



North Pembrokeshire Transport Forum Fforwm Trafnidiaeth Gogledd Penfro

Update on North Pembrokeshire Rail Passenger Views

A survey of services to Fishguard Harbour, Haverfordwest & Clunderwen

9th February – 15th April 2002

Introduction

In December 2001 the Strategic Rail Authority (SRA) announced that it would be restarting the competition for the new Wales and Borders franchise, reflecting new policies that had been agreed with the Secretary of State for Transport.

Eight pre-qualified companies were given 60 days from mid-February 2002 to prepare detailed proposals, from which a shortlist of bidders would be chosen. The shortlisted bidders would then be invited to submit their best and final offers, from which a preferred bidder would be selected. The SRA expected to announce its preferred bidder in Autumn 2002 and to have a new franchise in place by early 2003.

In the original franchise process the North Pembrokeshire Transport Forum held discussions with bidders and submitted detailed aspirations for improved rail services to North Pembrokeshire to each of the short-listed bidders.

The Survey

In order to update previously obtained information, between 9th February and 15th April 2002 the Forum carried out a short survey of passenger views of the services provided to/from the stations at Fishguard Harbour, Haverfordwest and Clunderwen.

1. Responses were received from 54 individuals.
 - Half of the respondents (27) were Fishguard area residents
 - 10 were visitors from England
 - 6 were Newport area residents
 - 3 were St David's area residents
 - 3 were Clunderwen area residents
 - 2 were visitors from Wales
 - 1 was a Haverfordwest resident
 - 1 was an English resident with a holiday home in St David's
 - 1 respondent did not sign his/her survey sheet
2. Respondents' comments about stations
 - More than half of the respondents (29) provided comments about the stations at both Fishguard Harbour and Haverfordwest:
 - 17 from the Fishguard area
 - 5 from the Newport area
 - 3 from the St David's area
 - 3 from England
 - 1 from the English resident with a holiday home in St David's.

- 20 respondents commented only about the station at Fishguard Harbour:
 - 9 from the Fishguard area
 - 7 from England
 - 2 from the Cardiff area
 - 1 from the Newport area
 - 1 from the anonymous respondent.
- A resident from the Clunderwen area and one from Haverfordwest commented on all 3 stations; while 2 Clunderwen residents commented about the stations at Haverfordwest and Clunderwen.
- One respondent provided comments only about the Haverfordwest station.

3. Survey questions. Respondents were asked to comment on:

- Information – Purchase of Tickets
- Frequency of Service
- Station Facilities, including Disabled Access
- Rail –Bus Links.

4. Responses were characterised as either:

- Negative,
- Positive,
- OK/fair,
- Mixed, or
- Don't Know.

Neutral statements (e.g. 'Ticket usually purchased on train', '2 every 24 hours') were excluded.

5. Analysis of the comments

5.1 Fishguard Harbour: 155 comments

- There were far more negative than positive comments about Fishguard Harbour services (93), than for Haverfordwest services (33).
- The number of negative comments about frequency (42) topped the list.
- Information and purchase of tickets also scored poorly (27).

5.2 Haverfordwest: 89 comments

- There was not a significant difference in the number of comments about service provision: 33 negative, 22 positive, 11 OK/Fair, 23 Mixed and 4 Don't Know.
- There were 11 negative comments about Station Facilities, including Disabled Access and 10 about rail-bus links.
- There were 13 positive comments about Information – Purchase of Tickets.

5.3 Clunderwen: 16 comments

- No positive comments were made about service provision to/from this station; nor were there any 'Don't Know' comments.
- There was very little difference in the number of 'Positive' (6), 'OK/Fair' (5) and 'Mixed' comments (5).

Respondents' Comments

1. FISHGUARD HARBOUR

Category	Negative	Positive	OK/Fair	Mixed	Don't Know
Information – Purchase of Tickets	27	4		3	
Frequency of Service	42		5	1	
Station Facilities, including Disabled Access	9	12	10	7	2
Rail – Bus Links	15	4	4	1	9
Total number of comments	93	20	19	12	11

2. HAVERFORDWEST STATION

Category	Negative	Positive	OK/Fair	Mixed	Don't Know
Information – Purchase of Tickets	6	13	1	6	
Frequency of Service	6	4		7	1
Station Facilities, including Disabled Access	11	3	4	5	1
Rail – Bus Links	10	2	6	5	2
Total number of comments	33	22	11	23	4

3. CLUNDERWEN STATION

Category	Negative	Positive	OK/Fair	Mixed	Don't Know
Information – Purchase of Tickets	1		1	2	
Frequency of Service	2		2		
Station Facilities, including Disabled Access			2	2	
Rail – Bus Links	3			1	
Total number of comments	6		5	5	

Closing Remarks

Although it isn't possible to draw significant conclusions from this survey due to the limited number of responses, the comments of respondents provided in Annexes I – III are compelling and certainly do not contradict the findings of the Forum's earlier survey, conducted in 2000. The information about respondents provided in Annex IV is also of interest, representing considerable age and occupational ranges, as well as diverse residential locations.

