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South West Wales Updated Base Network

Post-Engagement Updates to the Base Network

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About this document

This summary document has been prepared to outline the updates that have been made to the South West Wales Base Network following a public engagement that was undertaken in summer 2025. The engagement closed on the 23 September 2025.

More information about the findings can be found at: [South West Wales bus network survey findings](#).

What we have done since the engagement

Since the public engagement, Transport for Wales has collaborated with local authorities in South West Wales to review the feedback submitted through the process and identify opportunities to make revisions to the Base Network.

The proposals for the Updated Base Network have also been formally endorsed by local authorities in the region. This document sets out how we have taken on board the feedback we received during the engagement, and the changes which have made to the Base Network.

Overview

- We developed a Proposed Base Network for bus routes and frequencies in South West Wales.
- In summer 2025, we asked the public for their feedback on the Proposed Base Network.
- We have reviewed this feedback and published a [report to share the findings](#).
- We have taken the feedback on board and made some updates to the Base Network.
- Local authorities have supported the Updated Base Network.
- This report outlines how we have responded to the feedback. It also sets out the Updated Base Network.

Summary of how we have responded to feedback

This document describes the changes we have made following the public engagement. There was a notable amount of feedback shared with us about improving frequencies, and adding more morning, evening and Sunday services into the Base Network.

We agree that these changes are important. However, we have limited resources and unfortunately cannot make any further increases to frequency and operating hours in the Base Position. Over time, we will continue to develop and enhance this network if resources become available. Where we have made changes, these typically involve the routing of services. For example, we have made a service more direct, merged two routes into a through service and extended some routes.

Common themes of feedback

In our [findings report](#) we highlighted the common themes of feedback that we received during the engagement. Our responses to the key themes are outlined below.

- **Frequency:** improved frequency of bus services to get where they want to go and attract more passengers to use bus services.
- **Hours of operation:** more services running early in the morning and later in the evening.
- **Sunday services:** more services running on Sundays, with particularly limited provision of public transport options on Sundays in South West Wales.

We understand the importance of introducing frequent services. We also understand that introducing more services on weekends, evenings and mornings will help provide choice for people.

Our challenge is that improving frequency and extending operating hours requires more funding, more drivers and more buses. We are planning the Base Network to be deliverable with the same resources as previously.

This means that if we want to make an improvement that requires more resource (for example improving frequency or operating hours), we'll have to use less resource somewhere else in the network. We'll take into account this feedback for future development.

In the Base Network some services do see an increase in frequency. We have achieved this by re-allocating resources. This means other services see a slight reduction in frequency.

- **Service performance:** Service cancellations caused by vehicle breakdowns and poor punctuality were raised as issues.

We acknowledge this feedback and will work with local authorities and bus operators to support the performance of bus services in the future. We'll improve the provision of customer information so that customers are made aware of service issues early.

- Train and bus integration: bus and train timetables to be better coordinated with each other, and where possible, bus services to better connect with railway stations.

We value the feedback on creating an integrated transport network. We also acknowledge the feedback that 60.0% of respondents would be willing to interchange between buses or trains if it meant they can get to their destination sooner. The Base Network includes opportunities for people to travel between bus and rail services. We have taken onboard feedback to connect more services into Port Talbot parkway railway station, and have routed the u84 Port Talbot – Baglan service there. The engagement on the Proposed Base Network did not involve draft timetables. In the next phase of development, we will develop detailed timetables and consider connections between services as part of this.

- fflecsi: There is a large fflecsi operation in Pembrokeshire. Respondents from Pembrokeshire typically commented on the operation of these fflecsi services, sharing concerns that the process of booking fflecsi results in poor utilisation of the services. Other areas of South West Wales enquired about whether there is a role for demand responsive transport in the Base Network.
- Social Isolation and rural connectivity, for example “Provide a better and more frequent service in rural areas!”

We understand the importance of bus services in connecting people to services and social activities. We also understand the need to address rural connectivity and the challenges that rural communities face in reaching key services. The Base Network in Pembrokeshire has maintained the 5 fflecsi zones which support rural coverage. We will continue to work with local authorities to better connect rural communities and deliver service improvements as more resource becomes available in the future.

