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Llywodraeth Cymru
Welsh Government

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Consultation Document

Setting the Direction for Wales and the Borders Rail

Date of issue: 22 January 2016

Action required: Responses by 18 March 2016

Mae'r ddogfen yma hefyd ar gael yn Gymraeg.
This document is also available in Welsh.

OVERVIEW

The purpose of this consultation is to inform stakeholders of the Welsh Government's ambitions for rail over the next 15 years (to 2030), and to provide an opportunity to contribute views on what should be prioritised for delivery by the Wales and Borders franchise.

HOW TO RESPOND

The consultation period begins on 22 January 2016 and ends on 18 March 2016. Please ensure that your response reaches us before the required closing date.

The document is available on the internet at

<http://gov.wales/consultations/?lang=en>

Please respond by:

- Completing the consultation response form at Annex B; or
- Emailing or posting your response to the contact details below.

FURTHER INFORMATION AND RELATED DOCUMENTS

Large print, Braille, audio CD and alternative language versions of this document can be made available on request.

CONTACT DETAILS

Postal address: Rail Policy Team
Transport – Policy, Planning and Partnerships
Department for Economy, Science and Transport
Welsh Government
Cathays Park
Cardiff
CF10 3NQ

Email: railpolicy@wales.gsi.gov.uk

Telephone: 029 2082 1497

DATA PROTECTION

How the views and information you give us will be used

Any response you send us will be seen in full by Welsh Government staff dealing with the issues which this consultation is about. It may also be seen by other Welsh Government staff to help them plan future consultations.

The Welsh Government intends to publish a summary of the responses to this document. We may also publish responses in full. Normally, the name and address (or part of the address) of the person or organisation who sent the response are published with the response. This helps to show that the consultation was carried out properly. If you do not want your name or address published, please tell us this in writing when you send your response. We will then blank them out.

Names or addresses we blank out might still get published later, although we do not think this would happen very often. 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 the Welsh Government. This includes information which has not been published.

The law however, also 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 we finally decided to reveal the information.

FOREWORD

The Welsh Government is committed to putting rail services at the heart of our transport system to drive our ambitions for a vibrant and dynamic economy. Agreement has been reached with the UK Government that will see powers to award the next Wales and Borders franchise transfer to the Welsh Ministers

This moves us into exciting times for our railways, as decisions about the railway services in Wales will be taken in Wales and we will be better able to build on and deliver service improvements in the coming years.

In many parts of Wales and the Borders area, rail services are a key component of the transport network, connecting communities businesses and people to jobs, leisure facilities, and services. As part of an integrated public transport system, rail services have a vital role in transforming the socio-economic prospects of our communities and it is vitally important that they are of high quality, effective, affordable and accessible to all.

Services must be designed to meet the needs of passengers in the 21st Century. We want to ensure that the right choices are made for the future so that our railway delivers the best possible outputs for the public. We are keen to hear your views on what should be the priorities in shaping the rail services of the future.

A handwritten signature in black ink that reads "Edwina Hart". The signature is written in a cursive, flowing style.

Edwina Hart MBE CStJ AM
Minister for Economy, Science and Transport

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INTRODUCTION

The Welsh Government plays a significant role in managing the current Wales and Borders franchise. From early 2017, it is expected the Welsh Government will become a franchising authority with responsibility for awarding the next Wales and Borders franchise, likely to start in October 2018.

In preparation and with the agreement of the UK Government, the Welsh Government is developing the future strategic approach for rail services in the Wales and Borders area. Our vision is to see a not for dividend model with a strong connection with the communities it serves. “Transport for Wales”, our not for dividend company will deliver the next Wales and Borders franchise as a modern high quality service, contributing to an integrated public transport system across Wales.

Our intention is that services will be strengthened in ways which will most effectively support access to employment and social opportunities, economic growth and Wales’ links with the rest of the UK and beyond.

We will continue to press the UK Government for the devolution of powers in relation to railway infrastructure to the Welsh Ministers, to urge the UK Government to deliver investment in the railway infrastructure in Wales and work closely with partners to influence industry plans for delivery for future Control Periods.

