



fflecsi

To enable more people to use public transport again, Transport for Wales is working in partnership with local bus operators to provide on demand services across Wales.

Well-being goals



The COVID-19 pandemic significantly impacted public transport and how we all travelled. While the public was discouraged against using public transport to stop the spread of the virus, many key workers relied on it to get to work, while others need to use public transport for essential shopping.

Working in partnership with local councils and bus operators, Transport for Wales has launched a pilot project that will allow people to request a bus to pick them up near home, work or shops for essential travel.

fflecsi is a bus service with no fixed start and end destination, which can adjust its route to pick up and drop off passengers anywhere within that fflecsi zone. It allows people to request a demand-responsive bus to pick them up near home, work or shops for essential travel, rather than following a set timetable at fixed bus stops.

Ways of working



Powered by technology from ViaVan, fflecsi was first launched by TfW and Newport Bus in May, replacing a number of scheduled local bus services in Newport and receiving positive feedback.

It has since been launched in Newport, Cardiff, Rhondda Cynon Taf, Denbighshire, Pembrokeshire and Conwy Valley.

Rather than passengers waiting at a bus stop for a bus to turn up, they can book a journey in advance using a new app, the fflecsi website or by calling 0300 234 0300. Passengers are given a pick-up point near their location and an arrival time for the bus.

The managed booking system means that fflecsi bus passengers are guaranteed a seat, which helps with physical distancing measures. The safety of customers and colleagues is a priority for TfW and this new service ensures safety on public transport.

To find out more, including details of the services and how to book, please visit: www.fflecsi.wales.

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“fflecsi is a way of setting up our transport system differently, giving passengers more control over how they get around. The initial signs are that these kind of services are popular. We’ll continue to learn from experiences in other parts of Wales to create efficient, convenient options as part of an integrated public transport system.”

Lee Waters

Deputy Minister for Climate Change