Routes most frequently commented on

The public engagement covered 180 bus services, including 46 proposed service changes. Respondents could give feedback on routes that had and did not have a proposed change. The routes that received the most feedback are outlined below, with our responses. We have reviewed the feedback that has been shared across the whole South West network. The majority of bus services had fewer than 10 comments.

In the following section a summary of all the updates we have made to the Base Network is provided.

g11 Swansea – Carmarthen (28 responses)

The g11 received the most feedback in the public engagement. The g11 is based on the current X11 and 111 bus services. Our proposals mean that the g11 service will travel directly from Fforestfach Tesco to Loughor Bridge, then via Bynea and Llwynhendy to Llanelli. This change will mean people can have faster journeys from Llwynhendy and Bynea to Swansea than the current 111. Approximately these journeys will be 19 minutes faster as it now goes via the main road between Loughor Bridge and Fforestfach Tesco. This does not affect the journey time between Llanelli Town Centre and Swansea. While the g11 service will no longer serves Garden

Village and Loughor, the a11 (Swansea to Loughor/Llanelli) provides a regular 30 minute service for these communities. The Maes-y-Coed bus stop will not be served by the g11 or a11, meaning this stop will have a 2 hourly service on the a17 rather than hourly.

The views on the proposed change were mixed, 50% respondents who commented on this route said that it won't make any, or much difference. Typically, comments referred to a preference for reinstating a half hourly service frequency, making the route more direct and faster, improving operating hours in the mornings, evenings and on Sundays, addressing the capacity of the service during peak times, and enhancing service reliability.

We have reviewed the feedback on the g11 and have not proposed to further update the route, or frequency at which this service runs. For people in Bynea and Llwynhendy, the g11 is a more direct service than what is currently provided. During the next stage of the planning process, we will consider timetable connections at Llanelli to identify opportunities to improve integration with other services in Llanelli.

a2 Swansea – Caswell Bay/Newton and 3A Bracelet Bay - Swansea (38 responses)

These services have been grouped as respondents typically referred to both the 3A and the a2 when providing feedback. The a2 received 22 responses and the 3A received 16 responses.

For the public engagement, we did not propose a service change to the 3A Swansea – Bracelet Bay service, but we proposed a change with the a2 Swansea – Caswell Bay/Newton service.

Description of the a2 Swansea - Caswell Bay/Newton Service Change

This change involved merging routes 1 and 2 under a single number to simplify the network. It means that buses will continue to alternate between Newton and Caswell Bay, but will no longer serve Thistleboon or Bracelet Bay.

For most riders, the simplicity of the a2 service is a benefit, they can look for a single route number instead of two, and understand where it's taking them. While a timetable is not available right now, we plan to have a timetable which is easier to understand from Oystermouth into Swansea. Currently services run 40 minutes and then 20 minutes apart, but in the Proposed Base Network they would regularly run every 30 minutes. For people travelling from Newton to Oystermouth and Swansea, their journey will be faster, because the a2 is more direct. People in Thistleboon today have the choice of the 3A, via West Cross or the more direct 2 to get to Swansea. This change will remove the 2 from Thistleboon. People in Thistleboon will still have the 3A but this means their journeys will always be via West Cross and so their journeys will be longer.

Feedback on the proposed change

The feedback on the a2 and 3A was mixed. Survey feedback showed that more people said the change makes travelling by bus more inconvenient, however many said it made no difference or they were unsure. Feedback typically addressed the congestion along Mumbles Road, the

reduction in frequency in Thistleboon, demand for enhanced evening services, opportunities to connect to Swansea rail station for tourists and wanting a clock face timetable.

We have reviewed the feedback on the proposed a2 and the 3A and have kept the changes to the a2 in the Updated Base Network.

We have also taken on board feedback from the public and locally elected members regarding connecting the 3A with the rail station. In the Updated Base Network the 3A will be merged with the current 28 service (Swansea – Penplas), to form a through service between Bracelet Bay and Penplas, via Swansea rail station.

381 Tenby – Haverfordwest (18 responses)

We did not propose a change to this bus service in the Proposed Base Network Feedback. However, the key themes of feedback mostly centred on the lack of service in the evenings and on Sundays. Some comments focused on tourism opportunities, rail integration, where others raised concerns about crowding on the buses during the height of the summer.

