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TRANSPORT
FOR WALES

TRANSPORT FOR WALES - DESIGN OF WALES AND BORDERS RAIL SERVICE INCLUDING METRO

Date of issue: 28 February 2017

Action required: Responses by 23 May 2017

OVERVIEW

Transport for Wales is undertaking this consultation on behalf of the Welsh Government and the Department for Transport to inform people of the progress made towards the Welsh Government's ambitions for rail and to provide an opportunity to receive views on the high level direction for the new Wales and Borders Rail Service including delivery of the South Wales Metro.

HOW TO RESPOND

The consultation period begins on 28 February and closes on 23 May 2017. Please ensure that your response reaches us before the required closing date. Responses will be fed into the procurement process as they are received, so there is no need to wait until the closing date to submit a response.

The document is available in the Welsh Government website at:

<https://consultations.gov.wales/consultations/transport-wales-design-wales-and-borders-rail-service-including-metro>.

You can respond to the consultation by completing the online form at

<http://www.smartsurvey.co.uk/s/TfWpublicconsultation/>.

Alternatively, you can respond by completing the questions in the space provided and returning the document either by post or email. Contact details are provided later in the document.

In order to ensure that a wide range of views are heard, this document is only one of the ways we are seeking views. A series of stakeholder events are planned during the spring.

Dates and venues

20th March – Gateway Centre, Shrewsbury

21st March – Venue Cymru, Llandudno

28th March – Coleg y Cymoedd, Nantgarw

29th March – Ivy Bush Hotel, Carmarthen

3rd April – Marine Hotel, Aberystwyth

We have developed a young people's version and an Easy Read version of this document as part of a resource pack that can be downloaded and used to facilitate

discussions. A number of focus groups and online surveys are also planned. Please go to our website <http://www.wales.gov.uk/transportforwales> for more information and details of how to attend the events.

We will consider your responses, alongside Welsh Government policy and the Department for Transport's requirements for English and cross border services and stations.

When responding, please state whether you are responding as an individual or representing the views of other people, for instance an organisation.

If responding as an individual, to make sure we can make best use of the information you provide, it would be helpful to us if you could complete the 'about you' section of the consultation document.

If responding on behalf of others, for instance an organisation, please make it clear who the organisation represents and, where applicable, how the views of members were gathered.

FURTHER INFORMATION AND RELATED DOCUMENTS

Easy Read and a young people's versions of this consultation document are available from our website www.wales.gov.uk/transportforwales. Large print, Braille, audio CD and alternative language versions of this document can be made available on request.

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DATA PROTECTION

How the views and information you give us will be used

Any response you send us will be seen in full by Transport for Wales staff dealing with the issues which this consultation is about. It may also be seen by Welsh Government and the UK Government's Department for Transport staff.

Transport for Wales will publish a summary of the responses to this document. We may also publish responses in full. Normally, the name of the organisation who sent the response are published with the response.

The Freedom of Information Act 2000 and the Environmental Information Regulations 2004 allow the public to ask to see information held by many public bodies, including Transport for Wales. This includes information which has not been published.

The law allows us to withhold information in some circumstances. If anyone asks to see information we have withheld, we will have to decide whether to release it or not. If someone has asked for their name and address not to be published, that is an important fact we would take into account. However, there might sometimes be important reasons why we would have to reveal someone's name and address, even though they have asked for them not to be published. We would get in touch with the person and ask their views before reaching a decision.

FOREWORD

I'm pleased that Transport for Wales is undertaking this second consultation on the Wales and Borders Rail Service. I'd like to thank you for your excellent feedback through the first consultation and for the enthusiastic participation of so many of you so far.

In our first consultation, we focused on establishing the quality standards passengers wish to see as part of the next rail service. Views were received on a range of areas including journey times, increased passenger numbers, reduced costs, capacity, punctuality, reliability and quality. This consultation aims to look in more detail at some of those areas to inform the procurement of the next Wales and Borders Rail Service including Metro.

