



# North Pembrokeshire Transport Forum Fforwm Trafnidiaeth Gogledd Penfro

## News Briefing – June 2010

### Launch of the Pembrokeshire Passport

The Pembrokeshire Passport, a joint initiative between the Pembrokeshire Access Group and Pembrokeshire County Council, was launched on 16<sup>th</sup> June. The passport, which has received initial funding from Health Challenge Pembrokeshire, is a bright orange wallet with plastic pockets in which disabled people can put words, pictures, or cards to show where they want to travel or the help they might need to help make using the bus, taxi or train easier.

The passport can be used on any bus in Pembrokeshire and on Arriva trains and stations anytime day or night and at weekends. Anyone can have a passport, but the people it will help the most are those who get very nervous, people who need assistance, people who find it hard to communicate, people who don't speak English as a first language and people with conditions and behaviours that the driver might not understand.

It is important to note that the passport does not give free or discounted travel on the buses or trains. For further information and to request a Pembrokeshire Passport, telephone Pembrokeshire County Council on 01437 764551.

### Buses

The SWWITCH Home to School Transport Code of Conduct has been produced and will be sent out to all schools, operators, parents and pupils during the summer holidays. This outlines the roles and responsibilities of those involved with the delivery and receipt of home to school transport. The SWWITCH School Travel Pass will be rolled out across all four SWWITCH authorities in conjunction with the Code of Conduct.

School bus driver training across the region will start during the summer holidays. The roll out of the pupil training programme has continued with 18 secondary schools receiving the training and a total of over 12,000 pupils trained to date. CCTV is also continuing to be a useful tool as a deterrent for unwanted behaviour on school buses.

### Community Transport

Proposed Minibus Services for the Fishguard Area. Mary Smith, PACTO Community Transport Link Worker, reports that she now hopes to move 'Millie', the trial minibus, to Fishguard at the beginning of August. As soon as she has finalised the details she will advise the organising group.

New Traveline Community Transport Page. CTA Wales has been working with Traveline Cymru to launch a new CT page on the Traveline website which gives details of operators, their location, user groups and services. This information has been transferred from the CTA's previous A2B website and will enable the information to be accessed more widely.

### Trains

Fishguard Trains Petition. The National Assembly Petitions Committee considered updates on the petition from Sam Faulkner and Joanne Griffiths on 15<sup>th</sup> June. Key points:

1. Correspondence from SWWITCH noted that the rail priorities in its Regional Transport Plan remain unchanged. The consortium has welcomed the innovation and passion shown by the local young people in developing and publicising a petition calling for additional rail services to Fishguard and looks forward to continuing to work with the Deputy First Minister and his officials on making the case for further investment in rail services to and from South West Wales.
2. Correspondence from the Deputy First Minister noted that their priority is to fund and deliver projects within the Rail Forward Programme ahead of any other rail schemes. They have a system in place to look at all of the different proposals in the Regional Transport Plans to prioritise them into a realistic, integrated and affordable programme. As part of this, they are currently looking at the proposal for better services to Fishguard alongside other proposals, and this process will inform their approach towards new rail schemes for inclusion in future iterations of the Rail Forward Programme. In the case of Fishguard, they will work closely with SWWITCH and local groups.

3. Committee member Andrew R T Davies noted that it was important to find out when the list for development will be available, and to ensure that they receive that information as soon as possible, so that they can liaise with the petitioners.

4. The minutes report that the committee agreed to write to the Deputy First Minister asking when the Rail Forward Programme will next be reviewed and to write to the petitioners to update them on progress.

## **Trains – Passenger Focus**

### National Passenger Survey

The Spring 2010 wave of the National Passenger Survey (NPS), which surveys 25 000 rail users across Britain on their satisfaction with train services and stations, was released on 22<sup>nd</sup> June. Some key findings for Arriva Trains Wales (with 2009 findings in brackets):

#### 1. Overall Satisfaction and Station Factors.

Very Satisfied or Fairly Satisfied - Top 4 Overall Satisfaction: 88% (87%)	Very Satisfied or Fairly Satisfied - Bottom 4 Facilities & Services: 39% (39%)
How Request to Station Staff Was Handled: 84% (89%)	Availability of Staff: 54% (54%)
Provision of Information About Train Times & Platforms: 79% (80%)	Upkeep/Repair of the Station Buildings & Platforms: 57% (58%)
Ticket Buying Facilities: 70% (71%)	Overall Station Environment: 58% (58%)

#### 2. Train Factors 1

Very Satisfied or Fairly Satisfied - Top 4 Punctuality/Reliability: 89% (85%)	Very Satisfied or Fairly Satisfied - Bottom 4 Space for Luggage: 61% (63%)
Length of Time Journey was Scheduled to Take: 89% (87%)	Value for Money for the Price of Your Ticket: 66% (60%)
Helpfulness & Attitude of Staff on Train: 82% (79%)	Provision of Information During the Journey: 69% (65%)
Frequency of Trains on that Route: 81% (77%)	Upkeep & Repair of Train: 73% (75%)

#### 3. Train Factors 2

Very Satisfied or Fairly Satisfied - Top 4 Ease of Being Able to Get On & Off: 81% (83%)	Very Satisfied or Fairly Satisfied - Bottom 4 How Well Train Company Dealt with Delays: 40% (44%)
Personal Security Whilst On Board: 79% (79%)	The Toilet Facilities: 49% (44%)
Comfort of the Seating Area: 76% (77%)	Cleanliness of the Outside: 66% (74%)
Cleanliness of the Inside: 75% (78%)	Availability of Staff: 72% (70%)

## **North Pembrokeshire Transport Forum Website**

Problems that had developed with the Forum's website have been properly sorted out by PicWorks, a North Pembrokeshire website design business (<http://picworks.net/>). Readers are invited to see the results on [www.nptf.co.uk](http://www.nptf.co.uk).

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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 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)

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