



# **PENWALLIS, FISHGUARD BUS ROUTING SCHEME CONSULTATION REPORT 2.0**

# Notice

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# 1. Introduction

## 1.1 Purpose of report

A second round of engagement has been undertaken by Pembrokeshire County Council (PCC) to gain feedback from members of the public on the following proposals:

1. Open up one or both of the current dead-ends located between Heol Caradog and Dan y Bryn, and between Heol Glyndwr and Bryn Llewellyn.
2. Re-route the bus service 410.

These rounds of engagement have been undertaken as part of the wider engagement for the sustainable travel improvements across Pembrokeshire. PCC hosted the first engagement period for four weeks from Friday 1<sup>st</sup> November to Friday 29<sup>th</sup> November 2024. A separate consultation report has been produced to analyse the feedback received from this round of engagement, and a summary of analysis has been provided in section 2.2

In order to obtain direct feedback from members of the public who use the bus service, two members of PCC's Transport Strategy Team carried out a 'ride along' day on the 410 bus service on 20<sup>th</sup> February 2025. This round of engagement aimed to further engage with the local community to understand how the proposed changes could benefit or impact them, gather opinions on the preferred routing for the bus service and gather any other suggestions on the proposals.

This engagement report provides a summary of how the engagement day was undertaken and how the responses received were analysed. The results of this analysis, and an outline of how PCC will consider the responses at the next stage of the project, are presented. The feedback received has also provided the Council with valuable local insights that will benefit both this project and other projects in the local area.

## 1.2 Report structure

This engagement report is structured as follows:

- **Chapter 2 Project overview:** project context and summary of previous engagement.
- **Chapter 3 Engagement approach:** methods of engagement, promotion and materials, feedback, analysis and accessibility.
- **Chapter 4 Analysis of responses:** common themes arising from the engagement.
- **Chapter 5 Conclusions from analysis:** key findings from the engagement and the actions arising from the feedback analysed.
- **Chapter 6 Next steps:** sets out the next steps following engagement.



## 2. Project overview

PCC is aiming to improve the existing bus service in and around Penwallis. The aim of the proposal is to:

- Improve bus connectivity within the estate.
- Increase accessibility and facilities for people with limited mobility, or where there are currently few or no facilities for public transport passengers.
- Improve bus journey times.
- Offer a valuable alternative, more sustainable option for those who would typically use a private vehicle or private hire.
- Improve road safety.
- Improve the overall air quality and reduce the carbon footprint, contributing to a healthier Wales by encouraging people to leave their vehicles at home.

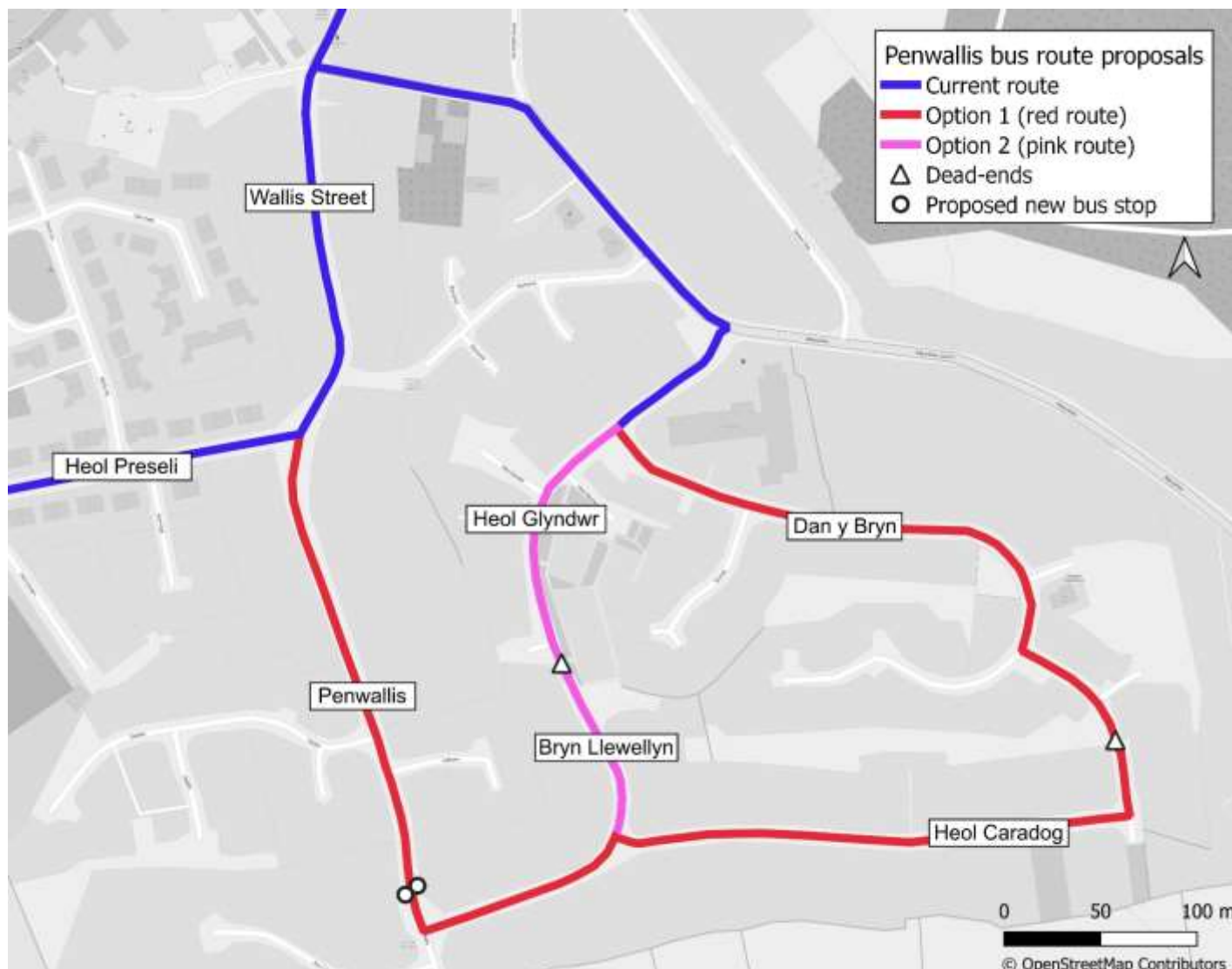
### 2.1 Proposed changes

The area of Penwallis is home to numerous families, elderly and vulnerable people who rely on the bus service to access education, healthcare, shopping and leisure facilities. At present, the area is underserved by the bus service due to the road infrastructure.

