

## TraCC Rail Studies Workshop Summary - 14<sup>th</sup> August 2009

### Improvements to existing stations and DDA compliance

Smaller stations are generally ok but the larger/interchanges stations are not up to standard. However minimum standards are required for ALL stations in terms of:

- Waiting facilities
  - shelters/cover
  - seating
  - waiting room
  - help point
  - bins
  - toilets – score poorly in customer satisfaction
  - shop/refreshments
  - ticket office/purchase facilities
  - left luggage
  - parcels
  - phones – poor mobile signal in many areas of Wales
  - lighting
- Information
  - customer information screens (CIS) - Low cost CIS systems (real-time) are being tested to roll out in unmanned stations.
  - clear signage to town centre, bus stops, car parks, toilets, phones, shop/pub/refreshments
  - poster cases (minimum 4no at each station)for
    - timetables
    - contacts
    - local maps including key to locate local services
    - bus service information
    - taxi numbers/stands
    - alteration to trains due to maintenance
    - adverts/marketing leaflets
- Access
  - step free access required at station and from road to station -rights of access across non rail land can be a problem
  - direct desire lines to access station and platform
- Car Parks – consider capacity and management
  - not to be used for other purposes
  - cycle parking

### Problems

- Long term backup costs a lot of money to maintain. Welshpool footbridge surface is in poor condition but there are no funds to repair.
- Replacing out of date barriers causes problems
  - Caersws is now automatic so no signal man to open waiting room
- Often calls are received from rail groups asking for phones but vandalism is a problem.
- Staffing, or any type of presence, wanted by passengers.
- Demographics have changed. BR works on historic principals and is poor in reacting to change.

- Station closures will not be politically acceptable, initial focus should be on enhancing existing and investigating opportunities

### Opportunities

- Define policy on providing public telephones
  - Some only take cards to reduce vandalism.
- Encourage community involvement
- Agent staffing
  - Larger stations may be able to support an agent to provide information – Newtown (Cambrian Main Line) and Llandrindod Station (HoW Line) are both operated by agents.
  - Only three are staffed - Aberystwyth, Machynlleth and Pwllheli on the Cambrian Lines
  - Only Llandrindod staffed on the HOWL – Llandovery is being considered for staffing.
- Remove pedestrian/vehicle crossing points to increase train speed.
- Raise low station platforms (Builth, Llangennech, Bynea, Broome, Penybont)
- Viability of existing stations:
  - Footfall and facilities versus size of local community (market for rail)/ frequency of service
  - Impact on timetable
  - Remove more 'difficult' stations in terms of DDA
- Walking and cycling routes
- Commercial opportunities (refreshments, shop, post office, bar, local authority, customer information point, TIC, taxi office etc)
- Need templates for a 'hierarchy' of stations to ensure minimum standards, assist 'gap analysis' and inform future programmes
- Encourage greater use of station buildings
- Integration of stations or local police 'beats'
- Initiatives that boost/support local buy-in into individual stations

### Station closure

End to end journey service time could be improved if some stations weren't there (each loss saves approx 3 mins) or if some services had limited stops (political implications) but station closure goes hand in hand with openings. Removing a stop can increase passenger numbers due to the improved end to end time of a service.

However, station closures cause a reduction in accessibility to a community. The WAG noted that closing stations is not the purpose of this work. Consideration should be given to stopping patterns but no serious funds should be spent on station closures.

A time allowance for many of the request stops shown in the timetable is calculated on the basis that the train will slow down for them but actually only stop at one in three.

The business case for station improvements is currently assessed on footfall but other issues need to be put considered (such as health benefits and access of sugar loaf station). There is a fixed pot of money therefore less money per station unless some are closed.

Determine how opening/closing/missing stations could influence future decisions. Need to consider the lines as a whole and not look at one station in isolation.

## Integration

There is currently insufficient integration between rail and other transport modes and services. Although it will be rarely possible to provide a seamless journey there are measures which can be considered to improve integration and encourage more passengers onto the train.

## Problems

- Waiting times –difficult for buses to connect to rail and maintain operational efficiency
  - How long should a bus wait?
  - Drop off/pick up requires a minimum 10 minute wait
- Inadequate parking for cars and cycles
- Bus and rail services may serve different routes and communities

## Opportunities

- Integration can work at a route terminus or when there is a very frequent bus service
  - i.e. bus every ½ hour and train every hour – overcomes reliability and journey waiting times issues
  - Services need to be fairly frequent and adequate waiting facilities should be provided
  - Reliable journey times are essential
  - Bus stops/interchanges at or close to station sites
- Recognise importance of car/cycle parking
  - adequate facilities may ensure car owners don't drive all the way
  - sensible charging regimes or free parking
  - Improved cycle storage at the station or accommodation on the train will encourage passengers to use stations further from their starting point
- Taxis, community transport and demand response transport have an important part to play
  - Book a taxi scheme to and from stations
- Information
  - Direction signs from stations to town (especially for pedestrians)
  - Improved passenger 'help points' – TfL provides a good example
  - Clearer interchange policy for buses, taxis, cycling, community transport – consistency
- Physical interchange improvements
  - Proximity
  - Shared waiting
  - Facilities
  - Perceived/actual safety/security
  - Real time information
- EU Convergence funding possibilities for station interchange improvements
- Improve integration with other rail services at end points

## **Safety and Security**

Passenger Focus have done a study on passenger experiences and aspirations on the Cambrian Lines and includes views on punctuality, frequency etc as well as safety and security on the lines.