ANNEX I

COMMENTS ABOUT FISHGUARD HARBOUR

1. Information – Purchase of Tickets

Respondents from the Fishguard area

- Difficult. I always use Ocky Whites Travel Agency [Haverfordwest] for both. *Business woman*
- No information. Impossible to purchase tickets. *Chairman, Fishguard, Goodwick & Lower Town Civic Society*
- No facilities for buying advance tickets. *Pensioner*
- Hopeless situation for traveller. *Secretary, Fishguard, Goodwick & Lower Town Civic Society*
- Tickets (limited points of sale) & restricted hours of opening. *Tourism businessman*
- It is no longer possible to buy tickets at Fishguard Harbour Station. Pre-booked tickets must now be purchased in Haverfordwest Station, which means a round journey of 30 miles or a 2-hour bus ride. *Warden, sheltered housing for the elderly*
- Usually by telephone, credit card payment. Often lack of Apex by this method. *Hotelier*
- Not able to purchase tickets at station. This is annoying, unable to plan/purchase tickets beforehand/take advantage of special reduced rates. One is never sure what the price will be. Ridiculous price differential from Haverfordwest to Fishguard. *Local authority administrative officer*
- Unable to purchase tickets at station. *Teacher*
- Poor. Provision for purchase of tickets is inadequate. *Fishguard & Goodwick Town Council*
- Information – very little. Purchase of tickets non-existent. Only way to obtain – by phone or travel agent H'west. *Pensioner*
- Impossible to buy ticket at station. Have to travel 18 miles to Haverfordwest to get ticket.
- I understand no facilities to purchase tickets, that is why although travelling from Fishguard tickets have to be purchased from Haverfordwest if Apex fare required. *Health service worker and mature student*
- I understand that tickets cannot be bought at Fishguard. *Pensioner*
- Information not available & purchase of tickets discouraged by staff there. We direct all potential customers to Ocky White Travel Agency [in Haverfordwest]. *Tourism operator*
- Ticket prices should be made very attractive to entice people to use rail transport. At present we are not frequent users of rail transport, but feel the following points will make for a better public service – tickets & information should be available for all destinations from Fishguard Harbour. *Proprietors of a shoe shop in Fishguard*
- Not possible. None.
- I book tickets by phone as there is little information about concessions – savers, Apex etc. No timetable info except trains to & from Fishguard. *Parent of university student*
- Bought over the phone – with much difficulty.
- There is no place to purchase tickets at Fishguard Harbour for the rail service & you cannot get any information. You have to phone the rail information.
- Tickets purchased on trains. *Retired teacher*
- On train only. *Pensioner*
- As there are no facilities for information or purchase of tickets you cannot benefit from special fare tickets. *Accounts technician*
- Satisfactory. *Pensioner*
- On train. *Pensioner*

Respondents from the Newport area

- Arrangements for purchase of tickets locally are most inconvenient and travel agents are reluctant to do it because of the time and hassle. I now purchase through GWTelesales office in Plymouth which is quick and convenient but requires a few days notice. *Committee Vice-Chairman, International Federation of Clinical Chemists & Chairman, Friends of Pembrokeshire Coast National Park*
- I presume that tickets can be purchased from Stena Line, but there is no local, published, phone number to obtain information. *Pensioner*

- Since I'm never sure if you can buy tickets at the station I usually buy them in advance somewhere else (internet).
- Information – poor – often incorrect on National 'phone service. Only possible to buy ticket on train. Was much better when British Rail Station.
- These were bought in advance from First Great Western telesales. No provision at Fishguard Harbour for purchase of train tickets.
- Bought on the train.

Respondents from England

- Seems to be poor – no staff or information was available. It was not even clear which timetable applied to the Bank Holiday / where to buy a ticket.
- I did not know it was possible to buy tickets at Fishguard Station. Sometimes a real problem, e.g. when putting minors on the train to travel alone. *Consultant, with holiday home in St David's*
- Good.
- I was unable to purchase a ticket at the station – had to buy one on train.
- Swansea – very good.
- Always bought tickets at other stations to Fishguard.
- Advance booking from Manchester Piccadilly. £48 return!
- I bought my ticket on the train. I tried to buy a ticket at the travel shop in Fishguard, but they only deal with Stena.

Respondents from the St David's area

- Ticket usually purchased on train. *Community council clerk*
- O.K. – needs better and more efficient co-ordination. *Tourist guide*
- I purchased my ticket on the train using my credit card – it couldn't have been simpler. *Shopkeeper*

Other Respondents

- I buy my tickets on the train from Rhondda. I have to change trains in Swansea to pick up the Fishguard train. This is a small local train unsuitable for people taking luggage to Ireland or West Wales. Also I believe there should be a reduction for pre-booked tickets as with other long journeys. I would certainly travel more frequently. *Doctor, resident in the Cardiff area*
- I didn't buy my ticket at Fishguard. Respondent from the Cardiff area
- Satisfactory – good. *Pembrokeshire Walking Holidays, Clunderwen*
- Gearing to ferry traffic needs reduces utility to local customers. *Pembrokeshire Coast National Park officer, Haverfordwest*
- Used the train information in telephone directory. Bought ticket on train. *Anonymous*

