

# Uplands Living Streets: Public Transport (Buses) Survey 2024 - summary of free text responses

**Here's a summary of the responses for each free text question:**

**Do you think buses in Swansea are fast, efficient, and cheap?** Most respondents do not think buses in Swansea are fast, efficient, or cheap. Many describe the service as unreliable, with buses often late or not showing up at all. The cost is frequently cited as too expensive, especially for short journeys. Some mention that while they have free bus passes, they recognise the high cost for others. Efficiency is criticised due to infrequent services and long journey times. Several respondents note that it's often quicker and cheaper to drive or take a taxi.

**There are lots of buses to take me where I want to go.** Opinions are mixed, but generally negative. Many respondents feel there aren't enough buses, especially to areas outside the city centre. Several mention reduced services and route cuts. Some note that while there may be buses available, they're infrequent or require multiple changes. Areas like Gower and rural parts of Swansea are cited as poorly served. Some respondents living near popular routes are more positive about bus availability.

**There are plenty of bus stops, so I can get on and off in the right place for me.** Most respondents agree there are plenty of bus stops. However, many note that having bus stops is pointless if buses don't run frequently or reliably. Some mention that stops are too far apart in certain areas, making it difficult for those with mobility issues. A few respondents suggest that some stops have been removed or are poorly maintained.

**The buses are pleasant to travel on.** Responses are generally negative. Common complaints include overcrowding, especially during peak times and on student routes. Many describe the buses as dirty, smelly, or in poor condition. Some mention issues with heating or air conditioning. Positive comments are few, but some note that when buses aren't crowded, they can be pleasant. Several respondents praise the drivers, while others criticise driver attitudes.

**What's the best thing about buses and the bus service in Swansea?**

Many respondents struggle to identify positive aspects, with some explicitly stating there's nothing good about the service. Those who do mention positives often cite:

- Free travel for over-60s and during some school holidays
- Friendly and helpful drivers
- The convenience of not having to drive or park

- The bus station as a central hub
- The variety of destinations served
- The introduction of contactless payment
- Environmental benefits compared to driving

Some respondents appreciate the service's mere existence, while others mention specific routes or areas with good coverage.

### **How could buses and the bus service in Swansea be improved?**

Respondents suggest numerous improvements:

- Increase frequency and reliability of services
- Lower fares, especially for short journeys and day tickets
- Extend operating hours, particularly in evenings and on weekends
- Improve routes, especially to hospitals, Gower, and between areas without going through the city centre
- Introduce more modern, cleaner buses
- Better communication about delays and cancellations
- Improve driver training and customer service
- Introduce integrated ticketing across different operators
- More bus lanes to improve journey times
- Better facilities at bus stops, including real-time information displays
- Reintroduce services that have been cut
- Consider smaller buses for less popular routes
- Improve accessibility for disabled passengers

Many respondents emphasise the need for a comprehensive overhaul of the entire service.

### **If there was one thing you could change about buses and the bus service in Swansea, what would it be?**

The most common suggestions are:

- Improve reliability - ensure buses run on time and as scheduled
- Reduce fares
- Increase frequency of services

- Expand routes and reintroduce cut services
- Improve overall efficiency
- Change the operating company or bring services under council control
- Introduce more modern, comfortable buses
- Improve driver attitudes and customer service
- Better communication about delays and cancellations
- Introduce integrated ticketing across different operators

Some respondents suggest more specific changes like introducing double-decker buses on busy routes or improving the bus station.

**Is there anywhere you'd like to go that isn't currently served by a bus route?**

Common destinations mentioned include:

- Various beaches and locations in Gower, especially in evenings and off-peak seasons
- Neath Port Talbot Hospital
- More rural areas of Swansea
- Cardiff (reintroduction of direct service)
- McArthur Glen Designer Outlet
- National Botanic Garden of Wales
- Porthcawl
- Various locations within Swansea that require multiple bus changes

Some respondents note that it's not always about new destinations, but about improving services to existing ones.

**Are there any other routes or destinations you'd like to see introduced?**

Respondents suggest various new or improved routes:

- More direct services to hospitals, especially Morriston and Singleton
- Better connections to Gower beaches and rural areas
- Reintroduction of direct service to Cardiff
- More cross-city routes that don't require changing in the city centre
- Late night/early morning services for shift workers

- Better connections between suburbs
- Direct routes to shopping centres and retail parks
- Services to nearby towns like Neath, Port Talbot, and Llanelli
- Routes serving hilly areas of the city
- Express services to popular destinations

Some respondents emphasise the need for more frequent services on existing routes rather than new destinations.

### **What would make you use buses more?**

The most common factors that would encourage increased bus use are:

- Lower fares
- Improved reliability and punctuality
- More frequent services, especially in evenings and on weekends
- Better routes and connections, reducing the need for multiple buses
- Extended operating hours
- Cleaner, more comfortable buses
- Improved real-time information about bus arrivals and delays
- Better customer service from drivers
- Integrated ticketing across different operators
- More direct routes to popular destinations
- Improved accessibility for disabled passengers
- Better facilities at bus stops

Many respondents indicate that a combination of these factors would be necessary to encourage them to use buses more frequently.

### **Please complete this sentence: 'Bus services are important because.....'**

Respondents highlight several reasons why bus services are important:

- They provide essential transport for those who don't drive or own cars
- They reduce traffic congestion and parking issues in the city
- They are more environmentally friendly than individual car use
- They provide affordable transportation options for low-income individuals

- They connect communities and reduce social isolation, especially for elderly and disabled people
- They support the local economy by helping people access jobs, education, and shopping
- They offer independence to young people and those unable to drive
- They contribute to a more inclusive and accessible city
- They can help reduce road accidents by decreasing the number of cars on the road
- They support tourism and help people explore the local area

Many respondents emphasise that while bus services are crucial, the current system in Swansea is not meeting these important needs effectively.