

Integrated National Transport Strategy: a call for ideas

Respondent details

Q1. You are responding as an:
individual?

Answering as choice

Q2. You want to respond as a:
member of the public?

Personal details

Q18. How old were you on your last birthday?
60 years or above

Q19. Your gender is best described as?
Male

Q20. Your ethnicity is best described as?
White: English, Welsh, Scottish, Northern Irish, or British

Q21. What is the highest level of education you have completed?
Higher National Certificate, Higher National Diploma, bachelor's degree, or post-graduate qualifications

Q22. Do you have any disability or long-standing health problem that makes it difficult for you to use the transport network?
No

Personal details

Q24. Do you live within England?
Yes

Living region

Q25. The region you live is?

South West

Q26. How would you best describe the area you live in?

Suburban

Car, van, motorcycle or moped (not e-bike) as a means of transport

Q27. In the last 6 months, how often have you used a car, van, motorcycle or moped (not e-bike)?

Once or twice a week

Car, van, motorcycle or moped (not e-bike)

Q28. What changes, if any, would improve your experience when using a car, van, motorcycle or moped (not e-bike)?

Very few. Would like to be able to use car even less.

Train, underground, metro or tram as a means of transport

Q30. In the last 6 months, how often have you used the train, underground, metro or tram?

Once or twice a month

Trains, underground, metro or trams

Q31. What changes, if any, would improve your experience when using the train, underground, metro or tram?

1. Reliable service would be my first priority ... 2 journeys last week - one 49 minute delayed and one 70 minutes and - sorry - that is typical
2. More frequent service - next train southbound after the 06:32 is 09:10 and that's from the only station serving my home town (Melksham) of 25,000 in an area of the country where lots of people travel from town to town. Needs to be at least hourly and passenger numbers will blossom
3. Bus connections at the station - PLEASE. No buses to the station at present, and most of the residences are on the other side of town. I have to allow 30 minutes from leaving home to the train leaving - ironic as we have a bus stop right outside our house. Failure to link is at the station.

Bus, minibus or coach as a mode of transport

Q33. In the last 6 months, how often have you used the bus, minibus or coach?

Less than once a week but more than twice a month

Bus, minibus and coach

Q34. What changes, if any, would improve your experience when using the bus, minibus or coach?

1. Buses to the local (Melksham) station to connect with trains - personally to / from near my home, but there are no buses at all at the station to / from anywhere - including all the homes (25,000 residents in the town) or businesses, most of which are on the opposite side of the town to the station.

2. Evening buses to / from Chippenham and Trowbridge and an extra bus from Bath in the 2 and a half hour gap in the evening

Bike, e-bike or e-scooter as a mode of transport

Q36. In the last 6 months, how often have you used a bike, e-bike or e-scooter?

Less than once a week but more than twice a month

Bike, e-bike or e-scooter

Q37. What changes, if any, would improve your experience when using a bike, e-bike or e-scooter?

My use of e-bike / seasonal

The road main road outside our home is an accident black spot and extreme caution is needed. Pedestrianisation / diverting traffic away from the Town Centre might help - though it would need to be done carefully to avoid making the traffic worse and even more dangerous on the surrounding roads.

Walking and wheeling as a mode of transport

Q39. What changes, if any, would improve your experience when walking or wheeling?

There is a handful of very narrow pavements even into the town which force multiple crossings of a busy road.

Other transport modes

Q40. Are there any other modes of transport you would like to comment on?

Yes

Other modes of transport

Q41. What additional comments do you have on other modes of transport?

Transfers by public transport to international services (ferries and airports) are far from ideal - Holyhead, Fishguard, Portsmouth, Newhaven all require a very uncomfortable bus link rather than a walk-on - they seem tuned to the car passenger these days to the discomfort of the public transport user. Southampton transfers can be a challenge with a need to use a taxi even though rails go near to the ships, and lifts at the station which seem to be often out of service which is not helpful with heavy baggage. Luggage capacity on trains is very limited for international / ship passengers.

Just one coach a day to Heathrow from our town, and multiple changes by train to Heathrow and to Gatwick (unless double back via London for Heathrow). Bristol Airport - our nearest - could do with a rail link!

Travel information

Q42. When planning your journey where do you get your travel information from?

Google maps

Bus applications or websites

Train applications or websites (for example the Trainline or National Rail)

Q43. How accurate or inaccurate is the information you receive about your travel?

Neither accurate or inaccurate

Improving accuracy

Q44. What additional information would you need to improve your journey?

Integrated real time information and fare structure. For example, if I turn up at Bristol Temple Meads looking to travel to my home 25 miles or so away in Melksham, there are possibilities by train, bus, or a mixture. None is frequent, there is often disruption, and it would be good to know whether to change from train to bus at Bath (or Bradford-on-Avon) or from train to another train at Chippenham or Trowbridge, and also to know that if I had gone into Bristol on a return ticket my journey back would be acceptable whichever of those routes I took.

Transport rating

Q45. How satisfied or dissatisfied are you with the transport network overall?

Neither satisfied, nor dissatisfied

Joined up working

Q46. In your opinion how best could the transport system be better 'joined-up' (select your 2 most important options)?

Better interchanges between journey legs, for example, combining rail and bus stations

Another option:

All four of the other options are REALLY important and I cannot rank one over the others! Bus / train interchange is MOST vital

Data and technology

Q47. What ways, if any, can you think of how technology could be used to improve your experience with the transport network?

There is plenty of technology and a lot of data "out there" but it needs proper uniform integration and filtering so that the right information can be presented to the enquirer at the right time. Although filling in this survey as a "member of the public" my working career was in IT, big data and big systems and I look at public transport with them as an embryonic system where so much COULD be done. I am not sure if this data will be anonymised to protect the identity of respondents but you are VERY welcome to share it / get back to me - graham@sn12.net - and I am webmaster at <https://www.passenger.chat> too.

Call for ideas

Q48. How, if at all, would you improve the way decisions are made about the transport network?

I would like to see it out of the political arena with decisions made for the medium and long term rather than based on dogma or on gaining votes at the next general election. To provide a far more customer-centric system that listens and explains without some of the extreme fragmentation and resultant blame culture we see at present (Peter Hendy commented on his desire for this in a speech last Thursday), and also to make decisions based on the overall benefit to the economy of the area served and the environment of/in communities served now and into the future, and not just down to this year's balance sheet of the train / bus operating company. London TravelWatch has some teeth - what about the rest of the UK? More user approachable and interaction for Transport Focus? Good to be having this consultation - THANK YOU - I hope you take note and it makes a real difference - PLEASE!

Final comments

Q49. Any other comments?

Thank you for this opportunity to make inputs - please make good use of the collected data. This is a time of great opportunity but also great risk as things change. Please feel free to get in touch with me - I do have "big data" and presentation and passenger experience and have talked with a lot of individuals over time and have run a passenger forum for 18 years - Graham Ellis / graham@sn12.net / <https://grahamellis.uk>

I really appreciate the design and provision of free format input boxes on this survey - gives it the opportunity to be far more than a box ticking exercise.