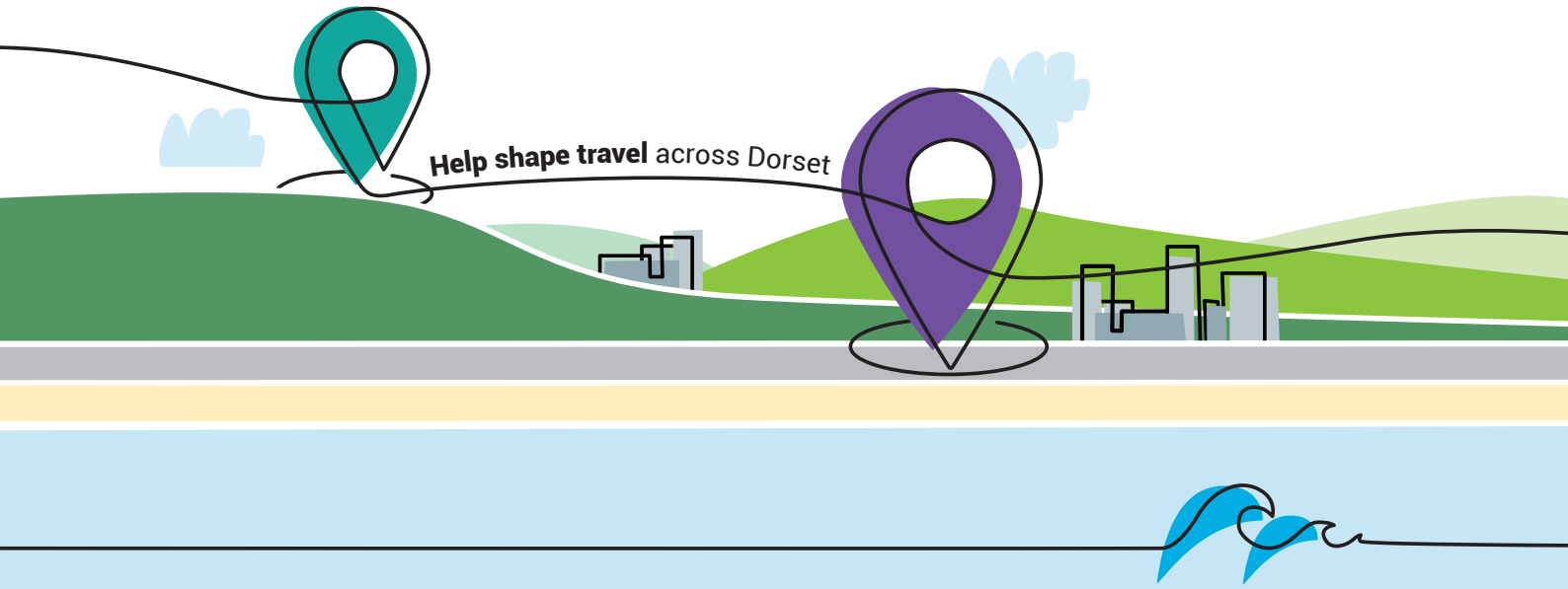
Local Transport Plan 4

Opportunities and Issues

Roadshow Analysis Report



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Introduction

To ensure that the new Local Transport Plan 4 (LTP4) promotes a transport system across the Dorset Council and Bournemouth, Christchurch and Poole (BCP) Council areas that is sustainable, accessible, inclusive and carbon neutral, it is important that the transport priorities of stakeholders and the public are understood. Part of the vision shaping process is understanding the issues transport users experience, and how these issues could be overcome to deliver regional and local priorities.

During this primary engagement event, Dorset Council and BCP Council went out and asked the public and stakeholders to provide their views to better understand the opportunities, issues, and solutions that the new LTP4 must seek to address and implement.

Roadshow style engagement events were held across the county to obtain feedback from at a local scale. The results have been analysed and presented in this report.

The results will be used to ensure policy tackles the transportation challenges faced by a wide variety of Dorset residents. Additionally, that the investment is targeted towards effective interventions and objectives that will have the greatest impact throughout the lifespan of LTP4.

Methodology

Roadshow locations

A total of 16 roadshows were held at libraries and colleges across Dorset and BCP during February and March 2024.

It was important to hold events at venues that were accessible, and where facilities were available for attendees to receive help and guidance, therefore public libraries were chosen in most instances.

Dates and times were varied to capture feedback from a wide range of demographics.

Figure 1 shows the locations of all the roadshows that took place across Dorset and BCP.

A detailed list is displayed in Table 1.

