TRAFNIDIAETH CYMRU
TRANSPORT FOR WALES

Fflecsi update

Mae Trafnidiaeth Cymru yn eiddo i **Lywodraeth Cymru**
Transport for Wales is owned by the **Welsh Government**

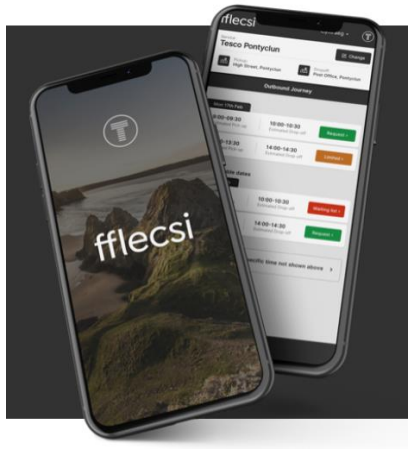
July 2020

What is Integrated Responsive Transport (IRT)?

Gives everyone in Wales access to effective public transport and is branded as ‘fflecsi’

A replacement for subsidised bus services with high quality, responsive services which operate where and when needed

A highly flexible demand responsive transport service



Will be a semi-scheduled transport service, mainly pre-booked in advance, but with flexibility to book up to 30 minutes before arrival

What is TfW’s role?

TfW is leading on concept development and developing a set of tools that will be made available to local authorities in the provision of these services

We are providing funding (including for vehicles) and piloting concepts across 3 local authorities to test and develop service concepts

- Pembrokeshire – St David’s Peninsula
- Conwy Valley – Llanrwst
- Blaenau Gwent – Ebbw Vale

What is happening with the three IRT pilots?

Each pilot will test as many aspects of the overall concept as possible and will also focus on particular areas:

St David's Peninsula

- A contract has been awarded following tender to Pembrokeshire Voluntary Trust – a Community Transport (CT) operator
- The operator has been providing a schools service morning and afternoon and will start to provide demand responsive services in September 2020

Llanrwst

- This pilot will test community response to replacing a number of scheduled bus services with an IRT service
- Currently out to tender to procure an operator
- Significant community and stakeholder engagement has taken place with the service expected to go live in October 2020

Blaenau Gwent

- Service specification underway, expected to provide a service that compliments existing bus service provision, operational October 2020

Fflecsi Demand Responsive Transport (DRT) Overview

In response to the COVID 19 pandemic on 18 May 2020, we launched a trial of a new DRT public transport service, fflecsi. This is a collaborative scheme between TfW,, local authorities, ViaVan and local transport operators, replacing several scheduled local bus services with more flexible services that can pick up and drop off in a service area by request rather than at fixed bus stops.

Partners set up the service from an idea to a live service in 3 weeks, including a bilingual website, bilingual app, marketing and customer service team and bilingual contact centre. The website, marketing, customer service team and contact centre were procured and developed from scratch, and the app was rebranded and tailored.

Customers can book their journey via the fflecsi app or by calling our contact centre.

fflecsi is a ðifferent way to travel by bus anð an exciting new pilot service from Transport for Wales in partnership with your local bus operators

1

Downloað our app or call us

Set up your account and choose your pick-up and drop-off points or call us on 0300 234 0300

