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Dear Huw

**Blackwood Interchange**

I write to congratulate you and Caerphilly County Borough Council on the excellent new bus interchange at Blackwood.

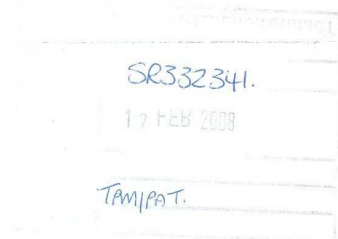
It is a significant improvement on the previous facility and has been positively welcomed by users. It has in my opinion been very well designed with a bright and airy feel to it and totally accessible for those with mobility problems, and well positioned for easy access to the town centre.

A main concern amongst users is security whilst using public transport and the fact that you have addressed this through the provision of CCTV cameras is certainly welcomed. Other complaints I receive from users about bus interchanges focus on lack of waiting facilities, a café and accessible toilet facilities, all of which Blackwood has. As a parent to a young toddler, I was particularly pleased to note the baby changing facilities.

Hopefully the new facility will encourage modal shift and see the number of people coming to Blackwood by bus increase.

Kind Regards  
Yours Sincerely

Barclay Davies  
Officer for Wales  
Bus Users UK



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