



North Pembrokeshire Transport Forum Fforwm Trafnidiaeth Gogledd Penfro

December News Briefing, 2019

Special Accessibility Issue – Easier to Read Bus Timetables

The launch of the new easier to read timetables was held at County Hall, Haverfordwest on 20th December and opened by Phil Baker, Pembrokeshire County Council (PCC) Cabinet Member for Infrastructure, Licensing and Major Events.

The Development Process: Owen Roberts, PCC Passenger Transport Coordinator

1. Let's Talk Transport Events (2016). Organised by the Pembrokeshire Association of Community Transport Organisations (PACTO) and Pembrokeshire Local Action Network for Enterprise & Development (PLANED), with participants Theatr Fforwm Cymru, Pembrokeshire Access Group, Pembrokeshire People First, and Young Voices for Choices.

Discussion points and concerns that were raised regarding trains, buses, community transport and taxis:

How can we encourage more people to use Public Transport?

- Improve bus timetables
- Increase services
- Improve driver attitudes

How can we improve Bus Timetables?

- People can't understand them
- Change the format of the timetables
- Larger print and correct format
- Using a 24 hour clock system is confusing
- More electronic timetables at bus stops
- Provide 'joined up' timetables especially for longer journeys
- Have a phone number to call if any problems
- Route guidance and instructions for frontline staff
- Stop buses leaving early and not following timetable

2. What has been done?

- Research into examples of best practice – NONE!
- Consulted with service users to identify requirements
- Produced a draft template
- Further consultation with various groups
- Collaboration between Pembrokeshire County Council and Hywel Dda University Health Board
- Finalised layout and design
- Produced clock face images
- Obtained photos for each bus stop
- Produced an easier to read timetable for each bus service

Followed by the production of a video explaining the timetable and how to use it (by Pembrokeshire People First, a charity run by, and for, adults with learning disabilities and/or autism). Video available at: www.youtube.com/watch?v=X5l6lquh1K0&feature=youtu.be.

3. Consultation

Pembrokeshire County Council, in collaboration with Hywel Dda Health Board, has developed an easier to read bus timetable. The new timetable includes a 12 hour clock, a clock face, a photo of the bus stop and clearly defined rows to make it easier for a user to identify all of the times that the bus stops at their stop.

Part of the New Timetable

Over the next 4 months, the timetables will be available for people to use on a trial basis. A consultation will be undertaken to obtain peoples feedback on the easier to use timetables and how they should be rolled out. Email public.transport@pembrokeshire.gov.uk to obtain paper copies directly from the Council’s Transport Unit.

We would love to hear your views on the new Easier to Read Bus Timetables.

Visit www.youtube.com/watch?v=X5l6lquh1K0&feature=youtu.be to complete:

- An online Easy Read Response Form
- An online Non-Easy Read Response Form
- Download and complete a hard copy Easy Read Response Form
- Download and complete a hard copy Non Easy Read Response Form

If you have printed out and completed a hard copy form please return to: Mel Marshalsey, Learning Disabilities Service, Bro Cerwyn, Fishguard Road, Haverfordwest, SA61 2PZ

Please respond to the consultation by Thursday 30th April 2020.

4. What else is being done?

- Bus Quality Standards (introduced in April 2018)
- Bus driver training
- Next stop announcements (Audio and Visual)
- Bus stop improvements Pembrokeshire Passport (Orange Wallet)
- Wheelchair Passports/First Cymru Scooter Assessments
- Bus Buddies
- Take Me Too – life share project

The Forum’s work is supported by:

Individual Members (£5 p.a.), Family Members (£8 p.a.) & Corporate Members (£12 p.a.)
 (Corporate members include town and community councils, transport operators, and groups, organisations and associations with a transport interest)

For further information, contact the Secretary, 2 Hill Terrace, Fishguard SA65 9LU
 Tel: (01348) 874217. Email: hattiwoakes@gmail.com

Launch of New Easier to Read Bus Timetables



Best wishes,

Hatti Woakes

HATTI WOAKES
Secretary, North Pembrokeshire Transport Forum