In North Wales, we are working with partners to build the case for modernisation of the north Wales mainline. In south Wales, we look to the completion of electrification works along the Great Western mainline, and the delivery of the Metro concept in south east Wales. This will be taken forward within the context of the Welsh Government’s Metro project, which was launched on 30 November 2015 and will be the blueprint to how we approach commuter travel across Wales.

The Welsh Government is committed to engaging with stakeholders to ensure that the needs of the communities are met.

This consultation continues our commitment to engage with the people of Wales as we take forward work to develop rail services in Wales. Following the consultation, we will publish a summary of the views expressed during this engagement. Views expressed to us will inform development of the detailed proposals and specification for the award of the next Wales and Borders Franchise, together with rail services to be provided as part of the south east Wales Metro concept.

Based on the outcome of this consultation, wider public engagement and discussions with the railway industry, we will develop detailed proposals, which will be the subject of further consultation and public dialogue.

This consultation document invites you to answer a range of questions and offers the opportunity to express any views you have on the future of rail services in the Wales and Borders area.

OVERARCHING ISSUES

Outcomes

The Welsh Government is keen to encourage more people to travel by train rather than using private vehicles. Increasing the use of our railways to travel has the potential to drive economic growth and prosperity and to contribute to improving the environmental impact of transport as a whole. .

The Welsh Government proposes that rail services operating in the Wales and Borders area should contribute to achieving the following high level outcomes by 2030:

- Reduced overall journey times by providing faster and more frequent services, and better interchanges between modes
- Increased people using public transport through the provision of new and improved passenger services
- Reduced operating and maintenance costs by making greater efficiencies, and by greater use of services
- Having the capacity to meet demand during peak periods and special events
- Improved accessibility and compliance with the Equalities Act 2010 by coordinating services and improving station design
- Reduced emissions through lower road vehicle use
- Direct services between main residential areas and economic centres
- Improved service quality by providing newer vehicles and better integration between services
- Improved punctuality

Question 1: Do you agree with the Welsh Government's high level outcomes for rail in the Wales and Borders area?

Are there any others we should consider?

Passenger satisfaction and priorities for improvement

Transport Focus, the independent transport user watchdog, undertakes the National Rail Passenger Survey (NRPS) to provide a network-wide picture of customers' satisfaction with rail travel. Passenger opinions are collected over time to monitor overall satisfaction, and satisfaction with specific matters relating to stations and trains. The most recent survey¹ was published in June 2015 and overall, 89 per cent of passengers were satisfied with the current Wales and Borders franchise.

Transport Focus also conducts additional research into passengers' priorities and in 2014 published details of passengers' priorities for improvement².

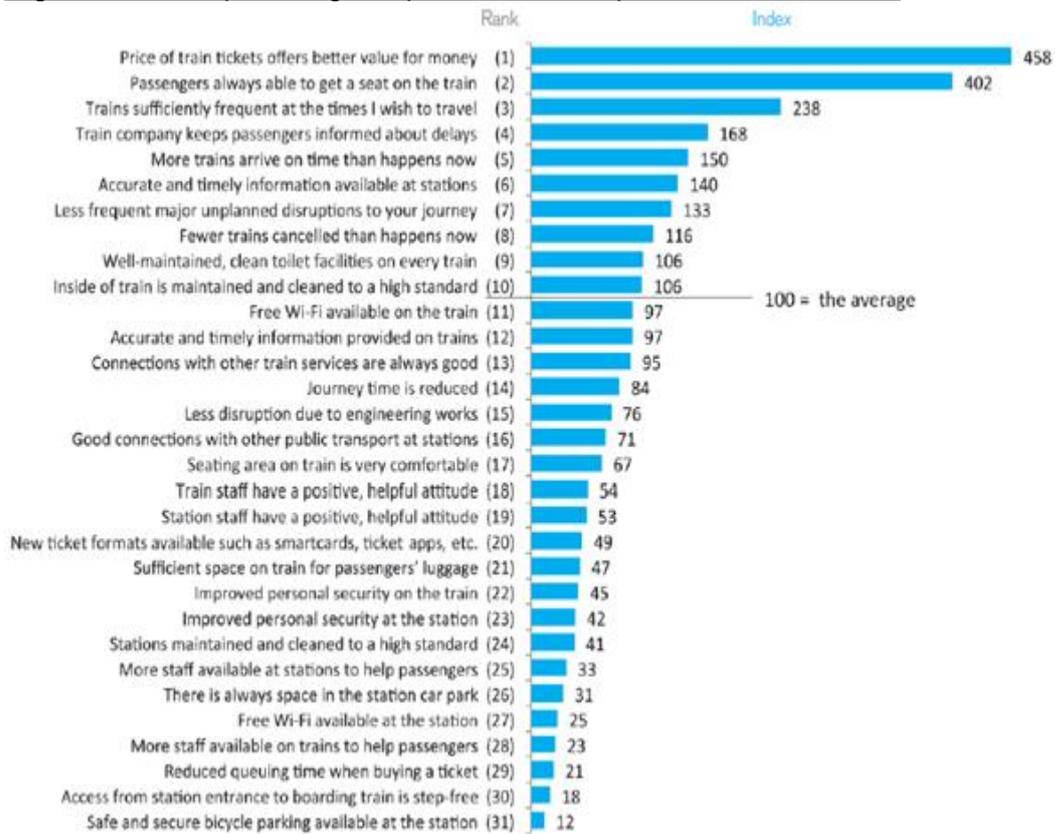
Figure 1 shows the results specific to Welsh passengers. The top five priorities identified by Transport Focus are:

1. Price of train tickets offers better value for money
2. Passengers always able to get a seat on the train
3. Trains sufficiently frequent at the times I wish to travel
4. Train company keeps passengers informed about delays
5. More trains arrive on time than happens now

¹ [Transport Focus – National Rail Passengers Satisfaction Survey](#)

² [Transport Focus – Rail Passengers Priorities for Improvement – October 2014](#)

Figure 1 – Rail passengers’ priorities for improvement in Wales



Question 2: Do you agree with the top 5 priorities improvements for rail passengers identified by Transport Focus?

How would you rank these priorities? If you do not agree, are there others that should take precedence?

RAIL SERVICES

Services currently operated

As the current Wales and Borders franchise operator, Arriva Trains Wales operates 955 services which carry around 65,000 passengers each day³. The services include many which serve stations within Wales, a small number which serve stations in England and others which provide important connectivity between Wales and urban centres in England – including Manchester, Birmingham, Hereford, Shrewsbury, Gloucester and Cheltenham.

A list of services currently operated is provided in **Annex A**.

Passenger numbers and expected growth

From the start of the current franchise in 2003 up until 2014, the number of train kilometres travelled by Arriva Trains Wales increased by 32 per cent to meet increased passenger demand⁴. This level of increased demand is expected to continue. As part of their Welsh Route Study, Network Rail has forecast growth in demand along routes relevant to the Wales and Borders franchise which is summarised in Table 1.

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

⁴ [Welsh Government – Rail Transport Statistics 2014-15](#)

Table 1 - Network Rail's forecasted passenger demand⁵

Projected Growth in Passenger Demand from 2013-2023 and 2043			
Long Distance Flows		Estimated Growth	
		2023	2043
Flows Between			
London	Cardiff	34%	142%
	Swansea	28%	111%
	North Wales Coast	27%	151%
North Wales Coast	North West England	25%	80%
	West Midlands	16%	79%
North Wales	South Wales	20%	77%
Cambrian Lines	West Midlands	21%	78%
Commuter - Corridor Into Cardiff			
Valley Lines		76%	153%
Vale of Glamorgan		80%	159%
Ebbw Vale Line		112%	205%
Swansea		56%	124%
GWML		46%	120%
The Marches		38%	96%
Commuter - Corridor Into Swansea			
Heart of Wales		32%	90%
West of Swansea		24%	78%
Commuting from Local Stations		30%	87%
Long Distance and interurban services		37%	97%
Flows Between Wrexham and:			
Chester		30%	88%
Manchester		27%	82%
Liverpool		27%	82%

⁵ Network Rail - Welsh Route Study (figures taken from version to be published in January 2016)

Range and frequency of future services

For the next Wales and Borders franchise, the Welsh Government is considering how the currently operated services (as summarised in Annex A) need to be improved to better meet the forecasted levels of demand.