Through our programme for government, 'Taking Wales Forward 2016-2021'¹, we have set out how we will deliver more and better jobs through a stronger and fairer economy. We want to build a united and connected Wales. As part of an integrated public transport system, high quality, efficient rail services that are affordable and accessible to all are important to transforming communities for the better.

We want to see a transport system that improves connectivity throughout Wales and that encourages active travel. We also want a transport system reduces the impact transport has on the environment.

The procurement of the new rail service for Wales and the Borders is the first major piece of public sector procurement to be taking place since the Well-being of Future Generations (Wales) Act 2015² came into force. The Act requires that we work collectively to deliver a sustainable future and your views are important to achieving that.

The Welsh Government is committed to achieving transformation across the service area. We hosted a North Wales summit in July 2016, with key stakeholders from both sides of the border to discuss the economic opportunities across the region. We've also started work on a number of studies to assist with developing the

¹ <http://gov.wales/about/programme-for-government/?lang=en>

² <http://www.legislation.gov.uk/anaw/2015/2/contents/enacted>

business case for North East Wales Metro. This builds on the Growth Track 360 aspirations and embraces the importance of good cross-border connectivity if we are to maximise economic opportunities.

Since 2013, the Welsh Government has been working with stakeholders in the bus industry to address the challenges facing the sector. As part of this ongoing dialogue, in January we held the Welsh Bus Summit 2017 in Wrexham. In parallel with the actions flowing out of the Summit and the Cabinet Secretary for Economy and Infrastructure's 5 point plan we will shortly be seeking views on a set of policy proposals aimed at delivering the longer term viability of the bus sector across Wales.

We are taking the right steps towards achieving our ambitious plans to transform rail services in the Wales and Borders area. We are keen to hear your views that will help us to make the right decisions now in order to give us a rail service that we can all be proud of.

Ken Skates

Cabinet Secretary for Economy and Infrastructure

Contents

1. INTRODUCTION	11
Devolution.....	11
About Transport for Wales	12
Current service	12
Previous consultation	12
The procurement process.....	13
The consultation process	13
How to respond	14
2. WELL-BEING OF FUTURE GENERATIONS	15
Sustainability	15
Equality and diversity	16
Welsh language	16
3. SECTION A – WALES AND BORDERS	17
Trains to meet passengers’ needs	17
Stations for passengers and the community	18
Better services.....	20
Cross border services: Services and stations in England	21
Train Services	22
Stations.....	22
Shrewsbury, Chester and Hereford stations.....	22
Other stations in England.....	23
Fares and tickets to facilitate train travel	23
Providing better information	24
4. SECTION B – SOUTH WALES METRO	26
Trains to meet passengers’ needs	26
Stations for passengers and the community	28
Better services.....	29
Better public transport for all	30
Providing better information	31
Managing construction works	32
5. About you	33
Annex 1 Daily Services through stations in England.....	35

1. INTRODUCTION

The Welsh Government is keen to encourage more people to travel by public transport. Increasing the use of our railways as an effective way to travel is an important factor in improving the social, economic, environmental and cultural well-being of Wales.

The current franchise was let in 2003 under the UK Government's arrangements and most day-to-day management responsibilities were transferred to the Welsh Government in 2006 until the franchise ends in October 2018. In 2014 it was announced that the responsibility for the specification and procurement of the next Welsh rail service would be transferred to the Welsh Government, which should be completed in 2017. However, other areas such as funding for rail infrastructure and powers to direct Network Rail have not been devolved. Transport for Wales is working on behalf of the Welsh Government to collaborate with Network Rail and the Department for Transport towards ensuring that the next contract puts the customer at the heart of the service.

Devolution

The Welsh Government plays a significant role in managing the current service and has invested considerably in infrastructure and services even though rail infrastructure remains the responsibility of the UK Government. The Welsh Government is absolutely committed to ensuring that the benefits of the new Rail Service will be seen in the Borders area as much as Wales. It is working closely with the Department for Transport to ensure the interests of users and stakeholders of the Rail Service in England can effectively be represented going forward.

