

North Pembrokeshire Transport Forum

Fishguard Train Services Survey

The new Wales and Borders Rail Franchise and the proposal to set up a West Wales Community Rail Partnership (CRP) have the potential to bring improved rail services to Fishguard. This survey offers current and potential passengers the opportunity to express their views on the local train service to/from Fishguard.

Please take a few minutes to answer these questions. Your views will be passed on to the train operators, Welsh Assembly Government and Parliament, Rail Passengers Committee Cymru and the Strategic Rail Authority.

1. Where do you live?

If a local resident, please provide the name of your town, village, etc:

If a visitor from outside North Pembrokeshire, please provide the name of your home town, and your reason for visiting the area:

2. How often do you use the train to/from Fishguard?

3. How do you rate the current train service to/from Fishguard? (Circle the term that best describes your view)

Excellent Good Average Poor Very Poor Don't Know

4. What, if anything, would make you travel by train to/from Fishguard more often?

.....

.....

.....

5. Purpose of your train journey(s). (Tick as many as applicable)

Type of journey	Do this now	Would like to do this
Business / travel to work		
Education		
Shopping		
Holidays		
Leisure / recreation		
Visit family / friends		
Other (please specify)		

6. List the destinations to which you currently travel / or would like to travel by train from Fishguard.

.....

.....

.....

7. Passenger profile. Are you (Please tick as applicable):

- | | | |
|----------------------|------------------------------------|------------------------|
| Employed – full time | Unemployed | Other (Please specify) |
| Employed – part time | In education | |
| Self employed | Retired | |
| Married | Parent with children under 5 | Other (Please specify) |
| Single | Parent with children 5-15 years | |
| | Parent with children over 15 years | |

Feel free to use other side of the sheet for further comments. Thank you for your time.

***Please return this form to the person or shop who gave it to you, or post it to
Cllr Hatti Woakes, NPTF Sec, 2 Hill Terrace, Fishguard SA65 9LU.***

ANNEX II

Question 4. What would make locals in work use the train to/from Fishguard more often. Selected responses.

- A more frequent service connecting with trains from Carmarthen, Swansea or Cardiff. I travel regularly to London, Manchester and find that I have to drive to Cardiff or Port Talbot in order to undertake (unclear) within in reasonable time frame. The current train frequency from Fishguard – 2 trains per day coinciding with Ferry arrivals – is almost useless for those who wish to travel for business purposes. Bearing in mind that there is an 07.34 am train from Carmarthen it would make sense for that train to start from Fishguard at 06.45. The train could have returned from Paddington at, say, 11.30 pm having left Paddington at 7.00 pm. Alternatively connecting services could be run from Fishguard to Carmarthen & return. The above is, I believe, the bare minimum improvement to the present service which is appalling. A second service would be an evening service from Fishguard to connect with services from Swansea and/or Cardiff in order to enable one to arrive in Paddington at, say, 11pm.
- A larger train, with more adequate facilities. It's a small two carriage train, arranged so it meets the ferry, but it has inadequate facilities for luggage storage. Large bags, which most people/families would be travelling with are not catered for. And the only visible luggage storage is overhead. Dangerous if trying to put a heavy bag up.
- We are currently developing a tourism business & would love to be able to encourage people to come to Fishguard by train. Parts of the journey from Cardiff, for instance, are just beautiful & we could provide notes on sights to watch out for along the way & ideas to keep children amused.
- If I could reach London Paddington without changing as many times as it is now.
- Regular or early morning [illegible] instead of going to Haverfordwest.
- A regular service at reasonable hours.
- A service that recognises Fishguard as a destination – not simply as a ferry terminal.
- Direct, less changes, day returns to Carmarthen & Swansea for work, shopping, etc.
- Shuttle to Haverfordwest. Sensible fares (i.e. less than 5x bus fare, which is what it is at present).
- The two-coach train from Swansea to Fishguard is frequently overcrowded. I would like to avoid travelling by car but conditions and frequency of service make me take the car more often than I wish.
- More regular & frequent service to Swansea & Cardiff. Fed up of having to go to Haverfordwest to catch a train. A more frequent train service would particularly benefit young people in the area who seldom go further than Haverfordwest on the bus.
- More choice of trains particularly at weekends.
- If the trains were more convenient times - the present time table is no good to go shopping or visit places.
- Shuttle service to H-West station 3-4 times a day and during the summer periods and Christmas.
- A clean train inside & out. Seats that are more comfortable. A trolley service available from Fishguard. Another train available in the morning, i.e. 9.30 to 11.00 am. Staff on the trains are exceptionally positive & helpful but they cannot do anything about the environment we passengers have to endure. I think we all deserve better!!! More family friendly carriages would be an idea. e.g. more tables & seats for 4 passengers together. Or a children's train activity pack! Some of the trains do not have toilets, very inconvenient, and reflects a lack of understanding of the passengers needs.
- Somewhere in this area to buy a ticket!! I have had severe problems buying a ticket at short notice, i.e. the day before, so that I can qualify for an Advanced ticket (being cheaper for someone on a low wage as myself). I have been so desperate to get to London at short notice

