



North Pembrokeshire Transport Forum Fforwm Trafnidiaeth Gogledd Penfro

April News Briefing, 2020

Covid-19 Transport Changes Relevant to North Pembrokeshire

Bus Services

1. Richards Bros

The majority of services are running on a reduced timetable. For full details (including suspended and Spring Bank Holiday services) visit www.richardsbros.co.uk/Covid-19-Reduced-Timetables. All NHS Staff can travel for free across all services. Please make sure to show the driver your NHS badge when boarding the bus.

Coastal Services.

- *404 Strumble Shuttle* - No fixed service but transport on request on Wednesdays only FROM 30/03/2020. Customers can book by phoning 01239 611369 (9 am -12 noon Monday to Friday).
- *400 Puffin Shuttle* - No fixed service but transport on request on Thursdays only FROM 30/03/2020. Customers can book by phoning 01239 611369 (9 am -12 noon Monday to Friday).

'Please note this is for essential travel only. We are sorry for any inconvenience caused and thank you for your patience in the current challenging times. Diolch Yn Fawr. Please contact us on 01239 613756 if you have any enquiries'.

No Change Policy.

'The Welsh Government has instructed us to adapt a No Change Given Policy. Please make sure you have the correct change when travelling, as this means passengers will not be offered change when purchasing travel tickets on the bus with cash. This will further reduce the need for close contact between driver and passengers, as well as unnecessary cash handling'.

Contactless Only.

'Please use Contactless payments whenever possible. We will be accepting contactless payments with VISA cards, Mastercard cards, Apple Pay and Google Pay.

2. Pembrokeshire County Council (PCC)

Public bus services in Pembrokeshire continue to be supported by the Council and Welsh Government (WG). This is to provide essential journeys for shopping and medical reasons but also provides free transport for health workers. Operators contracted to provide school and college and social care transport have continued receiving a reduced payment to help ensure their businesses remain viable and are able to commit to providing transport once the pandemic passes.

Additional information includes:

- The Council's website is being regularly updated, showing revised timetable information. The real-time information screens have also been updated.
- A number of services are being operated on a dial-a-ride basis which enables staff to vet why people want to travel.
- Bespoke transport being provided where key workers can no longer use public transport to get to and from work due to the reductions.
- Vehicle regimes in place to ensure vehicles are cleaned regularly.

Community Transport Services

Pembrokeshire Association of Community Transport Organisations (PACTO)

As nearly all passengers and many of the volunteers and drivers are themselves vulnerable (and following government advice) most community transport services have been suspended.

- RVS and Bus Buddies are ensuring that passengers who are isolated / isolating at home have the support they need. This links closely with the Community Support Hub which has been established

by PCC and the Pembrokeshire Association of Voluntary Services (PAVS). For more details Visit www.pembrokeshire.gov.uk/coronavirus-covid-19-community-information/community-hub. Tel: 01437 776301 (Monday-Friday 9am-5pm). Email: communitycovid19@pembrokeshire.gov.uk

- Take Me Too! is still assisting with lift sharing for people who need to make an essential journey. Visit: <https://takemetoo.co.uk/en/news/take-me-too-update-lift-sharing-during-covid-19-outbreak/> for advice about liftsharing during the Coronavirus crisis.
- The PIVOT service is still busy, providing transport home from hospital and support for people who have recently been discharged or to prevent unnecessary admissions.
- Wheelchair Accessible Cars are still available for hire for essential journeys. Tel: 01437 711042.

Train Services

1. Transport for Wales (TfW)

TfW reduced services operating for 'key workers'. Public – Essential Travel Only (<https://tfwrail.wales/>).

2. Update from Stakeholder Manager Katie Powis

Points included in an April update:

- Launch of a reduced Sunday timetable in response to the evolving situation and in line with industry partners and wider public health advice. Advice on travel has become stricter and we are supporting all advice for people to stay at home, and only travel when absolutely essential.
- Introduction of an 07:47 Carmarthen to Milford Haven bus service in West Wales which will call additionally at Wityhush Hospital, providing a journey opportunity for NHS Key Workers - reviewing this on a daily basis.
- Contacting all hospitals on our route to ensure our timetable can best meet the needs of key workers. Continuing to monitor and review the situation to ensure we can best suit the needs of key workers.
- Other than to perform safety-critical duties - e.g. dispatch, platform clearance - conductors will remain in the back cab, using the PA system to announce to travelling customers how the conductor can be contacted if needed and pass on other supporting advice.
- Revenue protection and revenue response officers will now focus on support for station teams. Gate lines will remain in operation to help customers with social distancing measures in place, but ticket sales are to only be made on the website, app, TVM, or behind a glass window.

3. Community Rail Partnership

A new Community Rail Partnership has been formed in South West Wales, covering the four local authority areas of Swansea, Neath Port Talbot, Carmarthenshire and Pembrokeshire. Points in the Draft Terms of Reference February 2020:

- In partnership with Transport for Wales, 4theRegion is launching a new kind of Community Rail Partnership that's not just about trains. It's about working with the communities, destinations and businesses of South West Wales, in order to co-produce, and effectively communicate, the many great reasons to live, work, travel around and visit our amazing region.
- The ambition of the Community Rail Partnership is to maximise the social, economic and environmental value/impact of the existing railway and services, which will naturally build the business case for continued investment in trains and infrastructure to, from and around the region.

At the initial Steering Group video conference meeting on 30th April the following points were made in the agenda paper:

- The Community Rail Partnership will not be an effective forum for talking about rail services or the performance of TfW. As hosts of the CRP, 4theRegion is not an expert in trains or services, and has no power to improve them.
- "Train business", such as reporting service problems and lobbying for changes to timetables, will be signposted to TfW's new Regional Stakeholder Forum.

The Forum's work is supported by:

Individual Members (£5 p.a.), Family Members (£8 p.a.) & Corporate Members (£12 p.a.)

(Corporate members include town and community councils, transport operators, and groups, organisations and associations with a transport interest)

For further information, contact the Secretary, 2 Hill Terrace, Fishguard SA65 9LU
Tel: (01348) 874217. Email: hattiwoakes@gmail.com