Major services within the current franchise include:

- **Long distance services**, including hourly direct services between Cardiff and major English economic centres, including Manchester and Crewe
- **Short distance services** Commuter services between Cardiff and Valleys destinations, including between 5 per hour between Cardiff and Pontypridd, and 3 per hour between Cardiff and Barry.
- **Rural services**, such as those between Swansea and Shrewsbury which run along the heart of Wales line several times per day.

Question 3: Are there changes to the range and frequency of services currently operated, as set out at Annex A that you would consider necessary?

If responsibility for rail franchising is transferred to the Welsh Ministers in 2017, it may be possible to include other rail services starting or ending in Wales to other destinations in England.

Question 4: Are there destinations outside of Wales that should be considered for inclusion in the next Wales and Borders franchise?

Capacity

Overcrowding on trains can be uncomfortable and sometimes make passengers feel unsafe, but for various reasons, the number of passengers boarding a train can exceed the number of seats available. While it is important for some sections of the public to be seated at all times during their journey, we are seeking views on the balance between providing adequate capacity at peak times, during special events and for short journeys and providing seating for every passenger at other times.

The Welsh Government wants to base the approach taken to capacity provision on a broad set of views from stakeholders.

Question 5: Can better use be made of existing train capacity? What is an acceptable limit for standing times on rail journeys?

Performance standards

The punctuality and reliability of services has been identified as one of the highest priorities for passengers.⁶ When awarding a new franchise contract, the Welsh Government will have the opportunity to incorporate performance standards for punctuality and reliability and can also consider setting performance standards for other matters, such as:

- Cleanliness of the trains and stations
- Customer Service
- Information Provision (including during disruption)
- Facilities for Passengers

⁶ [Transport Focus – Passenger Priorities for Improvement](#)

Question 6: What standards for performance should the Welsh Government consider setting when awarding a franchise for rail services?

Service disruption

Adequate mechanisms and safeguards need to be in place to mitigate the impact of disruptions - including severe weather, flooding, maintenance works, breakdowns and line side incidents.

Unplanned disruption is a significant cause of passenger dissatisfaction, especially when there is inadequate communication with passengers. Transport Focus data suggests only 42 per cent of passengers are satisfied with how the current operator deals with delays⁷.

The Welsh Government thinks an operator should be required to:

- Minimise disruption on services
- Put systems in place to keep passengers informed at stations and on trains of any unplanned disruption and the expected impact on passengers' travel plans
- Make alternative arrangements available for passengers so that they can continue their journey and, if this is not possible, explain the rights passengers have to complain or claim compensation
- Communicate planned service disruptions in sufficient time to enable people to make alternative travel plans.

⁷ [Transport Focus - National Rail Passenger Satisfaction Survey - Page 38](#)

Question 7: How could arrangements for dealing with disruption be improved upon and how should these be prioritised?

Fares

Ensuring everyone is able to access travel by public transport is a key priority for the Welsh Government. Affordability is a key consideration for travellers and can act as a barrier to the uptake of public transport. The national passenger satisfaction survey data suggests only 57 per cent of passengers currently feel that their ticket represents good value for money.⁸

Rail fares in Britain are broadly split into the following two categories:

- Regulated fares which governments influence any annual changes to. These include standard class return, saver and season ticket fares.
- Unregulated fares which are set by train operating companies based on commercial decisions. These include first class and advance purchase fares.

More than half of the current Wales and Borders franchise's fare revenue comes from regulated fares, with the remainder from unregulated fares. In previous years regulated fares had increased above the Retail Price Index (RPI) inflation rate. Over the past two years however, increases applied to regulated fares have been limited by the Welsh Government to the rate of inflation only.

⁸ [Transport Focus - National Rail Passenger Satisfaction Survey – Page 38](#)

Since 2007, the Welsh Government has provided funding for a concessionary fares rail scheme on rural railway services. The scheme enables free travel to owners of a concessionary travel pass issued by any Welsh Local Authority on the following rail lines:

- Conwy Valley
- Wrexham to Hawarden
- Cambrian Coast
- Heart of Wales

The concessionary rail scheme compliments the concessionary bus scheme operated within Wales.

