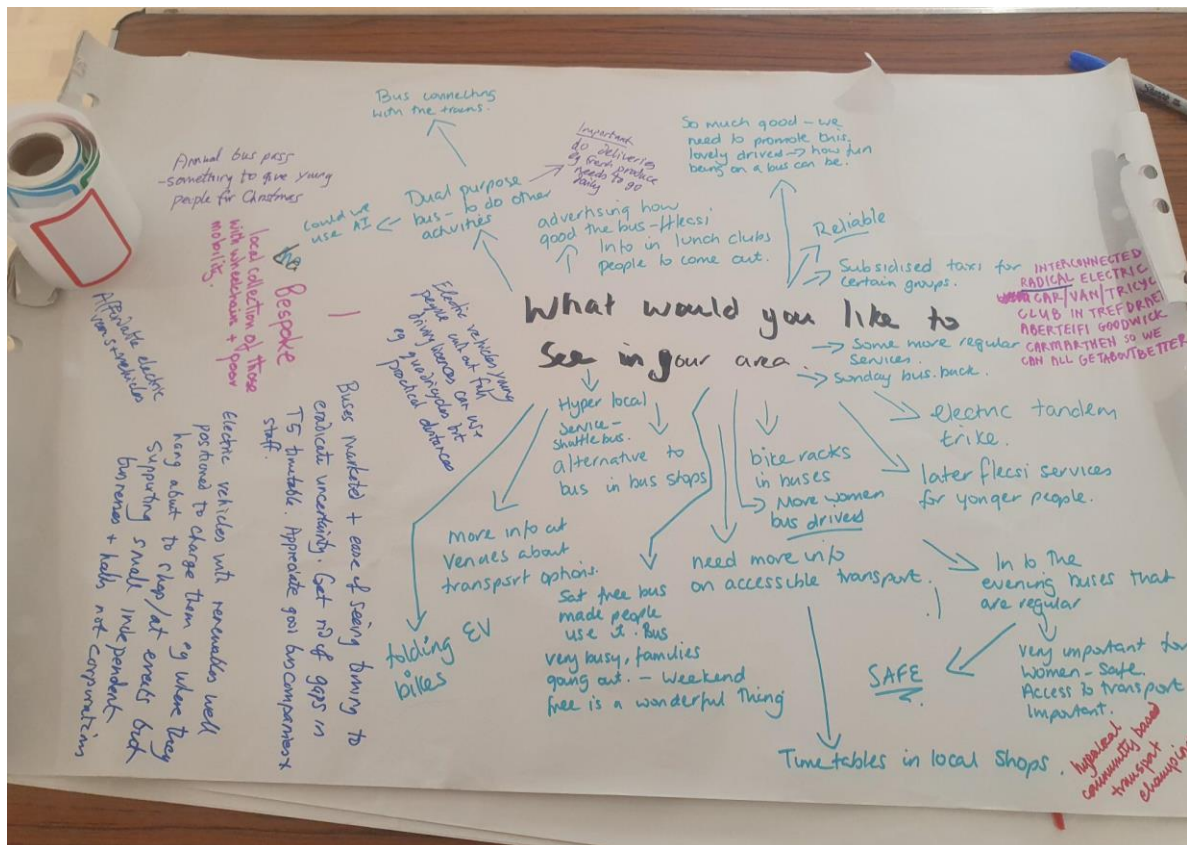
What works?



- Beach wheelchairs – special 4x4
- Still just about have the ferry in Goodwick
- Formal lift sharing with Take Me Too
- There is at least still a skeleton bus service
- Informal lift sharing like from local volunteer driver called Reg, the WI and Young Farmers helps to prop up the tourism industry as well.
- Young farmers have the older 28 year olds providing leadership for the younger members.
- Started Community Connections Café where information is communicated to the locals and PACTO have been to talk about transport.
- Trains in and out of Goodwick and it was a success that this station was reinstated after being under threat.
- Green Dragon community bus are great! They go above and beyond to help people in indoors after a trip etc
- Richard Brothers Day trips and coach holidays, also similar provided by Midway Crymch, Jones Login and Busiau Taf. These take people away from the area though but we need local options too.
- Richard Brothers has a good website with detailed timetables, they are easy to ring and good at trying to help.