Arriva Trains Wales (ATW) perform relatively well in terms of passenger satisfaction with safety and security on the train but not at the station. This is predominantly a perception and better information and access to local facilities would help remove some of the negative views – particularly for the occasional rail user.

## **Problems**

- The passenger help phone is not always answered
  - The line now links to Cardiff and the service is improving. Last places to be done should be the first as the program is based on footfall due to the business case
- Poor lighting at many stations
  - Lights at Dyfi Junction are on timers. There has been reports of lights going out as last train leaves, leaving the station in darkness
- Vegetation
- Lack of people presence
- The passenger help phone is not always answered

## **Opportunities**

- Improved lighting will reduce passenger vulnerability
  - Concentrate lighting where the train stops
  - Focus on desire lines
  - Highlight boarding locations
  - Maintenance
- Well maintained clean stations.
  - Vegetation and weeds kept under control
  - Tidiness
- Improve passenger confidence
  - Information (real-time)
  - Telephone/help points
  - Signage
  - CCTV
  - Staffing/presence – consider assistance from Community Transport Police
  - Station design and layout

## Provision of travel information and marketing

### Problems

- Generally rail and bus timetables are not provided together
- 'Visit Wales' website has no public transport links
- Sustainable tourism task and finish group – uphill battle. Marketing is not just advertising but also improving/developing a product to make it more marketable and convenient.
- Nature of franchise (ie 'no growth') – less incentive to market services which are outdated in light of passenger growth

### Opportunities

- Marketing
  - need for clarity about who is doing what – otherwise duplication and/or gaps
  - Local marketing/initiatives working with community rail
  - Need good quality product
  - Promote modes together
  - Timetable information needs to be simple and bold for each specific location
  - Direction signs and information boards between stations and public roads and town centres including public amenities
- Fares
  - Improve clarity of fare structure
  - Ticketing promotion
  - Rail cards
  - Integrated tickets
  - Concessionary fares
  - Rovers
- Integration
  - x Co-ordination across region
  - Getting better value for money
  - Promote modes together
  - Seamless journeys
  - Inter multi-modal fares/tickets
  - What do you do about luggage?
  - Is Plus Bus still active in mid-Wales?
  - Extension of Todyn Taith Rover to mid-Wales or all Wales?
  - TransCambria?
- Investment
  - Specify what needs to be done/included in franchise
  - Need for investment in all stations regardless of footfall
  - Reduction of operating costs of lines
  - TraCC to fund community rail partnership following the dramatic falls in TOC Funding?
  - Need to improve the environment on and off the train.

## Rolling Stock

The current franchise is for a 20 year period.

### Problems

- Franchise issues – talks are ongoing with WAG but there is a long way to go
  - Agreement poorly worded – ATW not required to market the franchise
  - No growth allowed for
  - No refurbishment to 158s
  - Public doesn't understand the franchise commitments
- Stock Provision - need to provide what is required as well as advertise it
  - What does WAG need to provide over and above the franchise?
  - There are only 153s on the HOW Line – they are underpowered and have no luggage or cycle space
  - 158s cannot operate on the HOW Line as there are two pinch points. £¼ m is required to improve platforms – currently 158s could not run loaded because of clearance to platforms.
- Shrewsbury to Crewe is only a 2hr local service under the franchise. Funds from DfT are inhibited to get an hourly service. This is currently the only source of funding.

### Opportunities

- Refurbishment
  - A gap analysis of stations facilities, business case and programme are to be provided. What are we trying to achieve in the short, medium and long term?
  - Consider customer base. Different markets - commuter, leisure, student, visitors – need different facilities such as cycle and luggage space
  - Study on refurbishment was done 2 years ago - 120k needed to refurbish the 153s
  - Consider refurbishing 158s - determine what features are expected by public in passenger saloons
  - Address issues of clause 153 condition
  - ERTMS fitting
- Franchise
  - If political will is there the existing franchise can change
  - Need flexibility in franchise to allow for growth and react to public demands
  - Suitability of stock
  - Better rolling stock for HOWL
  - Leasing – costs/Better value
  - Ownership
  - 153s operate outside of the TraCC area – all across ATW.
- Infrastructure
  - Make all routes accessible to all types of rolling stock eg 158s on HOWL
  - Depots – Machynlleth and ? HOWL – better reliability
  - Physical access from station platform for disabled
- Funding
  - Draft National Transport Plan benefits are being directly funded by WAG. WAG is expecting work to influence the Rail improvements programme.

## Network Rail (NR) Assets

Who owns what (Records and Deeds etc)? Access to this information is required for TraCC to inform works programme.

If NR and rolling stock (the 'hardware') are seen as problems for the length of the franchise, what alternative avenues can be taken to introduce change?

Control needed to prevent NR 'shipping' of ORR licence obligations – eg HOWL loops issue.

