

CONSULTATION DOCUMENT

What do **YOU** think about train services in Wales?

We want to know your views!



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You can respond to the consultation by answering the questions and sending the document either by email to **contact@transportfor.wales** or by post to the address above by **23rd May 2017**.

What do you think about train services in Wales?

We want to know your views

Most of the train services we have in Wales and some along the border in England are part of the Wales and Borders service, you probably recognise it more as Arriva Trains Wales as this is the company that currently runs it. The contract between the UK Government and Arriva Trains Wales to run the train service will run out in October 2018. This time however, it is the Welsh Government that is responsible for choosing the company to run the new train service. The new company will also be asked to build and run the new Metro system that is planned for South Wales and other Metro projects

for example one they are considering for North Wales. The Welsh Government have set up Transport for Wales to run the process to choose a new company on their behalf.

Transport for Wales want to know what you think would make the train service better, so we can put it into the new contract. Whether you use them all the time, have never been on the train or are somewhere in between, we want to know what you think.



| The service now

Arriva Trains Wales runs 956 services that carry around 30.5 million passengers a day. The services call at stations in Wales but also a number in England. The current contract was put in place back in 2003 and Arriva Trains Wales will have run the trains for 15 years when it runs out in 2018. During that time, things have changed a lot. A lot more people are using

public transport than was planned. This means that often trains are too full and the trains themselves are quite old. The way we live has changed too, for example a change in shopping laws means that people want to travel more on Sundays and currently there aren't many trains on Sundays.

| A new Rail Service

The Welsh Government want more people to use public transport so that our roads become less busy, we use less fuel and to reduce pollution. We hope that a new public transport system will make it easier to use a mix of buses and trains for your journey by doing things like having

one ticket that you can use on both and making sure bus and train timetables work together. We want to make journeys quicker and to have enough space for more passengers, without having overcrowded trains.

Metro

In South East Wales, 10 local authorities, the UK Government and the Welsh Government have come together to invest £1.2 billion in the region around Cardiff. They hope it will create new jobs and bring more investment. The Cardiff Capital Region includes all the areas around Cardiff, the map below shows the

area. Some of this money is being used to create the South Wales Metro, a transport system that will make getting around the region easier and faster. The Welsh Government is also considering Metro projects for other parts of Wales such as in North Wales.



What do you think?

We want to make sure that the train service we have in Wales in the future meets your needs. Young people are going to be the ones using the service for a long time to come so it's important you tell us what you think.

Wales and Borders Rail Service

Young People's questions

Age:

Nearest train station:

.....

.....

How often do you catch the train?

Every day / Sometimes / Rarely / Never

Why do you catch the train?

(Tick all that apply to you)

- School / college
- Work / training
- During leisure time
e.g to go shopping or to see friends
- To go out in the evening

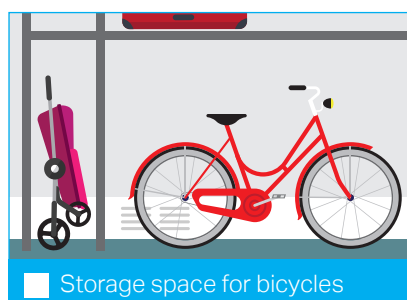
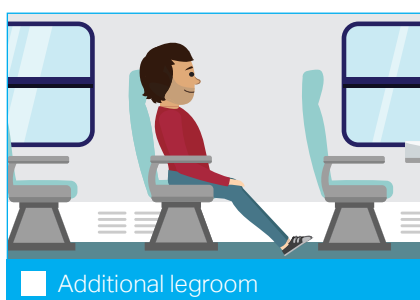
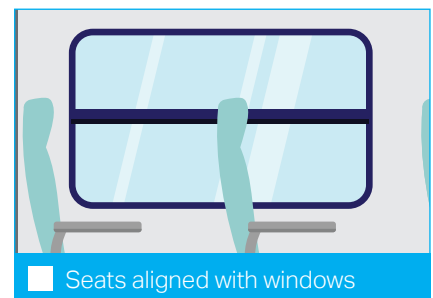
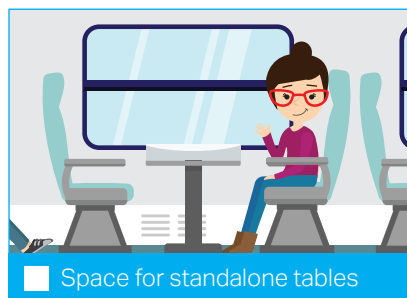
How long is your journey?