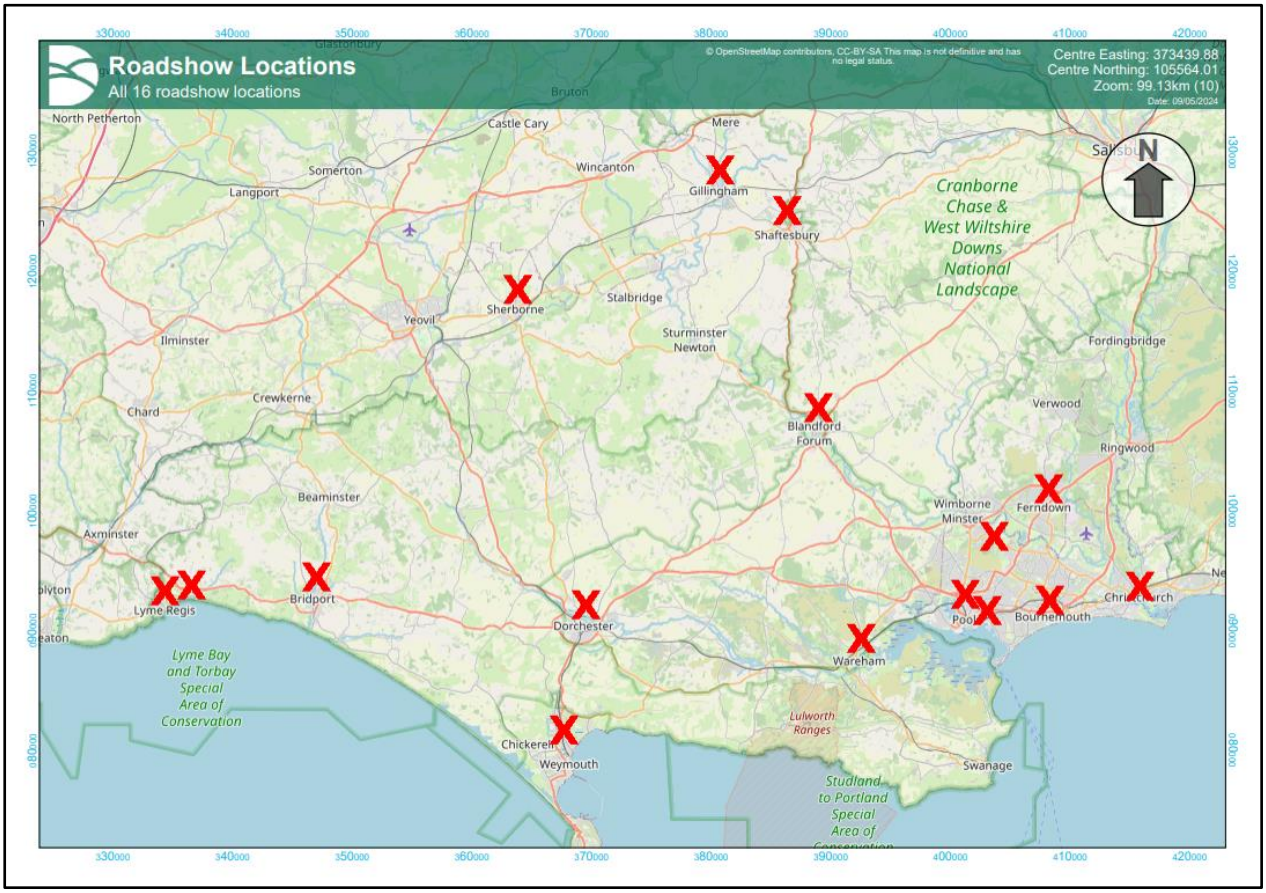


Figure 1 16 locations across Dorset and BCP where public engagement roadshows were held.

Host	Location	Venue	Date	DOW	Times from	Times to
Dorset	Weymouth	Library	29 January 2024	Mon	14:00	18:00
Dorset	Ferndown	Library	01 February 2024	Thurs	10:00	14:00
Dorset	Wareham	Library	05 February 2024	Mon	13:00	17:00
Dorset	Blandford	Library	08 February 2024	Thurs	10:00	14:00
BCP	Poole	Library	12 February 2024	Mon	13:00	17:00
BCP	Kinson	Library	16 February 2024	Fri	13:00	17:00
Dorset	Bridport	Library	17 February 2024	Sat	10:00	14:00
BCP	Bournemouth centre	Library	19 February 2024	Mon	14:00	18:00
Dorset	Charmouth	The Elms	20 February 2024	Tues	10:00	13:00
Dorset	Lyme Regis	Guildhall	20 February 2024	Tues	15:00	18:00
Dorset	Shaftesbury	Library	22 February 2024	Thurs	10:00	14:00
Dorset	Dorchester	Library	24 February 2024	Sat	10:00	14:00
Dorset	Sherborne	Library	26 February 2024	Mon	14:00	18:00
BCP	Bournemouth & Poole College	Poole Campus	27 February 2024	Tues	10:00	13:00
BCP	Christchurch	Library	28 February 2024	Weds	10:00	14:00
Dorset	Gillingham	Council building	29 February 2024	Thurs	10:00	16:00

Table 1 Detailed list of public engagement roadshows

Promotion

Roadshows were promoted through council communications on social media, the press, community leaflets and some local radio stations. Posters and digital posters were sent to each library, and councillors were encouraged to promote local events within their communities.

Set up

At each venue a stand was set up in a prominent position to catch the attention of visitors. An example of the roadshow set up can be seen in **Figure 2**.

Figure 2 Roadshow set up at Bridport library

Data collection

Officers collected responses using three main methods:

- Face to face conversation between officers and attendees. Officers listened to the views and ideas from members of the public and recorded them using a conversation log (see **Figure 3**). Name and address could be collected given the attendees permission (for analytical purposes).
- Feedback forms – attendees could freely write down their ideas about how transport and travel could be improved and put the form in a 'feedback box' (shown in **Figure 4**). No personal information was required.
- Post-it notes on maps – attendees could write down ideas/feedback on to a post-it note and stick it to one of the maps on display. This could relate to a particular location or a more general transport idea or suggestion. This then became a focal point for other attendees and encouraged participation by others. An example can be seen in **Figure 5.**

Roadshow:
Date:

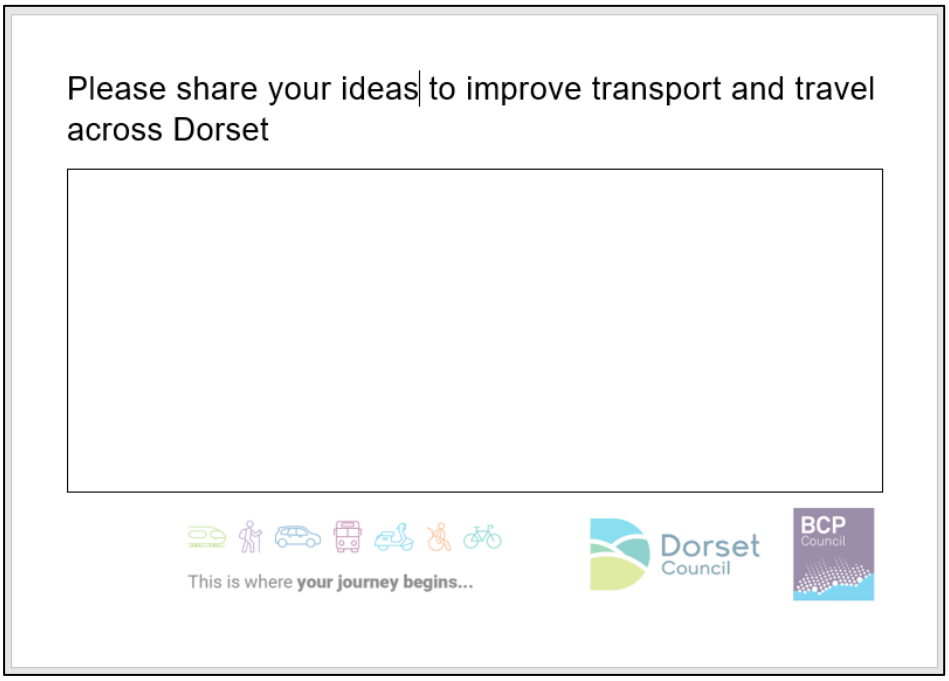
Name	From	Summary of main comments

This is where **your journey begins...**

Dorset Council

BCP Council

Figure 3 Example of the officer conversation log



Please share your ideas to improve transport and travel across Dorset

This is where **your journey begins...**

Dorset Council

BCP Council

Figure 4 Example of the feedback form

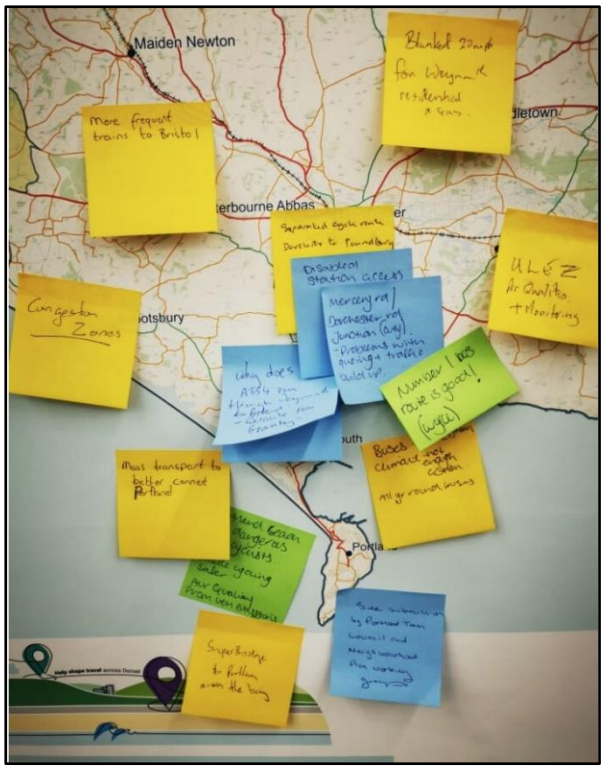


Figure 5 Example of post-it notes stuck to a map from the Weymouth Roadshow

Roadshow feedback

This section outlines the main positive and negative transport feedback that was received at each roadshow, along with ideas that were suggested to improve transport and travel in Dorset and BCP.

Many attendees raised specific points relating to individual roads, services, or locations. Where this was the case, the wider themes and ideas have been drawn out which closely relate to the opportunities and issues acknowledged in the previous work undertaken for this project.

Weymouth

Approximately 22 people attended the Weymouth roadshow that was held on Monday 29 January 2024 between 2pm and 6pm.

Negative feedback

- The cost of parking in coastal locations
- Cycle routes need maintenance including lighting and safer road crossings
- Cycle/driver conflict and cycle/pedestrian conflict
- Seasonal imbalance in bus service provision – fewer winter services
- Lack of reliable digital information makes travel difficult for disabled users
- Bus travel is too expensive
- Rail services are unreliable, disruption on the line causes distrust in rail travel

- Cost of rail travel criticised
- *“Lack of step free access at stops along the Bournemouth line”*
- Connectivity issues with other stations, particularly Yeovil Junction
- Flooding on the transport network is a concern
- Concern about the climate resilience of infrastructure
- Seasonal congestion is a problem in summer months
- Residents suffer from urban isolation
- Mobility impaired struggle when footways are busy and uneven
- “*There is no thought about public transport when planning new developments”*

Positive feedback

- The Rodwell Trail cycleway is good
- Praise for some specific services where provision is good (Service 1 and Dorchester Road services)
- Additional protection for cyclists on Dorchester Road has improved safety

Ideas suggested to improve transport

- Free parking on Sundays
- Rethink the use of Peninsula car park
- More continuous cycle routes
- Bike borrowing businesses
- Greater level of bus services
- Increased weekend, school, and evening bus services
- Provide better real time information
- Join up school services with daytime services
- *“Shuttle bus for short distance trips”*
- The Weymouth Park and Ride to become a multi modal hub
- *“Electric buses in Weymouth”*
- Greater collaboration between National Highways and other organisations
- Mass transit between Weymouth and Portland

Ferndown

Approximately 17 people attended Ferndown Library to provide their views on Thursday 1 February 2024 between 10am and 2pm.