### Problems

- NR flogs assets which could be of benefit to the community. They work alone as a commercial entity. Their land is littered with debris and rail sleepers
- Funds that ATW pay to NR for access to stations/infrastructure is not spent on stations and infrastructure in Wales and the borders in the franchise area
- Crossing is a specific problem there is now a common accord with them.
- The issue of reinstating the five passing loops is now resolved but why was it allowed to deteriorate? NR has not fulfilled its duties and kept up maintenance. If there a more appropriate and less expensive way to maintain lesser used routes? Standards are too great at NR for some areas. There is a lack of flexibility and appropriate solutions.
- Communication strategy is not fit for purpose. Need to have clear, defined role of communication
- Lack of NR flexibility in providing appropriate installations

### Opportunities

- Mike Franklin from NR runs a project similar to station friends.
  - Work is done by the communities to improve NR assets – eg Llanelli
  - Contact Mike regarding appropriateness
  - Look into improving lots of little services at once
  - Consider mini buses for selected routes.
- The cost of running the railway has shot up since the demise of British Rail. Could this be managed centrally again to reduce costs?
- Work is driven by station footfall. There is a need for other criteria to be set. Station improvements – not just based on foot fall (which is low in mid-Wales)
- Less bureaucracy for rural areas
- Is there a better value way of managing this in Wales? (as part of Wales and borders franchise management and delivery – WAG/NR/ATW)
- Can TOC and NR pool and plan joint resources and co-ordinate with local authorities to reduce costs of maintenance
- TOC station access fees to be spent by NR in that franchise area
- Community involvement in maintaining NR assets
- Better control of 'Spacia' activities to take account of rail system requirements
- Remove budgets for maintenance not only capital for new station infrastructure
- Charges imposed on outside parties wishing to make improvements to NR property must be addressed
- Capacity of station car parks to encourage park and ride, discourage use by non-rail users
- More appropriate standards for maintenance of community lines

### **Crossings**

- Boost programme of level crossing closures (better safety, increase speed)
- Reduction of number of level crossings
- Risk vs access

### **Freight**

- Introduce freight/parcels services to HOWL (timber, general merchandise)
- Freight locations on Cambrian Lines – Moat Lane Junction, Bow Street, Wood Yard?
- Freight locations on HofW Line Pent-y-bont Yard by station
- Moat Lane
  - Road/rail transfer
  - Timber
  - Goods
  - Aggregates
  - ????
- Include trunk road – new A470/A489 junction
- Freight route designation – accuracy and consistency of information – risk assessments

### **Electrification**

- Support electrification of Shrewsbury to Birmingham
- Discuss with partners in England how services from Aberystwyth/Pwelli to Birmingham International can best be dealt with following this

## Cambrian Lines

Need to produce a schedule of infrastructure constraints on both lines as some of the reasons for slower line speeds are very historical.

Based on interchanges – and subject to retaining all transport routes/assets that may be needed – consider if there are development opportunities that could benefit, or that may threaten the health of the lines.

### Problems

- Aspirations are constrained by the available route
- Times are constrained by last train return time
  - Last train from Shrewsbury does not allow theatre visits
- Opening of Bow Street – operationally a problem. It is close to Aberystwyth and so getting funds would be a problem.
- Any additional stations opened will have to be incorporated within the existing timetable
- No London service as rolling stock could be better used elsewhere on the franchise area
- ERTMS restricts available rolling stock for the line for:
  - Additional service aspirations
  - Special working
  - Freight opportunities

### Opportunities

- Focus on Swansea not Carmarthen as the last section as the link to Carmarthen is very slow
- Westbury and Hanbury are also stations which could potentially reopen. Carno has been given first priority because of the business case.
- There is a 3min per station trade off for closing a station - higher line speeds or reduced stations.

### Aspirations

- Retain the 'connect and attachment' of Aberystwyth and Pwllheli portions of trains at Machynlleth every 2 hours and add an additional 2 hourly service just from Aberystwyth to provide an hourly frequency between Aberystwyth, Machynlleth and Shrewsbury
- More trains, more often!
- Half hourly service from Aberystwyth to Shrewsbury on a peak time shuttle during limited hours
- Hourly coast line
- 7 day railway – Sunday to mirror the Monday to Saturday after 10/11am
- Earlier/Later trains (07:20 ok as the earliest train)
- Improve line speed
- Siding provision for freight at Moat Lane
- Increase line speed – where safe to do so – free up ability to get any new stations opened?
- Reopen Carno station
  - Bus alternative? (existing 2 hourly X85 moves to hourly and connects to rail at Caersws or Newtown)
  - Old station building or a new location?
  - Station plus freight facility (old Laura Ashley depot) = stronger case?
- New stations at
  - Borth/Llanaber
  - Bow Street/Llandre
  - Hanchurch/Westbury area
  - A new Dyfi Valley 'Parkway' (relocate Dyfi Junction)
- For new stations prioritise:

- Potential market
- Footfall
- Access
- Potential for modal shift to tackle CO2, traffic congestion etc
- Re-introduction of standard timetable connections at Shrewsbury
- Possible local services Newtown – Shrewsbury and Machynlleth – Aberystwyth
- Routeing of additional services:
  - Shrewsbury to Crewe (funded by DfT)
  - Manchester Airport
  - London
  - Cardiff district
- Shrewsbury restored as universal hub (cost with timetable changes – platform 3)
- Improve safety – eliminate crossings?
- Look beyond existing line and rolling stock

## Heart of Wales Line

Think outside constraints of things moving slowly. Be more adaptive. Break the mindset.