PCC also feels that, at present, the bus routing around Penwallis is inefficient, consisting of two dead-ends, located between Heol Caradog and Dan y Bryn, and between Heol Glyndwr and Bryn Llewellyn. The current situation requires the bus service 410 to reverse and change direction in the middle of its route near Heol Glyndwr, impacting the time required to serve Penwallis. Therefore, re-routing the bus, and opening up at least one dead-end has been proposed in these plans.

Figure 2-1 shows the proposed changes, along with the location of the current dead-ends.

**Figure 2-1 - Bus route proposals**



Two routes are currently in the initial design phases, with no preference on final routing decided until feedback from both rounds of engagement has been gathered from the local community and analysed. Option 1 (red route) involves opening up the dead-end between Heol Caradog and Dan y Bryn, with two proposed options noted below. Routing would follow the existing route along Heol Preseli, turning onto Penwallis and Bryn Llewellyn, before accessing Heol Caradog and Dan Y Bryn via the new opened dead-end, and returning to the existing circular route.

An alternative routing, option 2 (shown in pink in Figure 2-1) proposes to open-up the dead end between Heol Glyndwr and Bryn Llewellyn. This routing would follow the same initial routing as the other proposed route but would continue on Bryn Llewellyn instead of accessing Heol Caradog. This service would then continue onto Heol Glyndwr, before returning to the existing circular route.

There is a possibility that the service could run in either direction on the proposed routes, and the preferred option has not yet been confirmed. The re-routing would improve the bus service 410 and enable the community of Penwallis to access the bus service in a nearby location.

Two options have been proposed for the Heol Caradog / Dan y Bryn dead-end (dead-end on the red route):

- Option 1: remove existing bollards and allow one-way traffic, with road widening.

- This would mean that all traffic could use this section of the road and would help to improve connectivity within the estate. However, it could also cause the route to be used as a shortcut.
- Option 2: remove existing bollards and turn the dead-end into a bus gate, widening the existing road and installing a barrier gate to control access.
  - This would mean that only authorised vehicles would have access between Heol Caradog and Dan y Bryn and prevent it being used as a shortcut. However, it would cause unauthorised vehicles to turn around at this location and no vehicles can pass through in the case of unexpected breakdowns.

For the routing relating to the dead-end between Heol Glyndwr and Bryn Llewellyn (dead end on the pink route), it has been proposed to install a one-way system. This aims to open access for all traffic movements within Penwallis and improve connectivity within the estate, however there are concerns it could be used as a shortcut for through traffic. Therefore, at the junction between Penwallis and Bryn Llewellyn, it is proposed to install signage indicating that there is no through route except for buses. Proposed improvements to the Heol Glyndwr and Bryn Llewellyn dead-end include:

- Remove the existing grass area and replace with a tarmac surface.
- Construct an uncontrolled pedestrian crossing.
- Apply one-way street order allowing one way traffic only (from Bryn Llewellyn to Heol Glyndwr).
- Apply double yellow line parking order prevent on street parking.
- Construct a concrete island segregating residents parking and traffic.

## 2.2 Analysis from previous round of engagement

Table 2-1 shows a summary of the conclusions from the first round of survey analysis.

**Table 2-1 - Conclusions from survey responses**

Survey section	Key themes
Bus services	<ul style="list-style-type: none"> <li>In terms of whether respondents currently use their local bus service, the majority of respondents (69%) said 'no', with 31% saying 'yes'. The most common reasons for travelling by bus are social activities (31%) and to use shops and services (28%).</li> </ul>
The proposal	<ul style="list-style-type: none"> <li>When asked whether respondents would be encouraged to use the bus service more frequently as a result of the proposal, the responses were mostly negative, with 69% responding 'no' and 20% responding 'yes' with 10% being unsure. The exact same break down of responses was noted where respondents were asked if they support this bus route proposal.</li> <li>The most reasons for 'no' and 'unsure' responses to the above questions were concerns over rat runs (22%), safety concerns (21%) and parking concerns (14%).</li> </ul>
Option ranking	<ul style="list-style-type: none"> <li>There is a clear preference between the two options at the Heol Caradog / Dan y Bryn dead end, with Option 2 (removing the existing bollard and turning it into a bus gate) being chosen as the preferred choice by 70% of respondents.</li> </ul>
Accessibility needs and further comments	<ul style="list-style-type: none"> <li>In terms of whether respondents believe the proposal would suit requirements for additional accessibility needs, 69% responded 'no', with 27% responding 'yes'. 4% of respondents were unsure.</li> <li>When asked the reasons why 'no' or 'unsure' responses were chosen, the two most common reasons were being generally against the proposals (30%) and having safety concerns as a result of the proposals (20%). Being generally against the proposals (26%) was further echoed when respondents were asked if they had any further comments on the proposals. Environmental concerns and the feeling that there is little demand for buses were the next most popular themes with 15% of the responses each.</li> </ul>