2

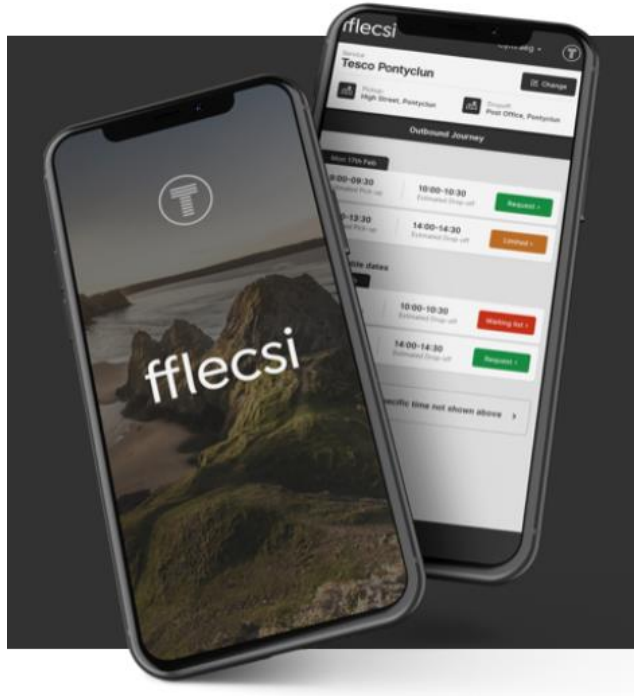
Book Your trip

Choose your pick-up and drop-off points. You'll receive confirmation and live updates of your bus

3

Travel

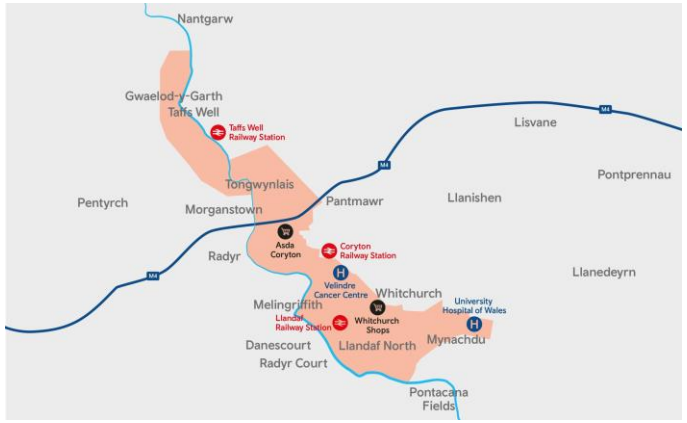
Head to your pick-up point in plenty of time and be ready to start your journey

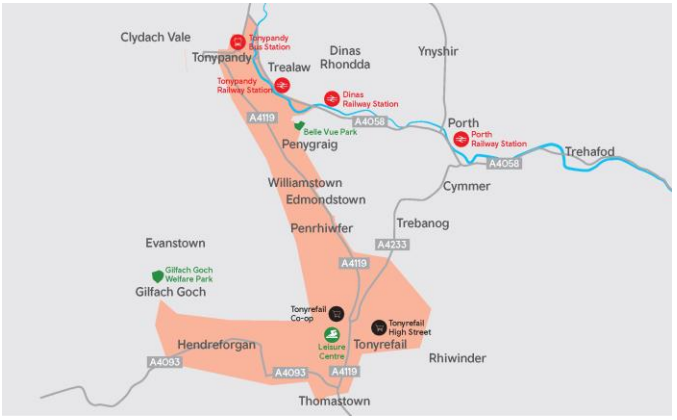


Where is Fflecsi DRT?

- The Newport service operates between 07:30 and 18:30 Monday – Saturday, within an area designed for essential journeys and including key destinations such as hospitals and supermarkets.

- A second trial started on Monday 29th June in North Cardiff with Adventure Travel and a third in Rhondda with Stagecoach on 20th July.