(for work reasons) that I have had to resort to going on the bus from Carmarthen, as they have a brilliant online ticket service, where you can print a ticket (e-ticket) at home. The other problem I always encounter with the Fishguard train is that it is not possible for me to get a supersaver return ticket, as the only options to return from London Paddington are 9am. or 8pm. As a woman with children to go home to I do not want to travel on the train that returns at around 2am in the morning, so the only other option is to catch the 9am early London train that arrives in Fishguard at approx 1.30pm. The major problem with this is that a supersaver ticket will not be usable on the 9am service because of current restrictions. I think this Fishguard service should have an exception rule to supersaver tickets as this is the only train running in the daytime. Please take note of this last comment, as you are losing many local potential customers for the train by making it too expensive.

- More convenient services – good connections for London services, e.g. Heathrow.
- More available trains from 9AM – 5PM & late evening.
- A better connecting service to and from Cardiff, and more regular, better times. Would be good to have a service which departs early morning, between 6-9am and arriving early evening between 6-9pm to Cardiff at least. This would be a great help to me and many others.
- Reliability & frequency of trains. Because the train service is so unreliable I do not travel on them. My daughter caught a train in Bristol at 8.30am and did not arrive in Fishguard until 3.30pm. This is just unacceptable.
- More frequent trains at convenient times for business travel to/from London.
- If trains were more frequent and at more convenient times. I would definitely use the train to travel to work in Haverfordwest if it was available – a train to get me there between 8.30am and 9am would be fantastic. I currently use the train a lot to visit family in Cardiff & also to go shopping in Swansea/Cardiff. It is quite inconvenient though to have to travel to Haverfordwest every time to catch the train. It would be so much more convenient to travel from Fishguard. Currently, National Rail Enquiries doesn't even seem aware that Fishguard exists!!
- Trains at more convenient times of day. I currently travel to Swansea 3 x week and to Cardiff or London 2 x month, but I have to drive to Haverfordwest or Carmarthen.
- More trains – cleaner, particularly lavatories on train. Ticket availability. Reliability throughout journey. Reliable on board buffet. Information at all stages. A realistic time for Waterloo for Euro-star would be nice & easier ticketing.
- More frequency of early morning trains for days out to Swansea/Cardiff. I'm sure lots of people would use it, & cleaner carriages. I travelled back from London on 9th June & the "2" carriage train down from Swansea was absolutely disgusting & filthy dirty.
- A train that leaves between hours 9.0-11.am to enable me to get to destinations in other parts of Britain on the same day! + a train that arrives back in Fishguard early/mid evening.
- Frequent service at reasonable prices.
- More trains enabling one to go away and return on the same day. Also an earlier morning train, when going further.
- More regular timed trains. More civilised than 1.30pm – 1.30am!! Better public transport to/from station. My husband works in London (work not available here). He drives home every Friday – returning to London on Sunday night each week. He would like to travel by train but to come to Goodwick would shorten our weekend considerably!
- 1. Proper bus service collecting from the train station, 2. Cheaper rail fares, 3. More than 2 trains every 24 hours, 4. More carriages during busy periods.

ANNEX III

Question 4. What would make retired locals use the train to/from Fishguard more often. Selected responses.