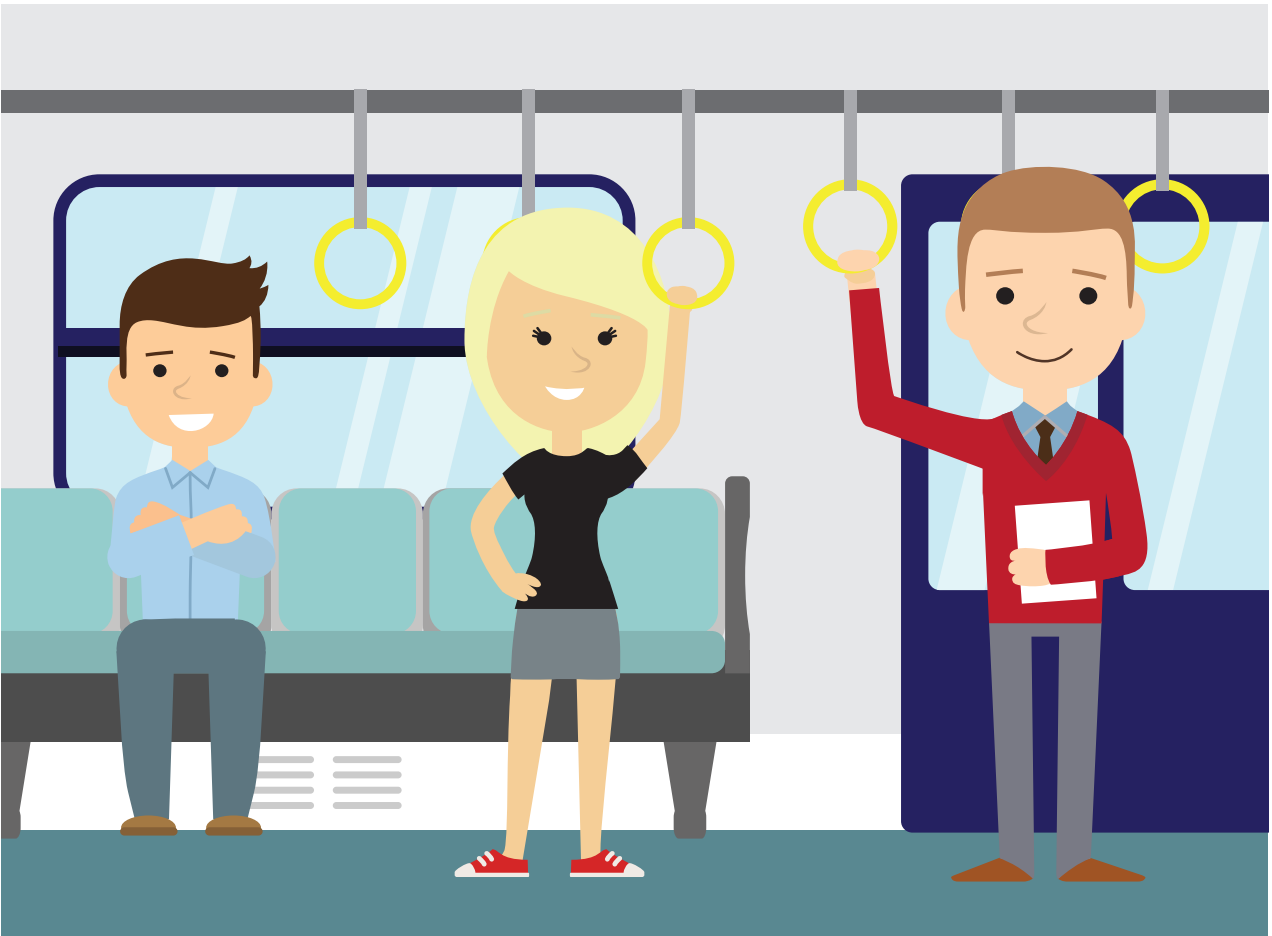
- Less than 20 mins
- 20-40 mins
- 40-60 mins
- Longer than an hour

On board the train

Having lots of facilities on trains takes up space and can mean less space for passengers. We expect the trains that run as part of the new Wales and Borders contract (outside of the South Wales Metro area) to be high quality, with facilities such as toilets, CCTV for safety, priority seating for those with particular needs and mobile internet technology. But in using the rest of the space we want to know what is more important to you.

Which of the following do you think is most important to you?