Negative feedback

- Roads without cycle lanes remain unsafe for cyclists
- Cyclists feel unsafe crossing or negotiating junctions
- Safety concerns at bus stations
- Congestion issues are widespread affecting people in BCP

Positive feedback

- Praise for efforts to provide cycleways (TCF schemes) *“I am pleased with the progress of the cycle routes so far”*

Ideas suggested to improve transport

- *"Improve infrastructure to create safer environment for cycling"*
- *"More cycle routes so journeys can be completely off-road"*
- More Sunday bus services
- Increased bus frequencies
- Another north/south road route across the river
- Reduce high proportion of single occupancy car trips occurring during peak times
- Improve road safety on A31 and A35

Wareham

Approximately 15 People attended the Wareham roadshow on Monday 5 February 2024 between 1pm and 5pm.

Negative feedback

- Conflicts between cyclists, vehicles and pedestrians
- Safety issues around cyclists using roads
- Community Transport is not meeting the needs of residents, leading to rural isolation
- Public transport in winter months is too limited
- Timings between rail and bus services does not work for integrated travel
- Existing bus services do not suit the younger generation
- Bus travel to Bournemouth hospital takes too long for older people to make appointments
- Travel by rail is too expensive

Ideas suggested to improve transport

- Accommodate different types of cyclists using cycle routes e.g. *"commuter cyclists and leisure cyclists have different requirements of a cycle network"*
- Integrated bus and rail tickets – Dorset Rover ticketing system aspiration
- Keep Wareham level crossing open using automated barriers
- Better cycle links between key destinations. Villages and communities
- Steam trains between Bournemouth and Swanage would boost tourism
- A tourism base or hub in Purbeck

Blandford

Approximately 15 people attended Blandford roadshow on Thursday 8 February 2024.

Negative feedback

- Cycle/driver conflict on roads makes cycling unsafe
- Bus services finish too early making bus use for shift workers or evening leisure trips difficult
- Bad manners and littering on buses have been observed
- Younger people are getting cut off by the lack of buses around the Blandford area
- Trains on the Dorchester West to Bristol line are too busy at the Bristol end

- Potholes an issue on roads
- HGVs through villages and related safety concerns this causes

Positive feedback

- Praise for some local bus services
- Praise for the Morebus app which is *"good"*

Ideas suggested to improve transport

- More circular bus routes connecting outlying villages
- *"Remove bus stops no longer in use"*
- More weekend bus services
- Digital screens at bus stops
- *"Promote using the bus to connect walking routes"*
- Aspiration to educate children about *"better car use"*
- Introduce neighbourhood car schemes

Poole

Approximately 10 people attended the Poole roadshow on Monday 12 February 2024 between 1pm and 5pm.

Negative feedback

- Early finish time of some bus services is an issue
- Cycle/pedestrian/driver conflicts
- Design of shared cycleways is old and unsuitable
- The large amount of side roads needing to be navigated by cyclists when on cycleways is an issue
- Lack of cycle links to Purbeck
- Parking is too expensive and there is not enough in Poole Old Town
- High street is dying because there is nowhere to park for free
- Rail is too expensive and unreliable
- Many potholes across the county
- "No need for more bigger roads"
- BCP have an anti-car agenda
- Against closure of Poole Park for cars

Positive feedback

- Connectivity between Poole, Boscombe and Christchurch by bus is good
- Morebus buses are *"nice and modern"* which encourages people to use them
- Closure of Poole Park has had positive impact on noise and children's safety during half term

Ideas suggested to improve transport

- Aspiration to make better use of public transport

- Increase bus frequencies
- Electric buses running from Bournemouth station
- More joined up cycle routes
- *"Pedestrians and wheelers (100% population) should have higher priority over people driving (~50% population)"*
- A need for parking enforcement
- Dorset Metro
- Keep ticket offices open - they are important to disabled people
- More rail links between Dorset and Devon
- Consider a BRT/tram system in Bournemouth/Poole
- Use a 'carrot and stick' approach to encourage people out of their cars by improving public transport

Kinson

Took place on Friday 16 February 2024 between 1pm and 5pm. Approximately 8 attendees were recorded at this event. Although the lowest attended roadshow, considerable transport feedback and ideas were provided that addressed some of the key transport issues experienced in the conurbation.

Negative feedback

- Some bus services stop too frequently making journey times unnecessarily long
- Lack of fast routes or public links to Bournemouth Airport
- Not enough crossings over the river for transport
- Cycle/traffic flow conflicts exist
- Hard to cycle around areas with no cycling provision
- "Not good to change major arterial roads to accommodate a handful of cyclists"
- "Wallisdown cycleway usage is very low"
- Electric vehicles – no emissions but still cause congestion
- It is unrealistic to expect disabled or elderly people to travel actively, they rely on motor vehicles

Positive feedback

- Praise for cycle lanes on Wallisdown Road and Whitelegg Way – *"proper with good protection"*

Ideas suggested to improve transport

- Improve bus services serving Bournemouth station, the university and town centre
- More bus laybys for alighting where road space is available to reduce congestion
- *"Revamp Poole bus station"*
- A circular Bournemouth town centre bus service to prevent further deterioration of the town centre
- *"Receipt of bus pass should be giving up driving licence"*
- Bus and train services to the airport from the town centre
- A Park and Ride June to September Friday to Sunday
- Strengthen cycle path infrastructure particularly around industrial parks

- Better coordination with road closures related to road works
- Serious investment needed to address traffic pinch points and junction approaches
- Re-open old stations and *"promote local trains between the smaller stops"*

Bridport

Bridport roadshow took place on Saturday 17 February 2024 between 10am and 2pm. It was one of the highest attended events held across Dorset, with approximately 38 attendees providing their views.