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Demographic  
information

- The most common age of respondents was 35-44 (20% of responses), and ages from under 15 to over 75 were represented. 46% of respondents were 55 or over which is representative of Fishguard where 46.6% of the population are 55 or over.
  - 50% of the respondents were female, 44% are male, with 4% preferring not to say and 2% being non-binary.
  - A third of respondents selected that they have a physical or mental illness that is expected to last for 12 months or more.
  - Of those that have a lasting physical or mental illness, 93% said this illness impacts their ability at least a little to perform day-to-day activities.
  - A quarter of respondents have a low net household income.
  - Only three responses were received on whether the proposals would impact persons trying to speak/use the Welsh language. With two saying the proposals would negatively impact the Welsh-speaking community, and one comment suggesting there would be a positive impact if the bus drivers communicate in Welsh.
-



## 3. Engagement approach

The purpose of this round of engagement was to engage further with the local community on the proposals for changes to the 410 bus service routing and opening up of one or both of the dead-ends in Penwallis. The engagement aimed to gather feedback on the proposed changes directly from users of the existing 410 service, gathering opinions on accessibility and connectivity in Penwallis.

### 3.1 Engagement 'ride along' day and survey

The 'ride along' day took place on Thursday 20<sup>th</sup> February 2025 between 09:30 – 12:30 and 13:30 – 14:20. These times were selected on advice from the Bus Passenger Lead at PCC, who determined that a Thursday was the best day of the week to undertake the engagement, with the best chance of attracting more users as the local town market takes place on a Thursday. The Local County Councillor's and Town Councillor's were advised of this further consultation.

A short paper survey was conducted, and plans were made available (in Welsh and English) asking users of the bus what their purpose of their trip was and what their opinion was on the proposed bus routes along with an opportunity for them to add any further comments. A total of 20 surveys were completed and this was also a good opportunity to talk to members of the public in general about their public transport needs and experiences.

The majority of the bus users were retired residents who use the bus on a daily basis to access shops and services and the bus driver did advise that it wasn't as busy on the day probably due to the heavy rain in the morning. Whilst PCC wanted to gain feedback from those who use the Penwallis area, most of the trips on the day were those travelling from Goodwick to Fishguard Square. The two members of PCC's Transport Strategy Team undertaking the 'ride along' noted that there is a good community spirit from the users who's daily trips are a big part of their socialising, and it was a pleasure to talk with them.

## 4. Analysis of responses

20 surveys were completed as part of the 'ride along' day engagement, this is in comparison with the 49 responses received over the four-week period of the first round of consultation, suggesting that the second round of engagement was beneficial for gathering local feedback.

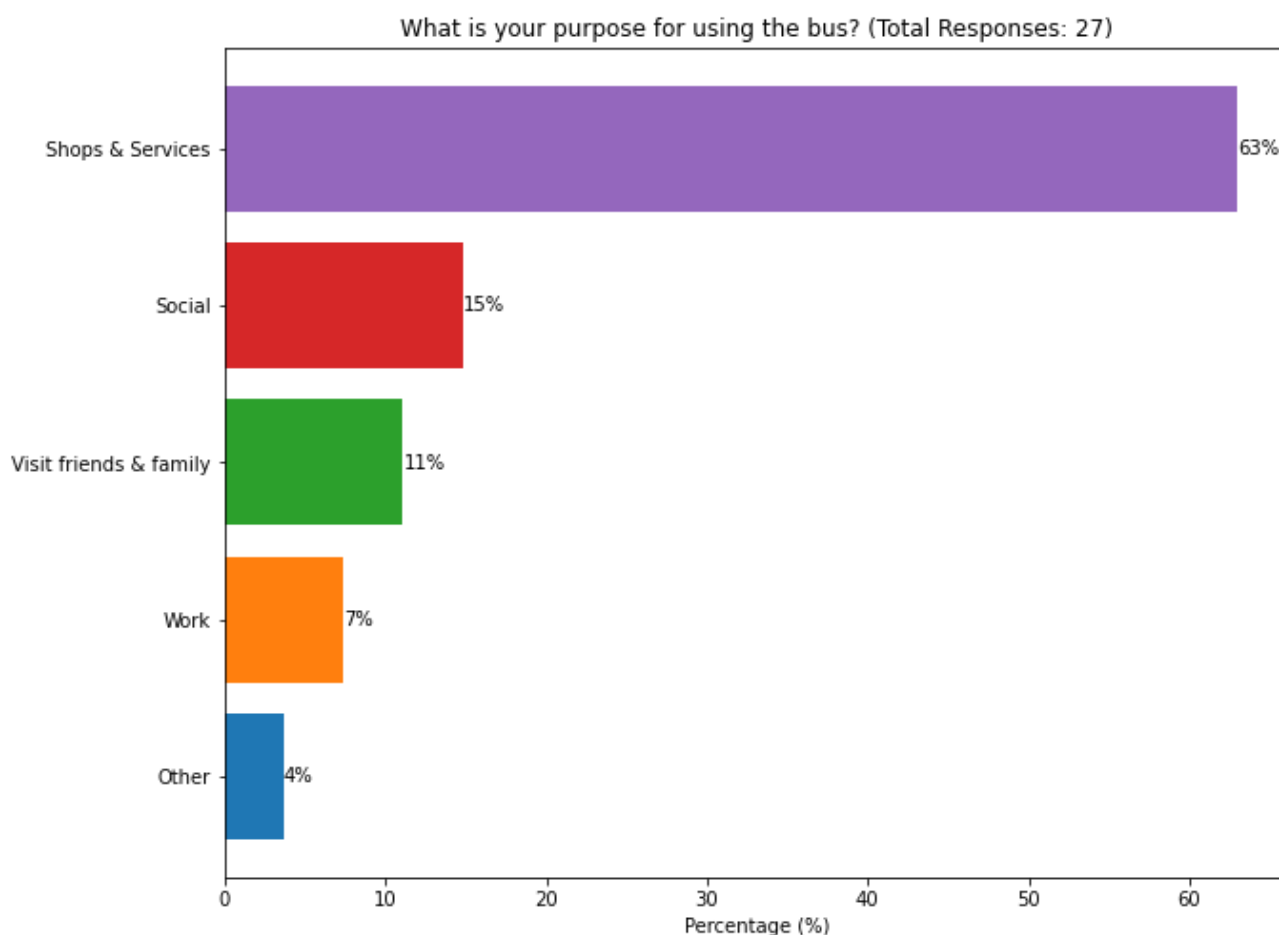
It is important to note that, although 20 individual respondents answered the survey questions, in the following section, graphs with responses over 20 are where responses to multiple questions have been combined. Additionally, percentages in graphs may not add up to 100% due to minor rounding discrepancies.

