

## SECTION A – WALES AND BORDERS

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

### Trains to meet passengers' needs

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

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

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

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

Luggage space	n/a
Space for standalone tables	n/a
Visibility from windows (seat alignment)	n/a
Additional legroom	n/a
Storage space for bicycles	1
Dedicated Business Class facilities	n/a

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

Please give your ideas on how we can achieve an appropriate balance.  
Natural Resources Wales (NRW) fully supports facilitating Active Travel and welcomes consideration of increasing opportunities to accommodate cyclists and

their bicycles, both on trains and at stations.

Stations themselves should have bike racks to facilitate the safe storage of bicycles as a matter of course, in addition to facilitating onward travel for cyclists with bicycles.

Without being able to quantify the number of cyclists who would wish to travel with their bicycle it is difficult to know the best way of accommodating this demand.

However, it is anticipated that Active Travel will continue to be a growing trend and therefore consideration should be given to dedicated safe storage on board, including that of a 'cycle carriage' equipped with racks etc. This would also entail allowing time at stops for cyclists to retrieve their bicycles from a carriage that may be at some distance from the carriage in which they themselves travelled.

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

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

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

Essential	
Quite important	
Not important	
No strong view	

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

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

## Stations for passengers and the community

In the previous consultation, respondents offered suggestions for station improvements across the Wales and Borders network as a whole. Many of these facilities exist at a number of stations but we're keen to understand how you would prioritise the introduction of any additional facilities.

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

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

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

Please note we have only indicated a response to the above questions where NRW has a role in a related policy or strategic agenda, e.g Active Travel, a carbon positive Wales, equality and diversity etc.

In the absence of an opportunity to provide other comments and link these important developments with NRW and Welsh Government direction, we offer the following points for consideration within the overall development proposals:

1. Developments likely to support the achievement of an integrated transport system and sustainable development should be encouraged. In accordance with Planning Policy Wales, land use planning improvements to support provision of transport facilities and services should maintain or improve environmental objectives. Such schemes should be located in the most suitable locations to support existing communities, integrate with the existing transport network and other land use, for example, housing and employment sites, and provide multiple benefits.
2. Transport emissions can contribute significantly to climate change, diffuse pollution of groundwater and surface water, poor air quality and high levels of environmental noise, which can in turn affect people's health. The effects on the environment as a result of construction works and operational development should be considered, alongside avoidance or mitigation works.
3. The generation of wastewater and waste should be appropriately managed in accordance with appropriate legislation and sustainability principles.
4. For land contamination, Natural Resources Wales has a key role in advising on the risks to, and protection of, the water environment. The previous land uses of the site and potential for contamination of sensitive receptors e.g. soil and groundwater should be considered and fully investigated. We would normally direct a developer to the British Standards, CLR11 and Guiding Principles for Land Contamination (EA, 2010 and adopted by NRW) to determine the level of risk to controlled waters and whether remediation is required. The results should also inform an assessment of the suitability of sustainable drainage systems and appropriateness to prevent pollution.
5. There is an important principal that public transport needs to be planned and designed on an integrated basis since it cannot work for users if there are gaps in connectivity, it is of unduly limited extent, is in poor condition, or fails to reflect the diversity of use. These factors actually refer to the concept of resilience, as set out in the Natural Resources Policy Statement, which can be equally applied to the resilience of a public transport network. To that end tram and railway stations need designing with integration as a high priority as they are a critical point in connectivity and are set places where people meet, interact with their surroundings, and spend time on their journeys. They need to be in the right

places (scale and extent) and meet the needs and expectations of users (condition / quality of experience). Diversity in this instance relates to the need to recognise different users, needs and expectations in different places – in other words to have a locally responsive design approach. Such considerations will be important when considering how our railway stations can best meet the well-being objectives.

