



“It gives me a reason to be living”

Quotes from passengers and volunteer drivers

Community Transport is about more than just transporting people from one location to another. We share some passenger and volunteer driver quotes here.

The importance of meeting other people on the journey

Community Transport supports people to retain their existing friendships or to make new ones. Having time to chat with others is a valued part of the journey.

I love it, it gets me out of the house, it gets me communicating with other people. It stops me being lonely. It gives me a reason to be living.

You're meeting people you wouldn't normally meet, and you do create new friendships.

I live alone and I don't have much family. I have made new friends, and the trips keep me going.

It is my lifesaver.

It's the only time I speak to anyone.

I come to have conversations and to meet people. When you come to my age you don't go out much, it is something wonderful [to be part of] to be truthful.

My husband is in a wheelchair. He lost his driving licence through his health. I can't drive through my eyesight, and we wouldn't be without it [the local Community Transport service]. We meet friends on the bus. We never knew each other before but we've become great pals. So, for my state of mind, because I'm a full-time carer, I look forward to it and would be totally lost without it.

The walking group every week is just brilliant. It's very social. It's great exercise without appearing to be exercise. And here we are, out, listening to the birdsong, watching the Spring flowers. And a significant part is the community transport enabling that.

Being there for people who don't have family and friends to rely on

Geographical and social isolation can mean people struggle to get out as they may need assistance to travel. Community Transport doesn't simply 'fill a gap', it provides an essential service.

As I don't drive, I am unable to attend doctors' appointments or go shopping for groceries without the community transport. The community transport service is very reliable and supportive to my needs. I would be lost without it.

I could not live without the scheme. I have no family and it's my only means of getting out.

My driver is excellent, he's very caring, helpful, flexible and friendly. He is the best. If it wasn't for him, I wouldn't be able to get to my health appointments or stop by the shop or pharmacy on the way home. I can walk, but only with limited mobility. I can't get to a bus stop. When I used to take taxis to the hospital it would cost me £74 for the journey. He helps me into my wheelchair to get to the car. When we get to the hospital, he takes me to the clinic and waits with me. He's great to talk to and we always stop for food on the way home. It's become a habit, and I must admit I look forward to it. Since I can't get out of the house much, I like to pick up some goods on the way home, and this is never a problem for the driver. I don't know what I would do if this service stopped.

The [service] is fantastic because it is handy for us in the community to get to appointments at the hospital or to come here to see people and, without it, I don't know what I would do.

I don't have anyone around me, I don't have family, everyone has moved to different parts of the UK. I had the opportunity to get a driver and a car to take me to the hospital, if I didn't get this, I would have had to take different buses and a whole day would have been taken from my life. It was very useful, and the staff are also really good.

I use it to escape isolation in our village. We've got no other transport. It's a brilliant service. I can't fault it. I lost my husband – he drove the car everywhere. I can come into town, drink coffee and potter around, so it really is a godsend. I can go into the local shops, order my groceries, and they'll deliver them, so it's a win-win situation for me, otherwise I would have had to move.

They [the drivers] are excellent. We couldn't wish for better. At first, I felt very embarrassed having to be helped on and off a bus and to be strapped into my seat, but they're wonderful you know, they make sure we don't have any problems. The shopping bag is taken if it's heavy. So quite honestly you couldn't wish for better. You really couldn't.

Providing a listening ear and emotional support

Although Community Transport provides a practical service, helping people get to wherever they need to go, an invaluable, aspect of the service is being there for emotional support and reassurance when people are going through tough times.

Since receiving support from the car scheme, the biggest change for me has been the relief of knowing I could get to [see my son in] hospital without having to worry about booking a taxi and how much it would cost. This took away so much stress from me. The main thing I have learnt through this experience is how much support matters during difficult times. Knowing that I could get to see my son gave me peace of mind. The service has been incredibly helpful, and I am grateful for the support.

Provides meaningful volunteering opportunities

Volunteering is integral to the Community Transport sector, and it provides rewarding volunteering opportunities. Volunteers often initially express interest by saying they want to 'give back' to their local community, and once they start volunteering say they feel they 'receive as much, if not more, than they give'.

Why do I do it? Because I've seen how much of a difference it makes. Some people don't have any other way to get to the places they need to be. For them, that lift in the minibus isn't just transport — it's independence, connection, and a bit of company along the way. Knowing I can help with that, just by giving a few hours of my time, means a lot.

Community means looking out for each other. There are days when it's busy, even challenging, but there's also plenty of laughter, plenty of good people, and plenty of cups of tea. And when I see someone get off the minibus smiling, or a family saying thank you because their loved one has got to their appointment safely, that's when I know I'm doing the right thing.

Volunteering has given me purpose and connection, just as much as I hope I've given that to others. I might be behind the wheel, but really, I'm just part of something bigger.

I volunteer because of the great satisfaction I get out of helping other people.

After retiring, my wife and I moved to this area to be closer to family. Not long after arriving, I found myself using the volunteer transport service and experienced firsthand just how limited public transport options are in this part of rural Wales, especially for those with accessibility needs. That experience stayed with me.

When I learned that volunteers were needed to help other in the same situation, it felt like a natural step to give something back. I normally do two or three jobs a week, though that can vary. Even just a few hours can make a huge difference to someone else's day. In a rural area with patchy public transport and long distances between services, this kind of support is vital, not just for medical needs but also for reducing isolation and keeping people connected. And without fail, the clients are always incredibly appreciative, which makes the role so rewarding.

I did the training—and now I'm volunteering three days a week, sometimes even more! The feedback is always heartwarming. People often tell me they don't know what they'd do without us. That means everything. You really see how just getting out and about can change someone's whole day. Reliable, friendly transport is a lifeline for so many. My advice for anyone considering volunteering? Go for it! You don't need anything special, just compassion and patience. The rewards are huge.

Thank you to all those who shared their views, and to the Community Transport operators who help keep people connected to their families, friends and communities.