The survey did not ask around any demographic data as part of this consultation, however event attendees from PCC noted that the majority of users were retired residents.

### 4.1.1 Bus journey purposes and frequencies

Respondents were asked their purpose for using the bus and how frequently they used the 410 service, shown in Figure 4-1 and Figure 4-2 respectively.

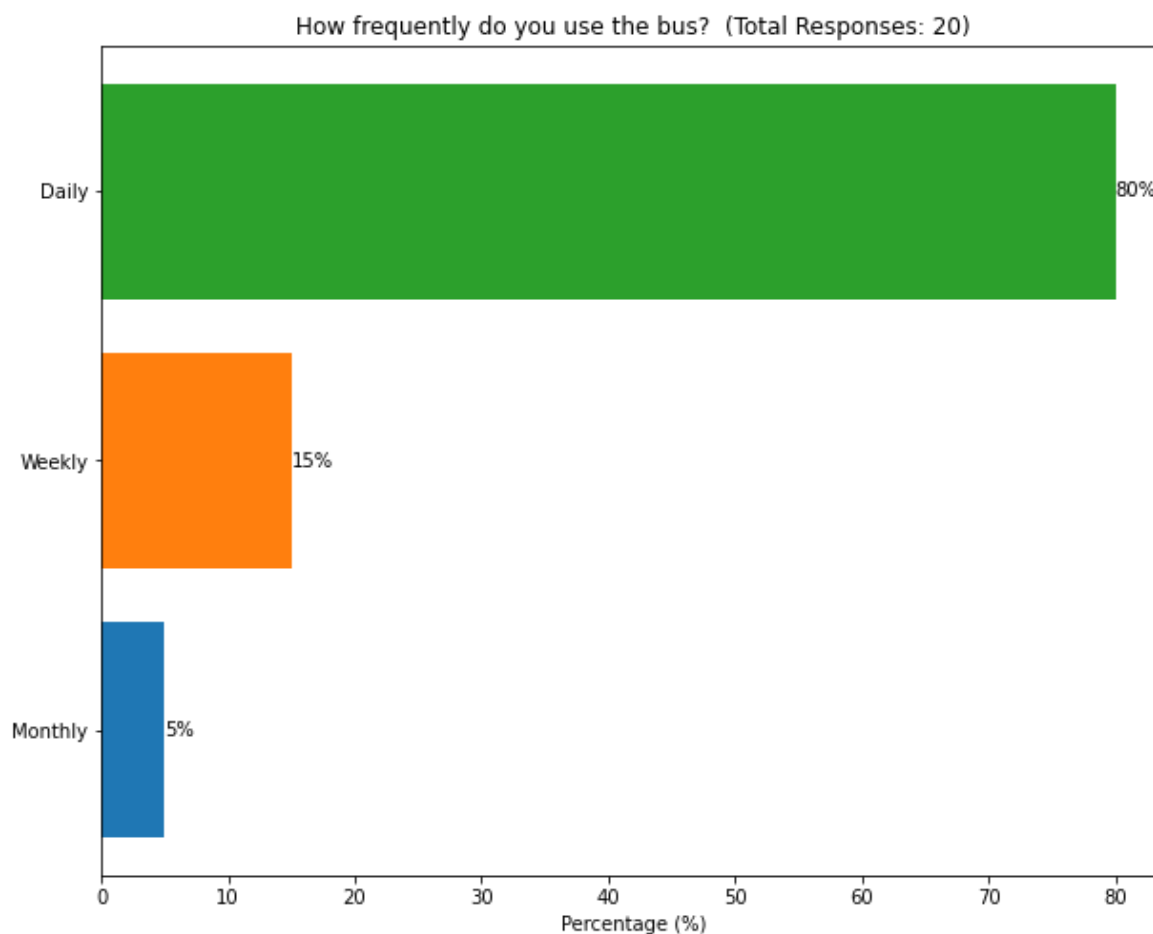
**Figure 4-1 - What is your purpose for using the bus?**



Respondents could select more than one option for their purpose, hence why the total responses are over 27. 63% of responses stated they used the service to access shops and services, being the most popular of all options by over

four times the second most popular reason. Other purposes selected were social trips (15%), visiting friends and family (11%) and work trips (7%).

