



Pembrokeshire Greenways
Lonydd Glas Sir Benfro

Greenways Officer Report October 2019 – November 2020

Introduction

The last twelve months has been a very strange time, and we have had to make many changes and adaptations. There was significant work involved to roll-out new concessionary bus passes to all existing card holders. There have been many service disruptions as the result of COVID19.

i. Local Bus Services

There have been significant disruptions to public transport services as the result of COVID19. Due to the substantial reduction in passengers travelling, the income received by the bus companies meant that they were unable to continue to operate services at normal levels. WG did agree to provide Bus Emergency Scheme funding which comprised of the following:

- Operators were paid for concessionary travel based on the number of concessionary passengers who travelled for the same period in the previous year.
- Operators were paid their Like Kilometer Support Grant based on the planned bus service KMs rather than the actuals.
- Operators were paid their full contract rate despite operating reduced services. Services that did not operate at all were paid 80% contract rate.

Another major issue faced was the reduced capacity on service buses due to the need to maintain 2m social distancing between passengers. The average service bus could only accommodate a maximum of 8 passengers. This did cause problems when more passengers started returning as there were occasions when buses were full and passengers were unable to board. This was eased when face coverings was made mandatory on public transport and the capacity was increased to 50% of the seating available.

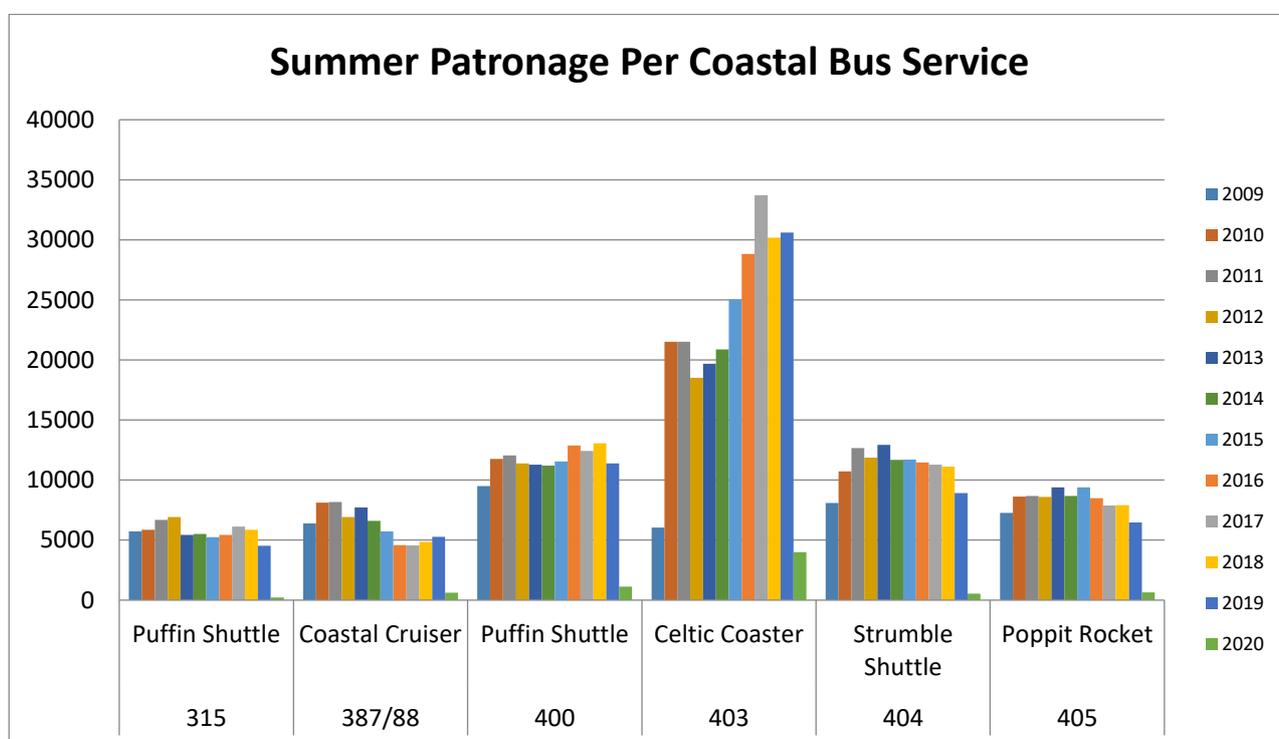
Whilst the Bus Emergency Scheme funding did ensure that operators were able to continue operating, they were still not receiving any funding to cover the shortfall in the cash fare income from passengers. Due to this, many services were still only operating on a few days per week and with reduced frequency of journeys. In August, WG agreed to