- Hitch hiking
- Bus buddies was great! Helps to change perceptions.
- Female bus drivers – only a few but they are great to help feel safer.
- Electric bike hire in Newport but it's expensive
- Great information on Newport information Centre walks and how to get to the start. NCPA.
- Existing community skills could make more use of young people and multi-generational skills sharing.
- Lovely drivers on the T5 Richard Brothers service.
- Could make more of pairing people up between those who know how the bus routes work and what is happening with those who want to use the service.
- Could have bus timetables displayed on doctor surgery digital screens like those screens in Haverfordwest.

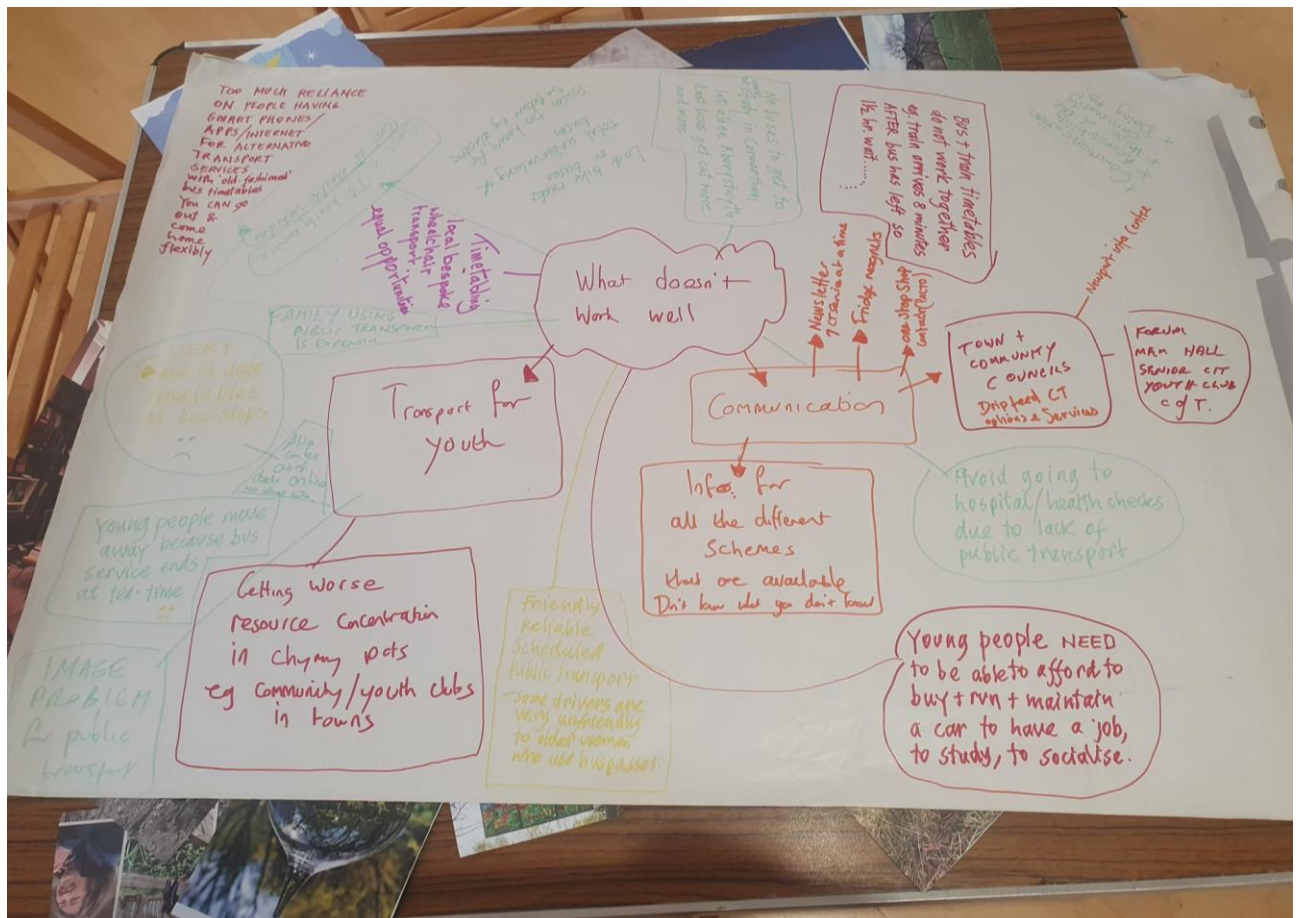
What would you like to see in your area?



