

## Appendix 3 Stakeholder Engagement Outcomes

### **Bus industry**

A workshop with bus operators was held on 4<sup>th</sup> September 2024. This session was attended by commercial operators, community transport representatives and local authority officers.

**Table 1 – Issues raised by bus industry stakeholders**

<b>Topic</b>	<b>Issue</b>
Accessibility and inclusion	<p>Bus industry needs to cater for an <b>ageing population</b>. Including consideration of physical, cognitive and sensory limitations.</p> <p>Huge rises in older adults that live in both rural and urban areas and are less likely to drive – access to services is critical for this group.</p> <hr/> <p>As transport systems increasingly rely on digital platforms (apps for ride-hailing, ticketing, etc.), it is important to consider that older adults may have lower digital literacy. Providing alternative, <b>non-digital</b> ways to access transport is crucial.</p> <hr/> <p>Need for better <b>integration with hospitals and GP surgeries</b> for health-related appointments minimising wait times and ensuring that residents that travel by public transport can plan their journeys with confidence.</p>
Bus priority	<p>Bus priority needs to be a key consideration. There are many examples across Wales of routes where more resource has to be continually pumped in, just to maintain existing timetables, but to make bus travel truly appealing, it has to be rapid and certainly as quick as the car (but preferably quicker).</p> <p>Overall <b>bus journey times are increasing</b>/speeds are decreasing – but to be appealing journey times need to compare much better with the private car.</p> <hr/> <p>Poor journey times/need for bus priority is not just an urban issue – examples in Milford Haven, Haverfordwest and the Gower where there are key pinch points.</p> <hr/> <p>Particular mention of hotspots at:</p> <ul style="list-style-type: none"> <li>- Merlins Bridge, Haverfordwest</li> <li>- Fabian Way/Towy Bridge, Swansea</li> <li>- Valley Way, Llansamlet</li> <li>- Penally.</li> </ul> <hr/> <p>Support for RTP to direct funding towards <b>bus priority on key corridors</b>.</p> <hr/> <p>In some cases, journey times could be improved with very <b>small interventions</b> – i.e. adjustment to traffic lights. Operators and LPAs need to work together to trouble shoot these issues.</p> <hr/> <p><b>Enforcement of bus priority</b> is critical.</p>
Bus stops	<p>Many of the bus stops, particularly out of town, are unmarked. This causes difficulties for both passengers and drivers. Information about stop location in the Naptan</p>

database is out of date – e.g. references to stops or landmarks that are not there anymore. **Database requires a review/update.**

Need for basic **bus stop infrastructure** such as a bus stop flags and raised kerbs at all stops. This would benefit both drivers and customers as the stops are clearly marked and visible for stopping/waiting.

**Easy read timetables** are needed.

Bus/rail  
interchange

Stop provision at Swansea station is not sufficient

Port Talbot – potential opportunity to focus investment at the new hub rather than the bus station.

Driver  
training

**Lack of bus drivers** is a real issue in some areas – including Pembrokeshire, particularly for evenings and in the summer. Pembrokeshire County Council had a previous project to train bus drivers, but this did not get off the ground due to a shortage of examiners within the funding period.

In other areas, supply of drivers is more settled, but there is little spare capacity in the system.

Community  
transport

For those unable to use standard public transit, specialised services like community transport (**door-to-door or curb-to-curb services**) are crucial. These services need to be reliable, affordable and sustainable.

Community transport plays a vital role outside the timetable of regular buses – e.g. for out-of-hours medical appointments.

Need to encourage and support existing community transport providers to develop more bespoke and **well-integrated community transport** services as a solution in both rural and urban areas, that are not considered to be viable routes.

Community transport particularly important for people with wheelchairs etc., particularly given **lack of wheelchair accessible taxis** (or where accessible taxis are otherwise providing school transport).

Community transport is turning away people due to lack of drivers/vehicles.

Health

Really important for bus services to respond to the changing way the **health service** is delivered.

Education

Staggered school times would make a huge difference to the bus industry.

Rural areas

Large parts of the region have a very poor/no bus services.

Tourism

Tourism places a specific seasonal demand on the bus network.

Tenby park and ride is important.

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Bus / rail interchange at St Davids is important.

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Alternative fuel Operators are working on very tight margins – at the moment the purchase cost of electric vehicles is prohibitive. Would only be possible with **match funding**.

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Some bus **routes are too long for electric vehicles**. Routes may be better suited to hydrogen.