Taken together with the other priorities for improvement, the cost of operating railways is likely to increase over the term of the next franchise. Our approach will be to meet these costs through improved operational efficiencies and increased revenue from increased patronage.

Question 8: How should the cost improvements in service provision be met? Will the Welsh Government's approach provide the best value for money for passengers?

Ticketing

There are many examples of ticket types - current examples include smart cards (e.g. Oyster used in London), digital ticketing (e.g. mobile tickets) and we understand the popularity of pay as you go electronic ticketing is increasing.

The benefits of these types of tickets include:

- The tickets can be more robust than traditional paper based tickets
- The value on the ticket is normally more secure
- In some cases, if the card/token is lost, it can be de-activated and the value transferred
- The ticket has the potential to be more complex information to allow for information about journeys which can improved data gathering to assist in understanding the types of journeys that are being made
- Some tickets can apply 'capping' rules that allows for best fares being provided to travellers (e.g. Oyster used in London)
- An integrated ticket allows the end user to travel across multiple modes of transport using one token type

Rail tickets in Wales have traditionally been paper-based. Paper tickets are relatively inexpensive to issue and do not need complex equipment. Transport Focus data suggests that 78 per cent of passengers are currently satisfied with ticket buying facilities⁹. Moving away from paper would require investment and additional infrastructure.

Question 9: Would you prefer to not use a paper-based ticket and, if so, what ticket type would you like to have available?

⁹ [Transport Focus - National Rail Passenger Satisfaction Survey – Page 38](#)

The Welsh Government wants to see rail ticketing systems that are better integrated with other public transport modes.

Question 10: How important to you is the availability of a combined ticket for public transport in Wales? Do you have examples of good practice?

Rolling stock

The Welsh Government wishes to see significant improvements in rolling stock and the provision of new rolling stock in the next franchise award. Arriva Trains Wales currently uses a variety of older generation diesel rolling stock to deliver the range of services - including rural, commuter and long distance - operated under the Wales and Borders franchise.

Rolling stock used in the future will need investment to ensure it is fit for purpose and in particular comply with the standards required from 2020 to meet the needs of people with restricted mobility.

Research undertaken by Transport Focus suggests that the overall level of satisfaction with rolling stock currently operated by the Wales and Borders franchise is comparable to other parts of Britain¹⁰. However passenger satisfaction with particular quality characteristics, such as the availability of luggage space, toilet facilities, space to sit or stand, free Wi-Fi and passenger comfort does not compare as favourably.

¹⁰ [Transport Focus - National Rail Passenger Satisfaction Survey](#)

We would like to seek your views on the importance of rolling stock quality characteristics such as:

- Improved and free to use mobile connectivity (including Wi-Fi)
- At seat mobile device charging points
- Visual and audible passenger information systems
- On-board toilet facilities
- Priority seating
- Seats aligned with windows
- Additional space for bicycles (reducing space for seats)
- Sufficient space for luggage

Improvements in the rolling stock used on the next Wales and Borders franchise will be expected in all these areas, together with additional provision for passengers wishing to travel with bicycles to support advancement of our active travel objectives.

Question 11: Are there other quality characteristics you would wish to see? How would you prioritise the quality characteristics for the Wales and Borders Franchise?

What additional quality improvements to rolling stock should the Welsh Government prioritise for

- **Commuter routes?**
- **Rural routes?**
- **Long distance routes?**

Catering

Currently, catering services within the Wales and Borders franchise area are available at larger stations and on-board the majority of trains operating on longer distance routes. On-board catering services are usually delivered by way of an at-seat trolley service offering light refreshments, with hot meals being provided on the Premier Service operating on weekdays between north and south Wales.

Question 12: Do you think the catering provision available in the current franchise is adequate for longer journeys? If not, how should the Welsh Government consider influencing changes to catering services available at stations and on trains?

STATIONS

The franchise currently manages about 244 stations across the Wales and Borders area, of which:

- 22 per cent are staffed and have ticket offices
- 42 per cent have waiting rooms or enclosed seating areas
- 9 per cent have facilities to purchase refreshments
- 36 per cent have facilities to purchase a ticket
- 52 per cent have CCTV installed
- 35 per cent have bicycle storage facilities

Good quality station facilities are important for rail users. Transport Focus research indicates that 79 per cent of passengers are satisfied with stations currently managed by Arriva Trains Wales.¹¹ While surveys carried out by Transport Focus and Arriva Trains Wales suggest that passengers are generally satisfied with stations in the Wales and Borders area, the surveys highlight a need to improve facilities - particularly sheltered seating, maintenance, catering and retail facilities.