- Bespoke local collection of those with wheelchairs and poor mobility
- Affordable electric vans and vehicles
- Electric vehicles with renewables well positioned to charge them e.g. where they hang about to shop/ at events but supporting small independent businesses and halls not corporations.
- Buses marketed and ease of seeing timing to eradicate uncertainty.
- Get rid of gaps in T5 timetable. Appreciate good bus companies and staff.

- Electric vehicles for young people without full driving licenses can use e.g. quadricycles practical distances.
- Annual bus pass – something to give young people for Christmas
- Dual purpose bus – to do other activities. Could we use AI? Bus connections with the trains. Important to do deliveries e.g. fresh produce need to go daily.
- SO much good – we need to promote this. Lovely drivers – how fun being on a bus can be.
- Reliable
- Subsidised taxi for certain groups
- Advertising how good the bus – Fflesci
- Information in lunch clubs people to come out.
- Some more regular services
- Sunday bus back
- Electric tandem trike
- Later Fflesci services for younger people
- Bike racks in buses
- More women bus drivers
- Need more information on accessible transport like timetables in local shops.
- Hyper local services like a shuttle bus
- More information at venues about transport options
- Folding EV bikes
- Saturday free bus made people use it. Bus very busy, families going out. Weekend free is a wonderful thing.
- Into the evening buses that are regular. Very important for women. Safe. Access to transport is important.
- Hyper local community-based transport champions.
- Interconnected radical electric car/van/tricycle club in Trefdraeth Aberteifi, Goodwick, Carmarthen so we can get about better.

What doesn't work well?

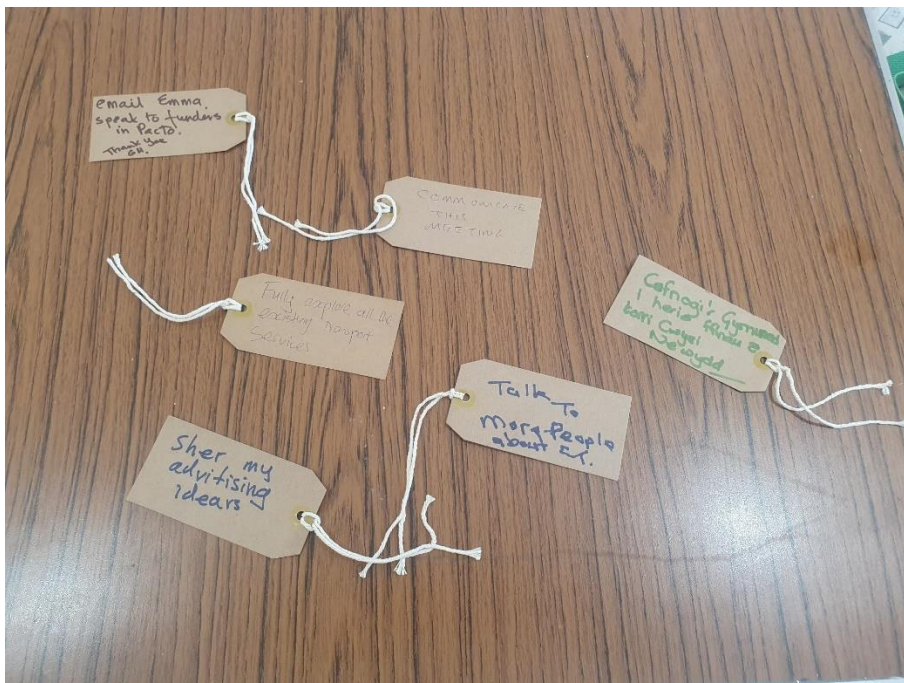


- **Communication** – information for all the different schemes that are available. “Don’t know what you don’t know”
 - Newsletter to include 1 CT service at a time
 - Fridge magnets
 - One stop shop contact (e.g. PACTO transport connector)
 - Avoid going to hospital/ health checks due to lack of public transport
 - Town and community councils drip feed community transport options and services
 - Forum Memorial Hall, Senior community transport, youth club, community of transport.
 - Newport Information Centre
- Accessibility
- Voice of the community
- ‘Doing to’
- **Transport for youth**
 - Getting worse resource concentration in chimney pots e.g. community / youth clubs in towns
 - Image problem for public transport
 - Young people move away because bus service ends at tea-time
- Young people NEED to be able to afford to buy and run and maintain a car to have a job, to study, to socialise