A bus link should be provided from Builth Road Station to Builth Wells whenever there is a major event at the Royal Welsh Showground. The TrawsCambria bus service between Brecon and Newtown via Builth Wells and Llandrindod Wells was introduced in January 2006 and improved in September 2007. It connects with Cambrian Line trains at Newtown Station. A separate bus service is provided between Llandrindod Wells, Rhayader and Llanidloes, where it connects with buses to Aberystwyth, Newtown and Shrewsbury.

### Problems

- 153s struggle to keep up the pace.
- Reduced loops are not maintained as the route is adequate for services.
- The number of existing stations does impact on service journey times but a proper debate on changes would be needed

### Opportunities

- Promote as key North to South transport link in Wales (NW England – SW Wales)
- The Royal Welsh Show ground is a big attraction. This service could be greatly enhanced throughout the year when other events are held at the ground
- Sustrans are pushing for WAG to review the Builth Road connections
- Through services to Cardiff would encourage day trips to mid Wales
- Restoring loops can promote the route for freight
- Overall the HoWLine is important for freight - Consider moving timber and general merchandise such as goods for supermarkets. Fish by Rail is already in place.
- Consider using Diesel Multiple Units (DMUs) as in Europe
- Smarter working to improve office into/out of Swansea to provide part of commuter offer
- Light rail solution – guided bus (even on previously closed routes/lines)
- Tram train concept only if intend to run in street somewhere

### Aspirations

- 7 day week
- 2 hourly service
- Some short workings and late departures
- Reduced end to end journey times (by ½ hour – see Scott Wilson Report)
- Enhance capacity of the North to South route and market it
- Provide an operating base at Llandovery
- Integrate with bus/walking/cycling routes
- Double the single line
- Link more to district than to Cardiff
- Open up the triangle to miss out Llanelli station
- Develop rail tourism projects such as the land cruises and dining experiences market – steam and diesel hauled excursions
- Better rolling stock – more suitable for the line
- Improved line speeds
- Station access improvements
- Improved connection to buses
- Move Penybont station closer to village
- Extra station at substantial village of Howey (near Llandrindod)

- Unlock potential for southern section – commuting
- Potential for freight carriage – reduced at present (by loops)
- Greater service frequency including part route workings and more services at either end of line

## Notes from TraCC Rail Studies Workshop

14<sup>th</sup> August 2009

### Attendees:

Capita	Dave McCallum (DM); Steph Malson
TraCC	Ann Elias (AE); Chris Wilson (CW);
SWWITCH	Sue Miles (SM)
WAG	David Hern (DH)
Arriva Trains Wales	Ben Davies (BD)
Passenger Focus	Simon Pickering (SP)
Heart of Wales Line Forum	David Edwards (DE)
SARPA	Paul Atkins (PA)
Ceredigion CC	Gareth Roberts (GR)
Powys CC	Phil Jackson (PJ); Marc Lewis (ML)
Shropshire CC	Dave Koring (DK)
Carno Station Action Group	Jeremy Barnes (JB)

**The group discussed key issues for both the Heart of Wales and Cambrian Lines and comments were made under the following headings:**

### Improvements to existing stations and DDA compliance

- ML Smaller stations are generally ok but the larger/interchanges stations are not up to standard.
- GR Interchange stations car parks/bus provision is inadequate.
- SP Minimum standards are required even for smaller stations – such as shelters, train information and customer information screens (CIS). Lower costs CIS systems are being tested to roll out in unmanned stations.
- BD Step free access required or as near as possible.
- DK Need access from road to station to be step free too. Rights of access across non rail land can be a problem.
- SP Help point required.
- GR Direct desire lines to access station and platform.
- PA Clear signage to bus stops and car parks which are not used for other purposes
- DK Sufficient poster cases are required - containing timetable, contacts, local maps, bus service information, alteration to trains due to maintenance and adverts – minimum of 4no required at each station.
- SP Large element of community involvement
- ML Signs pointing to the town centre.

- DE Much more needs to be done to integrate with buses – i.e. bus to call at the train stations. It is easier to change bus times than train times to integrate.
- PJ Good facilities are no use if they do not connect to services.
- PA Long term backup costs a lot of money to maintain. Welshpool footbridge surface is in poor condition but there are no funds to repair.
- GR Replacing out of date barriers causes problems – e.g. Caersws is no automatic.
- DK Educate the public that turning up last minute is no good. Seating and lighting to be improved.
- PA Caersws signalman opens waiting room. He soon leaves, will it be kept locked?
- DE Toilets and left luggage
- SP Toilet facilities score poorly in customer satisfaction. Explore options to provide information on toilets, food and additional passenger facilities such as taxi numbers/stands which are located nearby.
- PA Larger stations may be able to support an agent to provide information.
- DE Most stations have phones. There is a poor mobile signal in many areas in Wales.
- DK Define policy on providing public telephones. Often calls are received from rail groups asking for phones but vandalism is a problem. Some only take cards to reduce vandalism.
- BD Only three are staffed - Aberystwyth, Machynlleth and Pwllheli. All stations are graded by Network Rail from A-F.  
D: med Staffed.  
E: Small Staffed  
F: Small Unstaffed
- SP Staffing, or any type of presence, wanted by passengers.
- DE On the HOWL only Llandrindod is staffed by an Agent. Llandovery is being considered for staffing. The service would be improved if some stations weren't there.
- GR Station closure goes hand in hand with openings.
- CW Close 1 or 2 and open 1.
- DE Closure should only occur with a view to improving the performance time end to end. Consider having some services as limited stops.
- GR Demographics have changed. BR works on historic principals and is poor in reacting to change.
- DM On what criteria do you decide there are too many stations? Every loss causes a reduction in accessibility to a community but only saves approx 3 mins in time for each service.