2. Frequency of Service

Respondents from the Fishguard area

- Definitely no less, but ideally another train in the morning and late afternoon. *Business woman*
- Only 2 trains in & out in 24 hrs. Inadequate, especially for contact with Swansea and Carmarthen. *Chairman, Fishguard, Goodwick & Lower Town Civic Society*
- Only one train during daylight, the 1.50 connecting with 125 London train at Swansea. *Pensioner*
- Very infrequent (x2 a day) & at very inconvenient times – does not serve local people, only ferry travellers. *Secretary, Fishguard, Goodwick & Lower Town Civic Society*
- 1 train every 12 hrs means day shopping trips are unfeasible, especially with small children. *Tourism businessman*
- With only 1 train during the day out of Fishguard, it makes it impossible for many of my tenants to travel by train as it would mean a taxi ride to Haverfordwest as many of my elderly tenants are unable to use buses. *Warden, sheltered housing for the elderly*
- Twice a day. Sufficient taking into consideration frequency to H/west etc. *Hotelier*
- The lack of a regular service to Haverfordwest means: not able to use train to shop in Haverfordwest, not able to take advantage of other connecting services. Would be a regular user if services allowed. *Local authority administrative officer*

- 2 per 24 hours – extremely poor – has been known to leave early if no ticket pre-booked. *Teacher*
- The present level of service is unacceptable. There should at least be an additional provision of an early morning train and a return train in the late afternoon. *Fishguard & Goodwick Town Council*
- Poor. 2 trains in 24hrs. 1 mid-day. Other 3am. *Pensioner*
- Hopeless. One only during the day & one in the middle of the night. I refuse to use trains anymore as the likelihood of connections actually connecting where you have to change is so remote and journeys become a nightmare. I try to do my journeys by coach instead. Impossible to get to my family in Cornwall or for them to get to me.
- An early morning train to Swansea and Cardiff is required for people travelling within Wales. *Health service worker and mature student*
- Adequate for the purpose. *Pensioner*
- Not possible to travel to Carmarthen, Swansea, Cardiff in the morning and return at a reasonable time. *Community council clerk*
- Two services a day not enabling local people to use the train to get east, i.e. shopping in Swansea & Cardiff. *Tourism operator*
- Laughable – what people travelling on the fast ferry think as they board their buses I can't imagine. *Parent of university student*
- I use this system once a month.
- Not enough; only one a day. *Pensioner*
- The frequency of service is a total disgrace. Two trains a day. One at 13.50 and one at 01.50. What happened to the service that used to be there?
- Poor. An early train for a day out would be suitable. *Pensioner*
- Although the timing of the two services are suitable for ferry travellers, they are not beneficial to residents. The morning train is unsuitable for most travellers and the afternoon train limits any daily travel of some distance. *Accounts technician*
- Very poor. *Pensioner*
- 2 every 24 hours. *Retired teacher*

Respondents from England

- One train a day is very inadequate – should be at least a basic hourly or two hourly frequency so that residents & day visitors can make use of the railway. Train had only 2 coaches. Inadequate luggage space – should be longer trains (v. crowded).
- Not often enough from London or Birmingham. Should be at least 2 per day. Train carriage much too small (on 30/3/02 at 12 noon from Swansea). People standing all the way from Swansea.
- I'd hate to reside at Fishguard with so few trains running (1 per day!!!).
- Poor.
- As it fits in with the ferry crossing it is adequate for passenger nos.
- Didn't pose too much of a problem.
- This train links with Stena boats, which is nice – as these days so many buses/trains miss by upwards of 5 mins. Would appreciate a mid morning train if it were possible.

Respondents from the Newport area

- I have little recent experience of Fishguard Station as there are no trains at the times I need them, i.e. in the morning to get to London for business meetings starting at 11am/12noon, likewise in evening to leave London 5-6pm to arrive at Fishguard at 10-11pm. The services from both Fishguard and Haverfordwest are also too poor to link reliably with Heathrow/Gatwick for flights in the late morning/early afternoon which usually means staying an extra night near the airports. There is a good chance of missing connections at Swansea in both directions. The rail service to Birmingham from here is worse than that to London and the last train from Birmingham to West Wales leaves at 3pm. *Committee Vice-Chairman, International Federation of Clinical Chemists & Chairman, Friends of Pembrokeshire Coast National Park*
- No trains to meet catamaran service from Ireland. Trains all too often replaced by coach/taxi when trains late at Swansea and connection to Fishguard missed. Standard of trains poor – not enough room for luggage. I use trains nearly every week and see a dire need for improvement for benefit of residents like myself and visitors who are all too often discouraged by what they find. North Pembrokeshire transport in evenings and Sundays is almost impossible.

- Trains – old stock & very dirty. Frequency hopeless – two a day out – one in the early hours of the morning. More choice of trains from H'west. However for person taking me & collecting me would be an 80-mile trip each week.
- Technically non-existent – unless a one way journey at 1.30p.m. appeals to any-one. Both train services within 24 hours are provided expressly for ferry passengers and not the population of North Pembrokeshire. *Pensioner*

Respondents from the St David's area

- Adequate for the journeys I wish to take. *Community council clerk*
- Desperate for more than one train a day. It's the lack of trains during the day for commuters that causes a problem. Would like a morning and evening train for commuters to Cardiff? Please. *Tourist guide*
- One every 12 hours is not very frequent! *Shopkeeper*

Other Respondents

- Awful. *Pembrokeshire Walking Holidays, Clunderwen*
- Inadequate to provide a proper service meeting community needs in all their facets (leisure, business, etc.) as well as the great potential for recreational / tourism travel. The latter is especially important given Fishguard's strategic location on the Pembrokeshire Coast Path - a major tourism asset. *Pembrokeshire Coast National Park officer, Haverfordwest*