- Friendly, reliable, scheduled public transport – some drivers are very unfriendly to older women who use bus passes
- VERY out of date timetables at bus stops – also can be out of date online (not official site)
- Family Using public transport is expensive
- Timetabling local bespoke wheelchair transport – equal opportunities
- Too much reliance on people having smart phones/app/internet for alternative transport services. With old fashioned bus timetables you CAN go out about come home flexibly.
- Cost of electric vehicles
- Gaps in T5 hourly service
- Lack of bike racks on buses
- Total undervaluing of buses
- Buses too heavy for the future e.g. electric
- No buses to get to work or study in Carmarthen let alone Aberystwyth. Last buses get cut more and more.
- Bus and train timetables do not work together e.g. train arrives 8 minutes AFTER bus has left so 1.5 hour wait.

Final activity

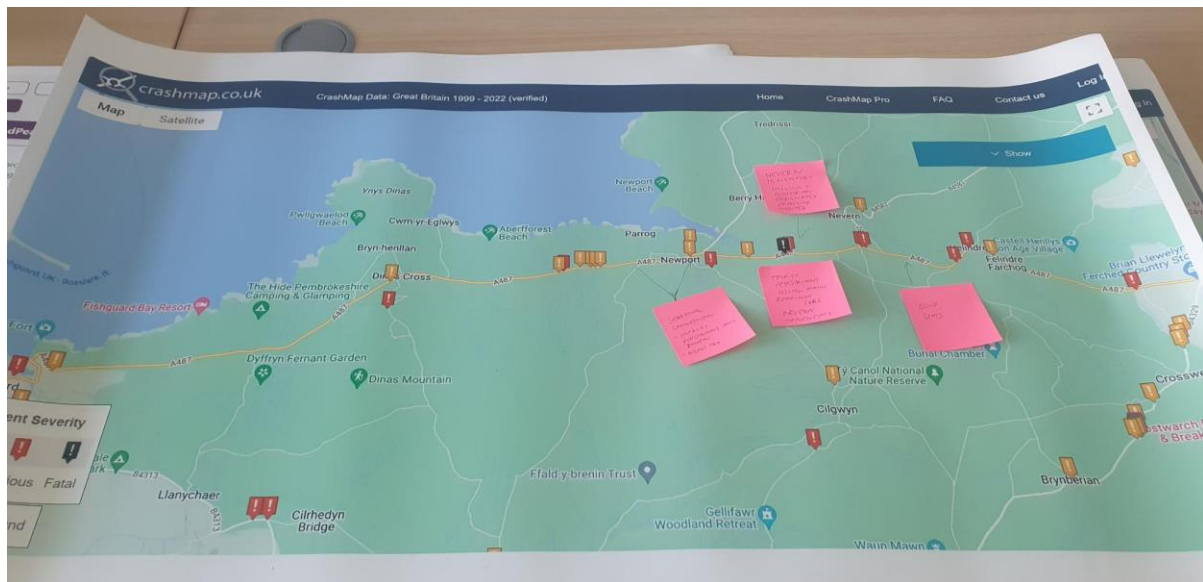
Actions on tags (optional): using a luggage tag write down one action you will take after this workshop to turn your discussion into action.