Negative feedback

- The cost of parking is negatively affecting trade in Bridport and West Bay
- Bridport suffers from a lack of joined up cycle routes and driver/cycle/pedestrian conflict is a key issue
- Cycling on road is dangerous
- Not enough buses serving Bridport, surrounding villages and more widely; west Dorset and Yeovil
- Wellbeing is negatively affected by the lack of public transport
- Bus users *"feel forgotten"* because bus companies don't listen to the needs of local people
- Buses not waiting for trains at local stations
- Concerns over the lack of rail capacity, resilience, and service quality
- Lack of ability to get from Bridport to London after mid-afternoon by rail
- Lack of public transport causes isolation
- Residents without a car suffer more from social isolation in places where there are no bus services
- People with mobility issues find buses difficult to use especially when travelling with mobility aids
- Access to education from West Dorset is a significant problem

Positive feedback

- *"Train guards are brilliant"*

Ideas suggested to improve transport

- Residents want to see that cycle infrastructure has a purpose and makes sense to them
- Bells on bikes should be made a legal requirement for cyclists
- Use school bus services for the public between school drop off/pick up times
- *"Community buses would benefit Dorset villages"*
- An hourly service between Bridport and Dorchester is a big desire
- Reliable evening and weekend bus services
- Better integration of buses with trains
- Non-drivers would like more bus services
- West Dorset bus services need more funding as many routes are not commercially viable
- Ensure fair allocation of transport investment
- Greater public transport access to educational institutions in the main towns

- Better educate young people about driver/cycle etiquette
- *"Redevelop Bridport bus station as a 'hub and spoke' transport hub"*
- Smart bus/taxi services for use in the evenings with an app for booking

Bournemouth

The roadshow in Bournemouth town centre took place on Monday 19 February 2024 between 2pm and 6pm. Approximately 8 people attended this roadshow, which is one of the lowest attended events.

Negative feedback

- Unreliability of bus/train transfer is an issue in Bournemouth
- Increase in congestion has been noticed in the Bournemouth area on commuter and tourist routes
- Some objections to Wallisdown Road cycle lane
- Concerns that current infrastructure cannot accommodate traffic volumes

Ideas suggested to improve transport

- More reliable and higher frequency buses on routes which currently have hourly services which stop at 5pm with no Sunday service
- Better links east-west
- A *"Bournemouth Park and Ride service"*
- Safer cycle lanes where cars cannot overtake using the cycle lanes
- More off-road cycle networks
- Expand Beryl bike scheme

Lyme Regis

Approximately 14 people attended the Lyme Regis roadshow on 20 February 2024.

Negative comments

- The cost and availability of parking is restricting employment in Lyme Regis
- Not enough bike docking stations
- Buses are unreliable
- Buses don't wait for trains
- Concerns about social isolation in Dorset villages
- Lack of safe footways in parts of Lyme Regis
- Smaller roads are rat runs but are too narrow to accommodate the vehicles
- Taxis are very expensive
- No cross boundary provision between Dorset and Devon
- Public Rights of Way (PRoW) over the A35 are severed and disconnected

Positive comments

- In favour of a 20mph in Lyme Regis
- Ideas suggested to improve transport
- 20mph in towns and villages

- Wider pavements
- Electric bikes in Lyme Regis
- Pedestrianise the town centre
- Reduce speed limits
- Introduce measures to reduce traffic through Lyme centre
- Tuk Tuk style transport
- Restrict delivery times for shops/businesses
- Install noise cameras to reduce motor cycle noise
- Not enough information at bus stops
- Later buses on Friday and Saturday nights
- Improved tie in with trains at Axminster station
- Increased bus service provision to reduce car use

Charmouth

Approximately 7 people attended the Charmouth roadshow on 20 February 2024.

Negative comments

- Buses are unreliable and break down or are cancelled too often
- Buses only run once per hour through Charmouth
- Double decker buses are intimidating to elderly people
- Large buses impossible on smaller roads
- No 8.03am train Axminster to Exeter
- No investment to improve passing places

Ideas suggested to improve transport

- More frequent buses through Charmouth
- Those who don't drive need public transport to serve elderly and younger people
- *"Smaller buses run by a core group of villagers with responsibility with Parish Councils and Dorset Council to provide extra budgets to Parishes for the initial set up and insurances etc."*

Shaftesbury

Shaftesbury Roadshow took place on Thursday 22 February 2024 between 10am and 2pm. Approximately 35 people attended this event.

Negative feedback

- Lack of suitable public transport means Shaftesbury residents suffer and *"feel ignored"*
- Service frequencies are limited, with services being withdrawn
- Lack of bus shelters
- Limited evening/weekend services
- Confusion over bus stop names
- Large gaps between stops
- *"Shaftesbury High Street is unsuitable for wheelchair users"*
- Concern for the condition of the roads and lack of maintenance (potholes)

- Road safety concerns for pedestrians and mobility scooter users on Shaftesbury High Street where pavements are too narrow
- Concerns about road speeds and collisions

Positive feedback

- Bus travel is better value than rail travel
- The £2 bus fare is *"good and should stay"* although promotion should be increased
- Praise for some local services (X2 and X12/19)

Ideas suggested to improve transport

- Improve connections with rural Shaftesbury
- Smaller buses in the town
- Simplification of bus stop names
- Better infrastructure at bus stops
- Introduce 'Dial-A-Ride' or Tisbus service for the town
- Improve connections between Yeovil, Bournemouth and the airport
- Improve north-south connections within the county
- A strategic rethink of core trunk roads
- *"Improve links to the A303"*
- Improve walking/cycling infrastructure
- Further action to improve road safety; *"Stronger tactile surfaces at road crossings"* and *"address speeding traffic"*
- Resurface the PRoW (public rights of way) network to improve accessibility and improve connections between different transport modes

Dorchester

Dorchester Roadshow took place on Saturday 24 February 2024 between 10am and 2pm. This was one of the most well attended engagement events. Approximately 32 people attended this event to provide feedback.