Improvements are expected in all these areas, together with additional provision for passengers wishing to cycle to the station and be able to securely store their bicycle before joining the train for their onward journey. Provision of additional secure bicycle storage at stations will make a significant contribution to the Welsh Government's active travel objectives.

Question 13: Which station facilities do you consider to be most in need of improvement and where?

Many stations across the Wales and Borders area have buildings which are not being used. The Welsh Government would like to see better use made of these assets, especially where they could be developed to improve facilities for passengers, and/or attract more people to use the railway as a result of better community integration.

Question 14: Where would you like to see investment in station buildings and how might the Welsh Government encourage this?

¹¹ [Transport Focus - National Rail Passenger Satisfaction Survey – Page 38](#)

ENGAGEMENT

Passenger Information

The Welsh Government considers it vital to ensure passengers have access to relevant information in a suitable format for the delivery of an efficient rail service. We want to ensure that the Wales and Borders franchise operator makes available information that passengers consider to be most valuable.

Question 15: What information should the Welsh Government consider requiring an operator to publish as a priority, and in what format(s)?

Welsh Language

The Welsh Government's vision is to see the Welsh language and culture thriving in Wales. We want to enable people to use the Welsh language in their daily lives. Responsibility for promoting and facilitating the use of the Welsh language needs to be shared by organisations delivering services to the public in Wales.

Train operating companies delivering services in Wales could be required by the Welsh Language Commissioner to comply with Welsh Language Standards. If applied by the Welsh Language Commissioner, these standards could impose requirements in respect of:

- Handling correspondence and telephone calls
- Public and other meetings
- Public events
- Publicity and advertising
- Publications and forms

- Websites and other social media
- Self-service machines
- Signage, public information and public announcements made by public address systems
- Awarding contracts and grants
- Corporate identity and branding

Question 16: Are there any additional requirements in respect of the Welsh language that the Welsh Government should consider in relation to train operating companies and the services they provide?

Community rail

There are currently five non designated Community Rail Partnerships in the Wales and Borders area. All are members of the Association of Community Rail Partnerships.

The Welsh Government considers Community Rail Partnerships to be vital links between communities served, and train operating companies and Network Rail. We want to take opportunities available to further strengthen the role of Community Rail Partnerships.

Ways in which this could be achieved would be to put arrangements in place for:

- Continuing to support existing Community Rail Partnerships to enable them to better assist in the development and marketing of rail services to increase service patronage
- Encouraging the establishment of new Community Rail Partnerships

- Developing an enhanced “adopt a station” programme involving local community groups
- Allocating a station improvement fund to support community-led initiatives to improve station services, passengers’ safety and active travel

Question 17: What should the Welsh Government consider doing to strengthen community rail activity?

Co-operation with others

Delivering efficient and reliable train services which are integrated with other transport modes will require close partnership working between the operator of the Wales and Borders franchise, other rail industry organisations, local authorities and other community groups. The Welsh Government wishes to see more effective co-operation across the public transport sector.

Question 18: Which organisations should the Welsh Government consider requiring the Wales and Borders franchise operator to co-operate with, and in what ways?

SAFETY AND SECURITY

The Wales and Borders franchise operator must take a proactive and positive approach to ensuring the safety and security of passengers and staff.

Transport Focus research suggests only 68 per cent of passengers feel secure at stations within the Wales and Borders franchise¹²

The Welsh Government wants to see developments across the Wales and Borders area to improve security on the railway, and to make passengers feel safer when they travel. Examples of positive steps for an operator to take would be to extend CCTV coverage, improve lighting, work closely with the British Transport Police and engage in Network Rail-led programmes such as “Rail Life”.

Question 19: What can the operator of the Wales and Borders franchise do to order improve safety and security, and the perception of safety and security?