- A regular daytime service with connecting buses.
- Not having to terminate journeys (or start them) from Haverfordwest, Whitland or Carmarthen.
- If one knows in advance the date of travel, tickets can be booked very cheaply - very good. However, to travel in haste or in an emergency the full fare is very expensive even on pensioner's rates which we shall be entitled to this year. Cheaper fares would help.
- Early morning & evening services on decent trains (not PACERS) that connect with on going services without long waiting times between connecting services. We need more train services on the grossly underutilised line to Fishguard. Fishguard & North Pembrokeshire is a destination in its own right - not just a jumping off point to Ireland. Locals remember how they were able to make train journeys throughout the day from Fishguard - they are also embarrassed when visitors have to travel on such inferior rolling stock.
- Train at 8-9 am to Swansea. I use train from Haverfordwest as no convenient train from Fishguard. This involves taxi at £30+ single.
- More convenient times. Go to London at least 3 or 4 times a year. Travel by train from Haverfordwest or Carmarthen because of inconvenience of times of trains.
- If the trains were at different times, as now the times are not convenient for a day's shopping or travelling.
- A train leaving Fishguard Harbour 7 or 8 am, then you could have a day out somewhere.
- More frequent trains. Cheaper fares.
- A train leaving Fishguard from 7 to 9am & another returning by 10pm. At the moment I usually take a bus from Dinas Cross to Haverfordwest in order to take a morning train. Returning from abroad to Heathrow or Gatwick it is always a chancy business catching the last train to Haverfordwest which connects with the last bus. I would use the train service a hundred times more if my starting point was Fishguard and not Haverfordwest. This Easter I drove to Cardiff airport & back twice because of family flying down from Scotland. At the age of 74 I find this very tiring. If they could have caught a train from Cardiff to Fishguard during normal day hours how happy I would have been!
- A reliable and punctual service, with no changes en route. London (Paddington), with no changes, direct from Fishguard. My concern to get a better service includes the fact that we would have many more friends and relatives visiting us if there was more certainty and reliability with train times, also a service from London or Reading which wouldn't involve changing trains, lugging luggage across platforms, which, as there are no porters nowadays, is a great disincentive for older or infirm travellers.
- More frequent service. Three coach trains to ensure getting a seat.
- We need a morning train and one to return early evening. Where can you go for a day on the 1.35pm and no return train until 1am the next day.
- If the train was cleaner - particularly the toilets which are usually disgraceful. The staff are excellent. Helpful & obliging always, to me.
- Better services - to save having to go to Haverfordwest.
- I now travel to visit family at Cardiff & stay 1-2 nights. If there was a better service I'd make more use as day outs would be possible for west of Cardiff.

- If trains more frequent. Early train e.g. 6.00 - 6.30 am to London and returning from London to be in Fishguard 10-11pm. Reliable booking, e.g. Apex tickets. Reliable train services. More frequent trains at reasonable times of day. More offers, e.g. "days out", short breaks.
- More frequent trains, in particular [1] an early up train, [2] a train leaving London around mid-day. In general journey times are too slow. Waiting for connections, overcrowded trains, etc. etc. are enough to put many people off the train. If travelling to other parts of the U.K. it is almost impossible from Fishguard.
- More regular service - without several changes. Lower charges. Have looked into travelling to see relatives in Scotland by train, but the cost, combined with the number of changes required, make the journey so long, as to be totally uninviting + uneconomical. We inevitably drive! I think tickets need to be markedly lower in price to attract more usage. We could put up with some inconvenience if the price was such that we felt that the economics compensated for it! We would use the train each month to visit relatives in Cardiff, if it was a through train + a cheaper option.
- More realistic times for "to & from" shopping trips to Swansea, Carmarthen, etc.
- If the trains ran at more frequent times or could connect with other services, i.e. Haverfordwest. Would like better connections to Cardiff and Bristol airports.
- Trains from Fishguard to connect to trains to Swansea, more than 2 a day. A regular "shuttle" from Fishguard to ? Carmarthen several times a day would help those of us without cars to get to Swansea for shopping.
- A morning train from Fishguard. An evening train arriving in Fishguard. At least 6 times a year we have friends who travel here by train. It would be great to have a more frequent service. Also several times when we've been to meet them at Fishguard/Goodwick the train has been late, or they've been put on a bus and arrived quite a lot later.
- More frequent service - it is vital within the next 3 years to achieve a more frequent service to Fishguard. To achieve the transport growth for the area. That means rail!! Road transport with a limited amount of extra 3 lane development on the A40 is adequate to cope with the growth in the next 10 years. Rail in the area is being used as an after thought. It will not happen unless we push for it!! It's a fraction of the cost of road building and 2x3 times cost effective.
- Better standard of carriage and more reliable (no more mini coaches & taxis!).
- Cleaner carriages. Cleaner toilets. Because it would be more convenient and save time going to Haverfordwest.

ANNEX IV

Question 4. What would make other locals use the train to/from Fishguard more often. Selected responses.

