

Rhondda Cynon Taf County Borough Council

Consultation Team / Transportation

Bus Services consultation

July 2011

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Summary

- 45 people responded to the Bus Services Survey online
- 27 people responded to the Bus Services Survey on paper
- Respondents were asked questions on the following:
 - The times and days of operation of the bus services in Rhondda Cynon Taf
 - The local bus network in Rhondda Cynon Taf
 - Other issues affecting local bus services in Rhondda Cynon Taf

Of those responding online:

- 71% of respondents said that an evening bus service is most important to them.
- “Communities should have a direct bus link to hospitals and health centres” was seen as the most important statement by 79.4% of respondents (total of most important and second most important figures)
- 59.4% of respondents said that making information about bus timetables and routes more widely available was most important to them with 46.9% saying it was most important and 12.5% saying it was second most important.

Of those responding to the paper survey;

- 84% of respondents thought that the most important statement was that communities should have an early morning bus service starting no later than 7am.
- 81.5% of respondents said that it was important that communities have a late night bus service.
- 92.6% of respondents thought that communities should have a direct bus link to hospitals and health centres and 81.5% thought that communities should have a direct bus link to schools and colleges.
- 96.3% of respondents felt that the most important statement was ‘Offering better value for money and choice with bus tickets and fares’.

1. Introduction

- 1.1 The Council spends over £1M each year supporting local bus services in the Rhondda Cynon Taf area. To ensure that this money is well spent, and to ensure that these bus services are meeting the needs of local residents, a short questionnaire was set up to find out what the residents of Rhondda Cynon Taf thought were the main priorities of the bus service and what services were most important to them.
- 1.2 Respondents were asked questions on the following:
 - The times and days of operation of the bus services in Rhondda Cynon Taf
 - The local bus network in Rhondda Cynon Taf
 - Other issues affecting local bus services in Rhondda Cynon Taf
- 1.3 Respondents comments can be found in Section 1&2 of the consultation findings.

2. Methodology

- 2.1 A questionnaire was provided by the Transport Team and designed by the Consultation team. Hardcopies of the questionnaire were distributed to the One4All centres and an online version was set-up and uploaded onto the Consultation webpage. There was an option to respond to the consultation by post, filling in a survey in a One4All centre and handing it in to staff or taking part online.
- 2.2 The consultation results were analysed in two sections, Online results and paper copy results.
- 2.3 45 people responded to the consultation online and 27 responded via paper copies in One4All centres.
- 2.4 The online survey had rules set up whereby respondents could only use each number once to rate each statement, the same applied to the paper survey, however not all of those taking part responded in this way. Respondents were able to rate more than one statement the same value in the paper survey and therefore section 1 & 2 have been analysed separately.

3. Consultation Findings

Section 1 – Online survey results

- 3.1 45 people responded to the online survey in total.
- 3.2 Respondents were asked to rank, from 1 to 5, the statements alongside each question in order of importance, with '1' being 'Most Important' and '5' being 'Least Important'.

Table 1: What are your views about the times and days of operation of the bus services in Rhondda Cynon Taf?

	1 - Most Important	2	3	4	5 - Least Important
Communities should have an early morning bus service, starting no later than 0700.	38.7%	19.4%	22.6%	9.7%	9.7%
Communities should have an evening bus service, finishing no earlier than 2100.	32.3%	38.7%	9.7%	12.9%	6.5%
Communities should have a late night bus service.	26.3%	23.7%	5.3%	28.9%	15.8%
Communities should have a bus service on Sundays.	17.6%	20.6%	35.3%	17.6%	8.8%
Communities should have a bus service on Bank Holidays.	11.1%	11.1%	27.8%	19.4%	30.6%

- 3.3 38.7% of respondents reported that communities having an early morning bus service starting no later than 7am was the most important statement out of the five statements.
- 3.4 32.3% said that communities should have an evening bus service, finishing no earlier than 9pm and they thought this was the most important statement, followed by 38.7% voting this statement as the second most important totalling at 71% of respondents who said that an evening bus service is most important to them.
- 3.5 26.3% said that the most important statement was that communities should have a late night bus service.
- 3.6 The least important statement at 30.6% was found to be 'Communities should have a bus service on Bank Holidays'.

Table 2: What are your views about the local bus network in Rhondda Cynon Taf?

	1 - Most Important	2	3	4	5 - Least Important
Communities should have a direct bus link to shopping centres.	17.2%	34.5%	27.6%	13.8%	6.9%
Communities should have a direct bus link to places of work.	48.4%	16.1%	25.8%	3.2%	6.5%
Communities should have a direct bus link to hospitals and health centres.	38.2%	41.2%	14.7%	5.9%	0.0%
Communities should have a direct bus link to schools and colleges.	19.4%	8.3%	19.4%	44.4%	8.3%
Communities should have a direct bus link to leisure centres and recreational grounds.	4.5%	13.6%	15.9%	15.9%	50.0%

3.7 Communities should have a direct bus link to hospitals and health centres was seen as the most important statement by 79.4% of respondents (total of most important and second most important figures).

3.8 64.5% (total of most important and second most important figures) of respondents said that the most important statement was that communities should have a direct bus link to places of work.