It has been agreed with the Department for Transport that, as a minimum, future services will cover the same geographical area served by the current Wales and Borders franchise. Agreement has also been reached that it can, in future, operate services from destinations in Wales to Bristol and Liverpool if the network capacity exists.

About Transport for Wales

Transport for Wales is a wholly owned, not-for-profit company established by the Welsh Government in 2015 to provide support and expertise to the Welsh Government in connection to public transport projects in Wales. We are currently undertaking the procurement process for the next Wales and Border Rail Service including the South Wales Metro on behalf of the Welsh Government.

We are undertaking this consultation on behalf of the Welsh Government and Department for Transport to make sure that the rail services in Wales and along the border provide a better and more sustainable system for passengers which supports the vision of a more prosperous Wales.

It is recognised that the next operator will need to deliver a number of improvements which will be phased over the duration of the next contract. The Welsh Government will expect the successful bidder to invest continuously throughout the 15 years, which is the planned term for the next Wales and Borders Rail Service.

Current service

The current franchise operator, Arriva Trains Wales (ATW), operates 956 services a day, with around 30.5 million passenger journeys a year³. ATW provides important connectivity not only within Wales but also between Wales and urban centres in England including Manchester, Birmingham, Chester, Hereford, Shrewsbury, Gloucester and Cheltenham⁴.

Previous consultation

The Welsh Government received around 190 responses to the first consultation held from January to March 2016. The volume and range of comments received has informed our thinking when developing arrangements for rail services and station operations for the next Wales and Borders Rail Service. A summary of the responses is available on the Welsh Government's website⁵. Transport for Wales held an engagement event in July 2016 to present and discuss the outcome with stakeholders, that helped shape our thinking further.

³ <https://www.arrivatrainswales.co.uk/OurCompany/>

⁴ <https://www.arrivatrainswales.co.uk/>

⁵ <https://consultations.gov.wales/consultations/setting-direction-wales-and-borders-rail>

Based on the outcomes of consultation and engagement, the Welsh Government developed its *Policy Priorities for Wales and Borders Rail Service and Metro Operator and Development Partner Procurement*⁶. Potential bidders were provided with the Welsh Government's Policy Priorities at the start of the procurement process, with the expectation that bids are aligned with these priorities, subject to competitive dialogue which is explained below.

The procurement process

Using the Policy Priorities determined following the last consultation, we launched a procurement exercise in July 2016. Four bidders have qualified to be part of the procurement process:

- Abellio Rail Cymru,
- Arriva Rail Wales/Rheilffyrdd Arriva Cymru Limited,
- KeolisAmey and
- MTR Corporation (Cymru) Ltd.

They have provided us with their initial ideas based on the Policy Priorities and are now developing their solutions, through a process called competitive dialogue. This consultation will help inform our negotiations with them. The contract is due to be awarded in January 2018. More details about the procurement are available from our website.

The consultation process

The scope of this consultation includes the future Wales and Borders Rail Service and South Wales Metro. This document invites you to rate how important certain aspects are to you, this will help us determine what sort of rail service is desirable. There will be further and ongoing engagement as plans are developed. This document is separated into two sections.

Section A – Wales and Borders Rail Service

Section B – South Wales Metro

⁶ <http://gov.wales/topics/transport/transport-for-wales/procurement/?lang=en>

The map below shows what services we are referring to in the subsequent sections of this consultation, it includes:

- Wales and Borders Rail Service
- South Wales Metro
- Core Valley Lines



More information on the South Wales Metro is available from the website www.gov.wales/metro.

How to respond

The consultation period begins on 28th February 2017 and ends on 23rd May 2017. Please ensure that your response reaches us before the closing date. If you would like further copies of this consultation document, it can be found on the website <https://consultations.gov.wales/consultations/transport-for-wales-design-of-wales-and-borders-rail-service-including-metro>.