6. In terms of station design, this means recognising different priorities in different places. For example in an urban area, train-bus interchange may be a high design priority whereas in a rural area train-car interchange may provide better utility, while in all situations train-walking and train-cycling would also be a high priority. Direct effects may be, for example, to provide plenty of free car parking at rural stations whereas to prioritise bus access to stations in urban areas where space is more limited.
7. The nature of design appropriate to local context needs to be about more than just travel utility. Many run-down urban or peri-urban areas may use improvements to public transport as part of the regeneration approach. As they have such a high public focus (through their use) they are prime opportunities to use design to visibly reflect the future aspirations of regeneration and to positively influence user experience and perceptions. Grim, grey, bleak places with oppressive security fencing may be the current station experience and be entirely contradictory to the aims of regeneration to improve the quality of the environment and attract inward investment and improving well-being. In its own distinctive and highly urban way, the transformation of the suburban railways of Tyneside in the 1970's into what we recognise today as the Tyneside Metro, was an example of a highly successful transport and perception-changing revolution by design.
8. New design approaches not previously seen on our railway in Wales will provide much benefit too. In particular, working with the principles of local green infrastructure. For example the use of swales and reinforced grass surfacing in lesser used car park areas, using green walls to cover otherwise large 'blank' walls, and trees for shelter and amenity, Benefits arising could include providing shelter from wind, and sun, reducing rainfall run-off, reducing temperature extremes (including in cars parked in shade) and providing a less bleak or threatening environment for users i.e. creating a more positive experience. In some areas there may be opportunity to combine elements of station green infrastructure management with local community activity, such as the station garden project at Chirk. Any design and/or re-design of buildings and facilities should comply with the Welsh Government's non-statutory Sustainable Drainage Solutions (SUDS) Standards, using vegetated SUDS components unless detailed justification can be provided for other techniques – this will reduce the peak run-off rates from most rainfall events, reducing pollution run-off and contributing to the provision of greenery to reduce stress, crime and anti-social behaviour; improving air-quality and contributing towards a carbon positive future.

9. Land which hosts tracks and other infrastructure should be managed to promote its biodiversity value unless detailed justification can be provided for not doing so – Transport for Wales are acting as a public body under the Section 6 of The Environment (Wales) Act, which places a duty on them to maintain and enhance biodiversity, to prepare a plan to say how it will do that, and to report on what it has done. Railway land is an important source of green space (particularly in urban areas) and its use for biodiversity should be maximised in order to comply with the law.
10. Green infrastructure should be used to reduce the impact of noise created by the railway – human created noise is a significant source of physical and mental ill-health and The Noise Action Plan for Wales specifically covers railway noise, so Transport for Wales will already be aware of the need to reduce railway noise and its impact. They may not be aware that using green infrastructure such as trees and bushes can be very effective at reducing the perception of noise, and therefore reducing its health impact. Because green infrastructure is multi-functional, its use to deaden noise will also provide opportunities to enhance biodiversity, reduce rainwater run-off and its associated pollution, and to reduce stress, crime and anti-social behaviour.
11. There is great potential now for the railway stations in Wales to move beyond the era of post-Beeching decline and ‘unsympathetic modernisation’ to one that reflects the new aspirations of an attractive, integrated, environmentally friendly and locally responsive railway. It may be an appropriate time for Welsh Government to consider the design of our railway stations through developing strategic design guidelines. These could cover integrating green infrastructure, heritage and user experience as well as more traditional issues of utility and operation.

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

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

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

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

Yes / No

### Better services

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

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

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

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

Faster journey times	
More reliable services	
More direct services (fewer changes)	
Co-ordination with other train and bus services	<b>1</b>
Express services (limiting stops)	

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

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

## **Cross border services: Services and stations in England**

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

### Train Services

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

### Stations

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

### Shrewsbury, Chester and Hereford stations

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

incorporated into the next West Midlands franchise, and for Chester to be transferred to the next West Coast franchise or to the current Northern franchise.

Do you consider that the transfer of station management should take place for some or all of these stations?

Yes/No

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

#### Other stations in England

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

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

Yes / No

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

**Fares and tickets to facilitate train travel**

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

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

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

Are there any other ticket offers we should ask the service provider to consider?
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**Providing better information**