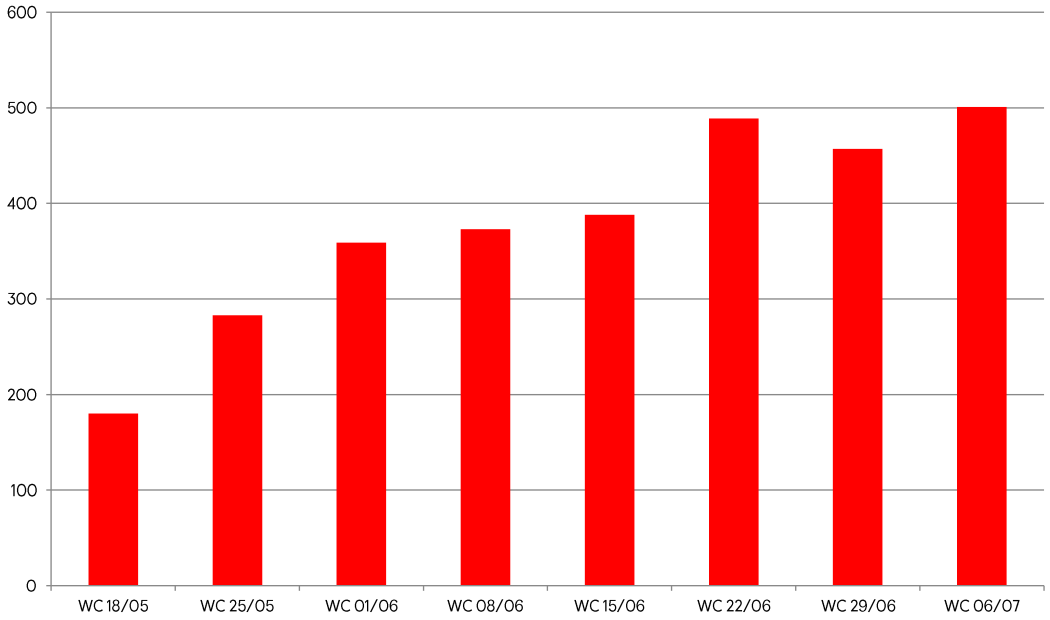




Fflecsi DRT passenger growth

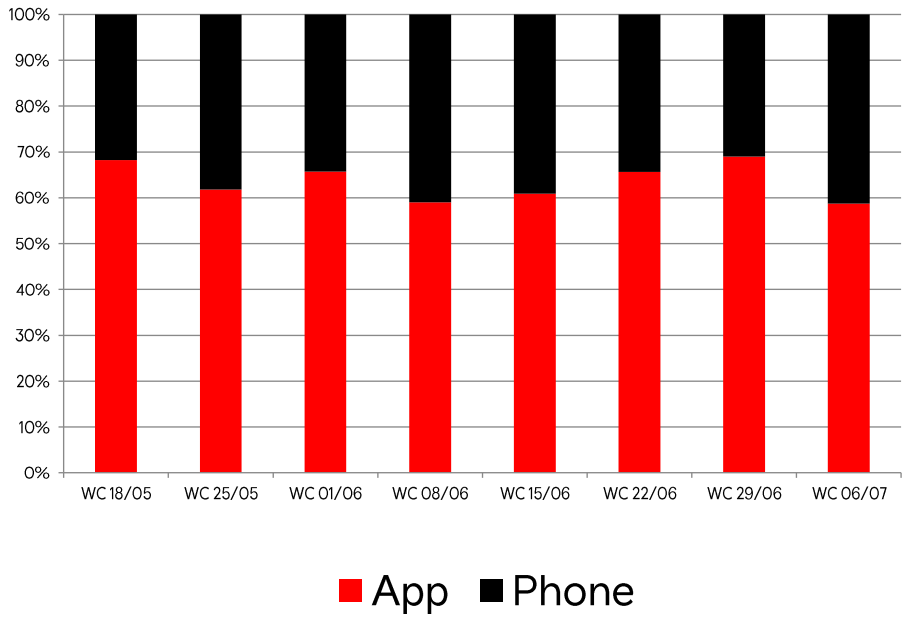
Fflecsi usage has grown rapidly since its launch