Please respond by filling out the online survey at <http://www.smartsurvey.co.uk/s/TfWpublicconsultation/>

2. WELL-BEING OF FUTURE GENERATIONS

Transport for Wales fully embraces the five Sustainable Development Principles of working set out in the Well-being of Future Generations Act⁷. The project outcomes are designed to positively impact Wales in terms of its social, economic, environmental and cultural objectives. Measures to increase public transport patronage contribute to the development of an innovative, productive and low carbon society which recognises the limits of the global environment and uses resources efficiently and proportionately.

Rail services are a part of a co-ordinated approach to public transport delivery, particularly when considering access to services including locating healthcare or education services near public transport links.

The rail service is also an integral part of the drive to encourage active travel. By combining walking and cycling with an integrated transport, we can help to realise the health benefits associated with active travel.

Sustainability

We have established a Sustainable and Ethical Advisory Panel⁸ to oversee the sustainability and ethical elements of the Wales and Border Rail Service and Metro Procurement. This Panel includes Welsh Government Business Support and Skills departments along with industry and best practice bodies and will provide advice, guidance and support on issues such as skills development and securing direct benefits through opportunities for smaller, more local businesses.

We are also considering the following as part of the procurement and the development of the new Wales and Borders Rail Service:

- The requirements of the Environment Act 2016
- Issues relating to biodiversity, invasive species and climate change resilience.
- ERDF funding conditions, which include carbon reduction targets

⁷ <http://gov.wales/topics/people-and-communities/people/future-generations-act/?lang=en>

⁸ <http://gov.wales/topics/transport/transport-for-wales/news-and-events/161128-new-sustainable-and-ethical-procurement-panel-established/?lang=en>

- The recommendations of the Green Growth Wales paper⁹ regarding stimulating investment and innovation, which will support sustained growth and give rise to new economic opportunities.

Equality and diversity

In the last consultation undertaken by the Welsh Government respondents underlined the need for improved accessibility.

The Welsh Government is fully committed to ensuring public transport removes barriers to travel and supports people to live independently. Ensuring public transport empowers vulnerable groups to participate in society is a cornerstone of the programme for government, 'Taking Wales Forward'¹⁰.

It will be essential for the next operator to meet existing obligations in respect of rail accessibility. An accessibility group has been convened to advise on the next Rail Service and each of the four bidders will liaise directly with them over how they can meet or exceed these obligations.

Welsh language

Welsh Government has a vision to see a thriving Welsh culture and language in Wales, and to enable people to use Welsh in their daily lives. As part of this vision, the Welsh Language Commissioner was established in 2011 as an independent body to promote and facilitate the use of the Welsh language. The commissioner has functions to promote and facilitate use of Welsh language and to ensure it is treated no less favourably than the English language by imposing duties on certain organisations to comply with standards.

Since the last consultation, the Commissioner has published a report following her standards investigation into Welsh Language in Rail Services¹¹. The report is now with the Welsh Government to consider and draft the regulations for voting by the National Assembly for Wales.

⁹ <http://gov.wales/docs/desh/publications/140623-green-growth-en.pdf>

¹⁰ <http://gov.wales/about/programme-for-government/?lang=en>

¹¹ <http://www.comisiynyddygyymraeg.cymru/english/publications/pages/publicationdetails.aspx?publicationid=516857a7-e9df-4abf-a2ec-b0e747f404bc&category=deddfwriaeth%20ac%20is-ddeddfwriaeth>

3. SECTION A – WALES AND BORDERS

This section seeks your views about the Rail Service across the Wales and Borders area, **not including** the South Wales Metro area identified in the map on page 14.

We will ask your views about the South Wales Metro area in the next section.

Trains to meet passengers' needs

In the last consultation, the quality of the trains and services on board were clear areas for improvement among passengers. As a result, the Policy Priorities state that future trains should provide more capacity and improve the quality to meet increasing passenger expectations.

Over the course of the contract, the Welsh Government will expect the next Operator to run high quality trains that will have accessible toilet provision, CCTV for personal safety, priority seating, passenger information facilities and mobile internet technology.

In designing the trains to utilise the available space effectively, we want to understand what is important to you.

