

Titan Roadshow Consultation Programme Report

16 July 2013

Background

The purpose of these road show events was to provide information on proposed changes to the local bus network and to ensure network planners had not missed any current or emerging travel patterns i.e. the opening of a new Health centre which fundamentally changes the accessibility requirements of residents.

The Titan Roadshow events were carried out in May and June 2013. Sixteen officers and 3 members of voluntary car schemes staffed events in 56 locations over a period of 21 days. To summarise the number of roadshow events/days per district:

- Ashfield D.C : 3 days
- Bassetlaw D.C : 6 days
- Broxtowe B.C : 2 days
- Gedling B.C : 3 days
- Mansfield D.C : 3 days
- Rushcliffe B.C : 4 days

The Communications plan for the pilot phase of the project was replicated for this second phase, taking into account the lessons learnt from the pilot phase. The key communication channels were:

- NCC Website information with times and location of the road show
- Emails sent to all stakeholders and those on T& TS databases
- Press releases and advertising in local papers
- Posters and information sent to Parish /Town Councils for erection on local notice boards/village halls and shops
- Posters and information sent to Community Engagement Officers via Communications to maximise publicity opportunities
- Briefing of local members and District members/officers
- Feedback from Roadshows

Roadshow Attendance and Feedback

The overall attendance of approximately 800 was higher than expected and attendance at individual events was variable as you would expect with small villages sometimes having below 5 attendees, while in the larger locations such as Mansfield Bus Station there were in excess of 50. It is worth noting that some 20 County Councillors and a similar number of District and Parish Councillors came along to the events.

One significant trend was the high number of attendees concerned with recent changes to the bus network generated by Premiere Travel going into Administration.

These attendees used the Roadshow opportunities to primarily discuss these concerns rather than comment on the proposed future changes.

The main feedback can be split into three categories:

- Proposed network destinations and connectivity
- Service enhancements beyond those already provided or proposed. These were mainly related to thickening of frequencies, provision of evening and Sunday services
- Comments on the publicity for the Roadshow and the timing of events.

Proposed destinations and connection opportunities

In general most consultees commented positively on the destinations, connectivity and service levels of the proposed network. However there were a number of suggested improvements to ensure access to key services including employment, training, health, leisure and shopping. These are now under consideration and include:

- Stoke Bardolph/Burton Joyce: Residents wish to connect at Colwick Park and Ride or Burton Joyce
- Woodborough: Links to Arnold (not Netherfield) and residents reluctant to change on Mapperly Top as proposed
- Mansfield: Litton Road residents concerned about loss of service 10
- Dunham: Service 89 relaxation of OAP pass restriction so they can use pre 0930 services
- Langar: Majority of residents registered with Health centre in Cropwell Bishop so service need to reflect this
- Everton: Majority of residents go to the Health Centre in Gringley and therefore a better service is required.

Service enhancements

There were a number of requests for enhanced connectivity or the provision/ reinstatement of Sunday and evening services. Within the context of efficient use of vehicle resources and budgets, consideration is been given to the following:

- Woodbeck: increased frequency of services as very low provision proposed
- Oxtun : increased frequency for service 5

Publicity and Timing

There were very few negative comments on the timing of events not accommodating the needs of workers and on the lack of publicity and event notice. The communication process has been very robust and has taken into account experiences from the pilot phase consultation in order to maximise audience participation.

The County Council listened to Stakeholder comments throughout this Roadshow delivery period and added a further three events in Gedling and Rushcliffe to ensure we reached as many residents as possible.

Conclusions

Support for the Roadshow from Council Members and the general public has been mostly positive and, where practicable and within the budgetary parameters, network planners will endeavour to accommodate highlighted needs, especially to meet proven demand.

With regard to the timing of the events and the communication process, the County Council has been very comprehensive and this has been reflected in the high numbers of people in attendance. The Communications Group also believed that the whole TITAN consultation process was so strong in terms of good practice that they submitted it for a national communications award.

It is recognised that such consultation processes will never satisfy every stakeholder's idea of what the appropriate timescales and publication channels are but we can feed specific comments back to the Communications Group to support continuous improvement in this area.