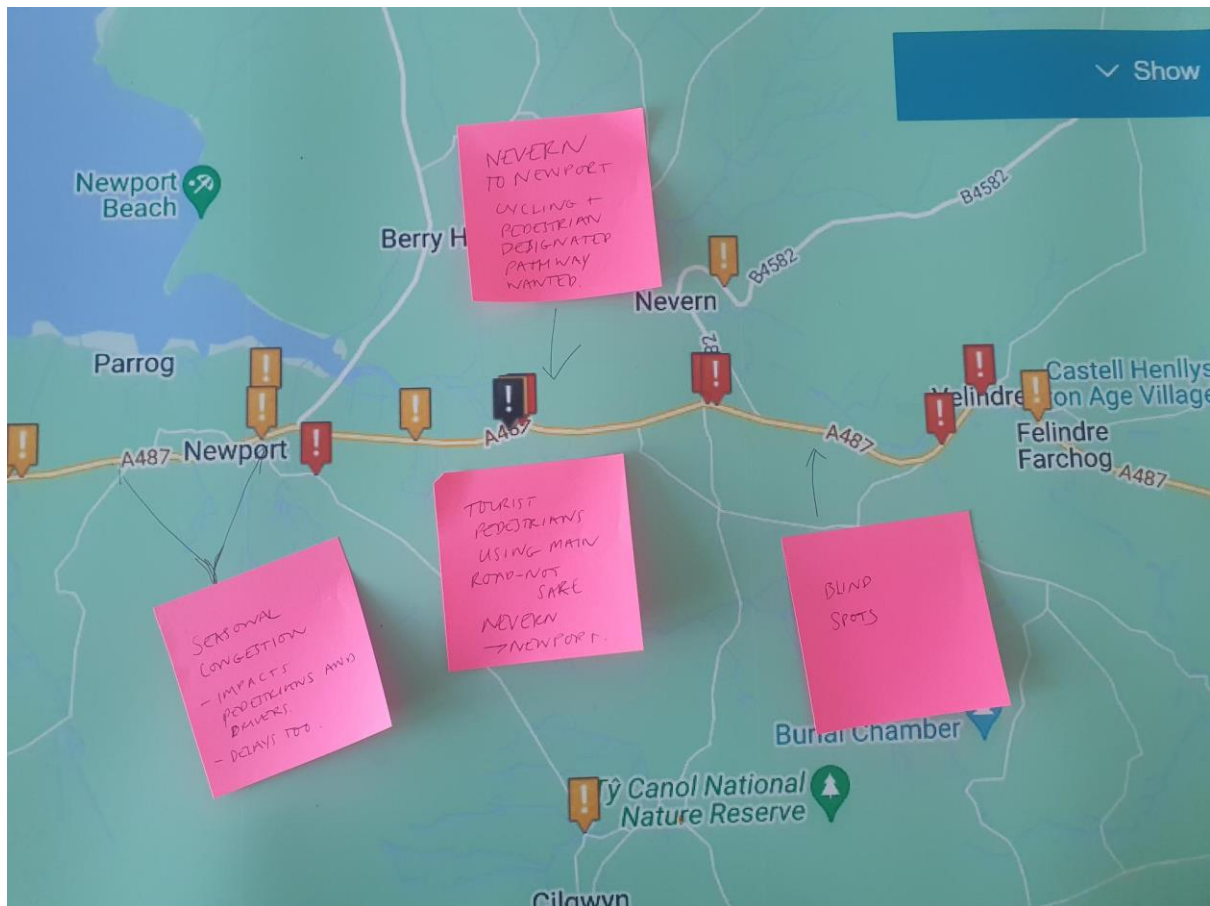


- Actions pledged on luggage tags before people left the workshop:
 - Share my advertising ideas
 - Communicate the meeting
 - Talk to more people about community transport

- Fully explore all the existing transport services
- Cefnogi'r grymond I herio ffinau & torri Cwyr Newydd (Supporting the drive to challenge boundaries & break New Kernels)
- Email Emma speak to funders in PACTO – Thank you

In the main hall there was a separate maps activity that some of the workshop participants took part in after the workshop.





Text on sticky notes reads:

- Seasonal congestion – impacts pedestrians and drivers, delays too.
- Tourist pedestrians using main road, not safe Nevern – Newport
- Blind Spots
- Never to Newport – cycling and pedestrian designated pathway wanted.

Some people could not attend in the person event and were called seperately.

These are notes about tourism and transport in the area:

- Visitors: people want to walk the whole of the coastal path arrive in Carmarthen by train and no bus so had to stay in Carmarthen for a night and lost a day of walking.
- Flecsi bus is advertised at the bus stops but have to book 2 days in advance. Causes frustration. Tried to book a few days in advance but not been available.
- Making Pembs inclusive to everyone – how to respond to people with different needs.
- Bluestone employ a lot of people. Guests who would prefer to use sustainable transport get as far as Narberth then stumped so use taxis but council won't put a bus to go past there.

- A lot of villages have 2 buses a week and in the summer have the coastal cruiser. In the summer holidays the children don't have buses at all. Doesn't help people who can't drive.
- Aging population people want to stay in their own home and no means to go anywhere.
- You might get a bus for some of the way but can't phone for taxi as no signal so can't connect from the main road along a long track to the sight of interest.
- Train regularly cancelled at Goodwick.
- Out of town park and ride to honeypots. National Trust shut all their car parks before lunch as overflowed as the lanes are so narrow.
- Coastal Cruisers to catch the boat at St Justinian's
- Parking on grass verges
- Guests getting stuck somewhere and providers having to collect them.
- Tourism tax consultation next year – Welsh Government passing back to local councils – all have to do it or none. WG needs to say its x amount so each county charges the same.
- Toilets shut in winter when locals need to go.

