



## BLACKWOOD TOWN CENTRE MANAGEMENT GROUP – 27TH FEBRUARY 2008

**SUBJECT: BLACKWOOD INTERCHANGE USER SATISFACTION**

**REPORT BY: DIRECTOR OF ENVIRONMENT**

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### 1. PURPOSE OF REPORT

- 1.1 As previously discussed at the meeting of the 15<sup>th</sup> November, a report was requested regarding the satisfaction levels of the newly opened Blackwood interchange. The following report and appendices provide the Town Centre Management group with an indication of how users and operators of the bus interchange view the facility.

### 2. SUMMARY

- 2.1 User satisfaction covering nine different aspects were recorded all showing an increase in satisfaction. There are two letters of support from the two largest bus operators using the Interchange and another from Bus Users UK, an organisation that represents bus passengers' interests. The three letters indicate a high level of satisfaction.

### 3. LINKS TO STRATEGY

- 3.1 The redevelopment of the Blackwood Interchange is a key component of both the Living Environment Objectives and Regeneration Objectives highlighted in the Community Strategy.

The re-establishment of town centres as foci of economic activity is one of the key principle in the Regeneration Strategy 'The Smart Alternative'.

### 4. THE REPORT

- 4.1 The Blackwood Interchange Users satisfaction covered nine key areas of operation; access on and off the bus; safety and security; timetable information; toilet facilities; refreshment facilities; waiting areas; bus connections; integration; access to and from the bus station. The greatest increase in satisfaction was with regards the waiting areas which is a key component in terms of passenger perception.
- 4.2 Again improvements in refreshment facilities were noted and indeed toilet facilities, although it is acknowledged that further improvements could be made. Other improvements in terms of pedestrian access arrangements and timetable information were also recorded.
- 4.3 The satisfaction results were derived from surveys undertaken before the scheme commenced in August 2003 and after the scheme was completed in October 2007.

## **5. FINANCIAL IMPLICATIONS**

5.1 None.

## **6. PERSONNEL IMPLICATIONS**

6.1 None.

## **7. CONSULTATIONS**

7.1 None.

## **8. RECOMMENDATIONS**

8.1 Member of the Blackwood Town Centre Management Group are requested to note the report for information.

## **9. REASONS FOR THE RECOMMENDATIONS**

9.1 To meet a previous request from the Group.

## **10. STATUTORY POWER**

10.1 Local Government Act 2000.

Author: Stewart Smith

Consultees: Huw Morgan

### Appendices:

Appendix 1 User Satisfaction Survey

Appendix 2 Letter Bus Users UK

Appendix 3 Letter Stagecoach

Appendix 4 Letter IBT