Please rate each item from 1-6 (Please only use each number once, i.e give the most desirable 1, the least desirable 6 and rate the others in between)

Luggage space	
Space for standalone tables	
Visibility from windows (seat alignment)	
Additional legroom	
Storage space for bicycles	
Dedicated Business Class facilities	

The Welsh Government is committed to supporting and facilitating active travel. However, consideration needs to be given towards balancing how we maximise space for passengers whilst accommodating cyclists with their bicycles, particularly at peak times.

Please give your ideas on how we can achieve an appropriate balance.

We are keen to understand issues and areas where people have safety and security concerns.

Currently all Wales and Borders Services have a second member of staff to help with security, safety, providing information and ticket sales.

How important do you consider this service to be? Please tick one

Essential	
Quite important	
Not important	
No strong view	

Where there is a second member of staff on the train what do you think that person should focus on?

Please give your ideas on what a second member of staff should focus on.

Stations for passengers and the community

In the previous consultation, respondents offered suggestions for station improvements across the Wales and Borders network as a whole. Many of these

facilities exist at a number of stations but we're keen to understand how you would prioritise the introduction of any additional facilities.

Please mark the facilities you consider to be essential with an **E** and the facilities you consider to be desirable with a **D**.

Item	Larger stations	Smaller stations
Station staff		
Help points including emergency assistance		
CCTV for personal safety		
Covered waiting areas		
Ticket purchasing facilities		
Toilets		
Parking		
Retail spaces including food		
Cycle parking		
Bus stops		
Click and collect points (for parcels and deliveries)		
Mobile data connectivity		
Customer information points		
Mobile charging points		
Electric car charging points		

What other facilities would you expect to see at your station?

There are good examples where local communities are involved in improving the station environment and facilities.

In what way could your community be involved in your local station?

Currently, some car parks at stations are free, unmanaged and not always available for those using the train service.

In order to maximise their use by train users, would you be prepared to pay for parking if this funded improvements in car parking capacity, quality and security?

Yes / No

Better services

As a baseline, current service frequencies and capacity will be maintained unless there is a clear case for change. Bidders have been asked to consider options for more efficiently using network capacity. We would like to understand what service improvements would be of most value to you and increase your use of the services.

Please rate each item from 1-7 (Please only use each number once, i.e give the most desirable 1, the least desirable 7 and rate the others in between)

More frequent peak services	
More frequent off peak services	
Later last train	
Earlier first train	
More Sunday services	
Boxing Day services	

New Year's Day services	
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Please rate each item from 1-5 (Please only use each number once, i.e give the most desirable 1, the least desirable 5 and rate the others in between)

Faster journey times	
More reliable services	
More direct services (fewer changes)	
Co-ordination with other train and bus services	
Express services (limiting stops)	

What are the difficulties you face in terms of travelling on more than one type of service e.g. changing trains, changing from bus to train?

Please supply your ideas for new services or to address issues with the current timetable which cause difficulties.

Cross border services: Services and stations in England

The current Wales and Borders franchise operates many train services across the border between England and Wales and a small number of services wholly within England (e.g. a local service between Crewe and Chester). This has been the case since the creation of the franchise in 2003 and recognises the railway geography of

Wales whereby the only railway between north and south Wales operates through England.

Train Services

There is an in principle agreement that no train services will be removed from the next contract apart from the local service between Shrewsbury and Wolverhampton service on Sundays which will switch to the new West Midlands train operator in December 2021, as they also operate the service the rest of the week.

Stations

The current operator, Arriva Trains Wales, is the Station Facility Owner (SFO) at a number of stations in England. Most of these are solely served by the Wales and Borders franchise and are also unstaffed. They are also the SFO for the larger stations at Hereford, Shrewsbury and Chester, reflecting their role as key hubs for Wales and Borders services and the fact that they are by far the largest operator at these stations. The table in annex 1 provides more detail. Experience suggests that the operator which is the majority user is more likely to deliver improvements as it is their customers and revenue that benefit the most.