3. Station Facilities, including Disabled Access

Respondents from the Fishguard area

- Café facility closed at Christmas while waiting for 13:40 train. *Business woman*
- Trains not cleaned at Fishguard. The station belongs to Stena. *Chairman, Fishguard, Goodwick & Lower Town Civic Society*
- There is disabled access at rear of station platform and easy access to toilets belonging to ferry terminal. Food can also be purchased in the ferry waiting area. *Pensioner*
- Good. *Secretary, Fishguard, Goodwick & Lower Town Civic Society*
- Reasonable access. Parking reasonable. Due to ramp facilities disabled access to station platform is good. But from station platform to train may pose certain problems. *Tourism businessman*
- The refreshment room on Fishguard station is now closed but there are toilets open at Fishguard station. *Warden, sheltered housing for the elderly*
- Waiting room with boat passengers. W.C. Occasional café facilities (in high season). *Hotelier*
- Excellent. Not sure re disabled facilities. *Local authority administrative officer*
- Acceptable due to Stena. *Teacher*
- Facilities at the station are very good. *Fishguard & Goodwick Town Council*
- Poor. Toilet facilities only. Disabled access OK. No refreshments available since closure 2001. *Pensioner*
- Minimal.
- Basic. *Health service worker and mature student*
- Very good. *Pensioner*
- No warm waiting room. No opportunity to purchase newspapers, etc. Very eerie place to visit in winter or middle of the night if the Stena staff have gone home. *Tourism operator*
- Important that good facilities exist for all types of rail users, whether they be able or disabled. *Proprietors of a shoe shop in Fishguard*
- Not bad.
- Can be a bit scary crossing the line and negotiating the roundabout with fork lifts, trucks etc. *Parent of university student*
- Do not use.
- Good. *Pensioner*
- The facilities are also a disgrace. What facilities
- Fair. *Retired teacher*
- Reasonable. *Pensioner*
- As Fishguard Station is also a ferry port, the station is adequately maintained by the ferry company. *Accounts technician*

- Fair. Pensioner

Respondents from England

- Facilities quite good though only open limited hours due to present poor train service.
- The train was full of rubbish (bottles and chips on seats etc.).
- Good.
- They seem to be fairly good.
- Good.
- Access from car park is good – staff are very helpful.

Respondents from Newport

- Station facilities – in connection with Stena facilities good.
- In winter often cold & bleak. Used to use with disabled person but never now in winter which is when least want to use car but just not reliable or comfortable.
- No station facilities at all. Toilet shared with boat passengers. No indicator board or announcements. Can't phone Fishguard railway station at all.
- Seemed to be adequate.

Respondents from the St David's area

- Not known. *Community council clerk*
- OK. Adequate only. *Tourist guide*
- O.K. *Shopkeeper*

Other Respondents

- OK, but I got a bit lost finding my way (on foot) to the station. The entrance to the harbour is very confusing. Respondent from the Cardiff area.
- Fishguard Station has always been welcoming, until my last visit. On my outward trip from West Wales, the refreshments café was closed. Machine coffee? Ugh! *Doctor*, resident in the Cardiff area
- Good. *Pembrokeshire Walking Holidays*, Clunderwen
- Station peripheral to local community needs, being geared to ferry terminal needs. Clear scope for introduction of a 'town' station better located for local users, offering scope for car parking, disabled needs, etc. *Pembrokeshire Coast National Park officer*, Haverfordwest
- Very good but no ticket office except for the boat. *Anonymous*

4. Rail – Bus Links

Respondents from the Fishguard area

- Don't know. *Business woman*
- Non-existent. *Chairman, Fishguard, Goodwick & Lower Town Civic Society*
- Not very good. A bus from Fishguard town goes to the Harbour at 12.30pm but that means an hour's wait for the train to come in. It is usually an hour's wait from leaving the train to get a bus to go into town. *Pensioner*
- Fair. *Secretary, Fishguard, Goodwick & Lower Town Civic Society*
- Only a day time service available. *Tourism businessman*
- Fishguard 'town service' drops off in vicinity. *Hotelier*
- If I wanted to go by bus I would not be on the train. *Local authority administrative officer*
- Occasional. *Teacher*
- Adequate for the present. *Fishguard & Goodwick Town Council*
- **NOT GOOD**. Only available – (buses) when rail services fail & then taxis appear to be used. *Pensioner*
- I understand buses meet trains but have never had occasion to use. *Health service worker and mature student*
- No experience. *Pensioner*
- No bus from Pencaer. *Community council clerk*

- No link at all to meet the Sunday afternoon sea cat. The train has gone & there is no bus service. Passengers are stranded and are angry at having to spend a night in Fishguard. *Tourism operator*
- Bus links must coincide with trains, so that journeys to & from starting points & destinations can be achieved without long waits for connecting transport. As Fishguard is a port as well as a rail terminal, we would like to see the service established here. The links would then be provided at the other places – H'west, Clarboston Rd & the whole thing would be going from there. *Proprietors of a shoe shop in Fishguard*
- Bus link good.
- Richards are reliable – don't know about Sundays. *Parent of university student*
- No – there are no proper bus links to make the connections with the two trains that are available. This is also a disgrace.
- Reasonable. *Pensioner*
- Although there is a bus service from the station to the town centre in the afternoon, it is not adequately advertised. *Accounts technician*
- Unknown, as I have not used them. *Pensioner*