**Figure 4-2 - How frequently do you use the bus?**

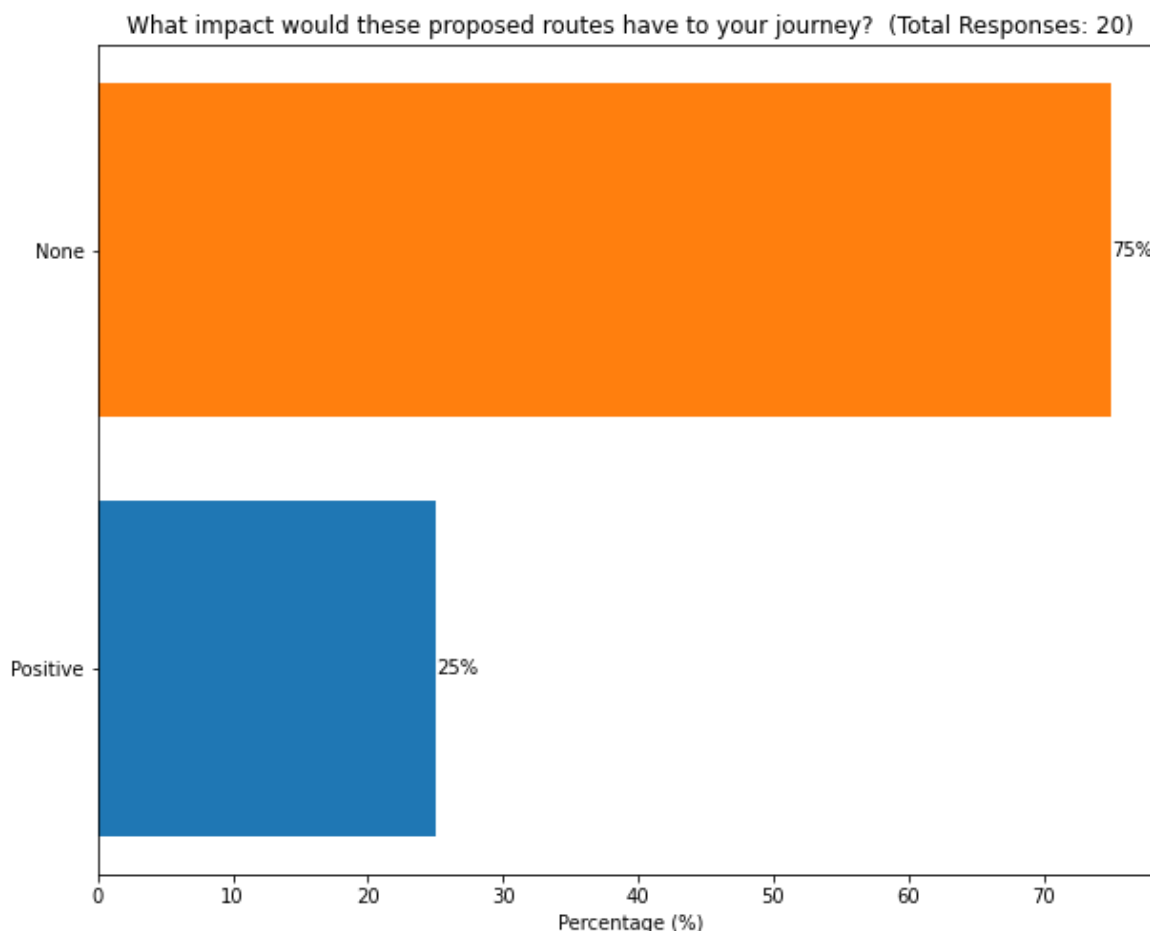


Most respondents use the bus daily (80%), with 15% using the bus weekly and 5% using the bus monthly. This shows there is demand for bus use and improved bus infrastructure from the respondents of the survey, and perhaps a reliance on the service, particularly due to the demographics of Penwallis and its larger retired community.

Figure 4-3 shows the impact respondents think the proposed bus routes would have on their bus journey. Respondents were asked to choose from the following options:

- Positive
- Negative
- None

**Figure 4-3 - What impact would these proposed routes have to your journey?**



All respondents either chose no impact (75%) or positive (25%). This shows that whilst only a quarter of respondents felt that the proposed routes would have a beneficial impact on their bus journey, no one could identify any negative impacts as a result of the changes.

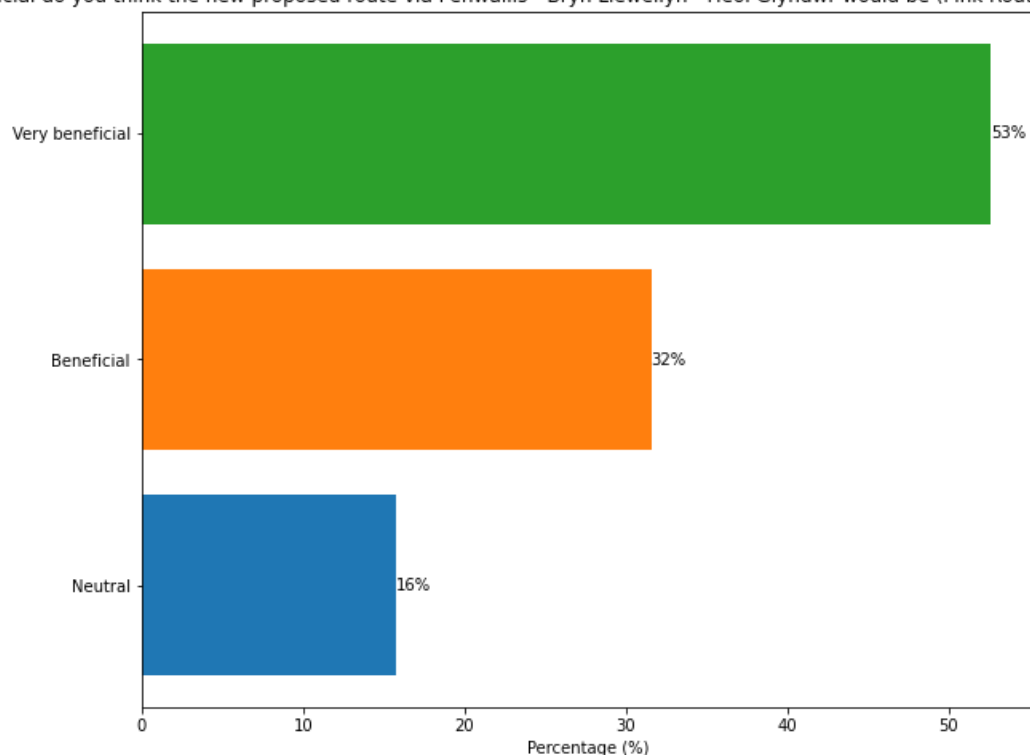
## 4.1.2 Options

Figure 4-4 and Figure 4-5 show how beneficial respondents think the new proposed route options will be. These route options are:

- Via Penwallis – Bryn Llewellyn – Heol Glyndwr (Pink route)
- Via Penwallis – Heol Caradog – Dan y Bryn (Red route)

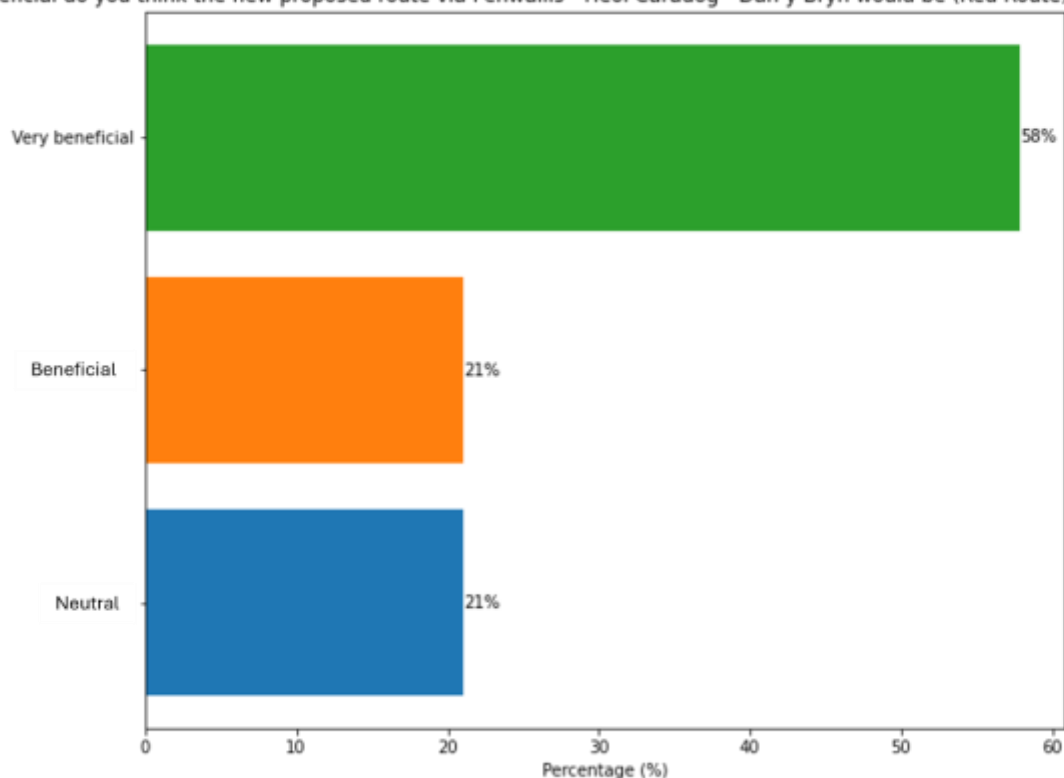
**Figure 4-4 - How beneficial do you think the new proposed route via Penwallis – Bryn Llewellyn – Heol Glyndwr would be (Pink Route)?**

How beneficial do you think the new proposed route via Penwallis - Bryn Llewellyn - Heol Glyndwr would be (Pink Route)? (Total Responses: 19)



**Figure 4-5 - How beneficial do you think the new proposed route via Penwallis – Heol Caradog – Dan y Bryn would be (Red Route)?**

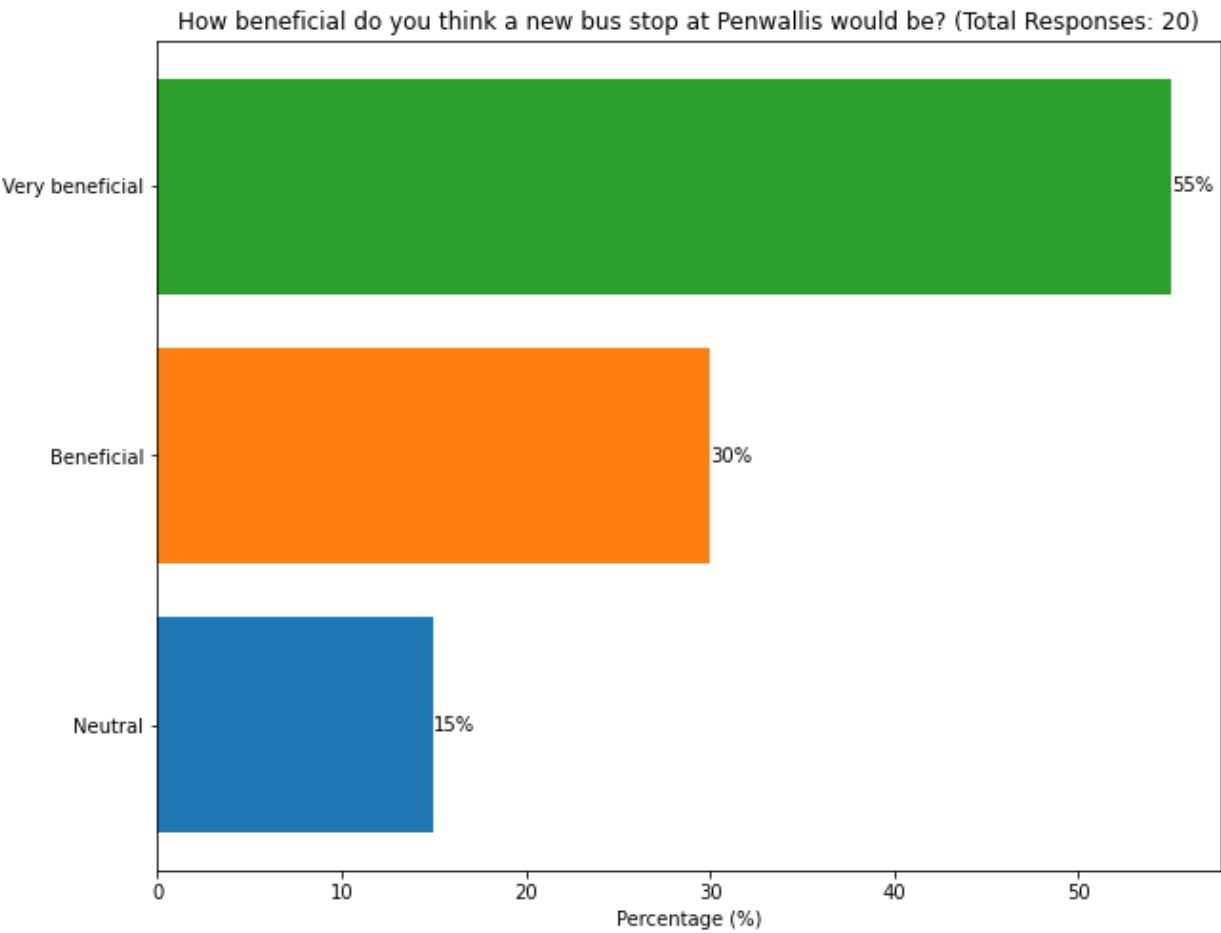
How beneficial do you think the new proposed route via Penwallis - Heol Caradog - Dan y Bryn would be (Red Route)? (Total Responses: 19)



