



North Pembrokeshire Transport Forum Fforwm Trafnidiaeth Gogledd Penfro

June News Briefing, 2022

A Brief Introduction

Set up in 2000, the North Pembrokeshire Transport Forum (NPTF) is an independent voluntary group that supports objectives that:

- Provide for the greater integration and interchange between different modes of transport.
- Put in place public transport services that meet the needs of individuals and communities.
- Promote social inclusion by means of an affordable, accessible public transport system that works to remove access and mobility barriers for all transport users.
- Encourage more sustainable modes of transport and reduce the need for travel by car.

It has now become clear that the provision of effective multi-modal transport should play a major part in the response to climate change.

Our two May News Briefings reported on the Senedd Climate Change, Environment and Infrastructure Committee's meetings and other engagements that were held with regard to bus and rail transport. This Briefing will focus on community transport.

Update from Pembrokeshire

In a press release Debbie Johnson from Pembrokeshire Association of Community Transport Organisations (PACTO) has said: "If you are nervous about getting out and about again after lockdown, Pembrokeshire's community transport services are here to support you. We have extra COVID safety measures in place, carry small numbers of passengers with social distancing in place, and will guarantee your seat for your journey out and back".

Services include:

- Door-to-door Town Rider services in all Pembrokeshire's main towns and Cardigan, operated by Preseli Green Dragon.
- Flexible rural dial-a-ride services in the areas around Narberth (the Bloomfield bus), the Preseli Hills (Green Dragon) and the new Fflecsi service which operates throughout Northwest Pembrokeshire and the St Davids Peninsula (Pembrokeshire Voluntary Transport).
- The Pembrokeshire County Cars service, run by Royal Voluntary Service volunteers, continues to help people with essential shopping journeys, and journeys to medical appointments, as they have done throughout the pandemic.
- PACTO's Bus Buddies can provide extra support and advice to anyone who needs help to travel by public or community transport, or who is anxious about getting out-and-about again.

For more information *visit* www.pacto.org.uk, *email* busbuddies@pacto.org.uk or *call* 01437 770119. And for the full press release *visit*:

<https://www.pembrokeshirecommunitytransport.org.uk/PressRelease19Mar21.php>.

2. Senedd Climate Change, Environment & Infrastructure Committee. Inquiry into Bus and Rail transport in Wales. Comments about Community Transport

2.1 Points made by Gemma Lelliott, Director for Wales, Community Transport Association (CTA) in Evidence Session 3.

- 'Some passengers who use concessionary passes perhaps choosing community transport over mainstream public transport, ... because they felt safer, they've had additional support, particularly where we've seen a significant number of older passengers and disabled people, where their health has deteriorated as a result of shielding at home and minimal activity, and

therefore they've needed an additional level of support in order to be able to travel with safety and dignity'.

- 'There isn't any integrated ticketing at the moment' vis-à-vis 'concerns for passengers with additional mobility support needs about their ability to be able to use the other modes of transport smoothly and easily...that fundamentally needs to be addressed, if those modal shift targets are going to be achieved'.
- 'Something that we would definitely like to see is greater investment in the opportunities to create these more rural and intra-urban transport hubs, multimodal transport hubs, that bring together different kinds of transport to allow people to make more of the journeys that work for them'.
- 'The bus system as it works at the moment doesn't really facilitate those kinds of journeys. So, to be able to get maybe a community car or a small fflexsi minibus or a community transport minibus into your local multimodal hub, to then be able to pick up one of the mainstream forms of public transport to be able to make the next phase of your journey, I think would make that a lot more realistic for people. And it would mean then that you wouldn't be reliant on big vehicles; they could be prioritised on the main commuter routes, where you've got lots of people travelling, which need those bigger forms of transport'.
- 'A community transport journey is not so much about travelling from A to B, it's about that person's engagement with the mode of transport and a group of people that really understand their value and support them appropriately to make the connections that they want to make, wherever that might be'.

Visit <https://ctauk.org/wp-content/uploads/2022/06/CTA-submission-to-CforCCEandI-final-May-2022.pdf> to read the CTA's detailed submission.

2.2 Public engagement findings.

- Many participants spoke of demand-responsive travel as part of the solution to the real and perceived barriers to public transport. Participants felt that the fflexsi bus was a good service but recognised some barriers when accessing the service.
- The fflexsi service has worked really well for people who are younger, more social media savvy, and more connected. But for older people who are used to a timetabled service, that would run at particular fixed times, that's presented a significant barrier and we've seen that a lot of people have stopped using the public transport network as a result.
- It's demand-responsive. So for somebody who wants to be picked up within the next two hours, it works really well. But for somebody who knows that they've got an appointment in ten days and they need to book their journey now so that they're confident that they will be able to make that appointment, it doesn't really work for those people.
- Some participants spoke of their experience with community transport, particularly in relation to how the service has broken down barriers experienced with public transport
- A lot of people have chosen to shift to using community transport probably earlier than they would have done before because they don't feel safe using mainstream public transport, they don't feel like it's as accessible to them as it used to be. There might be a perceived difference in terms of both the cleanliness of the vehicle, the way that the service is operated, and the support that person can access when they use community transport.

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