Completed rides across Wales



The majority of users book the service using the rider app

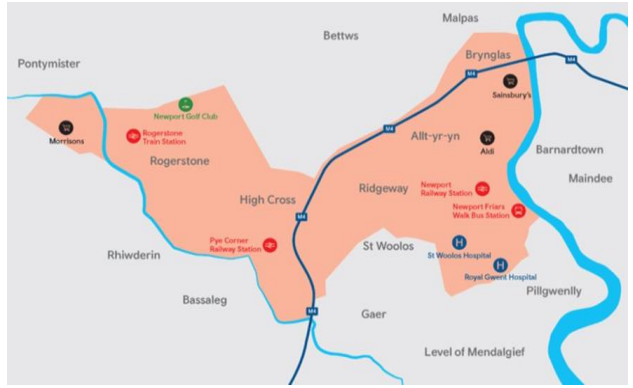
Request split across Wales



Fflecsi is growing rapidly

- The next services are expected to go live within three weeks, and by the end of 2020, we believe we could have fflecsi rolled out across Wales

- Plans for further fflecsi services are well advanced across Wales, including: Wrexham, Rhyl, Ynys Mon, Barry, Denbigh, Prestatyn, Colwyn Bay, Holywell, Pontypool



fflecsi Customer Experience

We are able to measure customer experience across this service. If the customer books via the app, at the end of their journey they are asked to rate the experience on a scale of 1-5. In addition they can drill down into specifics and leave comments relating to their experience.

Key highlights

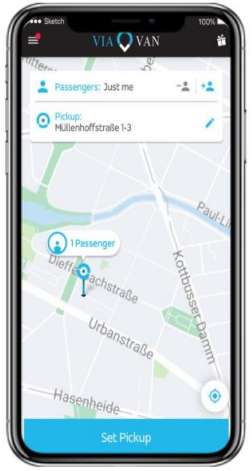
- To date, the average end of ride rating was 4.8 based on (feedback from 154 rides)
- 87.7% of bookings have resulted in a 5* star rating
- We will start to contact customers that did not leave us a 5* rating to apologise we hadn't met their expectations and understand more what we can do differently

Customer feedback

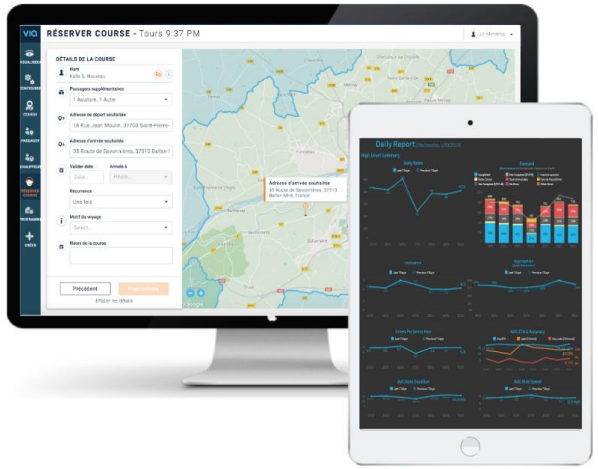
- Prompt pick-up and a quick journey, thanks to use of the A4042. The 'fflecsibility' of this system in giving drivers the optimum route is wonderful.
- Another great journey. I love this service!
- This tracking of the bus prior to pick-up is brilliant!
- An excellent driver who used his local knowledge to take the quickest route from A to B
- Word of this excellent service seems to be spreading. There were two other passengers in the bus for my journey home. One had used the Call Centre to book; the other used the App. Keep up the good work!
- Fabulous to (at last!) have a bus service which drops me off at the Railway Station. :-) #IntegratedTransport
- Fflecsi is fantastic! No longer do I face a "hike" between the Railway Station and Friars Walk bus station. The service got me home *far* quicker than my normal method of travel. Will definitely use again!"
- Great communication regarding pick up time
- Another great ride!
- A 29 minute wait this time. There definitely needs to be more than one bus allocated to this service at certain times.