- Bigger trains, cleaner toilets. We only have a small train at all times and to be quite honest they are ancient, dirty and jam packed. Just because it's the end of the line I don't see why we have to put up with old and dirty trains. We pay enough train fare. You could try to consider putting on bigger trains at times; i.e. rugby matches, school holidays.
- Direct train to Paddington. More convenient times.
- Richards Bros buses deliver to and collect from train - currently no effort made to ensure bus passengers connect to train or train passengers connect to bus. Bus should connect 7 days a week.
- To see my family (from London to Wales. Go back to study and live - from Wales to London). The fact that there is only one train per day in the day and one at 2.30am in the morning means that when I travel back from London to Fishguard, I only have the choice of a train at 9.00 in the morning or 9.00 at night (not visit friendly hours). More trains from Swansea to Fishguard through the day, throughout the year, will make it easier for travellers, commuters or family members to see each other.
- Cleaner trains with good toilet facilities, buffet etc. Quality of service.
- More services, Faster services to London at more convenient times.
- A quicker, more reliable service from Swansea to Fishguard.
- A service that would make it possible to go on day trips to London, Swansea, Cardiff direct from Fishguard. A better service not only benefits local people who would like to get away for the day, but benefits tourism and local businesses as people can visit Fishguard for the day/weekend etc. At a time when unemployment in Fishguard is horrific and local people are unable to afford houses in their home town I think it only fair to make it possible for people to travel to other areas to work. I am a non driver.
- More regular trains and faster service.
- Special offers.
- More trains running. Not travelling by coach from Swansea/Carmarthen - even by taxi at times.
- Trains that don't break down & miss connections at Swansea necessitating travel by bus or taxi would be a help.
- Cheaper fares & more trains.

ANNEX V**The destinations to which locals currently travel or would like to travel by train from Fishguard**

Destination	In work	Retired	Others
Aberdeen		1	
Aberystwyth	3		
Barry	1		
Basingstoke		1	
Bath	2	2	2
Bedford		1	
Birmingham	9	7	1
Bognor	1		
Bolton		1	
Bridgend	1	2	
Brighton	2	1	
Bristol	11	15	5
Bromley		1	
Cambridge	1	1	
Cardiff	62	36	15
Carmarthen	11	18	2
Central England		1	
Cheltenham	2	1	
Chepstow		1	
Cheshire			1
Chislehurst, Kent	1		
Cornwall	1	1	1
Coventry	3		
Cwmbran		1	
Derby	5	4	
Didcot	1	1	
Dudley		1	
Durham	1		
East Anglia	1		
Edinburgh		3	
Exeter	1	1	1
Ferryside		1	
Frankfurt am Main (via Amsterdam or Brussels)		1	
Gatwick	2	5	
Gloucester	1	3	
Grimsby	2		
Guildford		1	
Haverfordwest	5		3
Heathrow	4	4	
Hereford	2	1	1
High Wycombe		1	
Ipswich	1	3	
Kingston			1
Leamington Spa		1	
Leeds		4	1
Leicester	1	1	
Liverpool	1	1	
Llanelli		1	1
London	71	46	18
Lowestoft		1	
Luton		1	
Manchester	9	3	1
Mid Wales	1	2	
The Midlands		1	
Milford Haven	2		
Neath	1		

Newcastle upon Tyne	1	1	
Newport (Mon.)		4	
North of England	1		
North Wales	1		
Norwich	1		
Nottingham	2		1
Oxford	2	1	1
Pembroke	1		
Pembroke Dock	1		
Penzance		1	
Perth		1	
Peterborough		1	
Plymouth	1	1	
Pontypridd			1
Poole		1	
Portsmouth		2	
Reading	2	7	1
Salisbury	4	1	1
Sandwell		1	
Scleddau	1		
Scotland	2	1	
Sevenoaks		1	
Sheffield	1	1	
Shrewsbury		2	1
Shropshire			1
Skegness	1		
South Wales		1	
Southampton	3	3	
Spain		1	
Stanstead	1	1	
Stoke on Trent		1	
Suffolk			1
Swansea	33	31	15
Swindon	4	1	
Tenby	4		
Thurso		1	
Trowbridge		1	
Truro	1		
Tunbridge Wells		2	
Ulverston, Cumbria	1		
All of Wales		1	
Waterloo	1		
West Drayton (Middx)		1	
Weston-super-Mare			
Winchester	1		
Yatton	1		
York	1	1	