provide additional funding so that operators could increase service frequency to ensure sufficient provision for school pupils and also any other routes with capacity issues.

Coastal Buses

Due to COVID19 and the significant financial impact on the bus companies, it was decided that the Coastal Bus Services would only be operated on a dial-a-ride basis. Also, services continued to operate only 1 day per week until the start of the summer holidays. From 25th July the 403 (Celtic Coaster) did operate 7 days per week but the other services only operated 2-3 days per week as demand was still very low.

The patronage figures for the coastal buses during March 2020 to September 2020 have been collated. The patronage for each service is down considerably from last year, however, this was to be expected due to reduced service operating days as the result of Covid 19.



There was a total of 7,161 passengers this summer compared to 67,159 in 2019.

Timetable Information

Whilst bus services have now settled down as the result of long-term funding commitment by WG, there is a considerable amount of work required to update all of timetables displayed at bus stops. As nearly all timetables have changed it is going to take a while to replace the bus stop information.

Due to the considerable service changes and disruptions, it has not been possible to print and distribute the Coastal Bus Timetable Booklet. However, the timetables on the Council

website have been kept up-to-date and the real-time information screens have also been useful to keep customers aware of the changes.

Should the Coastal Bus Timetable Booklet be printed next year?

A significant amount of work was undertaken to develop and produce easier to read bus timetables. Unfortunately, due to the number of service changes it has not been possible to keep these up-to-date.

Fflecsi Pembrokeshire



Transport for Wales, in partnership with Pembrokeshire Voluntary Transport (PVT), PACTO and Pembrokeshire County Council, has launched a new bus service in North West Pembrokeshire.

Fflecsi Pembrokeshire is a semi-scheduled demand responsive bus service that has a fixed start and end destination, but is flexible and can adjust its route to pick-up

and drop-off passengers anywhere within that Fflecsi zone.

Rather than passengers waiting at a bus stop for a bus to turn up, they can now book a journey in advance using a new app, the Fflecsi website or by calling 0300 234 0300.

Passengers are informed where to catch the bus and at what time it will be arriving – the pick-up point will be near the location of the passenger.

Concessionary Bus Pass Re-Issue

There was a significant amount of work required to roll-out the new concessionary bus pass card. At the beginning of September 2019 the new Concessionary Fares portal went live where existing card holders could go online to re-apply for a new card. There were several issues, which resulted in the site going off line for a short period. We received a large volume of calls with customers worrying how they will manage to re-apply. In November 2019, we undertook a number of drop in sessions at libraries across Pembrokeshire so the public could come in and we could apply for a bus pass on their behalf. This was a big success as we managed to renew over 1,500 bus passes in just 2 weeks.



ii. Walking & Cycling

Active Travel

The Authority has been awarded £260k for active travel packages in the County which include the settlements of Haverfordwest, Narberth, Tenby, Milford Haven, Fishguard and Goodwick, Neyland and St Dogmaels. The monies will fund feasibility and design work to improve existing routes and to plug gaps in the county's active travel network. Works will include land acquisition where applicable, together with some minor works improvements and promotion.

Funding has also been secured for an audit of the existing network in six of the County's active travel settlements these include -Fishguard & Goodwick, Narberth, Johnston, Neyland, Pembroke and St Dogmaels. The works will include stakeholder workshops, data evaluation, a community mapping exercise and the development of route concept designs. The proposed project will identify potential local and strategic routes to improve connectivity within and between settlements.