Negative comments

- Not enough cycle provision in Dorchester – poor east to west cycle links
- Cycle lanes are not being used and some routes are unsafe
- Non-drivers struggle without the use of buses
- Bus service provision is poor in and around Dorchester
- There is a lack of evening and weekend services
- Negativity around bus timetabling and access to information particularly for users with disabilities
- The reduction in bus services is a big issue
- Congestion on A roads
- *"Accessibility issues at Dorchester station"*
- Lack of yellow lines causes unsociable parking
- Poor quality uneven pavement cause issues for pedestrians with mobility aids

- Concerns over road safety at specific junctions around Dorchester, and crossing main roads on foot
- Concerns over traffic impact of new developments

Positive comments

- *"Disabled parking provision is good in Dorchester"*
- Compliments for the National Cycle Networks NCN2 and NCN26
- *"Community transport from Maiden Newton is great"*
- £2 bus fare is good and should remain in place

Ideas suggested to improve transport

- Better maintenance of cycle routes
- Improve the publicity of cycle routes
- Implement a bike hire scheme
- Buses running to more places, with increased frequencies, including more Park and Rides
- The need for more buses serving rural Dorset is huge
- Buses that serve villages and connect into the main existing bus routes
- Community buses
- Rail travel to Poole, Taunton and Exeter needs improving
- Trains are unreliable and inaccessible
- Hourly frequencies rather than 2 hourly
- Longer trains to accommodate more passengers

Sherborne

The Sherborne roadshow took place on Monday 26 February 2024 between 2pm and 6pm. Approximately 35 people attended this event to provide feedback.

Negative comments

- Cycle connections are poor, surfaces and parking are unsatisfactory
- Off-road cycle links are poor or non-existent in many places
- Landowner/cycle conflict results in severed cycling and walking networks
- West Dorset is a *"black hole"* for public transport
- Bus drivers not scanning bus passes
- Those with mobility issues struggle with the state of the pavements which are not wide enough for wheelchairs or buggies
- The term Active Travel is offensive to those who are unable to be physically active
- Tourism publicity does not promote buses as a mode of transport
- The elderly struggle to access hospital appointments due to insufficient public transport
- *"Not everyone has access to a smart phone to obtain information"*
- Road maintenance is dangerous for cyclists
- Pavements need repairing or upgrading in the town
- Roads are in an appalling condition

- Money is spent on the Dorset coast leaving north Dorset lacking investment
- Cycle/driver conflict results in cyclists feeling unsafe

Positive comments

- *"Cycle routes in Weymouth and Dorchester are great"*
- *"Canford Bottom is easy to cycle around"*
- Bus routes between main towns are essential for young people
- The £2 fare is *"reasonable"* which the *"elderly are prepared to pay"*

Ideas suggested to improve transport

- Huge need for frequent services that link towns and villages due to the necessity of public transport for the young and non-drivers
- Concessionary fares to be means tested or at least the system reviewed
- More easy-to-read and accessible timetables should be available
- More road safety promotion

Bournemouth and Poole college

An additional roadshow was organised at Bournemouth and Poole College on 27 February 2024 between 10am and 1pm to target a younger demographic's transport views. Approximately 10 people attended this event to provide feedback.

Negative comments

- Bus travel is expensive and exacerbates anxiety
- Some buses only run twice a day which doesn't suit many people especially students
- *"Poole gets hugely congested/gridlocked during the summer"*
- There is a lack of transport availability from rural to urban areas
- With an ageing population, spending money on cycle lanes is a waste

Ideas suggested to improve transport

- Bus pass holders to be able to use their passes before 9:30am
- Students want more bus services
- Cost of bus travel should be lower

Christchurch

This event was held on Wednesday 28 February 2024 between 10am and 2pm. Approximately 15 people attended to provide their views.

Negative comments

- A reduction in bus frequencies has made bus travel difficult, especially to access key destinations like hospitals
- Buses do not run late enough (or there are no return services) for people to use them for appointments

- Those with no car have no option but to hire a vehicle or transfer across multiple modes for longer distance trips

Positive comments

- Praise for rail connectivity outside Dorset
- Train frequencies

Ideas suggested to improve transport

- Integrated ticketing
- A Park and Ride like Oxford
- *"Season bus ticket to encourage bus use"*

Gillingham

Approximately 14 people attended the Gillingham Roadshow on 29 February 2024 between 10am and 4pm

Negative comments

- No bus stop shelters
- Route number changes are confusing
- Mental health is suffering by not having transport to local shops, libraries or social spaces

Ideas suggested to improve transport

- Use of school buses in holidays to take residents to nearby towns for shopping and socialising
- Bus from Gillingham to Poole
- *"To be able to use bus pass at 9am"*
- Need regular bus services back as they were pre COVID
- More weekend and summer bus routes from south to north Dorset
- More buses from rural villages and link up with Gillingham/Shaftesbury/Wincanton
- Updated timetables
- North Dorset to receive same provision as other areas of Dorset
- Smaller buses for those with mobility issues
- Easy to read timetables available
- Circular bus route Gillingham – Sturminster Newton – Shillingstone – Blandford – Shaftesbury

Analysis of feedback

Feedback has been analysed by categorising each comment under the main transport themes that were discussed at the roadshows. A list of the core themes is set out below.

- Parking
- Buses
- Rail
- Active travel
- Local Plan
- Climate

- Environment
- Trunk roads
- Connections to places
- Congestion
- 20mph
- Isolation
- Non-drivers
- Mobility
- Accessibility
- Planning
- Infrastructure
- Funding/investment
- Education
- Cars
- Road safety
- Other

Once the categorising exercise was undertaken for both the Dorset and BCP data, each comment (or set of comments) under each core transport theme was looked at in more detail to ascertain which issues and ideas occurred most frequently amongst the feedback.