Table 3: What are your views about other issues affecting local bus services in Rhondda Cynon Taf?

	1 - Most Important	2	3	4	5 - Least Important
Making information about bus timetables and routes more widely available.	46.9%	12.5%	9.4%	15.6%	15.6%
Improving facilities at bus stops, such as shelters and seating.	6.5%	29.0%	25.8%	9.7%	29.0%
Making buses more comfortable and cleaner inside.	6.5%	19.4%	19.4%	35.5%	19.4%
Offering better value for money and choice with bus tickets and fares.	41.2%	17.6%	29.4%	11.8%	0.0%
Improving personal safety and security when travelling by bus.	21.4%	28.6%	14.3%	16.7%	19.0%

3.9 59.4% of respondents said that making information about bus timetables and routes more widely available was most important to them with 46.9% saying it was most important and 12.5% saying it was second most important.

3.10 58.8% of respondents (most important and second most important) said that they thought they should be offered better value for money and choice with bus tickets and fares.

3.11 Respondents were asked if they had any other comments about local bus services in general across Rhondda Cynon Taf or about local bus services in particular. Please see comments below:

More frequent services

- *“Would like to see a better service to the Royal Glam Hosp through Porth from Maerdy. The service Edwards provides with others from Pontypridd it's every 10 minutes and the service from Tonypany and through Trebannog and Tonyrefail is quite frequent but Porth is more like 2 hours and it would be of benefit to have a late bus at 9 to the Porth area from the Royal Glam.”*
- *“why is there only one bus serving merthyr road this is the service to and from blackwood”*
- *“I would like to see two buses on the 104 Morien Crescent/Glantaff bus route, instead of one.”*

Change bus routes to accommodate new housing / hospital patients / workers

- *“There is a need to have the occasional bus on the Cwmbach schedule to include the new Redrow site”*
- *“all buses passing ysputy Llwynypia should go in to the hospital and not just some as at present”*
- *“A bus service to Cardiff to include Efail Isaf on a 2/3 hour basis to cater for workers and oaps.”*

Efficient / regular bus services

- *“Why must we have 2 x 100 buses and 2 x 400 buses running in tandem all the time? How wasteful.”*
- *“Services should not stop at borders. People just as likely to want to travel into RCT area as out.”*
- *“If buses from upper Rhondda are late, the connections from Tonypany to Cardiff do not wait.”*
- *“I live in Abercynon. All the buses come through Abercynon at the same time because of Veolia changing”*
- *“can you start the 122 service from porth depot instead of running them empty to Tonypany”*
- *“Bus should be available on a regular basis to take people to their town centres so that they can get to work. Emphasis is put on not using cars but to do this, public transport should be better.”*

- *“Bus services seem to be pretty regular in my area, although I'm lucky as I live by a train station.”*

Accessible bus stops

- *“Stop at Bus Stn for circular bus route in Pontypridd Town is least accessible for elderly users”*
- *“As a elderly person living in Cymmer i find the distance between stops are terrible”*

Late night services

- *“Please keep the late night (23.15)122 service from Cardiff to Tonypandy”*
- *“Buses are too frequent in the day and not enough at night or Sundays in my area - Church Village .”*
- *“A lack of evening transport in the rhondda area e.g. Talbot Green to and from Cardiff”*

Services that run on time

- *“I would prefer out of all survey questions that we could get a bus service that runs on time or even”*
- *“for 120 bus to come on time or turn up at all”*

Prices

- *“Excellent service but quite expensive.”*

Correct timetables

- *“bus companies should advertise their timetables at bus stops and run to the times advertised”*
- *“Better enforcement of making bus companies provide the services they say they provide”*

Section 2 – Paper survey results

- 3.12 27 people responded to the paper survey in total.
- 3.13 Respondents were asked to rank, from 1 to 5, the statements alongside each question in order of importance, with '1' being 'Most Important' and '5' being 'Least Important'.

Table 4: What are your views about the times and days of operation of the bus services in Rhondda Cynon Taf?

	1 - Most Important	2	3	4	5 - Least Important
Communities should have an early morning bus service, starting no later than 0700.	68.0%	16.0%	8.0%	4.0%	4.0%
Communities should have an evening bus service, finishing no earlier than 2100.	57.7%	23.1%	19.2%	0.0%	0.0%
Communities should have a late night bus service.	51.9%	29.6%	11.1%	7.4%	3.7%
Communities should have a bus service on Sundays.	46.2%	30.8%	19.2%	3.8%	0.0%
Communities should have a bus service on Bank Holidays.	50.0%	23.1%	19.2%	7.7%	0.0%

- 3.14 As can be seen from the results in the table above, 68% thought that the most important statement was that communities should have an early morning bus service starting no later than 7am. Combined with the figures from the second choice, this totals at 84% who voted this statement the most important.
- 3.15 81.5% of respondents said that it was important that communities have a late night bus service.
- 3.16 'Communities should have an evening bus service finishing no earlier than 9pm' came in 3rd place with 80.8% of respondents rating it '1' or '2' for most important.

Table 5: What are your views about the local bus network in Rhondda Cynon Taf?

