



North Pembrokehire Transport Forum Fforwm Trafnidiaeth Gogledd Penfro

November - December News Briefing

Transport Focus Public Board Meeting - Cardiff, 23 November

Introduction

The public was invited to come along in person or watch the meeting on line and encouraged to ask questions. The meeting heard from:

- David Beer, Senior Manager Wales, and Michelle Roles, Stakeholder Manager Wales.
- Lee Waters MS, Deputy Minister for Climate Change.
- Colin Lea and Jan Chaudhry van der Velde from Transport for Wales and Nick Millington from Network Rail Wales and Borders.
- Keith Bailey, Transport Focus Insight Team.

For further information Visit www.transportfocus.org.uk/about/transparency-and-accountability/board-meetings/ and the attached Board meeting slides.

1. Transport Focus Wales Work

- Challenging and holding transport providers to account, as well as provision of independent representation.
- Attracting modal shift priorities: joined up network with better connectivity, better punctuality and reliability, better value for money, and flexible innovative ticketing.
- Addressing barriers to travel: cost, convenience, and complexity.
- Supporting passengers: Includes station visits, monitoring, stakeholder liaison and supporting projects.

2. Lee Waters MS, Deputy Minister for Climate Change

- The Deputy Minister gave a brief overview on transport plans in Wales focussing on making buses a more attractive option for users.
- He also stressed the importance of transport in meeting targets to combat climate change.
- Issues raised by the Board included the costs of improvements, making buses more affordable, getting more freight on rail and making sure rail doesn't dominate the conversation around transport.

3. Transport for Wales (TfW) Performance Updates

- Measuring performance: time lost and cancellations.
- Challenges: seasonal effects, fleet reliability and availability, train crew availability, infrastructure reliability and availability.
- Improvement plans: Tripartite Performance Strategy with Network Rail and Amey, new fleet and enhanced timetables, improved operating systems, and investment in understanding lost time delay.

4. Network Rail – Wales Route Performance

- Time lost across the route: Train operating company: Crew, fleet, operations and other delays. Train operator: Station delays.
- Safety and Performance: Dead, dying and diseased trees.
- Managing temporary speed restrictions, removing delays that impact customers.
- Updated set of 'Value Levers'.

Level 1 Our Scorecard

Level 2 Sub Levers: Attribution and Analysis. Brilliant Delivery. Collaboration, Delivering Tomorrow's Railway for Wales. Engaging our people. Financial Sustainability.

Level 3 Our Delivery Plans.

Level 4 Our Delivery Milestones.

Level 5 Our important data, analysis, trending and insight.

- Tripartite performance improvement plan – 'Time to 3' focus. The Tripartite Agreement was signed on 14 September 2022 by Transport for Wales, amey and Wales and Western.

5. Keith Baley: fflecsi - Demand Responsive Transport (DRT)

- Research objectives. Transport Focus Wales worked with Transport for Wales to assess the experience of DRT following the introduction of pilot fflecsi schemes in Wales. There were strong similarities across the six areas studied.
- Services are very alike in the rural areas in terms of who uses them and how they use them. Urban areas aside, the most recognisable differences from the public perspective are hours of operation and the existence (or not) of internal zones.

- Across all areas there was a lack of awareness from potential users about what services are, and who they are for – though this was partly to do with much of the early research taking place during Covid restrictions.
- Users and operators are looking into DRT for similar reasons: to widen access and service provision and for better use of budgets.
- Findings from users and potential users:
 1. All users and potential users can see the advantages of flexible bus services.
 2. There is an interest in the core idea of flexibility, current users valuing ability to travel when they want to, rather than being beholden to a fixed timetable.
 3. A flexible service is particularly valued by those who did not previously have a public transport service in their location, and those with particular mobility needs.
 4. Current flexible services in the study areas are being used successfully for a variety of trips – appointments, leisure travel and regular shopping.
- Overall, findings suggest a strong case for flexible bus services from users and potential users. They are an important part of the transport mix, offering new options to people in isolated communities, or further from scheduled bus routes.

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)

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