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Promotion More needs to be done to promote bus travel – **messaging and promotion** is often missed at a regional level.

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Target Keen to see targets to help measure success.

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## Rail industry

A workshop with train operators was held on 4<sup>th</sup> September 2024. This session was attended by Network Rail, First Great Western, Grand Union Trains, the Rail Forum, SPRAG, North Pembrokeshire Transport Forum and Pembrokeshire Rail User Group and local authority officers. A representative from the Hywel Dda UHB also attended but this feedback is amalgamated with the health workshop feedback in the next section.

Table 2 summarises all of the feedback received; however, it should be noted that aspects related to the rail network directly are outside the scope of the RTP

**Table 2 – Issues raised by rail industry stakeholders**

Topic	Issue
Governance	Concerns / uncertainties around what will be delivered by TfW. Calls for TfW to engage more with other operators.
	Concern that Great British Railways is very England focussed and that this won't be able to respond to regional demand.
	Important to recognise cross boundary linkages – future of the industry is cross border.
	The SW RTP also needs to link with the Mid Wales and South East Wales RTPs as transport is obviously not limited within individual regions. For example, the Health Board region includes Ceredigion with large numbers of patients and staff travelling between two regions each with their own regional transport plan. The same applies to east-west journeys beyond Neath-Port Talbot.
	Best examples of improved service delivery are where Network Rail is supported by local authorities. Local authorities play a vital role in delivering passengers to the rail network.
Access to stations (including parking)	Parking supresses the demand for rail across the region and so does the bus network. Some stations are car park constrained – e.g. Carmarthenshire.
	Parking is a requirement if people are to be encouraged to use the train (as opposed to the motorway) for longer trips.
	Park at the station for pickup and drop off.
	Distance from Swansea rail to bus station is an issue.
	Safe walk and cycle route to rail stations are really important.
Services	Rail link to Heathrow.
	Services which better link to tourist areas so that people coming into the region choose to come by train.

**Table 2 – Issues raised by rail industry stakeholders**

<b>Topic</b>	<b>Issue</b>
Reliability	Cancellations, delays and poor information put people off using the train, and then it is very difficult to get them back.
Heath Care	UHB is considering St Clears and Whitland as potential locations for a new urgent and planned care facility. If the St Clears location is selected they will be pushing for a new railway station at St Clears (this is understood to have been put on hold by Welsh Ministers).

## Health care sector

A workshop with public health representatives was held on 5<sup>th</sup> September and was attended by Hywel Dda University Health Board (UHB) and Swansea Bay Health Board. In addition, as noted above a representative from the Hywel Dda UHB attended the rail workshop.

Table 3 summarises all of the feedback received.

**Table 3 – Issues raised by health care sector stakeholders**

Topic	Issue
Service delivery	The health service is changing in the way it delivers services.
	A new urgent and planned care facility is planned.
	Health and well-being centres are planned for town centres.
	New UHB headquarters in Carmarthen.
	Transport needs to respond to these changes.
	Existing facilities see increasing pressure on transport and access.
Trip generator	Overlap with bus industry – as buses can be used to discharge patients.
	The health service is a huge trip generator but very few patients or staff currently travel by public transport or active modes. The UHB is keen to encourage mode shift.
	Public transport needs to offer a practical alternative to the car for health care workers to commute.
Ticketing	Public transport discounts for healthcare staff?
Access	Glangwili general hospital – congestion in Carmarthen and on approach road impacts emergency service vehicles.
	Similar issues at Prince Phillip hospital.
	Routes to Morriston hospital important as patient transfer is often to Morriston.
	More practical, safe walking and cycling routes to hospitals and health care facilities needed. But the sustainable hierarchy should be applied in a balanced way.
EV	Health service is looking to transition fleet to EV.
Community Transport	Improved community transport services could take pressure off ambulance services.
	Need a centralised service for community transport. People don't typically know where to go to plan a community transport journey or to get advice.
Engagement	Regional Partnerships have an increasing role – important to engage.



## Education transport sector

A workshop with officers involved in education transport and representatives from University of Wales and Swansea University was held on 12th September

Table 4 summarises all of the feedback received.