- DH Closing stations is not the purpose of this work. Consideration should be given to stopping patterns but no serious funds should be spent on station closures.
- BD Agreed but consider the business case – 114 patrons used the Sugar Loaf station in 2009.
- PA There is a fixed pot of money therefore less money per station unless some are closed.
- DK Cannot just assess footfall. Who are using Sugar Loaf station and is it a benefit? Health and activity is being promoted here whereas at other stations with higher footfall the type of person using it could have alternate access possibilities.
- DM Can we increase footfall?
- AE Why don't walkers use Sugar Loaf station? Is it a marketing issue?
- PJ Describe how opening/closing/missing could influence future decisions.
- DH Main aim of this brief is to look at opportunities.
- GR Could also consider removing pedestrian/vehicle crossing points to increase train speed.
- DM Operationally, could consider missing a station either always or occasionally.
- PJ Local politics! HOWL only plans route stopping at 1 in 3.
- DE Don't look at 1 station in isolation. Think of the bigger picture. Removing a stop can increase passenger numbers due to the improved end to end time of a service.

### **Integration**

- PJ There are not enough bus and rail service and they seem to deliberately avoid each other.
- DK It's virtually impossible for them to connect successfully. How long is a bus supposed to wait? And do what? Drop off, pick up – requires a minimum of a 10 min wait. Bus operation cannot be timed efficiently and economically with a 10 min wait.
- DM Integration only works at a route terminus or when there is a very frequent bus service (i.e. bus every ½ hour and train every hour).
- GR Services need to be fairly frequent and adequate waiting facilities should be provided.
- SP Some car parking facilities are not adequate so people simply drive.
- DE Taxis, community transport and demand response transport have an important part to play.
- PJ There are problems in accommodating bicycles on trains or at the station.

### **Safety and Security**

- BD Passenger Focus have done a study on safety and security on the Cambrian lines
- SP Arriva Trains Wales (ATW) have good records of safety and security on the train but not at the station. This is partly due to vegetation and lack of people presence.

- BD A lack of information can increase passenger vulnerability.
- DE Particularly if not used to using trains
- PA Passenger help phone is not always answered
- BD The line now links to Cardiff and the service is improving. Last places to be done should be the first as the program is based on footfall due to the business case
- SP Concentrate lighting and shelter where the train stops and highlight where they are to reduce vulnerability
- ML Community Transport Police could help
- DK Mike Franklin from Network Rail (NR) runs a project similar to station friends. Work is done by the communities to improve NR assets. Work done at Llanelli
- GR NR flogs assets which could be of benefit to the community. They work alone as a commercial entity. Their land is littered with debris and rail sleepers
- BD Funds that ATW pay to NR for access to stations/infrastructure is not spent on stations and infrastructure in Wales and the borders in the franchise area
- PA The cost of running the railway has shot up since the demise of British Rail. Could this be managed centrally again to reduce costs?
- SP Work is driven by station footfall. There is a need for other criteria to be set.
- DE The issue of reinstating the five passing loops is now resolved but why was it allowed to deteriorate? NR has not fulfilled its duties and kept up maintenance. If there a more appropriate and less expensive way to maintain lesser used routes? Standards are too great at NR for some areas. There is a lack of flexibility and appropriate solutions.
- PJ The lights at Sugar Loaf station came from Health and Safety fears during NR receivership.
- DE Suggest Mike Franklin is contacted regarding appropriateness. Look into improving lots of little services at once. Consider mini buses for selected routes.
- PJ Crossing is a specific problem, there is now a common accord with them.

### **Provision of travel information and marketing**

- BD Local marketing/initiatives working with community rail
- SP Ticketing promotion/rail cards/integrated tickets could all do with attention.
- DE Examples from forum provided.
- CW Generally rail and bus timetables are not provided together.
- BD The 'Visit Wales' website has no public transport links.

DE Sustainable tourism task and finish group – uphill battle. Marketing is not just advertising but also improving/developing a product to make it more marketable and convenient.

DE What do you do about luggage?

GR Need to improve the environment on and off the train.

### **Rolling Stock**

PA There is no refurbishment to 158s within the current franchise. There are major problems in the way the franchise was specified.

BD Talks are ongoing with WAG but there is a long way to go.

DK There is no growth allowed for in the franchise. Therefore ATW is not required to market the franchise. The Agreement was poorly worded.

BD There are only 153s on the HOW Line.

DK Need to provide what is required as well as advertise it. What does WAG need to provide over and above the franchise.

GR Passenger perception doesn't consider or understand the franchise commitments. If political will is there the existing franchise can change.

DH Draft National Transport Plan benefits are being directly funded by WAG. WAG is expecting work to influence the Rail improvements programme.

Current franchise is for a 20 year period.

DM A gap analysis of stations facilities, business case and programme are to be provided. What are we trying to achieve in the short, medium and long term?

SP Each of the different markets - commuter, leisure, student, visitors – need different facilities such as cycle and luggage space.

DE 153s are underpowered and have no luggage or cycle space. 158s cannot operate on the HOW Line as there are two pinch points. £¼ m is required to improve platforms – currently 158s could not run loaded because of clearance to platforms.