Graphic note taking from the in-person event was provided by Pobl Tir Môr CIC and can be seen on the next page. The original paper version was left with the community for them to reflect and build on in the future.

OUTCOMES

PACTO representatives present at the event recognised that a community transport option could be a solution to the micro journey needs that came up at the workshop and are developing a plan for delivery of a community transport service in Newport at time of writing (July 2024).

THINK Urban Transport Needs Roadshow Stall



Location

STAR Centre, Splott Road, Cardiff, CF24 2BZ

Saturday 15th June 2024 as part of the Pollinator Party and community car boot sale.

Amy Nicholass, and Lucy Baker spoke to about 30 people from Splott and nearby areas between 10am – 1pm.

Contributor ages were estimated to be between 20s – 70s.



Method

The THINK team asked local residents to share things that were good about transport in their area (tops that were added to the 'washing line') and things that were bad about transport in their area (pants that were added to the washing line) or things that they want that were added as sticky notes on a big piece of paper.

Contributions from the public

What's bad about transport in your area (pants)?

BUSES	CYCLING
Welsh school needs its own bus to get children to the high school. A new English language school has opened near the Welsh primary school so children will get sent to the English high school because it's so much further to get to the Welsh high school and not its own bus.	Delivery cyclists don't follow rules and don't look, they whizz through and don't have lights at night and don't follow the traffic lights either.
Bus display times – the timetable is not accurate and the bus is full when it does finally arrive	No cycle routes.
The bus does not turn up to schedule – it says the bus is due but either it ends up being not in service or not there at all.	Agreed cycling infrastructure in new developments might not go ahead as developers have control and change the plans once they get planning permission as there is no enforcement of the planning conditions.
NO connectivity between buses and trains. Buses from here don't go into the new station either.	BIG bike theft issue
Not knowing who to contact when see problems with bus stops.	Rental bikes were vandalised so Next Bike pulled out of the city but we can't store bikes in flats and terrace houses so we were using the rental bikes to get across town where buses don't go like to Canton.
Buses only once per hour.	Rear of station and back of prison not cycle friendly – car dominant area and the right turn to Splott is dangerous.
Can't get home at night to Splott on the bus so I walk – everything is on the other side of the city.	Move to bike lanes don't cater for elderly and disabled who need access to town centre. Expensive, money needed for community transport and buses.
City Circle Bus has no Sunday buses.	Pot holes – terrible for cycling! NO cycle routes.

Not enough seating at busy bus stops	Where are the cycle lanes?
Buses don't turn up so waiting half an hour to go anywhere.	Dangerous cycling on pavements and with floating bus stops.
Scared of falling when getting on and off the buses.	Cycle education schemes not well promoted
Disabled people's access to the buses. Not enough bus stops near house.	
Less frequent bus to St Fagans.	
Cancelled bus services at the last minute.	
More City Circle buses! Only 1 per hour at the moment but it used to be every 30 mins.	
Cut service was replaced by A1 service that not many people use. The reduction in services causes stress getting to work.	
Overcrowded buses – more buses at school time.	
Not knowing who to contact when see problems with bus stops.	
Destroyed bus stops on the way to Pengam Green. Maybe Stirling Close bus stop.	
Can't rely on buses to get to hospital and they blame the traffic so I get a taxi because I can afford to for my appointments. My son and son in law work so they can't take me to hospital so sometimes I have to cancel appointments.	
Buses in Churchhill Way not accessible and cancelled when events on Westgate needed taxi	
Bus delayed by 2 hours	
Expensive new bus station BBC more important	
Older people excluded from bus services (access issues)	
Bus stop congestion means buses drive on and can't navigate to bus quick enough when 3 arrive at same time	

CARS	OTHER
Zebra crossings at junctions are dangerous as drivers can't see the people (especially children leaving the	Industry and residential area close together to get big trucks coming through Splott on Molen Road so gets

school) trying to cross when blocked by vans and large cars pulling out of the junction.	used as industrial cut through as directed via SatNav causing pollution and damaged to parked cars when they squeeze through. The road from Cardiff Bay needs to be finished to connect traffic that way instead.
People park in Splott to go to central Cardiff.	No train or tram stops. The bus only goes to city centre. No connection to the By. No cycle lanes.
	New train station on Newton road: who is this serving? As takes too long to walk to from Splott, same distance as walking to the centre for a train.
	Rubbish and dog poo on the streets is an issue and not nice when the seagulls pull apart rubbish bags and make a mess.
	Council consulting with public over limited bus stops
	Feels unsafe walking at night for women
	Consultation limited outcomes already decided

WHAT DO YOU WANT?