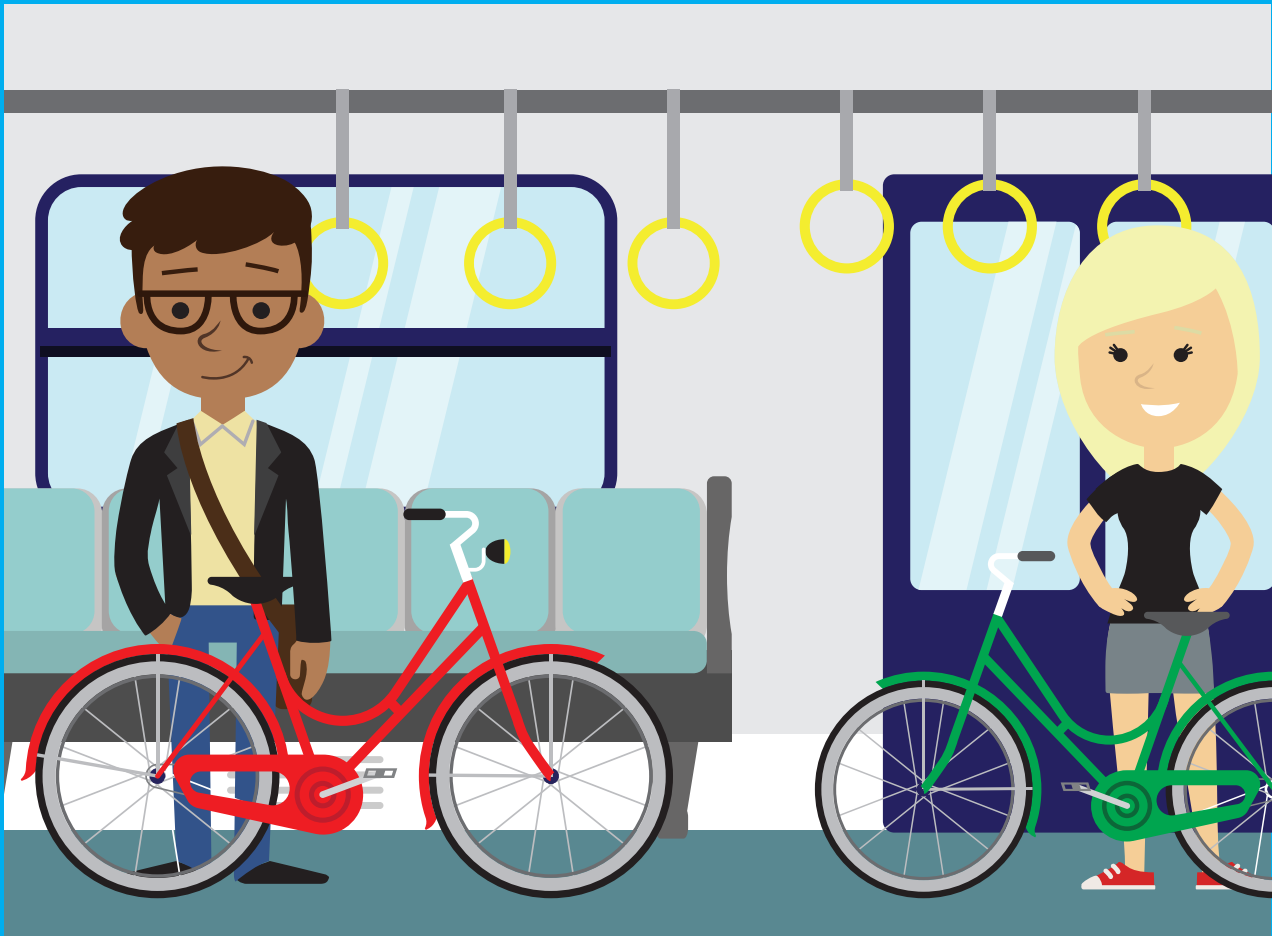


The trains for the **South Wales Metro** area more likely to be ones that are most suited to short, commuter-type, journeys. So that we can make more space for passengers, we'll have to make decisions on the sorts of facilities on these trains.

The following questions will help us understand what you prefer.



	Strongly agree	Agree	Don't know	Disagree	Strongly disagree
Toilets are not needed on trains					
Toilets are not needed 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					



The Welsh Government supports active travel by walking or cycling. But we need to think about how we balance enough space for passengers while giving space for people who want to travel with their bikes, especially on busy trains in the mornings and evenings.