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

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

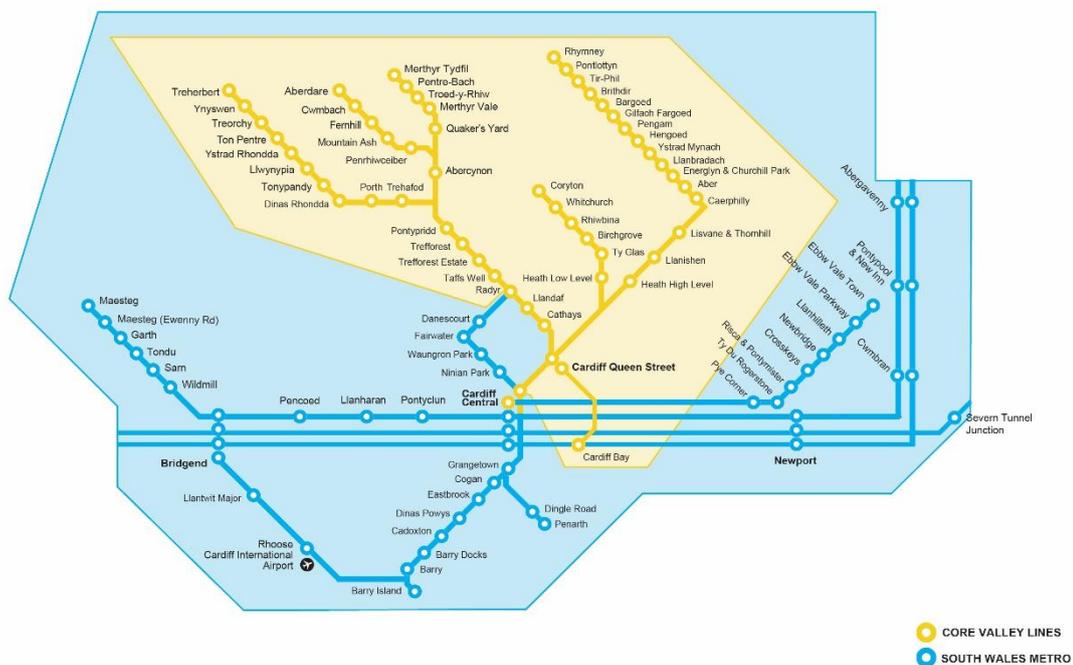
	Information at station	App	Email and Text	Website	On train	Social media	Staff at stations
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Planned disruption and service alterations							
Live travel information including delays							
Journey planning including train times							
New Services	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

## SECTION B – SOUTH WALES METRO

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

Core Valley Lines  
South Wales Metro



### Trains to meet passengers' needs

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

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

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

Please tick one for each statement

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

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

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

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

Essential	
Quite important	

Not important	
No strong view	

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

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

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

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

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

Mobile device charging points		
Electric car charging points		✓

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

Please note we have only indicated a response to the above questions where NRW has a role in a related policy or strategic agenda, e.g Active Travel, a carbon positive Wales, equality and diversity etc.

In the absence of an opportunity to provide other comments and link these important developments with NRW and Welsh Government direction, we offer the following points for consideration within the overall development proposals:

1. There is an important principal that public transport needs to be planned and designed on an integrated basis since it cannot work for users if there are gaps in connectivity, it is of unduly limited extent, is in poor condition, or fails to reflect the diversity of use. Indeed these factors actually refer to the concept of resilience, as set out in the Natural Resources Policy Statement, which can be equally applied to the resilience of a public



transport network.

2. To that end tram and railway stations need designing with integration as a high priority as they are a critical point in connectivity and are set places where people meet, interact with their surroundings, and spend time on their journeys. They need to be in the right places (scale and extent) and meet the needs and expectations of users (condition / quality of experience). Diversity in this instance relates to the need to recognise different users, needs and expectations in different places – in other words to have a locally responsive design approach. Such considerations will be important when considering how our railway stations can best meet the well-being objectives.
3. In terms of station design, this means recognising different priorities in different places. For example in an urban area, train-bus interchange may be a high design priority whereas in a rural area train-car interchange may provide better utility, while in all situations train-walking and train-cycling would also be a high priority. Direct effects may be, for example, to provide plenty of free car parking at rural stations whereas to prioritise bus access to stations in urban areas where space is more limited.
4. The nature of design appropriate to local context needs to be about more than just travel utility. Many run-down urban or peri-urban areas may use improvements to public

transport as part of the regeneration approach. As they have such a high public focus (through their use) they are prime opportunities to use design to visibly reflect the future aspirations of regeneration and to positively influence user experience and perceptions. Grim, grey, bleak places with oppressive security fencing may be the current station experience and be entirely contradictory to the aims of regeneration to improve the quality of the environment and attract inward investment and improving well-being. In its own distinctive and highly urban way, the transformation of the suburban railways of Tyneside in the 1970's into what we recognise today as the Tyneside Metro, was an example of a highly successful transport and perception-changing revolution by design.