**Table 4 – Issues raised by education transport stakeholders**

Topic	Issue
Traffic volume	School travel contributes significantly to traffic – up to 15% extra traffic on school days.
Locations	<p>Unlikely to be many new schools over RTP period but there are ongoing enhancements and improvements.</p> <p>Increasing trend for schools to be integrated with leisure provision – this raises specific transport issues/demands.</p> <p>New schools need to be located where they can be serviced by public transport (not in rural areas). However, in NPT particularly there is a lack of sites in urban areas.</p> <p>Important to acknowledge that home to school transport is often cross border.</p> <p>Travel to Welsh medium schools is a particular issue and can involve longer distances.</p> <p>Alternative curriculum means students need to travel between sites during the school day. This is currently the school's responsibility but would benefit from some sort of a co-ordination or brokerage system.</p> <p>Travel between university campuses can be difficult and many routes are not well serviced by public transport – for example, between Swansea and Neath campuses and Neath and Morrison (for medical students).</p> <p>Additional Learning Needs (ALN) students have specific transport requirements and some travel long distances.</p>
Travel training	<p>Important life skill, particularly in areas like NPT where majority of post 16 students travel to college campuses and need to travel independently.</p> <p>Travel training helps to embed sustainable travel choices at an early age and can also influence numbers of young people who are not in education or training.</p> <p>Currently funding is only available for students with additional learning needs.</p> <p>Particular demand for training for people with autism.</p> <p>Opportunity to train travel champions.</p>



**Table 4 – Issues raised by education transport stakeholders**

<b>Topic</b>	<b>Issue</b>
	Need for very simple travel information – like tube style maps.
Vehicles / drivers	Big issue with availability of 16+ seater vehicles and drivers.
Timing	School timings create challenges – staggered starts for adjacent sites would be useful.
School zones	Swansea is applying for powers to enforce restrictions at schools using monitoring cameras.
	School streets offer opportunity to improve immediate environment.
	School streets need to be developed in line with School Travel Plans (which are becoming an important requirement).
Staff	Also important to encourage staff to use sustainable modes.
Decarbonisation	A real challenge for school buses – school routes tend to be served by older vehicles and routes can be very long (not suited to EV). Potentially need to look at retrofitting school buses to cleaner emission standards.

### Other meetings

A series of other one-to-one meetings were also held. An overview of the key points raised in these sessions is captured in Table 5

**Table 5 – Issues raised by other stakeholders**

<b>Topic</b>	<b>Issue</b>
South Wales Trunk Road Agency	Concerns around lack of suitable routes and amenities for HGVs.
	Provided context about planned improvements on the trunk road network and potential knock-on impacts on the wider network.
Pembrokeshire Coast National Park Authority	Discussion around issues raised in written response previously submitted (and summarised above).
West Glamorgan Regional Partnership	Recently ran a series of workshops with people with learning difficulties to discuss their experiences of transport (largely use of public transport). Evidence collected from this process will be shared with the RTP team and is very relevant to the policy framework

**Table 5 – Issues raised by other stakeholders**

Topic	Issue
	<p>Lack of accessible, easy to read timetable information is their biggest concern – this will be very important to reflect in the RTP.</p> <p>Also, significant concerns around being treated with dignity and respect.</p> <p>The Partnership are in the process of working with end users to develop a Travel Charter. This is possibly an example of good practice that could be highlighted in the RTP.</p> <p>Travel training really important in terms of giving people life skills and confidence to use public transport.</p> <p>Better systems needed to signpost people to support and help with transport. For example, to request assistance on trains or to find alternative format timetables.</p> <p>Important to raise awareness around the problems that people with learning difficulties face using our transport systems.</p>
<p>Swansea Bay City Deal</p>	<p>The Swansea Bay City Deal is an investment of up to £1.3 billion in a portfolio of major programmes and projects across the Swansea Bay City Region – which is made up of Carmarthenshire, Neath Port Talbot, Pembrokeshire and Swansea. City Deal programmes and projects are based on key themes including economic acceleration, life science and well-being, energy, smart manufacturing and digital. City Deal investment does not cover transport, but many of the projects have a transport impact or transport need and ensuring people from outside the region can access the area is important. Interested in how the RTP can support the aims of the City Deal.</p>
<p>Celtic Freeport</p>	<p>The Freeport will support new manufacturing facilities and major port infrastructure upgrades to support the roll-out of floating offshore wind (FLOW) in the Celtic Sea.</p> <p>It will also provide the backbone for a cleaner future based on the hydrogen economy, sustainable fuels, carbon capture and storage, cleaner steel and low-carbon logistics.</p> <p>The Freeport opportunity brings potential for significant transformational change and regeneration. This needs to be supported appropriately by an effective and efficient transport network. Transport network improvements are absolutely critical for the success of the Freeport – both to support the construction phase of the project and the long-term economy. The RTP should look to support the Freeport.</p>