



# North Pembrokeshire Transport Forum Fforwm Trafnidiaeth Gogledd Penfro

## February News Briefing, 2019

**North Pembrokeshire Transport Forum - Annual General Meeting  
Fishguard Bay Hotel - Wednesday 13<sup>th</sup> March at 7.00pm**

**➤ Boosting Active Travel in North Pembrokeshire <**  
**Nick Guy - Wheelrights Swansea Bay Cycle Group**

*The meeting is open to members of the public. Refreshments provided from 6.30pm.*

### Annual General Meeting

After a brief business session, the meeting will focus on cycling and Active Travel with Nick Guy. This will feature a brief context of the Active Travel Act, information about the Wheelright experience in Swansea, and a 'brainstorm' discussion of barriers and opportunities for promoting Active Travel in North Pembrokeshire.

### Community Transport

*The Wheels2work scheme.* The service, offered by Green Dragon Bus / Preseli Rural Transport Association, is aimed at those aged 16 or over and in need of transport to get or keep a job and live or work in the Pembrokeshire, North/West Carmarthenshire or South Ceredigion areas.

Scooter loan is from just £35 per week, plus a £250 refundable deposit. Safety gear (including a helmet, jacket, trousers, boots and gloves) is provided, as well as a fully insured Honda Vision scooter for personal use between 6 and 12 months. The scooters also have full breakdown insurance. Applicants must have a driving license, either provisional or full. If they haven't got a CBT (Compulsory Bike Test) then the scheme will help provide this. For more information phone: 01239 698 506 or 0845 686 0242 or email: admin@greendragonbus.co.uk.

Manager Caroline Wilson reports that the scheme is operating to capacity. They are now awaiting news regarding a Community Transport Association - Rural Community Development Fund grant which will enable them to offer the scheme across more areas in Wales.

### South West Wales Regional Transport Forum Projects

1. *Certificate of Professional Competence (CPC) Training Courses for Bus Drivers.* Pembrokeshire County Council's School Transport Development Officer Kay Mathias has reported on the development of these courses in their Safe School Transport approved driver training centre.

- The first two are the School Transport Driver CPC and the Emergency First Aid CPC courses, both of which provided 7 hours towards the 35 hours of required periodic training to keep their entitlement to drive.
- The third, the Customer Focus CPC, is now being rolled out. This course is customer centred, interactive and also focuses on developing drivers' awareness of the potential disabilities of their passengers in line with the Voluntary Welsh Bus Quality Standard requirements. The course gives drivers an opportunity to focus on the needs of their passengers and share best practice to ensure top customer service. It is now being rolled out across the South West Wales region (Pembrokeshire, Carmarthenshire, City and County of Swansea and Neath Port Talbot).

2. *'My Train Wales'.* This project has received three years funding through Great Western Rail's Customer and Community Investment Fund. Pembrokeshire County Council's School Transport Training Officer Jennifer Barfoot reports that they are awaiting confirmation of their January bid for a fourth year of funding for 2019/2020.

Progress to date:

- Uptake of 'My Train Wales' training amongst secondary schools across the Region remains high. To date just short of 5,000 pupils have received the training during this academic year.
- The summer months tend to be busier with the primary schools. The target of 7,500 pupils to receive the training should be achieved before the end of the Summer Term in July.

3. 'Using the Train' and 'Health and Safety Aspects'. Jennifer Barfoot has also been working with an arts organisation (Breaking Barriers Community Arts) and a secondary school, Ysgol Bae Baglan in Neath Port Talbot to develop an interactive game/comic book to further promote use of the train and highlight safety aspects in and around railway stations. The initial cut is due to be ready during the first week of March. Several schools across the Region have been contacted and are keen to be involved in the pilot of these materials.

## Transport for Wales Stations Audit

*Introduction.* Transport for Wales (TfW) has commenced an audit across all stations in the Wales & Borders franchise area. The work is to be completed by the end of March, after which time TfW will develop its plans for station improvements. They are looking at all areas of the station including, platforms, station buildings, car parking, accessibility, safety, communication, information, etc.

TfW stressed that it is unable to guarantee that it can implement all improvements, but 'if stakeholders put in requests, there is a better chance of them being done'. Stakeholders were asked to provide their thoughts and requests by the end of February.

*Stakeholder Views Collected by the North Pembrokeshire Transport Forum.* Following a request from the North Pembrokeshire Transport Forum to recipients of its large mailing list, the Forum received thoughts, observations and requests from a variety of stakeholders. The comments below are representative of the overall information that was received:

- 'Provision of accurate and up to date information is my highest priority. There is inconsistent, and usually, poor information when trains are delayed or cancelled.'
- 'With electronic display boards, it should be possible to give informative information in real time. This is especially important at stations where there are no staff and no facilities, such as Clarboston Road and Clunderwen, where passengers can be stuck for hours without knowing why a train has not come or whether bus transport is coming instead.'
- 'It is not possible to get a mobile phone signal at Clunderwen station which is located down a hill from the road above. This can be very frightening when there are unannounced disruptions or cancelled services at night.'
- 'The first time I was unable to purchase a ticket at Fishguard & Goodwick I then bought it online - but that incurred an extra. The second time I went to Haverfordwest train station and bought it there. The helpful man who sold me the ticket told me that I could have bought it on the train! All unmanned stations should have a sign clearly stating that you can purchase a ticket on the train.'
- 'Haverfordwest is, to my knowledge, the only place where passengers can buy a Pembrokeshire rail card. This can be awkward since the station is only staffed in the morning and work commitments prevent me getting there in those times. Can Pembrokeshire railcards be available to buy from other places such as local authority centres (eg Fishguard town hall) and from Swansea station.'
- 'There needs to be more shelter for waiting passengers at Fishguard & Goodwick. The existing shelter is sometimes not large enough.'
- 'More lighting and a safe space to sit at Fishguard & Goodwick. Protection from weather and the dark.'

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The North Pembrokeshire Transport Forum is an independent voluntary group that works for the provision of an effective integrated transport system in the North Pembrokeshire area, promotes the benefits of public transport and works towards the greater use of public transport systems.

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