A RAG (red, amber, green) scoring system was applied to the comments which were then grouped under sub-themes. **Table 4** (Appendix 1) outlines the RAG scoring of each of the sub-themes.

People, Place and Activity Analysis

After asking roadshow attendees to provide their feedback on the transport related opportunities and issues they experience throughout Dorset and BCP, the most frequently mentioned comments have been grouped into the following statements to better understand the prevalent issues that the LTP4 must address.

The findings are set out under the People, Place and Activity headings below.

Analysis of feedback

People

Buses:

- Older people suffer from urban and rural isolation when public transport is limited
- Lack of public transport negatively effects wellbeing
- Buses are currently not accessible for all
- Lack of evening and weekend bus services negatively effects young people and limits their travel options
- Bus companies need to improve timetabling information to make it accessible to everyone
- Bus and train stations feel unsafe at night
- The cost of public transport prevents people from travelling which is exacerbating car dependency
- There is a desire for bus pass users to be able to use their bus passes before 9.30 in the morning to get to appointments

Parking

- Parking charges are unaffordable for many
- The cost of parking negatively effects businesses and employees

Cycling

- There is a significant driver/cycle conflict on many roads
- There are safety concerns of cycling and a desire for more off-road cycle routes
- To improve the health and wellbeing of Dorset and BCP residents, cycle infrastructure needs to be safe, easy to use, separated from footways and roads and well connected to places (not severed/disrupted by roads)

Rail

- Rail users experience accessibility issues at stations, particularly where there is no step free access to platforms

Connections to places

- Older people find accessibility to key destinations by public transport difficult, particularly to hospitals for appointments
- Lack of access by public transport in and out of villages is causing isolation
- Airport connections by public transport are unsuitable for many people

20mph

- Many people would feel safer if their town or village had a 20mph limit

Mobility

- People with disabilities or mobility aids find using buses hard
- Narrow pavements cause issues for buggies, wheelchairs and elderly or disabled people
- There is a need for more community transport that accommodates disabled people

Infrastructure

- The condition of pavements and cycleways make it hard for some people to get around on foot or by wheeling
- Improving bus stop infrastructure and timetabling information could transform bus use, particularly for mobility impaired or disabled users who currently feel they cannot travel by bus due to the barriers that exist

Place

Buses:

- There is a desire to have bus services running to more places to improve accessibility

- There are environmental benefits to having greater bus service provision including air quality and reduced emissions particularly if buses are electric
- Tourism would be boosted if public transport better served tourist destinations in the summer months

Parking

- Antisocial parking reduces the quality of place

Cycling

- Cycle infrastructure needs improving to encourage greater use of active modes of travel to benefit the environment and public health

Rail

- Rail has the potential to better connect places but frequencies need to be higher and the reliability of services needs improving

Connections to places

- Villages and towns need better connectivity by the public transport network so that travel between can be more sustainable
- Sustainable north/south connectivity needs improving
- Sustainable east/west connectivity needs improving
- Cross boundary connectivity needs improving
- Sustainable connections to airports and hospitals need improving

Congestion

- Seasonal congestion negatively affects air quality

20mph

- There is considerable support for more 20mph zones in towns and villages, mainly to improve safety for pedestrians and improve the quality of place. However, some people were against having a 20mph limit on arterial roads

Infrastructure

- Road and pavement infrastructure needs improving to improve accessibility for pedestrians and cyclists particularly, and to encourage the use of sustainable transport
- Potholes are a significant problem for different kinds of road users

Other

- ULEZ or congestion zones could help to alleviate transport related environmental degradation
- Currently people feel there is a significant divide in the way funding and investment is spent across Dorset and BCP

Activity

Buses

- Better bus service provision is needed to make public transport a viable option for commuting to work, even for unusual shift patterns
- The £2 fare is a great incentive for bus use and there is a desire for fares to remain at £2, but promotion should be greater

Parking

- The cost of parking is affecting businesses because employees are forced to drive to work and pay to park as there are no other ways to travel

Cycling

- Infrastructure needs improving so that people feel safe and able to cycle to work using well connected off-road cycle networks

Rail

- The cost and unreliability of rail travel prevents people from travelling further afield by train, which negatively affects quality of life and is causing people to feel isolated
- A lack of step free access means those who struggle with mobility cannot use the train as a mode of transport

Connections to places

- A lack of public transport causes inequality (compared to well served areas of Dorset/BCP) which reduces sustainable travel options for many people

Congestion

- Roadworks cause congestion that prevents sustainable travel from taking place

20mph

- More 20mph zones may increase the amount of people that feel safe to travel actively around towns and villages

Mobility

- Community transport is a viable option for those who cannot travel actively to access services and social spaces and help to combat rural/urban isolation

Infrastructure

- Better infrastructure may help to get more people travelling sustainably which would have benefits to deprivation, inequality, transport related isolation and road safety

Other

- HGVs through villages is a safety concern for residents
- Improving the PRoW network will help to encourage people to travel actively
- Transport hubs have the potential to unlock sustainable travel and transport and improve urban/rural connectivity

Appendix 1 – RAG scoring of roadshow feedback

Key:

R High feedback rate	A Medium feedback rate	G Minor feedback rate

Core theme	Key sub themes	Key comments	RAG scoring of ideas (by volume of comments)
Buses	Lack of bus services	Greater, more frequent, bus service provision	R
	Lack of evening/weekend services	Limited or no weekend/evening services in many places	R
	Lack of rural services	Villages disconnected and isolated	A
	Bus apps not good enough	Incorrect information displayed	R
	Concessionary fares	Can't use bus pass at certain times of day	A
	Timetabling issues	People lose trust in public transport when info is wrong	R
	Bus stops	Too far apart, often no shelter or sitting facilities	A
	Digital information incorrect	Bus times frequently disappear off the screen	A
	Buses not accessible for all	No audio announcements/timetables hard to understand	R
	Buses not turning up	People lose faith in the bus services when they are unreliable	A
	Bus/train connections	Don't suit commuting habits	A
	Buses not waiting for trains	Makes integrated travel difficult	A
	Bus frequency	Higher frequency buses a big desire	R
	Safety	Bus stations feel unsafe at night/security on late buses for students	A