We have reviewed the feedback on the 381; within the resource limits of the Base position we have not identified an opportunity to make any further enhancements to this service at this stage.

a11 Swansea – Loughor/Llanelli (17 responses)

The a11 service is based on the current 111, but involves a change in the service. Alternate buses will now loop around Loughor via Borough Road and Brynllwchwr instead of continuing to Llanelli. This change provides better local coverage in Loughor. A benefit associated with this is that we will reintroduce a service to the Borough Road and Brynllwchwr areas of Loughor. Currently these areas do not have a bus service at all. This service will connect the communities of Borough Road and Brynllwchwr to Gorseinon and Swansea. However, this does mean there will be a reduction in frequency between Gorseinon/Loughor and the Llanelli area from half hourly to hourly.

Feedback on the proposal was mixed. Comments typically focused on the opportunities for improved connections with the railway at Llanelli and Swansea and improving frequency.

The a11 will route via Swansea train station. Integration with rail services at Swansea will be considered during the detailed development of timetables. During the next stage of the planning process, we will consider timetable connections at Llanelli to identify opportunities to improve integration with the g11.

a4 Singleton – Morriston Hospital (16 responses)

The a4 is based on the 4, 4A and 24 services in the current network. In the Base Network alternate daytime journeys will now serve Parc Gwernfadog after Morriston Hospital, enhancing access for local people. This service also operates via Hafod rather than the Landore bus lane.

Currently the service between Parc Gwernfadog and Swansea is hourly. In our proposals this will run every 30 mins, providing a more frequent service than now.

Currently service 24 connects Parc Gwernfadog and Swansea serving a number of estates on the way. Adding Parc Gwernfadog to the a4 route means residents in the area benefit from faster and more direct journeys to Swansea.

Every community served by the 4 retains a 15-20 minute service between Monday-Friday, and 20 minutes on a Saturday. Residents in Hafod now have a more frequent service into Swansea City Centre. Currently, the X6 provides a service every 30 minutes. However, in our proposals the a4 provides a service every 15 minutes for Hafod.

The feedback received on this service was mixed. Feedback typically concentrated on an improvement to frequency and for enhanced Sunday service provision. We acknowledge the demand for improvements to frequency and Sunday service, however, this is not deliverable within the Base Position.

Updated Base Network

This section sets out which changes we have introduced in the base network because of the public engagement:

- u83 Swansea – Blaengwynfi: The service will now only route to Port Talbot from Blaengwynfi but will continue to run through to/from Neath Port Talbot Hospital. This change also accounts for the impacts of the recent extension of the X1 to Singleton in the current network on operational efficiency within the Base Network. The route has also been adapted to serve the rail station at Port Talbot.
- u88 Port Talbot – Maesteg: The service will now route to Swansea and Singleton. This change also accounts for the impacts of the recent extension of the X1 to Singleton in the current network on operational efficiency within the Base Network. Also, buses will operate via Moorland Road instead of Romney Road. This is to replace the u57, which is serving Aberavon Seafront instead.
- u84 Port Talbot – Baglan: The u84 will serve Port Talbot Parkway Railway Station. This reflects the feedback we received and reflects the changes made to the current 84 in September 2025.
- u4 Swansea – Ystradgynlais: the diversion via Graig Felen has been removed, which means that service to Alltwen will be enhanced.
- u24 Swansea- Ystradgynlais: the diversions via Alltwen and Glais have been removed from most journeys on the u24. This is to prioritise faster journey times between Swansea and the Upper Swansea Valley.
- u57 Port Talbot – Neath: on Saturdays the u57 will operate via Baglan Old Road and Morrisons, rather than Waterside and the Resource Centre. This reflects the need to

serve the medical practices during Monday to Friday when they are open, and prioritises connections to the Retail Park on Saturdays. To improve access to Aberavon Seafront, the u57 will operate via more of The Princess Margaret Way and the southern part of Dalton Road instead of Channel View and Moorland Road. This means that the stops on Channel View will no longer be served. Those on the South end of Channel View Road (near the Aquadome stop) have an alternative on The Princess Margaret Way, while those at the Northern end of Channel View Road are 350m away from alternative stops on Romney Road and Sandown Road (for the u87).