fflecsi

Passenger app

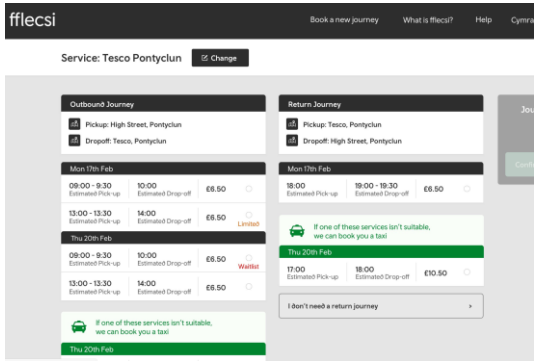


Administrator tools



Driver app

Fflecsi journey planner



Bus/Rail planner/real-time info

traveline.cymru

Ticketing/fares engine

Service: Tesco Pontyclun

Change

Outbound Journey

Pickup: High Street, Pontyclun

Dropoff: Tesco, Pontyclun

Mon 17th Feb

09:00 - 9:30 Estimated Pick-up	10:00 Estimated Drop-off	£6.50	
13:00 - 13:30 Estimated Pick-up	14:00 Estimated Drop-off	£6.50	Limited

Thu 20th Feb

09:00 - 9:30 Estimated Pick-up	10:00 Estimated Drop-off	£6.50	Waitlist
13:00 - 13:30 Estimated Pick-up	14:00 Estimated Drop-off	£6.50	

If one of these services isn't suitable, we can book you a taxi

Thu 20th Feb

08:00 Estimated Pick-up	08:30 Estimated Drop-off	£10.50	

Return Journey

Pickup: Tesco, Pontyclun

Dropoff: High Street, Pontyclun

Mon 17th Feb

18:00 Estimated Pick-up	19:00 - 19:30 Estimated Drop-off	£6.50	

If one of these services isn't suitable, we can book you a taxi

Thu 20th Feb

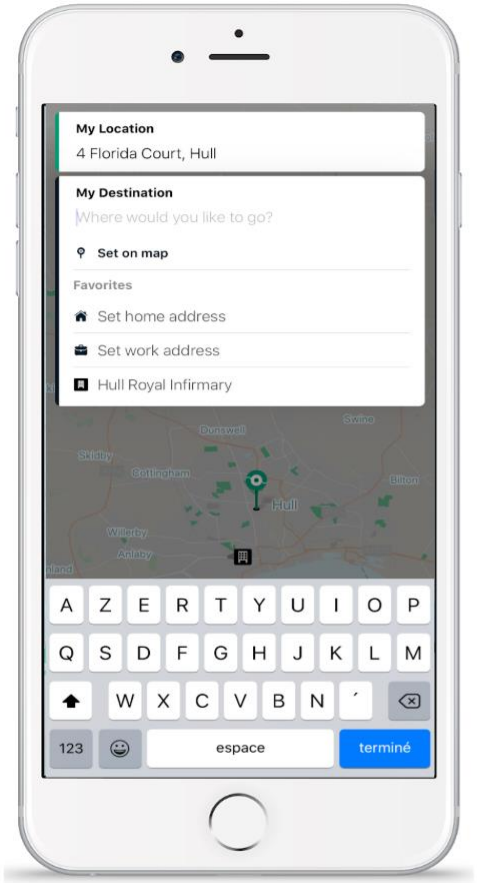
17:00 Estimated Pick-up	18:00 Estimated Drop-off	£10.50	