Narberth to Haverfordwest multiuser route

- Funding to the tune of £448 k has been received from the Welsh Governments Active Travel fund for the section of route between Blackpool Mill and Slebech Park which will be a traffic free section of the 17km route running from Narberth to Haverfordwest. The remainder of the route will be on quiet lanes following existing highways, tracks, bridleways and footpaths .Where ever possible it will be a multiuser route that is accessible to walker's, cyclists, mobility impaired and equestrians.

Tenby /Saundersfoot bid

- *A shared use path from Twy Cross Roundabout to Park House A478, Tenby-Saundersfoot*
This work will be carried out in the highway verge. Measures to assist crossing of junctions into campsites will be undertaken .Also included is an improved crossing island from Rumble Way caravan park over the A478 to the footpath to New Hedges. An uncontrolled crossing facility on the A478 to link to Slippery Back SUP down to Tenby will also be provided
- *Stammers Lane to Swallowdale footpath, Saundersfoot.*
Works include widening the narrow public right of way resurfacing and signing to connect the residential estate with the bus stop on the B4316.
- *Rushy Lake to Scandinavia Heights connecting with the Plantation, Saundersfoot.*
This route will be signed from the B4316 with the introduction of a crossing point with tactile paving. Where it runs between properties from Scandinavia Heights through a narrow passage it will be resurfaced and widen. Improvements will be carried out where it interfaces with Sandyhill road at southern end of the Plantation

- *Salterns Car Park to South Beach Retail and Residential Development, Tenby.*
Preliminary assessment and detailed design for the provision of a shared use path and tunnel which will be an active travel link between South Beach and Salterns Car Parks.

BikeMobility

There have been no BikeMobility users from 16th March 2020. They have tried to get some of the users back to BikeMobility and it was stifled when there was a Covid scare at Portfield School. Uptake from local care agencies has been non-existent due to the restrictions put in place.

The project is back up and running but only used by three of the individuals that Value Independence support. They are only open on a Monday from 10am to 3pm.

iii. Grant Funded Schemes

As part of the Local Transport Network Fund, a number of public transport schemes are currently being implemented:

- Railway station car park improvements at Goodwick and Manorbier, Bus Stop improvements at 8 locations and Haverfordwest Transport Interchange Project.
- T2 and T5 Bus Corridor Improvement Project. This is a joint initiative with Ceredigion, Gwynedd and Powys to improve bus stop infrastructure along the T2 and T5 Traws Cymru services. The following bus stops are being improved this year:
 - Treffgarne Turn (Northbound)
 - Letterston Square (Northbound and Southbound)
 - Opposite Kiel House, Dinas Cross
 - Ffordd Bedd Morris, Newport
 - Eglwysrwrw (Northbound and Southbound)

There is also funding to purchase and install a large display screen at Ffordd yr Efail in Fishguard to tourism information as well as bus timetable information.

iv. Electric Vehicles

New electric charging points were installed in County Hall car park in October. There are now four fast charging points and one rapid charging point. These were installed by Dragon Charging and are on the Genie charge point network.

There are now EV charging points in Milford Haven, Pembroke Dock, Tenby, Narberth, Riverside Multi storey car park in Haverfordwest, Newport and St Dogmaels.

We are also working with the Council's Licensing Section regarding potential funding to purchase electric vehicles to be used by local taxi companies.

v. Advertising & Promotion

There have been various press releases regarding the bus service changes due to COVID19.

A Your Bus Matter event was held in Haverfordwest Library on 22nd January. This was arranged by Bus User UK and was supported by PACTO, Bus Buddies, Bwcabus and bus operators.

There has been a press release regarding the new Fflecsi Pembrokeshire service as well as a leaflet drop and also various social media posts.

The Coastal Bus summer timetables were advertised in this year's Coast2Coast but due to the service disruptions these were incorrect at the time of publication.

Should the Coastal Bus summer timetables be advertised in next years Coast2Coast?