DK 175s are allowed on the HOW Line.

DE A study on refurbishment of 153s was done 2 years ago.

BD 120k is required to refurbish the 153s.

GR The public don't understand this.

DK 153s operate outside of the TraCC area – all across ATW.

SM SWWITCH Rail User Strategy

DK Shrewsbury to Crewe is only a 2hr local service under the franchise. Funds from DfT are inhibited to get an hourly service. This is currently the only source of funding.

### **Cambrian Lines**

BD Consider a 'Connect & Attach' option at Machynlleth for a second 2 hourly service.

CW Aim for an hourly coast line.

GR Aspirations are constrained by the available route.

CW Aim for a seven day railway.

DK Aiming for Monday to Saturday being the same but Sunday to mirror this service after 10/11am but this hasn't happened yet.

PA There should be at least a 2 hourly service on Sunday.

GR Aim for a ½ hourly service between Newtown to Shrewsbury on a peak time shuttle during limited hours and expand this to Aberystwyth.

CW Consider earlier/later trains.

PJ Times are constrained by last train return time.

AE Last train from Shrewsbury does not allow theatre visits.

PA 07:20 as the earliest train is ok.

CW This is a key North to South transport link in Wales.

GR Focus on Swansea not Carmarthen as the last section as the link to Carmarthen is very slow.

JB Carno

PA Opening of Bow Street – operationally a problem. It is close to Aberystwyth and so getting funds would be a problem. Westbury and Hanbury are also stations which could potentially reopen. Carno has been given first priority because of the business case.

DM There is a 3min per station trade off - higher line speeds or reduced stations.

JB It is 80mph to Caersws then 60mph. Why?

BD This is due to the rail infrastructure, gradients, geometry and safety of structures.

GR Siding, switches, ongoing maintenance...

GR Need to produce a schedule of constraints on both lines. Some are very historical.

### **Heart of Wales Line**

DE Aim for a seven day week and 2 hourly service, some short workings and late departures, reduced end to end journey times by ½ hour (See Scott Wilson REPORT). The speed is

30mph ish now. Enhance the North to South route and market it. Provide an operating base at Llandovery.

CW Integrate with bus/walking/cycling routes.

DE The Royal Welsh Show ground is a big attraction. This service could be greatly enhanced throughout the year when other events are held at the ground.

PJ Sustrans are pushing for WAG to review the Builth Road connections.

BD Aim to double the single line.

DE 153s struggle to keep up the pace.

GR Aim to link more to district line than to Cardiff.

SM Open up the triangle to miss out Llanelli station.

DE Through services to Cardiff would encourage day trips to mid Wales.

DK Restoring loops can promote the route for freight. Reduced loops are not maintained as the route is adequate for services.

DE Develop rail tourism projects such as the land cruises and dining experiences market.

DK As overall the HOWL is important for freight

DE Rail is used for timber movement in Scotland. Consider moving general merchandise such as goods for supermarkets. Fish by Rail is already in place.

SM Avoid Llanelli, more services, earlier/later commuter trains, better rolling stock.

PA Low floor Diesel Multiple Units (DMUs) in Europe.

GR Think outside constraints of things moving slowly. Be more adaptive. Break the mindset.

**Note: TraCC Board Meeting 4<sup>th</sup> December 2009**

SM advised on the following corrections to the brief

3.3.4 NPT not on the line Carmarthen and Swansea

3.5.10.1 Twice weekly not occasionally

## Post Its Record

### Improvements to existing stations and DDA compliance

- More poster cases for service change news and marketing
- Good quality shelters (many needed on Heart of Wales Line)
- Raise low station platforms (Builth, Llangennech, Bynea, Broome, Penybont)
- Viability of existing stations:
  - Footfall and facilities versus size of local community (market for rail), frequency of existing service etc
  - Impact on timetable
  - Remove more 'difficult' stations in terms of DDA
- Improve pedestrian access at many HOW stations (path surface levels)
- Access to station
- Physical access at station
- Signage (to town centre, taxis, buses etc)
- Walking and cycling routes
- Car and bike parking (capacity and management)
- Information display facilities:
  - Local map
  - Connecting buses
  - Notices
  - Advertising
- Waiting facilities
  - Shelters/cover
  - Waiting room
  - Seating
  - Bins
  - Toilets (even portable/hire?)
  - Shop/refreshments
  - Ticket purchase/office
  - Left luggage
  - Parcels
- Commercial opportunities (refreshments, shop, post office, bar, local authority, customer information point, TIC, taxi office etc)
- Marketing information
- Phones
- Information ie for onward trains
- Good way finding at stations, including direction to town centre
- Good shelters on all stations
- Need templates for a 'hierarchy' of stations to ensure minimum standards, assist 'gap analysis' and inform future programmes
- Encourage greater use of station buildings
- CIS/help points at all stations (real-time), consider new, lost-cost options
- All Shropshire stations have:

- Local area map
- Bus times (at station or from town/village)
- Cycle parking (if only a couple of hoops, and except Hopton Heath as there is nowhere to physically put one!)
- More car parking at Caersws
- Shelters
- Seating
- Lighting
- Sufficient poster cases
- Local maps
- Information on:
  - Local buses (if any)
  - Toilets
  - Phones
  - Refreshments (pub?)
- Use of information boards at stations to indicate location of the following services:
  - Taxis
  - Toilets
  - Phones
  - Shops/pubs
- Hierarchy of stations for development
- Better information on stations
- Better signage to town centres
- Integration of stations or local police 'beats'
- Signage and information at stations for both rail and town/village services
- Identify hierarchy of stations in mid-Wales
- Initiatives that boost/support local buy-in into individual stations
- Station closures will not be politically acceptable, initial focus should be on enhancing existing and investigating opportunities