Respondents from the Newport area

- The relevance of Rail-Bus links would increase if there was a useful rail service with which to link. As it is I find the only practical access to the rail service is by providing a personal car-rail link to Port Talbot to use the hourly Inter-City Swansea-Cardiff-Reading-London service. *Committee Vice-Chairman, International Federation of Clinical Chemists & Chairman, Friends of Pembrokeshire Coast National Park*
- Fairly reasonable from Newport – but I wouldn't like to chance my luck from the hinterland! *Pensioner*
- The one-day train is adequately served with a bus link.
- A farce! And not even that [on] Sundays! Information hard to find re Sunday. Was better with Richards. But no proper links even to Fishguard, Cardigan, Haverfordwest, not even with Fishguard Town Service. Frequently embarrassed when visitors ask me about busses.
- I'm not quite sure, as I used my car.

Respondents from England

- Should be connections with the town bus service from either this station or reopened Goodwick Station.
- How does one get the bus from Fishguard to the station!! Impossible. Please put on a service from Fishguard Square to take people to the train station and from the station. If you want more rail users you must provide links to the bus services. Making it difficult means people travel in their cars.
- Couldn't obtain information easily.
- Don't know.
- Never used.
- Had to change trains at Newport and Swansea. Had to pay extra £15 due to Newport to Swansea train being Great Western, which doesn't even apply on return!

Respondents from the St David's area

- Not known. *Community council clerk*
- Not good. *Tourist guide*
- Don't know. *Shopkeeper*

Other Respondents

- Adequate. *Doctor, resident in the Cardiff area*
- Don't know. Respondent from the Cardiff area
- Good. *Pembrokeshire Walking Holidays, Clunderwen*
- Potential exists, but paucity of present rail service a severe constraint. *Pembrokeshire Coast National Park officer, Haverfordwest*
- Never used them. Used taxi service from Cardigan. *Anonymous*

ANNEX II

COMMENTS ABOUT HAVERFORDWEST STATION

1. Information – Purchase of Tickets

Respondents from the Fishguard area

- Difficult. I always use Ocky Whites Travel Agency [Haverfordwest] for both. *Business woman*
- Good information & ticket purchase up to approx. 13:30. *Chairman, Fishguard Goodwick & Lower Town Civic Society*
- No telephone service as there was before & difficult to know what times service operates if one lives some distance away. *Secretary, Fishguard, Goodwick & Lower Town Civic Society*
- The regular ticket clerk at Haverfordwest is very helpful and informative. *Warden, sheltered housing for the elderly*
- Can usually only purchase when a train is due in, staff not always there. *Hotelier*
- Not always open. Otherwise service acceptable. *Local authority administrative officer*
- Good until midday – no service after this time. *Teacher*
- Provision of information and for purchase of tickets is not adequate because of limited opening hours of the office. *Fishguard & Goodwick Town Council*
- Information good. Very helpful. Tickets. But only open infrequently – just before train due to run. *Pensioner*
- Timetables available locally. Easy to purchase tickets on day of travel, but tickets still very expensive (especially if travelling at 'peak' times. *University student*
- Ticket purchase only possible at certain limited times. However staff very helpful. *Health service worker and mature student*
- One of the best men that you will ever come across in the rail industry sells tickets (for part of the day) & gives excellent travel advice. *Pensioner*
- Service at ticket office always efficient. *Community council clerk*
- Good.
- OK – really good when David Havard is on duty. *Parent of university student*
- You can get information here & purchase your tickets.
- The opening hours of the ticket office are not convenient. *Accounts technician*

Respondents from the Newport area

- Arrangements for purchase of tickets locally are most inconvenient and travel agents are reluctant to do it because of the time and hassle. I now purchase through GWTelesales office in Plymouth which is quick and convenient but requires a few days notice. *Committee Vice-Chairman, International Federation of Clinical Chemists & Chairman, Friends of Pembrokeshire Coast National Park*
- Satisfactory.
- Office closed too much of time. Not possible to get information then.
- Buy tickets via telesales.

Respondents from the St David's area

- Staff very helpful & informative; office open early morning until early afternoon. *Community council clerk*
- Lack of ticket office available. OK if someone mans the ticket office! *Tourist guide*
- I purchased my ticket on the train using my credit card – it couldn't have been simpler. *Shopkeeper*

Other Respondents

- By phone or at station. *College teacher, Clunderwen*
- Satisfactory. *Pembrokeshire Walking Holidays, Clunderwen*
- Staff a credit to the company and provide helpful, efficient service. Absence of staffing in afternoons regrettable. *Pembrokeshire Coast National Park officer, Haverfordwest*
- Good – much improved. *Consultant resident in England, with holiday home in St David's*
- Good. Generally a helpful service. Respondent resident in England.