- u84 Port Talbot – Baglan: on Saturdays the u84 will serve Morrisons, instead of the Resource Centre. This is because the Resource Centre is closed on the weekend.
- a41 Morriston/Tircoed – Swansea: the current 41 Morriston Cross – Swansea service has been extended to Tircoed on one of the three trips.
- u82 Port Talbot to Sandfields: to improve access to Aberavon Seafront, service u82 will serve more of The Princess Margaret Way, by continuing to the Lifeboat Station before returning to Pier Way and Tir Morfa Road.
- a3: Bracelet Bay – Penplas: the current 3A (Bracelet Bay – Swansea) and 28 (Swansea – Penplas) have been merged to form a direct cross-city route, via Swansea rail station.
- 198 Four Roads – Carmarthen: the service has been updated to include all bar one journey routing through Croesyceiliog. This change will also be implemented in current network from January 26.

While the above list covers the changes we've been able to make, there are routes and services that were raised in the feedback to which we are unable to make a change at this point. As we're not able to respond to every item of feedback, if the route or service is not listed above, it will remain as it was proposed in the Base Network.

The current network is not static. During the summer, several changes to the current network took place in the region, by the operators. As we are planning to utilise the same level of resources that exist in the system currently, we have evaluated these changes to understand whether and how they might impact our proposed Base Network. This applies only to routes and frequencies; further work will be undertaken on timetables during the next phase of planning. As such the following updates have been made to the Base Network:

- 103 Ammanford – Llandybie has been withdrawn in September 25 changes and replaced by 165 and X13. The 103 is no longer included in the Base Network.
- 128 Llanelli – Ammanford is now routed via Cross Hands Business Park. During the public engagement we received feedback regarding this.
- 129 Carmarthen – Ammanford no longer operates via Pantyfynnon on journeys extending to/from Tycroes. This has been reflected in the updated base network.

- 166 Pontyberem – Carmarthen: the recent addition of a Saturday service has been included in the Updated Base Network.
- 195 Llanelli – Carmarthen has been extended to operate to and from Parc Trostre.
- 197 Llanelli – Carmarthen has been extended to operate to and from Parc Trostre.
- L3 Llanelli – Pontarddulais no longer extends to Glanfrwdd
- L11 Llanelli – Kidwelly has been introduced, and added to the Base Network.

Future Opportunities

The public engagement highlighted a number of future aspirational improvements that could be made should more resource become available – particularly regarding enhanced frequencies, Sunday service provision and having more morning and evening services. Future route changes may include (but not limited to) extending routes, connecting services to form through services or identifying new opportunities for people to change between bus services and train services. Transport for Wales is committed to continue working in partnership with local authorities to explore and co-develop proposed revisions and enhancements to the South West Wales bus network.

Similarly, we want to continue listening to the feedback from the public and stakeholders on the bus network. There will be future opportunities to have your say on bus services in the region.

Next Steps

The routes and frequencies in the Updated Base Network have been endorsed by local authorities in the region. The next steps include developing detailed timetables and publishing the Base Network in the All Wales Bus Network Plan in 2026, subject to Royal Assent of the Bus Services (Wales) Bill. The Base Network will be put out to market through a franchising procurement process, and implemented in South West Wales in 2027. Between December 2025 and summer 2027, we might make further changes to the Base Network to reflect changing travel patterns or the shape of the current network. These changes will be clearly communicated ahead of implementing the base network under franchising in summer 2027.

While this document focuses on the South West Wales bus network, we also intend to engage with communities in North Wales, South East Wales and Mid Wales on their bus networks in alignment with our plans to franchise these areas through a phased rollout.

During the public engagement we received feedback on our engagement methods and tools. People gave feedback on the interactive maps as being more challenging to use, and the challenges they had in understanding connections and the frequencies of service. At in person events, people gave positive feedback on the schematic maps. General feedback on the survey was that it could be made more user friendly. We will take this feedback onboard as we prepare to run engagements on the bus network in South West Wales and in other regions in the future.