Overall, both routes are viewed positively, with the pink route being viewed slightly more positively than the red route. 85% of respondents think that pink route will be beneficial or very beneficial, with no responses choosing not beneficial or not very beneficial at all. Similarly, 79% of respondents think that pink route will be beneficial or very beneficial, with no responses choosing not beneficial or not very beneficial at all.

Figure 4-6 shows how beneficial respondents think a new bus stop at Penwallis would be.

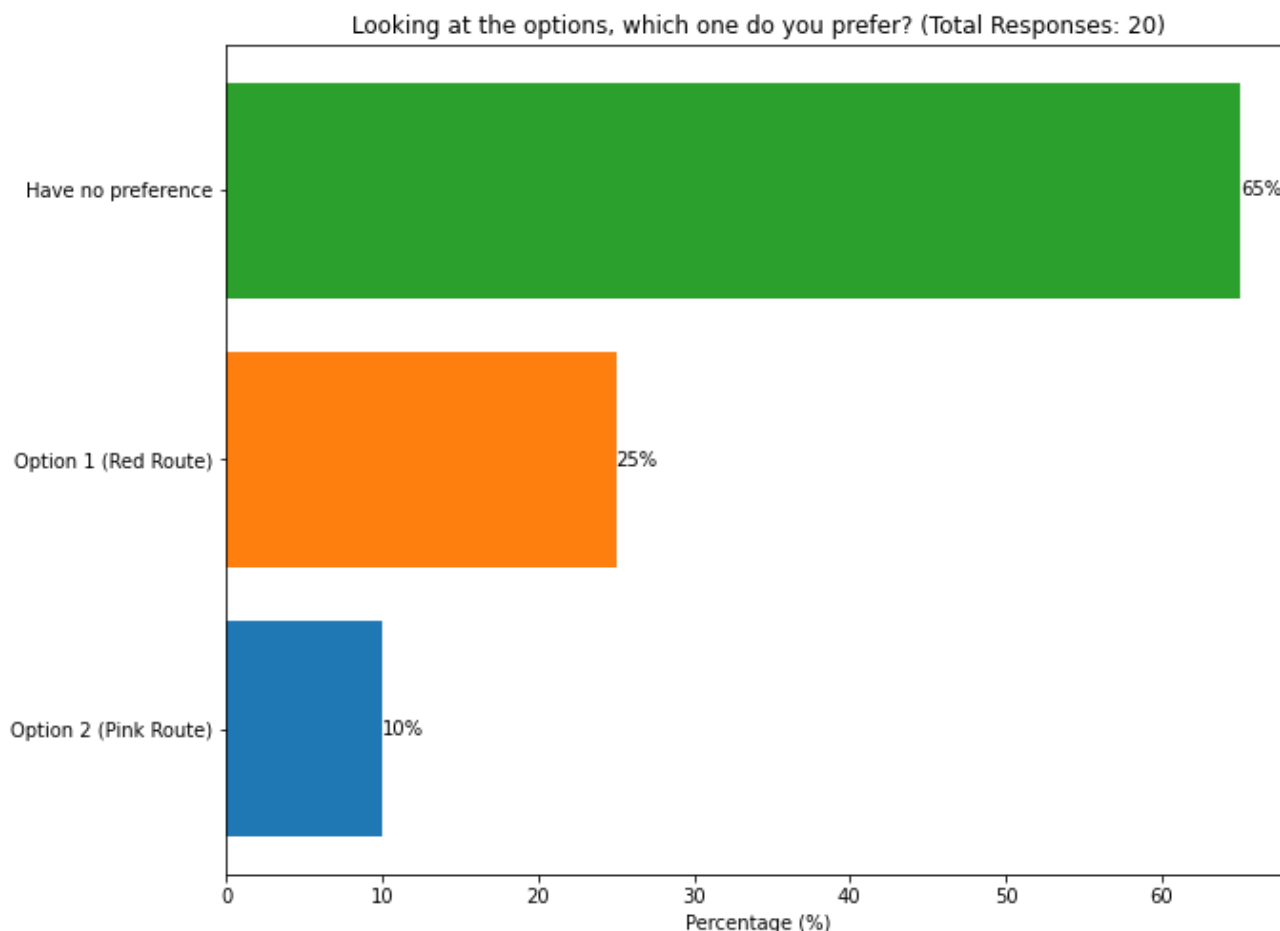
**Figure 4-6 - How beneficial do you think a new bus stop at Penwallis would be?**



Overall, the additional bus stop is viewed positively. 85% of respondents think that the bus stop will be beneficial or very beneficial, with no responses choosing not beneficial or not very beneficial at all.