	Impact on wellbeing of lack of public transport	Lack of public transport creates isolation and loneliness	R
	Environmental	Buses create fumes	G
	Littering and bad manners on buses	Reduces peoples' desire to travel by bus	R
	Seasonality	Lack of buses in winter isolates people	R
	Lack of PT causing isolation	Rural and urban isolation is a direct consequence of poor transport connectivity	R
	Connectivity	Lack of connections by bus all over Dorset	R
	West Dorset buses not good enough	West Dorset lacks public transport that meets the needs of users	R
	Getting to work or school by bus is impossible	Younger people cannot access education by affordable public transport	A
	Lack of evening and weekend services affects young people	No weekend services mean younger non-drivers are stuck	A
	Apps for ticketing	Not accessible to all	A
	Buses full during tourist season	There is a need for greater provision in summer months	A
	Rural feeder buses	Not enough buses to bring people from villages to towns	R
	Too costly	The cost of public transport is a barrier to its use	R
	Bus companies don't listen	Buses should meet the needs of users	G
Parking	Parking charges too high	Parking fees affecting business trade	R
	Charges negatively affecting businesses	Charges too high but driving/parking is often the only option for employees	R
	Inappropriate parking	Pavement/antisocial parking is a problem	A
	Availability of parking	Availability of parking affecting employment	A
	Airport parking	Expensive	G
	Parking enforcement	Not enough enforcement for parking	G

Cycling	Driver/cycle conflict	Cycle infrastructure needs purpose	A
	Driver/pedestrian conflict	Pedestrians feel unsafe when pavements are too narrow/unsuitable	A
	Cycle infrastructure needs improving	Cycle/driver conflict /unsafe/not appropriate for all bikes	R
	Cycle infrastructure	Cycle lanes not being used/caused congestion issues by taking road space for cycle lanes	G
	Safety concerns of cycling	Cycling on shared paths is difficult	R
	Cycling in towns	Dangerous as on road	A
	Cycle routes	Not joined up	R
Rail	Capacity issues	Lack of ability to get from Dorchester Station to Bridport in PM	A
	Accessibility	Rail information not accessible	A
	Reliability issues	Trains cannot be relied upon for travel. Issues of capacity and service quality	R
	Step free access	Dorchester Bristol line - too crowded Bristol end	A
	Bus connections to meet trains	Weymouth station becoming unmanned	R
	Service quality	Yeovil junction connectivity/unreliability of trains	R
Connections to places	Access to Bournemouth airport	Accessing Ferndown by public transport	R
	Wider public transport networks	Village connectivity by public transport is poor	A
	Village connectivity to services	Very poor and is creating isolation	A
	Promote using bus to link up walking routes	Access to towns by public transport is poor	A
	Accessibility	Desire for places to be more accessible by public transport	A
	North/south connectivity	Not joined up or easy	R
	Town/village connections	Poor PT	R

	Wider Dorset connections	Without a car very difficult resulting in longer distance trips	A
	Airport connections	Poor connections by public transport to Bournemouth airport	A
Congestion	Parts of conurbation suffer	Access across conurbation	A
	Seasonal congestion	Gridlock and congestion due to summer tourism	A
	Roadworks	Roadworks cause congestion	G
20mph	Support for 20mph zones		R
	Lack of support for 20mph zones	20mph zones are ridiculous	A
	Urban limits need reducing for safety	Object to 20mph on arterial roads	A
Mobility	Buses an issue for those with reduced mobility	Buses awkward with mobility aid	R
	Community transport doesn't suit those with mobility difficulties	Community transport only every 2 hours	G
	Infrastructure	Poor infrastructure makes it difficult to get around	A
	Need for vehicles to travel	Cycling is unrealistic for disabled	A
	Busy areas cause issues	Mobility impaired struggle when footways are busy	A
Infrastructure	Potholes	Road quality is poor	R
	Shrinking carriageways	Shrinking carriageways on Wimborne Road	A
	Pavement condition	Pavements are unsuitable for wheeling/mobility aids	A
	Road condition	Concerns about road condition and maintenance	A
	Lack of cycle infrastructure	Towns poorly served by cycle paths	R
Funding/Investment	Bus services	More investment needed to improve rural bus service provision across the county	G

	North/South Dorset divide	Money spent in south and north is ignored	A
	Alternative transport systems	Car dominant communities	R
Other	HGVs	Through villages a safety concern with pedestrians	A
	Connections to hospitals	Hospital public transport connections are poor	A
	Price of taxis	Taxis too costly	R
	Equestrian connectivity over A35	No crossings for horse riders over A35	A
	Improvements to existing assets/infrastructure	The resilience of existing infrastructure to flooding	R
	Cross boundary transport	Poor cross boundary transport between Devon and Dorset	A
	PROW network	Needs improving to encourage use of them	A
	Redevelopment/new development	Concerns around the lack of sustainable transport to new developments	A
	Car dominance	Cars are relied upon for short journeys	A
	Pedestrianisation	Some people rely on their cars	G
	Transport hubs	Transport hubs part of the solution	A
	Alternative transport ideas	Trams/DRT/Dial-A-Ride	A
	Community transport	Doesn't work but more is wanted in villages	A
	National legislation	Constrains what can be done intervention wise	G
	Cost of living	Many people suffering with increase in costs of transport and living	R
	ULEZ/congestion zones	Would help improve sustainability	G
	Political support	Is needed for changes to be made	G