Shrewsbury, Chester and Hereford stations

The Department of Transport is considering the possible transfer of the responsibility for running the three largest English stations, Shrewsbury, Chester and Hereford from the Wales and Borders Rail Service to other operators. It would not be necessary for a transfer to take place from the start date of the next contract, but could take place at the most appropriate time during the term of the next Rail Service. A possible approach would be for Hereford and Shrewsbury to be incorporated into the next West Midlands franchise, and for Chester to be transferred to the next West Coast franchise or to the current Northern franchise.

Do you consider that the transfer of station management should take place for some or all of these stations?
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Yes/No

If Yes please set out your explanation for such a transfer, focusing on what the perceived benefits for passengers would be.

Other stations in England

Transfer of the running of the smaller stations (particularly those served only by Wales and Borders) would be, in the Department for Transport's view, hard to justify as the station facility owner would not be incentivised to manage the stations if few or if any of their trains called there.

Should the smaller stations stay with the Wales and Borders franchise?

Yes / No

If No, please specify which might transfer, to which franchise and what the perceived benefits would be.

Fares and tickets to facilitate train travel

A wide range of views on ticketing were provided in the last consultation, however it was clear that the majority wanted paper tickets to remain alongside other options in line with future customer requirements. We would like to know more about the ticketing options that would encourage train use.

Please rate each item from 1-4 (Please only use each number once, i.e give the option you you think would most encourage train use 1, the least 4 and rate the others in between)

Special offers to encourage increased usage at off peak services	
Discounts to the cost of travel for people with irregular work patterns or part time hours	
More integrated tickets with other public transport modes such as buses	
Simpler fare structure	

Are there any other ticket offers we should ask the service provider to consider?

Providing better information

From the previous consultation you told us it is important to be able to receive clear, accurate and up-to-date information.

We would like to understand how would you prefer to receive passenger information? Please tick all that apply

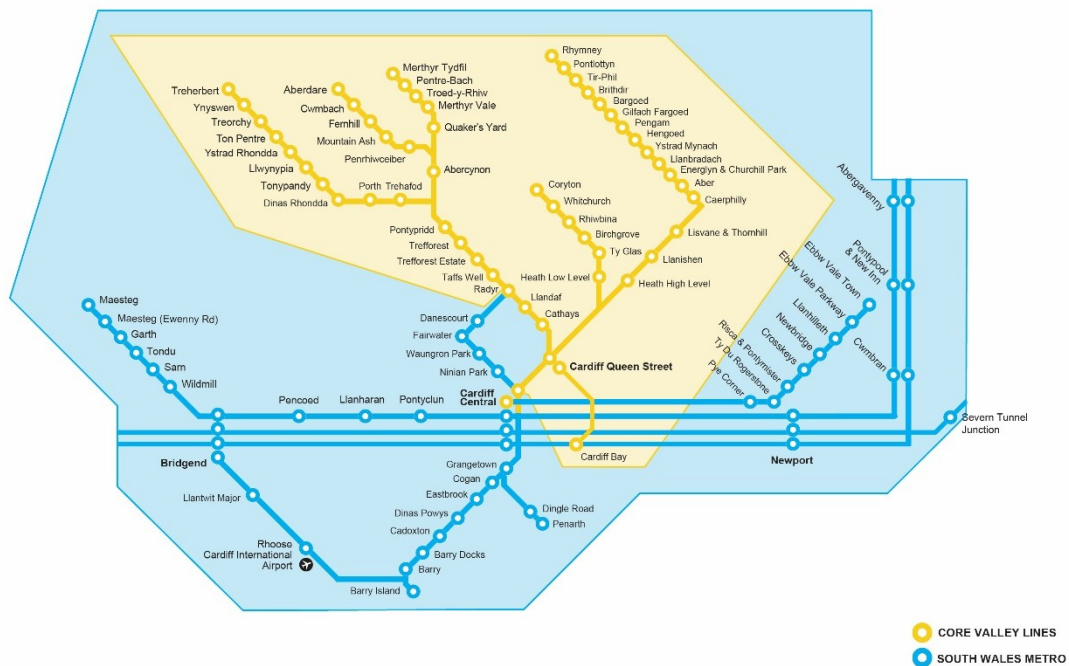
	Information at station	App	Email and Text	Website	On train	Social media	Staff at stations
Planned disruption and service alterations							
Live travel information including delays							
Journey planning							

including train times							
New Services							
Fare changes							
Travel information for major events							
Train and service performance information							

