



North Pembrokeshire Transport Forum Fforwm Trafnidiaeth Gogledd Penfro

News Briefing – May 2016



**In Memory of Susan Miles
who passed away on
18th April 2016**

**Remembered with
admiration, gratitude
and affection.**

**Especially welcomed
at the reopening of the old
Fishguard & Goodwick Station
on 14th May 2012.**

Community Transport

Pembrokeshire Association of Community Transport Organisations (PACTO). The organisation's Annual Report was presented at its AGM in Crundale on 9th May. Key activities relevant to North Pembrokeshire included:

- *Bus Buddy Pilot Project.* Tested the potential of providing volunteers on community transport services to help very elderly and disabled passengers who need additional support in order to travel and/or at their destination. The evidence gathered has been put forward as part of a wider proposal to the Big Lottery Fund.
- *PIVOT Project.* Aims to prevent unnecessary admissions to hospital and to reduce the intervention required from statutory agencies. PACTO continued to manage the transport element carried out by volunteers who provide transport and settling at home for people with no other suitable means of getting home.
- *Town Rider Services.* Continued to manage the funding for these dial-a-ride services operated by the Preseli Rural Transport Association. The Fishguard Town Rider service provided 2,303 passenger journeys in 2015, up by 3% from 2,239 in 2014. Journeys for all of the Town Rider services in Pembrokeshire totalled 12,197, up by 10% from 11,058 in 2014.
- *Volunteer Recruitment.* Coordinated volunteer driver appeals on behalf of the community transport sector in Pembrokeshire; developed and distributed a new volunteering leaflet, promoted volunteer driving via social media networks, and attended targeted events.
- *Customer satisfaction survey.* Coordinated across all of Pembrokeshire's community transport services during the spring of 2015. Responses showed that:
 - Needing extra help was the most common reason for using CT services.
 - CT services are seen as a safe transport option, especially by those with extra mobility needs.
 - Many identified important social benefits from using the services.
 - Many passengers in rural areas simply have no other option.

Big Lottery Bus Buddies Award! PACTO has been awarded £221,545 for its proposal. Contact Debbie Johnson, PACTO Community Transport Development Manager on 01437 776550 (Monday-Wednesday) or 07866 635957 or debbie@pembrokeshirecommunitytransport.org.uk for more details.

Trains

Arriva Trains Wales (ATW).

1. Announcement of the expansion of its mobile app service. Key points:
 - The company is investing £250,000 in the installation of new mobile scanners at key stations across its network and has released a wide range of Cheap Day, Off Peak, Standard Day, Super Off Peak and Standard Open mTickets through the ATW tickets app. All mTickets need to be activated prior to travel and can then either be validated by staff at the gate-line or by scanning the smartphone against new barcode readers. Receiving live journey and platform information straight from National Rail enquiries, passengers can also use the app as a journey planning tool and to check if trains are running on time.
 - Scanners have been introduced at key locations including Cardiff, Bridgend, Swansea and Shrewsbury for the mobile tickets that can also be verified by staff at station gate-lines. This year will see the installation of more scanners at stations including Chester, Rhyl, Hereford and Neath.
 - To download the free app text ATW to 86688 or visit app.arrivatrainswales.co.uk.

Passengers who do not (or are unable to) use mobile phones have contacted the Forum to express concerns about these changes. Indeed, there are a variety of reasons why mobile phones may not always work for passengers. It is hoped that the concerns of these passengers will be recognised and taken into consideration by transport operators as they move forward with the introduction of systems that may not be universally applicable.

2. Arriva Trains Wales West Wales Station Adopters' Conference.

The Conference was held at the Ivy Bush Hotel, Carmarthen on 25th May. Presenters included:

- Prof Paul Salveson - The important role that stations play in the community.
- Lynne Milligan (ATW Customer Services Director) - A 12 month review of the business.
- An update from the Transport Police.
- Geraint Morgan (ATW Community Affairs Manager) - Update in relation to Station Adoption.

Walking and Cycling

Pembrokeshire County Council. The Council has provided an update on its Active Travel walking and cycling activities which includes following points:

- Submitted its Existing Route Map (ERM) to Welsh Government (WG) in January. After 221 walking audits and 119 cycling audits of routes, 4 routes were felt to be Active Travel routes but fell just short of passing the audit so were submitted to WG with statements (as was stipulated in the guidelines). Three of these were rejected by WG, and the Council is awaiting guidance on formulating statements in order to ascertain where they went wrong. This will be forthcoming in a workshop with WG next month.
- Currently working on the next stage of the process, the Integrated Network Plan. Have contacted all schools in the areas covered by the Act - to mark on plans the routes they want to see improved or introduced.
- Working with the local Police Community Support Officers (PCSOs) who know the towns well with regard to route improvements and new routes.
- Developing a questionnaire to be live for a period of 12 weeks linking in with Hywel Dda which will look at levels of walking and cycling in the Active Travel towns and which will hopefully result in improvements and new routes being suggested.
- In the process of publishing a cycling and walking leaflet showing the ERM routes and other routes in the County.
- Developing a programme to monitor usage on existing Active Travel routes and new routes, along with walking and cycling as modes of transport in the Active Travel towns of the County.

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 is a member of Bus Users UK Cymru, the Environmental Network for Pembrokeshire and the Pembrokeshire Rail Travellers Association.

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
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