

# Greenlinks Demand Responsive Transport Service

Report Overview

Vale of Glamorgan – December 2024

# Overview of the service

- **Greenlinks:** A Demand Responsive Transport Service (DRT) in operation for 13 years.
- **Purpose:** Provides transport to individuals with limited access to public or private transport, focusing on those with physical or mental disabilities.
- **Operational Hours:** 9:00 AM – 4:00 PM, Monday to Friday (extended availability for groups in evenings and weekends).

# Overview of the service

- **Vehicle Fleet:** 7 vehicles (2 x 12-seaters, 2 x 9-seaters, 2 x caddies, and 1 additional caddy for Dinas Powys Voluntary Concern).
- **Drivers:** 1 paid driver, 12 volunteers (1-2 days/week), and 2 office staff.
- **Booking Process:** Transport requests made by midday the working day before travel.
- **Previous Section 22 Services:** G1 and G4 services were suspended post-COVID due to driver shortages.
  
- **Members:** 2073 individual members and 133 groups.
- **New Memberships:** 181 new members since March 2023.
- **Passenger Journeys (2023/24):** 4,870 journeys facilitated.
- **Forecast:** 5,000 journeys in 2024/25, showing an upward trend but below pre-pandemic levels.

## April to September 2024

- **Requests (Apr-Sept 2024):** 1,400 requests, with 1,156 successfully accommodated.
- **Unaccommodated Requests:** 244 (due to lack of available drivers or unavailability in areas).
- **Group Bookings:** 19 groups accommodated (e.g., Age Cmyru, Barry Women's Institute, Llantwit Major & Cowbridge Lions).

# Funding

## Total Costs & Funding Sources

- **Total Costs (Apr-Sept 2024):** £71,868
- Staff: £51,915
- Vehicles: £16,565
- Promotion: £587
- Drivers: £2,425
- Office Purchases: £376
  
- **Funding Sources:**
- Membership Fees: £1,262
- Fares: £3,730
- Bus Service Support Grant: £10,383
- S106 Funding: £56,493

## Forecasted & Future Funding Sources

### Forecasted Need

- An additional £60,000 from Section 106 funding for the second half of 2024/25.

### Future Funding

- Exploring continued Section 106, Shared Prosperity, and Bus Network Grant for 2025/26.

# Transport Officer Recruitment and Promotion

## Transport Officer Recruitment Challenge:

- **Transport Officer Vacancy:** Post vacant since September 2021, filled in May 2024 after a long vacancy period.
- **Impact:** Limited service promotion and driver recruitment during the vacancy.
- **Current Status:** Progressive service management since May 2024.

## Promotion of Service:

- **Channels Used:** Social media, community hubs, libraries, and dementia-friendly initiatives.
- **Events:** Promotion at Dementia Friendly events, Green Libraries Week, Vale 50+ Forum, and more.
- **Upcoming Events:** CT24, Community Transport and Bus Reform, Big Volunteering Fayre.

# Driver recruitment and Payment Process

## Recruitment of Volunteer Drivers:

- **Driver Recruitment:** 6 to 12 drivers in the last 6 months.
- **Ongoing Recruitment:** Continual process to sustain and expand the service

## Payment Process Update

- **Post-COVID:** Shift to payment on receipt of invoice, resumed in March 2024.
- **Challenges:** Delayed invoices leading to some customer confusion; payment plans offered.
- **New Payment Methods:** Cash reintroduced; investigations into card payments on vehicles.

# Fleet and Membership Survey

## Fleet Update

- **Project Zero Commitment:** Donation of 2 electric vehicles by Cardiff Capital Region.
- **Fleet Modernization:** Electric vehicles to replace two diesel-powered ones in 2025.

## Membership Survey (January 2025)

- **Purpose:** Gather feedback on service improvements, including reintroduction of Section 22 services.
- **Survey Distribution:** Paper and online forms to all existing members.



# G1 Service Reintroduction & Next Steps for the Greenlinks Service

## G1 Service Reintroduction

- **Service Plan:** G1 service to restart on a part-time basis (2 days/week).
- **Concessionary Bus Passes:** Accepted under Section 22 permits.
- **Volunteer Drivers:** Increased volunteer recruitment needed to ensure sustainability.

## Conclusion & Next Steps

- **Service Growth:** Focus on increasing driver recruitment and promoting the service.
- **Feedback and Adaptation:** Use survey data to guide future service offerings.
- **Funding Strategy:** Explore diverse funding options to ensure service sustainability.

**Thank you**

**Any questions**