4. SECTION B – SOUTH WALES METRO

Metro is a new integrated transport system that will transform the way we travel around the Cardiff Capital Region. It will provide faster, more frequent and joined-up services around South East Wales. The South Wales Metro rail service is being procured as part of the Wales and Borders Service. Through the City Deal, the Cardiff City Region has secured funding from the UK Government to take forward development of the South Wales Metro which gives additional scope for improving public transport in this area. This phase of enhancements primarily focuses on the Core Valley lines, to the north of Cardiff Queen Street station and into Cardiff Bay. The map below shows the areas under consideration.

Core Valley Lines
South Wales Metro



Trains to meet passengers' needs

In the South Wales Metro area, the modernisation of the Core Valley Lines could mean that the type of train and facilities provided could be quite different to what is seen on the rest of the network. Our aim is to ensure that the trains used on the Core Valley Lines are ones that are most suited to shorter, commuter-type, journeys.

Therefore, in designing the new trains for the South Wales Metro, passengers' priorities may be different to the wider network.

In order to maximise capacity for passengers, choices will need to be made around the facilities available on trains, all of which affect the number of passengers a train can carry. The following questions will help us to understand your requirements.

Please tick one for each statement

	Strongly agree	Agree	Don't know	Disagree	Strongly disagree
Toilets are not required on trains					
Toilets are not required on trains only if more are provided at stations					
There can be fewer seats if more, safe standing space is provided					
Bicycles (non-folding) should remain restricted during peak times					
All station platforms should have level access to trains					

We are keen to understand issues and areas where people have safety and security concerns.

Currently all Wales and Borders Services, including ones that are in the **South Wales Metro** area, have a second member of staff to help with security, safety, providing information and ticket sales.

How important do you consider this service to be? Please tick one

Essential	
Quite important	

Not important	
No strong view	

Where there is a second member of staff on the train what do you think that person should focus on?

Please give your ideas on what a second member of staff should focus on.
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Stations for passengers and the community

Many respondents offered suggestions for station improvements across the Wales and Borders network as a whole. The following questions are intended to help us understand what the minimum (essential) facilities should specifically be in the **South Wales Metro** area. Many of these facilities exist at a number of stations but we're keen to understand how you would prioritise the introduction of any additional facilities.

Please indicate with a tick which facilities you consider to be essential and which are desirable.

Item	Essential	Desirable
Station staff		
Help points		
CCTV		
Covered waiting areas		
Ticket purchasing facilities		
Toilets		
Car parking		
Bus stops		
Retail spaces including food		
Cycle parking		
Community facility		
Click and collect points (for parcels and deliveries)		
Mobile connectivity		
Information points		
Mobile device charging		

points		
Electric car charging points		

What other facilities would you expect to see at your station?

Better services

The Metro will be designed as a turn up and go service, especially during the working day. However, at quieter times, we would like to know more about what would encourage you to use the service often.

Please rate each item from 1-6 (Please only use each number once, i.e give the most desirable 1, the least desirable 6 and rate the others in between)

More frequent off peak services	
Later last train	
Earlier first train	
More Sunday services	
Boxing Day services	
New Year's Day services	

Currently, some use of the core valley lines railway is dedicated to freight trains which are predicted to make declining use of it. Do you consider that use of the network not needed for freight in the foreseeable future should be dedicated to passenger trains instead, with the consequence being that it would not then be available for use by freight trains in event of new demand for freight traffic materialising in the future?