SUSTAINABILITY

We recognise the importance of the Wales and Borders franchise contributing to sustainable development. The following areas are considered to be of particular importance:

Environmental impact

- Waste avoidance, reduction and increasing the proportion of waste sent for recycling
- Energy and carbon management performance, with respect to both traction energy and non-traction energy
- Reducing water and resource consumption
- Sustainable procurement

¹² [Transport Focus - National Rail Passenger Satisfaction Survey – Page 38](#)

Socio-economic impact

- Demonstrable support for economic growth
- Engagement and empowerment of local communities, involving them in decisions which affect their lives

Workforce development

- Supporting equality, diversity, health and wellbeing of the workforce
- Developing skills so that rail has the right people with the right skills for the long term

Question 20: Are there other matters in respect of sustainable development which it will be important for the Wales and Borders franchise operator to be required or encouraged to focus on?

EQUALITY

We are particularly interested to hear views on how we can most effectively fulfil the public sector equality duty under the Equality Act 2010. We recognise the importance of:

- Eliminating unlawful discrimination, harassment and victimisation and any other conduct that is prohibited by or under the Act
- Advance equality of opportunity between people who share a relevant protected characteristic and people who do not share it
- Fostering good relations between people who share a relevant protected characteristic and those who do not share it

Question 21: What steps should the Welsh Government consider taking as part of the next rail franchise to eliminate unlawful discrimination, harassment and victimisation on our railways?

Annex A – Current Wales and Borders services

Annex B - Consultation response form

CURRENT WALES AND BORDERS SERVICES

The following list of services represents the Wales and Borders franchise as at December 2015:

- The stated frequencies are a general pattern of service and may not apply throughout the whole day, particularly early morning and late evening
- Additional services provided by other train companies are not included
- Frequencies stated refer to direct services only and sometimes there are additional opportunities available via connections
- Frequencies stated are provided by the current operator and in some instances are above the contractual requirements
- Further information can be found at the following web page:

<http://www.arrivatrainswales.co.uk/timetables/>

<u>Service</u>	<u>Frequency (Mon-Sat)</u>	<u>Frequency (Sun)</u>
Valley and Cardiff Local Routes		
Cardiff – Bridgend via Barry/Llantwit Major (Vale of Glamorgan)	1 per hour	Two-Hourly
Cardiff – Barry Island	3 per hour	2 per hour
Cardiff – Penarth	4 per hour	Two-Hourly
Cardiff - Maesteg	1 per hour	No Service
Cardiff-Pontypridd	6 per hour	Every 40-45 minutes
Cardiff -Bargoed	3 per hour	Two-Hourly
Pontypridd - Aberdare	2 per hour	Two-Hourly
Pontypridd – Merthyr Tydfil	2 per hour	Two-Hourly
Pontypridd - Treherbert	2 per hour	Two-Hourly
Cardiff-Rhymney	1 per hour	2 hourly
Cardiff Bay	5 per hour	5 per hour
Radyr-Coryton (City line)	2 per hour	No Service
Cardiff – Ebbw Vale	1 per hour	Two Hourly

Main Line Routes		
<i>South Wales & Cross Border</i>		
Cardiff – Gloucester/Cheltenham	2 every 3 hours	Two-hourly
Cardiff – Swansea	1-2 per hour	Two-hourly
Swansea/Carmarthen – Pembrokeshire	1-2 per hour	1 per hour
<i>North to South Wales, Marches & Cross Border</i>		
Cardiff – Manchester	1 per hour	1 per hour
Cardiff – Holyhead	Two-hourly	2 per day
Shrewsbury – Chester	1 per hour	Two-hourly
Shrewsbury – Crewe	1-3 per hour	1 per hour
<i>North Wales Coast & Cross Border services</i>		
Llandudno – Blaenau Ffestiniog (Conwy Valley Line)	6 per day	No Service
Wrexham – Bidston (Borderland Line)	1 per hour	Two-hourly
Holyhead – Chester	1 per hour	1 per hour
Chester – Manchester	1 per hour	1 per hour
Chester – Crewe	1 per hour	1 per hour
<i>Mid Wales & Cross Border</i>		
Aberystwyth-Shrewsbury	1-2 hourly	1-2 hourly
Pwllheli- Machynlleth	Two-hourly	1 per day
Swansea – Shrewsbury (Heart of Wales Line)	4-5 per day	2 per day
Shrewsbury-Birmingham	1 per hour	1 per hour