### **Integration**

- Integration with other rail services – Llanelli
- Buses to meet trains at Llandeilo and Llandovery
- Direction signs from stations to town (especially for pedestrians)
- Improved car parking especially at larger stations with a sensible charging regime or free
- Bus interchange/stops at or very close to station sites
- Reliable journey times – frequency improvements and better connectivity
- Book a taxi scheme to and from stations
- Highly dependent upon frequency of services (this overcomes reliability, journey time issues, waiting times etc)
- Physical interchange:
  - Proximity
  - Shared waiting
  - Information (real time?)

- Waiting facilities
- Perceived and actual safety/security
- Bus and rail services may serve different routes and communities
- Car parking even at small stations – enough to ensure car owner doesn't decide to drive all the way
- Clearer interchange policy for buses, taxis, cycling, community transport – more consistency
- Improved car parking
- Improved cycle storage
- Improved passenger 'help points' (TfL ones are a good example)
- Need to accept rarely possible to provide seamless journey
- Attempt to integrate rail and bus timetables
- More car parking and recognition of its role in integrated transport
- Interchange is critical be it foot, cycle, bus or car. Some opportunities via Convergence EU funds for station interchange improvements

### **Safety and Security**

- Lighting:
  - Good
  - Focused on desire lines
  - Maintained
- Elimination of low platform heights
- Well maintained clean stations. Vegetation and weeds kept under control
- This is predominately a perception and better information and access to local facilities would help remove some of negative perceptions
- Lights at Dyfi Junction are on times? There has been reports of lights going out as last train leaves, leaving the station in darkness
- Passenger Focus research
- Community policing interest
- Lighting
- Tidiness
- Signs
- Staffing/presence
- CCTV
- Information (real time)
- Confidence in using trains
- Telephone/help points
- Station design and layout
- Perception vs reality

### **Network Rail Assets**

- Communication strategy is not fit for purpose. Need to have clear, defined role of communication
- Less bureaucracy for rural areas

- Station improvements – not just based on foot fall (which is low in mid-Wales)
- Is there a better value way of managing this in Wales? (as part of Wales and borders franchise management and delivery – WAG/NR/ATW)
- Can TOC and NR pool and plan joint resources and co-ordinate with local authorities to reduce costs of maintenance
- Who owns what?; Records (Deeds etc); Access to this information for TraCC etc to inform works programme
- If Network Rail and rolling stock (the ‘hardware’) are seen as problems for the length of the franchise, what alternative avenues can be taken to introduce change?
- Control to prevent NR ‘shipping’ of ORR licence obligations – eg HOWL loops issue
- Lack of NR flexibility in providing appropriate installations
- Ensuring synchronicity of works
- TOC station access fees to be spent by NR in that franchise area
- Community involvement in maintaining NR assets
- NR to clear up PW/CEnd detritus left on line side
- Better control of ‘Spacia’ activities to take account of rail system requirements
- Remove budgets for maintenance not only capital for new station infrastructure
- Charges imposed on outside parties wishing to make improvements to NR property must be addressed
- Capacity of station car parks to encourage park and ride, discourage use by non-rail users
- More appropriate standards for maintenance of community lines

### **Information/Marketing/Publicity**

- Marketing – need for clarity about who is doing what – otherwise duplication and/or gaps
- ATW working with local community rail officers
- Ticketing promotions
- Clarity of fares structures
- Co-ordination across region
- Getting better value for money
- Promote modes together
- Seamless journeys
- Inter multi-modal fares/tickets
- Need good quality product
- Nature of franchise (ie ‘no growth’) – less incentive to market services which are outdated in light of passenger growth
- Specify what needs to be done/included in franchise
- Is Plus Bus still active in mid-Wales?
- Extension of Tocyn Taith Rover to mid-Wales or all Wales?
- TransCambria?
- TraCC to fund community rail partnership following the dramatic falls in TOC Funding?
- Timetable information needs to be simple and bold for each specific location
  - Train towards \_\_\_\_\_
  - Calling at \_\_\_\_\_

- Times \_\_\_\_\_
- Consideration of ticketing
  - Rail cards
  - Integrated tickets
  - Concessionary fares
  - Rovers
- Need for investment in all stations regardless of footfall
- Reduction of operating costs of lines
- Direction signs and information boards between stations and public roads and town centres including public amenities

### **Crossings**

- Boost programme of level crossing closures (better safety, increase speed)
- Reduction of number of level crossings
- Risk vs access

### **Freight**

- Introduce freight/parcels services to HOWL (timber, general merchandise)
- Freight locations on Cambrian Lines – Moat Lane Junction, Bow Street, Wood Yard?
- Freight locations on HofW Line Pent-y-bont Yard by station
- Moat Lane
  - Road/rail transfer
  - Timber
  - Goods
  - Aggregates
  - ????
- Include trunk road – new A470/A489 junction
- Freight route designation – accuracy and consistency of information – risk assessments