Better public transport for all

The Welsh Government and the Cardiff City Region are keen to encourage more people to travel by public transport throughout the region. Many service improvements have already been considered above through improving trains, timetables and stations but in the last consultation, there were many good ideas on how we could encourage people to use public transport more often. The following lists suggests some more improvements. We would like to know which options would encourage you to use the train more often.

Please rate each item from 1 to 5. Please only use each number once, i.e give 1 to the option you think would encourage you to use the train most, 5 to the least and rate the others in between). If you have any ideas please add them in the 'Other' box below.

Integration with other public transport e.g buses	
Park and ride facilities at station	
Special ticket fares (e.g. peak, off peak, frequent travellers, arrangements for part-time and shift workers)	
Integrated ticketing to use on buses and trains	
One point of contact for tickets, timetables, information on all public transport	
Other (please specify)	

Are there any other ticket offers we should ask the service provider to consider?

Providing better information

From the previous consultation you told us of the importance of being able to receive clear, accurate and up-to-date information.

We would like to understand how would you prefer to receive passenger information? Please tick all that apply

	Information at station	App	Email and Text	Website	On train	Social media	Staff at station
Planned disruption and service alterations							
Live travel information including delays							
Journey planning including train times							
New Services							
Fare changes							
Travel information for major events							
Train and service performance information							

Managing construction works

It is inevitable that major infrastructure projects such as Metro will cause some disruption to current services. However, we want to seek your views on how the construction works can be carried out with the least inconvenience for passengers. Without temporarily closing down the network for a block period construction works and hence disruption will take longer.

Please tick the statement that you agree with most

I would prefer a blocked closure period of consecutive months (shortest construction period)	
I would prefer several closure periods of weeks at a time over the course of the construction phase (construction period would be longer than option 1)	
I prefer to maintain services as much as possible and limit work to nights and weekends which may affect early and late services. (Construction would take longest to complete).	

Please tick the two forms of communication that you would prefer to inform you of proposed/ongoing works for each type of disruption.

Mode	Planned disruption	Urgent work
Email		
Twitter		
Text		
Website		
Posters and leaflets at stations		
Social media		
Staff at stations		

5. About you

If you are replying as an organisation, please provide the name, who the organisation represents and how the views of members were gathered (if applicable)

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If you are replying as an individual, please supply the following information

First half of your post code	
Your nearest station	
Where you normally travel from and to on the train	
The times you most regularly travel	
How frequently you use the train	Daily / Regularly / Occasionally / Rarely / Never
The purpose of your journey	Commuting / leisure / business
Do you have any special needs which could include, but is not limited to, wheelchair access, pushchair access, Welsh or English is not your first language, you are blind or partially sighted, capability impairments	

Annex 1 Daily Services through stations in England

Station	Operator(s)	Daily Services (w)	ATW %	Yellow = Less than 50% of services operated by ATW (but still the predominant operator)
Broome	ATW	9	100%	
Bucknell	ATW	9	100%	
Chester	ATW, Merseyrail, Northern, Virgin West Coast	206	49.0%	
Church Stretton	ATW	48	100%	
Craven Arms	ATW	47	100%	
Frodsham	ATW, Northern	42	95.2%	
Gobowen	ATW	38	100%	
Helsby	ATW, Northern	47	85.1%	
Hereford	ATW, GWR, London Midland	79	70.9%	
Heswall	ATW	28	100%	
Hopton Heath	ATW	9	100%	
Knighton	ATW	10	100%	
Leominster	ATW	42	100%	
Ludlow	ATW	51	100%	
Lydney	ATW, Cross Country	37	64.9%	
Nantwich	ATW	39	100%	
Neston	ATW	28	100%	
Prees	ATW	22	100%	
Runcorn East	ATW, Northern	42	95.2%	
Shrewsbury	ATW, London Midland, Virgin West Coast	128	83.6%	
Upton	ATW	28	100%	
Wem	ATW	30	100%	
Whitchurch	ATW	38	100%	
Wrenbury	ATW	22	100%	
Yorton	ATW	22	100%	