2. Frequency of Service

Respondents from the Fishguard area

- No less than at present please! *Business woman*
- Adequate except on Sundays. *Chairman, Fishguard, Goodwick & Lower Town Civic Society*
- Barely adequate. *Secretary, Fishguard, Goodwick & Lower Town Civic Society*
- A much more frequent service for those who can get to Haverfordwest. *Warden, sheltered housing for the elderly*
- 6 per day on average. *Hotelier*
- Only ever use station to connect for long distance travelling. Acceptable. *Local authority administrative officer*
- Approx. 2 hourly to Cardiff. *Teacher*
- Adequate. *Fishguard & Goodwick Town Council*
- Good – a choice of times available. *University student*
- Do not often use services from Haverfordwest. *Health service worker and mature student*
- Adequate. *Pensioner*
- Reasonable out in the morning. No return from Swansea between 11:05 and 14:05 to Haverfordwest. *Community council clerk*
- Much better than Fishguard. *Tourism operator*
- Don't know.
- OK for a small town at the back of beyond – which is how the rail companies have seen us recently. *Parent of university student*
- The service is adequate compared to Fishguard Harbour. But the question then is of how to get there if you haven't got your own transport.
- The services are adequate during the summer months but limited in the winter. *Accounts technician*
- Not bad. Could be better. Only used 3-4 times per year. If more convenient would use more often. *Pensioner*

Respondents from the Newport area

- The services from both Fishguard and Haverfordwest are also too poor to link reliably with Heathrow/Gatwick for flights in the late morning/early afternoon which usually means staying an extra night near the airports. There is a good chance of missing connections at Swansea in both directions. The rail service to Birmingham from here is worse than that to London and the last train from Birmingham to West Wales leaves at 3pm. *Committee Vice-Chairman, International Federation of Clinical Chemists & Chairman, Friends of Pembrokeshire Coast National Park*
- Could be better. Better trains would be preferable.
- Has deteriorated with long gaps. Not convenient times or connections.
- Better than Fishguard, but could still be improved.

Respondents from the St David's area

- Adequate for the journeys I wish to take. *Community council clerk*
- Twice nothing has left for Haverfordwest from Swansea and taxis have had to carry the passengers. Experience of travelling from Cardiff or London to this station has been a DISASTER!! The connection at Swansea is disgusting. Trains often do not arrive at Haverfordwest as scheduled. There is normally no one manning the station and no one to enquire as to what has happened! I have with other people waited for an hour for a train that never arrived. My guests travelling from London, New York, Washington usually are stranded. I have to drive home and wait and wonder when they will arrive and wait for their call to know what's happened. *Tourist guide*
- Not as good as it used to be! *Shopkeeper*

Other Respondents

- Good frequency. *College teacher, Clunderwen*
- Need more trains. *Pembrokeshire Walking Holidays, Clunderwen*
- Can this be reached from Fishguard? May have visited if train available. Respondent resident in England

- Generally good. I am always coming from London via Swansea so have no comment on commuting service. Respondent resident in England
- Adequate. *Consultant*, resident in England, with holiday home in St David's
- The main problem (limiting business travel use of the railway and resulting in increasing use of Port Talbot as a railhead) has been the long gap in the evening service. This has now been partly closed by the new c2200 arrival but regrettably this is not listed in the service booklets. *Pembrokeshire Coast National Park officer*, Haverfordwest

3. Station Facilities, including Disabled Access

Respondents from the Fishguard area

- Don't know. *Business woman*
- Not manned in pm. *Chairman, Fishguard, Goodwick & Lower Town Civic Society*
- Scruffy & getting worse. *Secretary, Fishguard, Goodwick & Lower Town Civic Society*
- Newspaper stand is open when trains are due (during the day). He also sells soft drinks. There are no facilities for hot drinks at station. If the ticket office is closed, the waiting room/ladies and gents are locked. This means there is no shelter from the cold. *Warden, sheltered housing for the elderly*
- W.C., newspaper/magazine kiosk. Waiting room. *Hotelier*
- Poor. Do not know about disabled access. *Local authority administrative officer*
- Improving. *Teacher*
- Poor. No provision of refreshments. Toilets and waiting room often closed. Uncomfortable, limited seating on platform. *Fishguard & Goodwick Town Council*
- Facilities OK – when open. *Pensioner*
- Satisfactory. *University student*
- Tired, old fashioned though I understand renovation work is now being undertaken. *Health service worker and mature student*
- Disgraceful. The telephone box for example. *Pensioner*
- Good.
- Not very good. Yes you can purchase magazines etc. but little else.
- The station facilities are closed most of the day. *Accounts technician*
- Forecourt much better. Station used to be more attractive and toilets were cleaner. *Parent of university student*

Respondents from the St David's area

- Adequate. *Community council clerk*
- Adequate. *Fair. Tourist guide*
- Moderate! *Shopkeeper*

Other Respondents

- Ladies needs attention. Brilliant shop. *College teacher*, Clunderwen resident
- Very limited facilities – disabled access (not over bridge). *Pembrokeshire Walking Holidays*, Clunderwen
- Minimal. Newport area resident
- Impossible if train arrives on platform over bridge as no one to help! I've given up bringing disabled friend which makes me angry. Also see elderly & young parents struggle over bridge. Dread train coming in on that platform if have a lot of luggage. Also can arrive for train and find unmanned, lavatories locked. What visitors think is often all too clear. Newport area resident
- Good. Respondent resident in England
- Are there facilities for the disabled to cross the bridge to the far platform? *Consultant*, resident in England, with holiday home in St David's
- Current improvements will it is hoped improve arrangements. Concentration of use where possible on up platform assists disabled access. The station bookstall is a local 'treasure' which should be nurtured. Recent improvements in lavatory, but only available while station manned. *Pembrokeshire Coast National Park officer*

