

Mike Hedges AM
National Assembly for Wales
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Our Ref: NW/arw MH/AM
16th June 2017

Dear Mr. Hedges,

Re: Petition P-05-737 Save our Bus

I refer to your letter of 5th June 2017 in which you refer to Bus Users Cymru and a customer survey undertaken by Stagecoach post the change of bus Service 150 of October 2016.

As you know the nature of the petition is with regard to curtailment of the 150 bus service in the Rhondda so that it ceased to serve Pontypridd, terminating at Porth instead. There are already 11 buses per hour between Porth and Pontypridd with excellent connectivity from the Service 150 onto other Services in Porth for Pontypridd.

The South Wales Metro project at its heart will feature connectivity from one mode to another providing connectivity across South East Wales. The change for Service 150 is no different in this regard than to the Metro connectivity principles.

The purpose of the customer survey post the change to service is to determine the customer reaction to the change, if it is in line with expectations from analysing usage data prior to the change and to assess customer experience in general.

When asked for what purpose is the customer using the bus, 27 out of 210 responses replied that they wanted the link to Pontypridd reinstating.

64% of respondents were accepting of the frequency change.

65% of respondents either were accepting of the onward connection arrangement or it did not concern them as Pontypridd is not their destination.

The survey results reflect the customer demand for Pontypridd prior to the changes in October 2016.

It is therefore the case that the original reasons for change remain valid;

- Bus Service 150 provides a direct contribution and is not profit making.
- Declining revenues place the Service 150 at risk.
- The level of patronage for Pontypridd is disproportionate to the level of resource required to serve Pontypridd.
- The focus of our alteration is to achieve a sustainable service between Gilfach Goch and Porth with excellent onward connections by bus and train.

I hope the foregone is of assistance.

Yours sincerely

Nigel Winter
Managing Director