Annex B

SETTING THE DIRECTION FOR WALES AND BORDERS RAIL CONSULTATION RESPONSE FORM

Please note responses are required by 18 March 2016. Responses can be sent to:

Rail Policy Team
Transport – Policy, Planning and Partnerships
Department for Economy, Science and Transport
Welsh Government
Cathays Park
Cardiff
CF10 3NQ
railpolicy@wales.gsi.gov.uk

Question 1: Do you agree with the Welsh Government's high level outcomes for rail in the Wales and Borders area? Are there any others we should consider?

Question 2: Do you agree with the top 5 priorities improvements for rail passengers identified by Transport Focus? How would you rank these priorities? If you do not agree, are there others that should take precedence?

Question 3: Are there changes to the range and frequency of services currently operated, as set out at Annex A that you would consider necessary?

Question 4: Are there destinations outside of Wales that should be considered for inclusion in the next Wales and Borders franchise?

Question 5: Can better use be made of existing train capacity? What is an acceptable limit for standing times on rail journeys?

Question 6: What standards for performance should the Welsh Government consider setting when awarding a franchise for rail services?

Question 7: How could arrangements for dealing with disruption be improved upon and how should these be prioritised?

Question 8: How should the cost improvements in service provision be met? Will the Welsh Government's approach provide the best value for money for passengers?

Question 9: Would you prefer to not use a paper-based ticket and, if so, what ticket type would you like to have available?

Question 10: How important to you is the availability of a combined ticket for public transport in Wales? Do you have examples of good practice?

Question 11: Are there other quality characteristics you would wish to see? How would you prioritise the quality characteristics for the Wales and Borders franchise?

What additional quality improvements to rolling stock should the Welsh Government prioritise for

- Commuter routes?
- Rural routes?
- Long distance routes?

Question 12: Do you think the catering provision available in the current franchise is adequate for longer journeys? If not, how should the Welsh Government consider influencing changes to catering services available at stations and on trains?

Question 13: Which station facilities do you consider to be most in need of improvement and where?

Question 14: Where would you like to see investment in station buildings and how might the Welsh Government encourage this?

Question 15: What information should the Welsh Government consider requiring an operator to publish as a priority, and in what format(s)?

Question 16: Are there any additional requirements in respect of the Welsh language that the Welsh Government should consider in relation to train operating companies and the services they provide?

Question 17: What should the Welsh Government consider doing to strengthen community rail activity?

Question 18: Which organisations should the Welsh Government consider requiring the Wales and Borders franchise operator to co-operate with, and in what ways?

Question 19: What can the operator of the Wales and Borders franchise do to order improve safety and security, and the perception of safety and security?

Question 20: Are there other matters in respect of sustainable development which it will be important for the Wales and Borders franchise operator to be required or encouraged to focus on?

Question 21: What steps should the Welsh Government consider taking as part of the next rail franchise to eliminate unlawful discrimination, harassment and victimisation on our railways?

Your name/organisation and postal/email address

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Please tell us which group you are responding on behalf of? (tick one)

Central Government	<input type="checkbox"/>	Public Transport User Groups	<input type="checkbox"/>
Local Authority (Wales)	<input type="checkbox"/>	Environmental Groups	<input type="checkbox"/>
Local Authority (England)	<input type="checkbox"/>	Disability Groups	<input type="checkbox"/>
Rail Industry	<input type="checkbox"/>	Community Groups	<input type="checkbox"/>
Commissioners / Ombudsman	<input type="checkbox"/>	Freight Operators / Users	<input type="checkbox"/>
Advisory Groups	<input type="checkbox"/>	Bus Industry / Operators	<input type="checkbox"/>
Media	<input type="checkbox"/>	Air Industry / Operators	<input type="checkbox"/>
Emergency Services	<input type="checkbox"/>	Sea Industry / Operators	<input type="checkbox"/>
Health Sector	<input type="checkbox"/>	Trade Unions	<input type="checkbox"/>
Other (Please state)	<input type="checkbox"/>		<input type="checkbox"/>