4. Rail – Bus Links

Respondents resident in the Fishguard area

- Bus always meets trains. *Business woman*
- Some exist. *Chairman, Fishguard, Goodwick & Lower Town Civic Society*
- Bus connections work sometimes – but not to be assumed that a service will be there. *Secretary, Fishguard, Goodwick & Lower Town Civic Society*
- Many of my tenants are unable to use buses, so they would not be able to take advantage of any bus links to other stations. *Warden, sheltered housing for the elderly*
- Bus meets trains & waits limited time if train late. *Hotelier*
- If I wanted to go by bus I would not be on the train. *Local authority administrative officer*
- Okay. *Teacher*
- O.K. *Fishguard & Goodwick Town Council*
- Don't know. *Pensioner*
- Good – except for late evening: no bus links back to Fishguard for later trains. *University student*
- Bus link to Fishguard which I have used on occasions in past. Seems to work well. *Health service worker and mature student*
- No experience. Taxi service very patchy. *Pensioner*
- There is no bus service from Fishguard in order to catch the 07.25 train going east. Also the last bus service from H'west to Fishguard leaves before the 20.47 train arrives.
- A bit dodgy.
- Reliable – would like a bus to meet the later train – 22:00 approx. *Parent of university student*
- Some buses meet the trains & others do not – you're either too early or too late.
- Adequate. *Accounts technician*

Respondents from the St David's area

- Adequate.
- At the station please check what happens to trains?? Connections appalling. Often bus comes to meet train and train does not turn up!! *Tourist guide*
- Don't know! *Shopkeeper*
- Good – St David's & Cardigan buses (Richards Bros) call at railway station hourly. *Community council clerk*

Respondents from the Clunderwen area

- Hardly any buses. Pedestrian access to bus station non-existent. Dangerous crossings everywhere. Buses need to stop at station more. *College teacher*
- No rail bus links. The St Davids bus does connect with the trains arriving at Haverfordwest, but doesn't wait if they are late. *Pembrokeshire Friends of the Earth*
- Reasonable. Pembrokeshire Walking Holidays

Other Respondents

- The relevance of Rail-Bus links would increase if there was a useful rail service with which to link. As it is I find the only practical access to the rail service is by providing a personal car-rail link to Port Talbot to use the hourly Inter-City Swansea-Cardiff-Reading-London service. *Committee Vice-Chairman, International Federation of Clinical Chemists & Chairman, Friends of Pembrokeshire Coast National Park, resident in the Newport area*
- VERY POOR. I use train a lot & have seen young tourists arrive planning to go to St David's early evening – no bus if train arrives a few minutes late. Poor service to and from Cardigan especially with unreliable trains. Buses just miss connections by a few minutes. Sundays virtually non-existent – young visitors are important as they will or won't want to return in future years based on first impressions. I've sadly seen effects on them of poor bus/train links – lack of basic facilities like no lavatory open. Respondent resident in the Newport area
- Current improvements should assist working arrangements. Scope for much better promotion of the services that exist, through-ticketing arrangements, etc. *Pembrokeshire Coast National Park officer, Haverfordwest*
- Again – rail service to West Wales is deplorable. *Consultant, resident in England, with holiday home in St David's*

ANNEX III

COMMENTS ABOUT CLUNDERWEN STATION

1. Information – Purchase of Tickets

Respondents from the Clunderwen area

- Either buy tickets over phone (Apex, Super Saver, etc.) when travelling to London. Short journeys – purchase on train. Very expensive for local trips (£6.00 to Carmarthen in summer!) Ticket staff always very helpful on trains. *College teacher*
- Tickets bought on train, not easy to get hold of up to date train times. If there is a delay, there is machine which gives reason & likely time of delay on the east-bound platform. *Pembrokeshire Friends of the Earth*
- Tickets purchased on train from guard. This means one cannot take advantage of cheap rates etc. unless tickets picked up from Haverfordwest. *Pembrokeshire Walking Holidays*

Other Respondents

- Basic but adequate; 'phone link' service could be developed. On-train purchase of tickets generally adequate. *Pembrokeshire Coast National Park officer*
- Never traveled from these but seeing them while passing on the train it looks deserted. Respondent from the Fishguard area

2. Frequency of Service

Respondents from the Clunderwen area

- A very good little service – needs to be advertised more. Had to get mini-bus from Carmarthen to Clunderwen on several journeys (no driver/train available). Adequate frequency. *College teacher*
- Not frequent enough to be viable, if one has for example an appointment in Haverfordwest, might have an hour or 2's wait before a return train. *Pembrokeshire Friends of the Earth*
- Not brilliant and less frequent now. *Pembrokeshire Walking Holidays*

Other Respondents

- Basic, but of value to community. Mid-evening gap in service limits practical use for long day return travel purposes. Potential for wider recreational potential as part of local network. *Pembrokeshire Coast National Park officer, Haverfordwest*

3. Station Facilities, including Disabled Access

Respondents from the Clunderwen area

- Not very nice on a cold, wet & windy day. Shelter needs refurbishing. Otherwise OK. Good parking. *College teacher*
- Basic shelter. *Pembrokeshire Friends of the Earth*
- Disabled access not a problem. Shelter provided but no other facilities. Train times available and station quite clean. 2 carriages are not enough at peak times of day (rush hour), school holidays and on train going to Manchester. Grossly overcrowded with passengers standing all the way down aisle. *Pembrokeshire Walking Holidays*