5. New design approaches not previously seen on our railway in Wales will provide much benefit too. In particular, working with the principles of local green infrastructure. For example the use of swales and reinforced grass surfacing in lesser used car park areas, using green walls to cover otherwise large 'blank' walls, and trees for shelter and amenity, Benefits arising could include providing shelter from wind, and sun, reducing rainfall run-off, reducing temperature extremes (including in cars parked in shade) and providing a less bleak or threatening environment for users i.e. creating a more positive experience. In some areas there may be opportunity to combine elements of station green infrastructure management with local community activity, such as the station garden project at Chirk.
6. Any design and/or re-design of buildings and facilities should comply with the Welsh Government's non-statutory Sustainable Drainage Solutions (SUDS) Standards, using vegetated SUDS components unless detailed justification can be provided for other techniques – this will reduce the peak run-off rates from most rainfall events, reducing pollution run-off and contributing to the provision of greenery to reduce stress, crime and anti-social behaviour; improving air-quality and contributing towards a carbon positive future.
7. Land which hosts tracks and other infrastructure should be managed to promote its biodiversity value unless detailed justification can be provided for not doing so – Transport for Wales are acting as a public body under the Section 6 of The Environment (Wales) Act, which places a duty on them to maintain and enhance biodiversity, to prepare a plan to say how it will do that, and to report on what it has done. Railway land is an important source of green space (particularly in urban areas) and its use for biodiversity should be maximised in order to comply with the law.
8. Green infrastructure should be used to reduce the impact of noise created by the railway – human created noise is a significant source of physical and mental ill-health and The Noise Action Plan for Wales specifically covers railway noise, so Transport for Wales will already be aware of the need to reduce railway noise and its impact. They may not be aware that using green infrastructure such as trees and bushes can be very effective at reducing the perception of noise, and therefore reducing its health impact. Because green infrastructure is multi-functional, its use to deaden noise will also provide opportunities to enhance biodiversity, reduce rainwater run-off and its associated pollution, and to reduce stress, crime and anti-social behaviour.
9. There is great potential now for the railway stations in Wales to move beyond the era of post-Beeching decline and 'unsympathetic modernisation' to one that reflects the new aspirations of an attractive, integrated, environmentally friendly and locally responsive

railway. It may be an appropriate time for Welsh Government to consider the design of our railway stations through developing strategic design guidelines. These could cover integrating green infrastructure, heritage and user experience as well as more traditional issues of utility and operation.

### **Better services**

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

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

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

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

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### **Better public transport for all**

The Welsh Government and the Cardiff City Region are keen to encourage more people to travel by public transport throughout the region. Many service improvements have already been considered above through improving trains,

timetables and stations but in the last consultation, there were many good ideas on how we could encourage people to use public transport more often. The following lists suggests some more improvements. We would like to know which options would encourage you to use the train more often.

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

Integration with other public transport e.g buses	1
Park and ride facilities at station	
Special ticket fares (e.g. peak, off peak, frequent travellers, arrangements for part-time and shift workers)	
Integrated ticketing to use on buses and trains	
One point of contact for tickets, timetables, information on all public transport	
Other (please specify)	

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

### Providing better information

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

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

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

### **Managing construction works**

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

Please tick the statement that you agree with most

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

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

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

### 1. About you

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

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Natural Resources Wales is a Welsh Government Sponsored Body:

**Our Vision**

Proud to be leading the way to a better future for Wales by managing the environment and natural resources of Wales sustainably.

**Our Purpose**

Through the new Environment (Wales) Act 2016, we

- must pursue the sustainable management of natural resources, and;
- apply the principles of sustainable management of natural resources;

...in the exercise of our functions

Views contributed in this response have been gathered from appropriate staff through our internal consultation response process. Please note we have only submitted a response where the subject is related to an area of policy and/or strategic direction of relevance to NRW. We have also taken the opportunity to add further detail in relation to the design/redesign of infrastructure and associated facilities that will help deliver the Well Being of Future Generations (Wales) Act (2015).

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

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

