

10<sup>th</sup> February 2022

Heol Gwrosydd  
Penlan  
Swansea  
SA5 7BN

For the attention of: Councillor Giles Morgan  
**Response via email**

Dear Cllr Morgan

**Re: Swiss Valley L2 service**

Thank you for your letter regarding our L2 service between Llanelli and Swiss valley.

Pre-Covid, we operated the L2 service on an hourly basis. Over the last few years, we have seen a decline in passenger numbers on this service (and also on our other town services around Llanelli). The sustainability of these services has been of a concern to us as they are operated on a commercial basis meaning they survive purely on cash generated by passengers travelling on the bus.

When Covid came, we followed Welsh Government instructions and reduced our service levels. As we subsequently started to increase these, patronage within the town service in Llanelli was extremely low. We started to see driver shortages (which as you are aware, is a national issue) we had to make some difficult decisions to reduce our networks to ensure that we were able to deliver a reliable service to our customers with less resource. With Llanelli Town service patronage being so low, service L2 was reduced to 2 hourly (along with L1) and L3 to every 90 minutes.

Obviously with the service reduced, patronage is still extremely low, and I do have concerns about the ability to recover these service levels and for them to be sustainable. I have discussed my concerns with the Transportation Team at Carmarthenshire County Council and suggested that there may be a requirement for some funding to enable us to grow patronage to pre-Covid levels but unfortunately there is no funding available to support these.

We plan to continue our dialogue with Carmarthenshire council as we monitor passenger numbers going forward to try and find a solution to uplifting the service levels.

Kind Regards

Yours sincerely

A handwritten signature in cursive script that reads "Jane Reakes Davies".

Jane Reakes Davies  
**Managing Director**