Other Respondents

- Limited and basic. *Pembrokeshire Coast National Park officer, Haverfordwest*

4. Rail – Bus Links

Respondents from the Clunderwen area

- Absolutely NONE. We really need buses in this area. I'm sure people would use the train more if we had buses. No taxis even. No buses at all to Narberth. *College teacher*
- There are no rail-bus links at Clunderwen. *Pembrokeshire Friends of the Earth*
- Non-existent. *Pembrokeshire Walking Holidays*

Other Respondents

- Limited; potential for further development. *Pembrokeshire Coast National Park officer, Haverfordwest*

ANNEX IV

SURVEY RESPONDENTS

Fishguard Station

Name	Area	Group
M E Beynon	Fishguard	Pensioner
Teresa Bisset	Fishguard	Teacher
Stephen Braddock	England	
Mrs C Bramham	St David's	General Stores, Mathry
A D Care	Fishguard	Fishguard, Goodwick & Lower Town Civic Society
Miss P Cavalier	Fishguard	Pensioner
Mrs P J Chapman	Fishguard	Pensioner
Frances Chivers	Fishguard	Parent of university student
Dr Lesley Coburn	Cardiff area	
? Cowie	St Davids	Tourist guide
Arthur B Davies	Newport	Pensioner
R. Davies	Fishguard	Hotelier
Dr Sheilagh Davies	England	Consultant, with holiday home in St David's
W Davies	Fishguard	Library assistant
E [illegible surname]	England	
Paul Ellis / Paul Maloney	England	
Richard O Evans	Fishguard	Tir a Môr Photographic Shop
Yvonne Fox	Fishguard	Warden, Llain Las, sheltered housing for the elderly
G Gilvaar	Fishguard	
Ann Greaves	Fishguard	Local authority administrative officer
N Griffiths	Newport	
J L Homer	Newport	
Mrs A Hosker	England	
M Hughes	Fishguard	Retired teacher
Ifor Jones	Haverfordwest	Pembrokeshire Coast National Park Authority
Menna Jones	Newport	
Mr R Kendall	England	
Viv Lockton	Clunderwen	Pembrokeshire Walking Holidays
Christopher Marshall	Fishguard	Accounts technician
Mrs Jacqueline Morgan	Fishguard	
Priscilla Morgan	Fishguard	Health service worker and mature student
Elizabeth Morris	Fishguard	Business woman
John Ratcliffe	Fishguard	Chairman, Friends of Pembrokeshire Coast National Park
Harold Rees	Fishguard	Fishguard & Goodwick Town Council
Katherine Robinson	England	
Sally Rugheri	England	
Jack Sandy	Fishguard	Retired mining engineer
Ms A Smith	Fishguard	
S Smith	England	
B Talbot	Fishguard	
Elaine M R Thompson	St Davids	Clerk, Brawdy Community Council
Madeleine Tyack	Cardiff area	
Colette van Zyl	England	
Michelle Ward	England	
Dafydd Williams	Fishguard	Community council clerk

Ian & Joy Williams	Fishguard	Proprietors of a shoe shop in Fishguard
Michael Woakes	Fishguard	Secretary, Fishguard Goodwick & Lower Town Civic Society

Haverfordwest Station

Name	Area	Group
Teresa Bisset	Fishguard	Teacher
Stephen Braddock	England	
Mrs C Bramham	St David's	General Stores, Mathry
A D Care	Fishguard	Chairman, Fishguard, Goodwick & Lower Town Civic Society
Mrs P J Chapman	Fishguard	Pensioner
Frances Chivers	Fishguard	Parent of university student
Ellie Clegg	Clunderwen	Friends of the Earth
? Cowie	St Davids	Tourist guide
G Davies	Newport	
R. Davies	Fishguard	Hotelier
Dr Sheilagh Davies	England	Consultant, with holiday home in St David's
Caroline Eaves	Clunderwen	College teacher
G Gilvaar	Fishguard	
Ann Greaves	Fishguard	Local authority administrative officer
N Griffiths	Newport	
J L Homer	Newport	
Ifor Jones	Haverfordwest	Pembrokeshire Coast National Park Authority
Menna Jones	Newport	
Viv Lockton	Clunderwen	Pembrokeshire Walking Holidays
Christopher Marshall	Fishguard	Accounts technician
Nia Morgan	Fishguard	University student
Priscilla Morgan	Fishguard	Health service worker and mature student
Elizabeth Morris	Fishguard	Business woman
Harold Rees	Fishguard	Fishguard & Goodwick Town Council
Katherine Robinson	England	
Jack Sandy	Fishguard	Retired mining engineer
Ms A Smith	Fishguard	
Elaine M R Thompson	St Davids	Clerk, Brawdy Community Council
Dafydd Williams	Fishguard	Community council clerk
Mrs Jean Williams	Fishguard	Pensioner
Michael Woakes	Fishguard	Secretary, Fishguard Goodwick & Lower Town Civic Society

Clynderwen and/or Clarbeston Road Stations

Name	Area	Group
Ellie Clegg	Clunderwen	Friends of the Earth
Caroline Eaves	Clunderwen	College teacher
Ifor Jones	Haverfordwest	Pembrokeshire Coast National Park Authority
Viv Lockton	Clunderwen	Pembrokeshire Walking Holidays
Ms A Smith	Fishguard	