



Clr Charlie McCoubrey,
Leader of the Council,
Conwy County Borough Council,
By Email

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Dear Leader of the Council, Clr McCoubrey, Charlie,

I hope that this letter finds you well. I am writing with regards to concerns that have been raised with me by many of my constituents. The issue at hand is the lack of availability of correct bus timetables.

There are many bus stops throughout the county which lack printed timetables on display, or are displaying incorrect, outdated timetables. As I am sure you can understand, this is very frustrating to both residents and tourists alike.

Whilst I understand that these timetables are available online, this is not suitable for many public transport users. Solely online availability is ageist, as many older people lack access to smartphones.

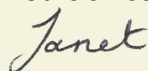
Also, for those who do have smartphones, phone signal in rural areas is not reliable, therefore printed timetables at bus stops is far more practical. Having service information available at bus stops and shelters makes service availability clear to all.

We live in an area very popular with tourists, both international and domestic. In an unfamiliar area, where they may not have access to mobile data, tourists are unlikely to be able to access bus timetable information digitally, therefore having printed timetables would be far more suitable.

Ultimately, the lack of printed timetables and service information at bus stops is confusing, frustrating, and off-putting. If people cannot access timetable information, they cannot use the services being provided.

I would be grateful if you could provide a path forward to making accurate, up to date, bus timetables available at all bus stops in use across the county.

Yours sincerely



Janet Finch-Saunders MS/AS