How do you think we can reach this balance?






We want to know where you have concerns about safety and security on the trains. At the moment, all trains in the area have a second member of staff to help with security, safety, giving information and selling tickets.

How important do you think it is to have this second person?

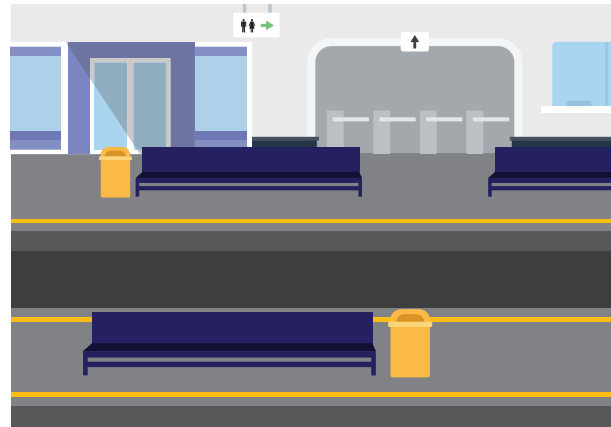
- Essential Quite important Not important No strong view

Where there is a second member of staff, what do you think that person should focus on? Please give your ideas.



At stations

Stations have lots of different facilities depending on the size of station and where it is. If we were able to add more facilities, we want to know which ones you would find most useful.

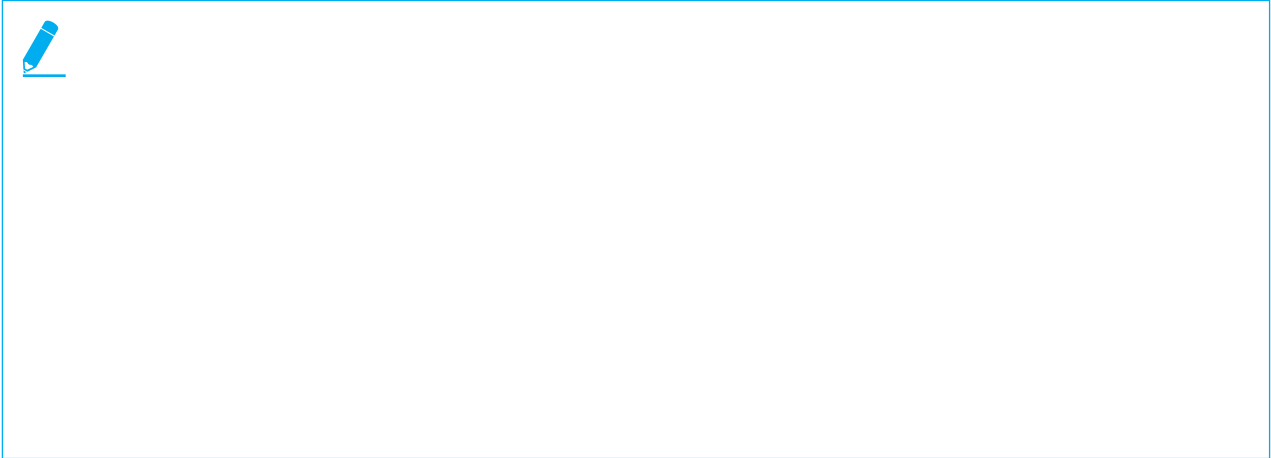


Mark the ones you think are essential with an E and desirable with a D.



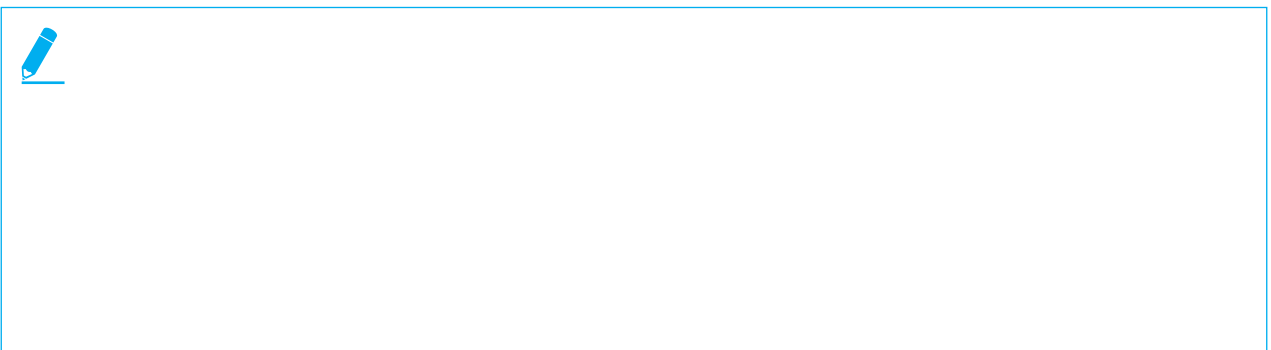
	Larger stations	Smaller stations
Station staff		
Help points including emergency assistance		
CCTV for personal safety		
Covered waiting areas		
Ticket buying facilities		
Toilets		
Parking		
Shops and cafes		
Cycle parking		
Bus stops		
Click and collect points (for parcels and deliveries)		
Mobile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