I don't need a return journey >

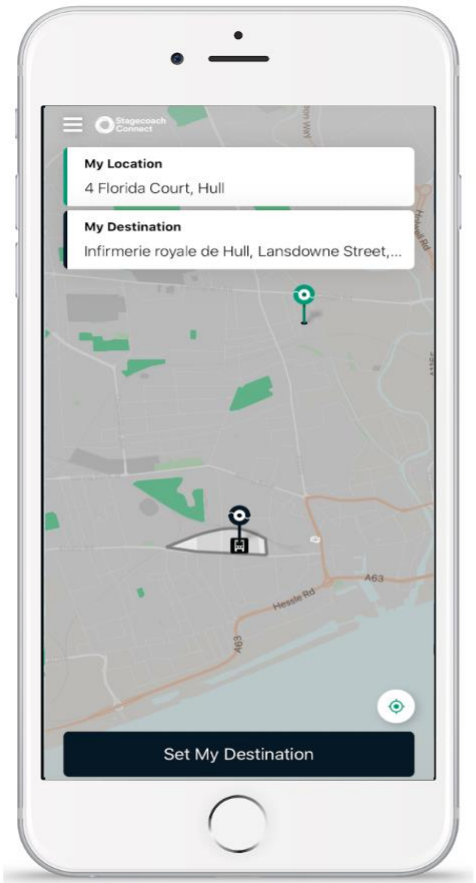
Journey Summary

Confirm request to book ›

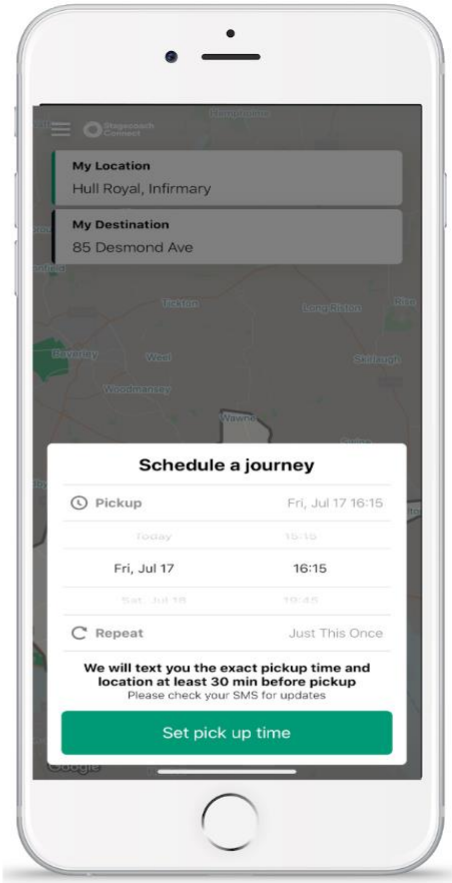
fflecsi



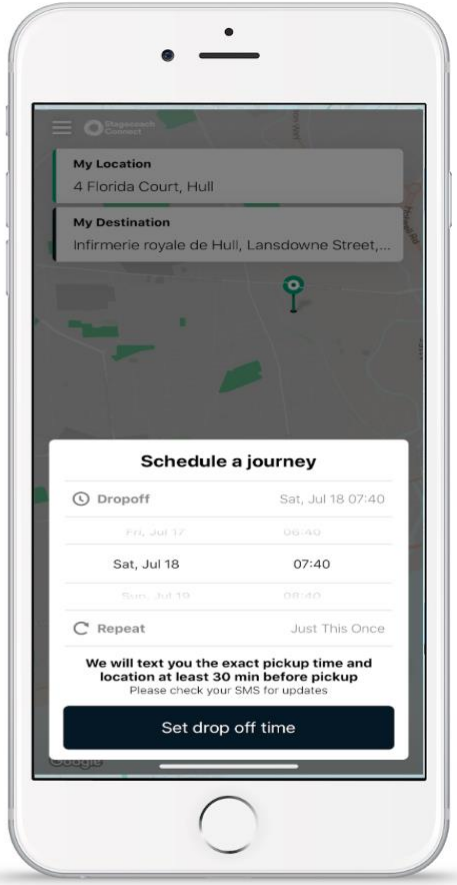
Select origin



Destination constrained



Select pick up time from allowed buckets



Select drop off time from allowed buckets

fflecsi
un siwrnai | single
ychwelyd | return
Gwaelod - y - Garth
Yr Eglwys Newydd | Whitchurch
Tongwynlais
Coryton
Ystum Taf | Llandaff North
UHW
Archebwch eich taith
Book your trip
Taliad ar y bwrdd
Pay on board
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