Figure 4-7 shows which option (of the red and pink routes) respondents prefer.

**Figure 4-7 - Looking at the options, which one do you prefer?**



The majority of respondents have no preference (65%) which correlates with previous questions highlighting that both options are seen equally positively. In terms of this question, 25% of respondents chose the red route with 10% choosing the pink route, showing there is a slight preference for the red route, but which goes against the overall very beneficial / beneficial responses in Figure 4-4 and Figure 4-5.

### 4.1.3 Further comments

Respondents were also asked for any further comments on the proposals. The feedback received on the day from PCC Team members was very positive regarding the extension of the bus route even from those who do not use the Penwallis area. One user said that the proposal would be an improvement to their daily commute as the route would pass their house and they would use the proposed bus stop on Penwallis, whilst another user has family in this area so would use the new route. Jill, the bus driver, was very highly praised.

The key comments collected from the 'ride along' are summarised below:

- The 13:00 service was removed after the COVID-19 pandemic, leaving a two-hour gap in the service's timetable. This was mentioned by many users who felt it should operate during this time.
- There is a need for a bus route that runs at later times from Goodwick to Stop and Call as the hill is too steep to walk up, especially for those with accessibility issues.
- At times, parked vehicles cause an obstruction at Goodwick Harbour Village, causing buses to struggle to manoeuvre past.

- Any improvements to the route are seen as a benefit as it provides more opportunity for people to access public transport. The service is much needed and well used.
- The bus times are not in line with connections to Haverfordwest bus (T5) or the Cardigan bus (460). There is a desire for the early T5 Haverfordwest route to return.
- There is no bus route in Parc y Cefn.
- There are not enough buses in Heol Glyndwr.

Some suggestions were made regarding the options and whether the two options could run at alternate times so both dead-ends would be opened and utilised, and if the route could be trialled for six months to see if it would be viable. The operator of the service (Richards Bros) has responded to these suggestions, noting that the use of both options simultaneously would not be a viable option due to the increase cost of doing so and the limited benefit as a result, and a six-month trial would not be possible due to the infrastructure work required to open up the road and install a barrier.



## 5. Conclusions from analysis

Table 5-1 shows a summary of the conclusions from the survey analysis which will be used to inform the next steps of the proposals.

**Table 5-1 – Conclusions from survey responses**

Survey section	Key themes
Bus journey purposes and frequency	<ul style="list-style-type: none"> <li>63% of responses (Figure 4-1) chose accessing shops and services, the most popular of all options (for purposes for using the bus) by over four times the next. Social trips (15%), visiting friends and family (11%) and work trips (7%) were also chosen.</li> <li>Most respondents use the bus daily (80%) (Figure 4-2), with 15% using the bus weekly and 5% using the bus monthly. This shows there is demand for bus use and improved bus infrastructure from the respondents of the survey.</li> <li>All respondents either chose none (75%) or positive (25%) for the impact the proposed bus routes would have on their journeys (Figure 4-3). This shows there is belief that the proposed routes will have a beneficial impact to bus journeys to residents.</li> </ul>
Options	<ul style="list-style-type: none"> <li>Overall, both routes are viewed positively (Figure 4-4 and Figure 4-5). 85% of respondents think that pink route will be beneficial or very beneficial, with no responses choosing not beneficial or not very beneficial at all. Similarly, 79% of respondents think that pink route will be beneficial or very beneficial, with no responses choosing not beneficial or not very beneficial at all.</li> <li>85% of respondents (Figure 4-6) think that the bus stop will be beneficial or very beneficial, with no responses choosing not beneficial or not very beneficial at all.</li> <li>The majority of respondents have no preference over the two routes (65%) which correlates with previous questions highlighting that both options are seen equally positively (Figure 4-7). In terms of this question, 25% of respondents chose the red route with 10% choosing the pink route, showing there is a slight preference for the red route.</li> </ul>
Further comments	<ul style="list-style-type: none"> <li>Respondents were also asked for any further comments on the proposals. The main points raised are summarised below: <ul style="list-style-type: none"> <li>The 13:00 service was removed after the COVID-19 pandemic, leaving a two-hour gap in the service's timeable. This was mentioned by many users who felt it should operate during this time.</li> <li>There is a need for a bus route that runs at later times from Goodwick to Stop and Call as the hill is too steep to walk up, especially for those with accessibility issues.</li> <li>At times, parked vehicles cause an obstruction at Goodwick Harbour Village, causing buses to struggle to manoeuvre past.</li> <li>Any improvements to the route are seen as a benefit as it provides more opportunity for people to access public transport. The service is much needed and well used.</li> <li>The bus times are not in line with connections to Haverfordwest bus (T5) or the Cardigan bus (460). There is a desire for the early T5 Haverfordwest route to return.</li> <li>There is no bus route in Parc y Cefn.</li> <li>There are not enough buses in Heol Glyndwr.</li> </ul> </li> </ul>

## 6. Next steps

The purpose of this round of engagement was to formally engage with the local community on the proposed routes for active travel improvements, as part of the wider engagement for active travel improvements across Pembrokeshire. The feedback received from this engagement will be considered and reviewed alongside feedback received from the online consultation held in November 2024. Issues raised from both rounds of engagement will be noted and discussed to determine any solutions. A final preferred option(s) will be identified if the overall results of both surveys show in favour of the scheme and following possible further consultation with the community, before any bidding for funding commences.



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