Are there any other facilities you'd like to see at your station?



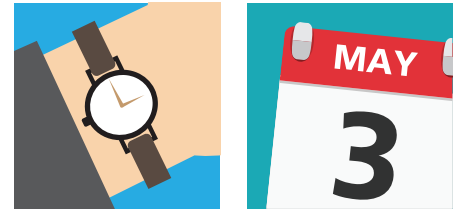
There are good examples of where the local community have got involved in improving the station.

In what way do you think your community could be involved at your local station?



Better services

Mostly, the current train services will stay the same, but there are opportunities to use the network more. We would like to know what additional services you would use.



Which of these would be more helpful for you?

- More trains at peak times
e.g 7am-9.30am and 4.30pm-7pm
- More trains at off peak times
e.g throughout the day
- Later last train
- Earlier first train
- More trains on Sundays
- Trains on Boxing Day
- Trains on New Year's Day

Which of these would be more important to you?

- Faster journey times
- More reliable trains
- More direct services *(fewer changes)*
- Co-ordination with other train and bus services *(so you can swap from one to the other)*
- Express services *(missing out some 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?*



Services and stations in England

The current Wales and Borders Rail Service runs many trains that run across the borders and some just in England. The current operator, Arriva Trains Wales, also run a number of stations in England. Most of these are smaller stations with no staff. But they also include bigger stations such as Hereford, Shrewsbury and Chester. The Department for Transport, which is part of the UK Government are considering changing the ownership of some of these stations to other operators in England.

Do you think that the running of the larger stations in England (Hereford, Shrewsbury and Chester) should be transferred to other operators in England?

Yes / No


Do you think that the smaller stations should be run by an operator in England?

Yes / No

Fares and tickets

We want to know what ticket types would encourage you to use the train more.


Please rate the following:




Special offers to encourage more train use outside the busy times
e.g in the middle of the day



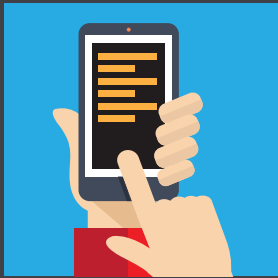
Discounts for people who don't work regular hours or work part-time hours
(those in education & training)



Tickets you can use on other public transport services *e.g buses*



Fares that are easier to understand



Better information

We know that it important that passengers get clear, up-to-date information about their train service. **How would you prefer to receive passenger information?**

Please tick all that apply.

	Information at station	Text	App	Emails and text	Website	On train	Social media	Staff at station
Planned disruption and service changes								
Live travel information including delays								
Journey planning including train times								
New Services								
Fare changes								
Journey times								
Travel information for major events								
Train and service performance information <i>eg how the service is doing overall</i>								

Managing construction

It is inevitable that major infrastructure projects such as the South Wales Metro will cause some disruption to current services. However, we want to know how the work can be done with the least disruption to passengers.

Please tick the statement that you agree with most

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

Which form of communication would best inform you of proposed/ongoing works?

Tick all that apply.

Mode	Planned disruption	Urgent work
Email	<input type="checkbox"/>	<input type="checkbox"/>
Twitter	<input type="checkbox"/>	<input type="checkbox"/>
Text	<input type="checkbox"/>	<input type="checkbox"/>
Website	<input type="checkbox"/>	<input type="checkbox"/>
Posters & leaflets at stations	<input type="checkbox"/>	<input type="checkbox"/>
Social media	<input type="checkbox"/>	<input type="checkbox"/>
Staff at stations	<input type="checkbox"/>	<input type="checkbox"/>



How do you think we can make the Rail Service a more attractive choice for young people?