### **Electrification**

- Support electrification of Shrewsbury to Birmingham
- Discuss with partners in England how services from Aberystwyth/Pwelli to Birmingham International can best be dealt with following this

### **Rolling Stock**

- Suitability
- Make all routes accessible to all types of rolling stock eg 158s on HOWL
- Improved quality
- Flexibility in franchise to allow for growth and react to public demands
- Better rolling stock for HOWL
- Suitability of rolling stock – 158s and 150s/153s
- Refurbishment - eg 158s
- Depots – Machynlleth and ? HOWL – better reliability

- Leasing – costs/Better value
- Ownership
- Physical access from station platform for disabled
- Customer base/market?
- Re-fitting
- Leisure vs inter urban market
- Barriers to use – users and non-users
- ERTMS fitting
- Luggage capacity
- Cycle carrying capacity
- 158s cannot operate on HOWL – platform heights/clearance
- Address issues of clause 153 condition
- Address route availability issues on HOWL
- 153 revamping urgently needed
- Determine what features are expected by public in passenger saloons if class 158s refurbished

### **Cambrian Lines**

- Reopen Carno station
- Additional stations – Carno, Bow Street, Harwood – Accept that these have to be incorporated within existing timetable cycles
- Sunday service of 2 hourly frequency (including Coast Line in Summer) similar to current weekday timetable (start at 09:00)
- Line speed improvement
- Siding provision for freight at Moat Lane
- Station potential openings at Borth/Llanaber And Carno
- Additional Aber-Salop services to run to Crewe (or Manchester Airport) to provide hourly service at Wem, Whitchurch, Nantwich
- No London service as rolling stock could be better used elsewhere on the franchise area
- Re-introduction of standard timetable connections at Shrewsbury
- ERTMS restricts available rolling stock for the line for:
  - Additional service aspirations
  - Special working
  - Freight opportunities
- Possible local services Newtown – Shrewsbury and Machynlleth – Aberystwyth
- Register of infrastructure constraints
- English destination for the extra ‘hourly’ service Crewe?/Manchester Airport?
- Direct service Aberystwyth to Cardiff
- Earliest and later services
- Faster journey station or extra stops
- Better Sunday services

- Based on interchanges – and subject to retaining all transport routes/assets that may be needed – are there development opportunities (of any sort) that could benefit, or that may threaten the health of the lines?
- New stations:
  - Carno
  - Bow Street/Llandre
  - Hanchurch/Westbury area
  - A new Dyfi Valley 'Parkway' (relocate Dyfi Junction)
- For new stations prioritise:
  - Potential market
  - Footfall
  - Access
  - Potential for modal shift to tackle CO2, traffic congestion etc
- Assumption of hourly service on main line
- Routeing of additional services:
  - Shrewsbury to Crewe (funded by DfT)
  - Manchester Airport
  - London
  - Cardiff district
- Shrewsbury restored as universal hub (cost with timetable changes – platform 3)
- Aberystwyth – London
- Improve safety – eliminate crossings?
- Increase line speed – where safe to do so – free up ability to get any new stations opened?
- More trains, more often!
- Hourly service on coast line
- Additional ½ hourly shuttles on main line
- 7 day railway
- Earlier and later trains – whole or part of lines
- Look beyond existing line and rolling stock
- New/restored N-S route

### **Heart of Wales Line**

- 7 day a week
- 2 hourly service
- Earlier/later services
- Whole length/part length
- Reduce journey times (end to end)
- Use as N-S route – underused
- Scott Wilson Study
- Number of existing stations does impact on service journey times but a proper debate would be needed
- Smarter working to improve office into/out of Swansea to provide part of commuter offer
- Longer term – reinstate triangle to avoid Llanelli reverse
- Improved line speeds

- Long term aim for 2 hourly service 7 days a week including later trains in and out of Swansea
- Light rail solution – guided bus (even on previously closed routes/lines)
- Walking/cycling routes alongside lines eg Bow Street - Aber
- Carno station
  - Bus alternative? (existing 2 hourly X85 moves to hourly and connects to rail at Caersws or Newtown)
  - Old station building or a new location?
  - Station plus freight facility (old Laura Ashley depot) = stronger case?
- Reduced end to end journey times
- Use of HoW Line as north to south route (NW England – SW Wales)
- Improved rolling stock
- Later last trains from each end
- Timber by rail
- 2 hourly 7 days a week
- Llandovery operating base
- Swansea vs Llanelli
- Unlock potential for southern section – commuting
- Builth Road – make better use of
- Llandevoery operating depot
- Connections – buses etc
- Link to Builth Wells transport study (WAG)
- Station access improvements
- District line?
- Suitability of rolling stock
- Potential for freight carriage – reduced at present (loops)
- Excursions – eg steam and diesel hauled
- Enhanced line capacity
- New freight – facilities? market (timber etc)
- Greater service frequency including part route workings
- Better rolling stock
- Reduction in journey times
- Improved rolling stock
- Increased freight use
- More services at either end of line at frequent intervals
- Linked to WAG Builth Wells transport study/A470/A483 – new Transcambria service from south via Brecon and Builth calling at enhanced Builth Road to Rhayader and beyond
- Move Penybont station closer to village
- Extra station at substantial village of Howey (near Llandrindod)
- New build rolling stock more appropriate for the line. Low floor as in mainland Europe?
- Tram train concept only if intend to run in street somewhere