	1 - Most Important	2	3	4	5 - Least Important
Communities should have a direct bus link to shopping centres.	55.6%	18.5%	25.9%	0.0%	0.0%
Communities should have a direct bus link to places of work.	55.6%	22.2%	14.8%	7.4%	3.7%
Communities should have a direct bus link to hospitals and health centres.	88.9%	3.7%	3.7%	3.7%	0.0%
Communities should have a direct bus link to schools and colleges.	70.4%	11.1%	7.4%	11.1%	0.0%
Communities should have a direct bus link to leisure centres and recreational grounds.	30.8%	26.9%	23.1%	15.4%	3.8%

- 3.17 92.6% of respondents thought that communities should have a direct bus link to hospitals and health centres and 81.5% thought that communities should have a direct bus link to schools and colleges.
- 3.18 A lower figure of 77.8% thought that the most important statement was 'Communities should have a direct bus link to places of work'.

Table 6: What are your views about other issues affecting local bus services in Rhondda Cynon Taf?

	1 - Most Important	2	3	4	5 - Least Important
Making information about bus timetables and routes more widely available.	55.6%	29.6%	14.8%	0.0%	0.0%
Improving facilities at bus stops, such as shelters and seating.	48.1%	33.3%	11.1%	0.0%	7.4%
Making buses more comfortable and cleaner inside.	46.2%	34.6%	15.4%	3.8%	0.0%
Offering better value for money and choice with bus tickets and fares.	70.4%	25.9%	3.7%	0.0%	0.0%
Improving personal safety and security when travelling by bus.	53.8%	34.6%	3.8%	7.7%	0.0%

- 3.19 As can be seen in Table 6 above, 96.3% of respondents felt that the most important statement was 'Offering better value for money and choice with bus tickets and fares'.
- 3.20 88.4% of respondents thought that 'Improving personal safety and security when travelling by bus' was most important.
- 3.21 85.2% of respondents felt that 'Making information about bus timetables and routes more widely available' was the most important priority

- 3.22 Respondents were asked if they had any other comments about local bus services in general across Rhondda Cynon Taf or about local bus services in particular. Please see comments below:

Efficient / regular bus services

- *“Since the 102 - 103 started running services to all routes, we have had a great service, the drivers are polite, clean & smartly dressed go out of there way to be helpful. Glyncoch where I live are very pleased with 102 bus.”*
- *“Some routes are 'overbussed' - eg Beddau to Talbot Green” “*
- *1.) Bus enquiries etc @ Pontypridd bus stn needs to cover all local services (not only Veolia as has been the case)*
2.) Bus stn protection needs major improvements (especially when s.westly winds blow in rain. Suggest copying facilities at Birkenhead / Newcastle & Bath.
3.) Tickets should be interavailable between competing bus co's eg routes 100 + 400 (3 co's + 2 co's respectively)
4.) Late evening bus services rates 100 + 400 run at 1.5 hour intervals. These should be 1 hr intervals.
5.) Improved services required for Fourcrown Hill Llantwit Fardre + two services (route 100) covering Maesyceilyn Tonteg - one morning about 10:15am to Ponty + approx 12:45 + 4:30 out of Ponty. (There used to be 3 mi + 2 out with S A Bobb) reintroduced eg at Hollybush Hotel CV (Veolia used to frequently (not advertised) route bus via Treforest IE to change drivers or not as this sometimes resulted in 20 minutes wait at the UB+ roundabout & therefore adversely affecting the Edwards buses keeping to authorised times + A470 routes.
7.) Evening services to Ynysybwl seem Inadequate
8.) late bus Ponty – Beddau via Church Rd / upper CV – far too early
9.) Last bus from Greyfriars Rd, Cardiff to Beddau on Sundays far too early (5.00pm Edwards)
10.) Almost impossible to travel Bank Hol Mondays – (please check this for yourself) – require at least a 'modified' service eg with these routes to Merthyr – it is impossible to travel B Hol Monday, no bus to Porthcawl from Ponty!
11.) Last bus Ponty – Bridgend Mon – Sat leaves Ponty far too early (5.30pm)
12.) Timetables of different Co's on same routes should be integrated for user use. At present there may be two or three + different evening service run by another co.

Accessible bus stops / buses

- *“I live next to a bus shelter over my property and it's a nightmare to put seating in instead of 10 children sitting all day in rain this be twenty. I think all bus shelters should be demolished and just bus stop in their place constant hanging and vandalism each day next to our house the council have drawn a blank on having it removed from maes-y-coed (main road) The bus shelter so close to garden my dog sits on it all day barking it need top park remaining completely opp.*
- *“As I live in Maesycoed the day bus services time wise is good but the minibus taxis are a waste of time if you are disabled or elderly only 6 seats + 2 wheelchair type seats sliding doors on side of bus are hopeless. Please bring back a proper bus. It has not got to be full size 15-20 seats with a low floor. Also a proper bus timetable after 6pm.”*

Prices

- *“The prices of tickets should less expensive it seems they are going up all the time.”*

Correct timetables

- *“Would like booklets of your train times.”*
- *“More timetables on buses to be available.”*