1. In improved buses this would help environment
2. More bus stops in residential streets
3. Tram line
4. Stick to bus timetables
5. Need bike storage for community
6. Police presence on street capable to act
7. Council should collaborate and listen more
8. More bus stops for accessibility
9. Police presence and enforce on non-city centre streets for delivery cyclists
10. Consultation not just 2 options to choose from – ask from the start
11. More community transport – more funding to pay drivers – could charge users
12. Want tickets like in London to travel miles cheaply and use same card on bus and train

TOPS / WHAT'S GOOD ABOUT TRANSPORT IN YOUR AREA?

BUSES	CYCLING
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Free bus pass for 60+ people. I use my bus pass to go to centre and have a pint in Weatherspoons.	Cycling is good but traffic lights at Newport Road for cyclists are stuck on red and don't know who to report the issue to. Cycle when the weather is good
Buses are quite regular.	Pedestrian cycle bridge to Ely was created via collaboration and National Lottery grant and is used a lot. Bay Circle is good to cross the barrage.
Rhymney bus service to new road is excellent	Cycle training in schools.
City Circle bus goes to hospital (could run on a Sunday though)	
Cardiff bus good enough service and drivers are nice. 'Ta driver' should be used to name a new street to recognise the drivers.	
We use buses to get to after school activities	
Enfys cycle routes to join up routes.	
Bus passes are great – use it do don't drive.	

CARS	OTHER
Car pooling to get to football in the evenings to go further afield.	Fixed penalty notice for cycling on the pavements and littering when possible (people don't litter in front of PSCOs though)
Love 20mph ! Safe speed - can have time to think and react.	Good connection to London by train but prices are too high. Good for European train connections via Cardiff Central and London.

OUTCOME

The THINK team identified that the needs in Splott were very similar to those in Newport, Pembrokeshire. A community transport vehicle might help to meet the needs of those who can't reach health appointments, support the need to connect across town rather than always having to go into the centre of Cardiff first and to plug the holes in bus timetables and lack of capacity as well as helping connect less mobile residents in residential streets to the bus routes on main roads that they are not able to walk to. The Community Transport Association is currently liaising between Cardiff City Council and STAR centre to explore the possibility of using existing underused vehicles to provide local transport provision.

Conclusion and recommendations

The THINK roadshow visited two communities in very different parts of Wales to test out a methodology for gathering the views of local people. Both the transport specific workshop designed in conjunction with local people in Newport, Pembrokeshire and the stall at an existing event in Splott, Cardiff managed to gather a wide range of insights from local people, highlighting what is currently working and what needs improving. Therefore, the THINK team recommend that anyone such as councils, academics or funding bodies looking to develop new transport provision or reflect on existing transport provision replicate and build on these interactive approaches. In both instances the THINK team were thanked for coming to the communities and it was reported by participants that they felt truly heard. Attending social events in a community can provide an opportunity for gathering input from a greater number of people, however by having the longer, more in-depth space to explore the ideas in a workshop setting, the participants start to organically create their own working group that could go on to start solving some of the identified needs gaps themselves.

Areas for academic research:

- Developing apps that link together multi-modal journeys in rural areas and how to gather accurate data to support this
- Developing safety apps for those who can't see and respond in time to fast delivery cyclists and other road users who are a threat.
- Review of 'floating bus stop safety'
- The psychology of 'lift-sharing' – how can people feel safe in informal transport provision?
- Exploring what journeys people make with the free bus passes
- How to provide safe cycle storage in built up areas without in-home storage space or access for a bicycle or more than one.
- What makes 'the perfect bus driver'
- How to promote public transport use to visitors to tourist hot spots – what would they need to enable them to use public transport with confidence and therefore reduce seasonal traffic pressure in tourist areas?

The Transport and Health Integrated research Network is a collaborative project between



THINK is funded by

