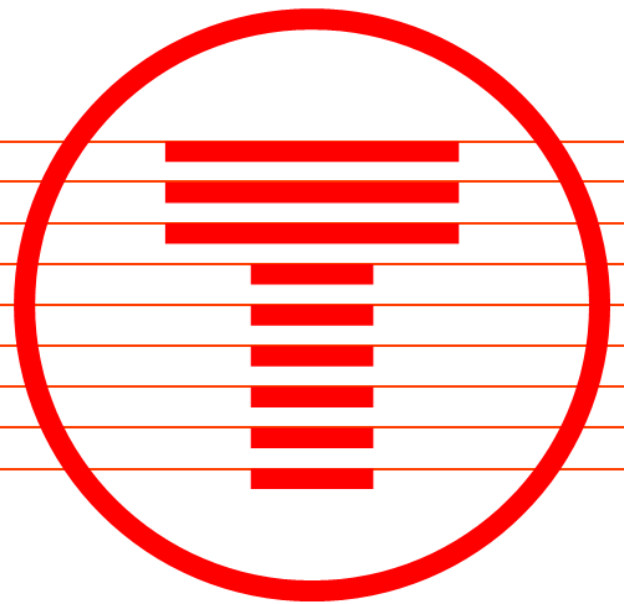


Fforwm Rhanbarthol y Canolbarth a'r Gorllewin TrC | TfW Mid and West Regional Forum

02 March 2021



Adroddiad o'r cyfarfod Meeting report

Mid and West Wales Regional Stakeholder Forum

The forum met on the 02 March 2021, 10:00 – 12:30

Attendees

Forum Members

Amanda Phillips	Programme Commissioning Manager, Neath Port Talbot County Borough Council	
Ann Elias	Mid Wales Regional Engagement Team, Ceredigion Council	
Chloe Lewis	Team Leder (Transport and Strategy Monitoring), Swansea Council	
Chris Peake	Port Manager (Irish Ferries, Pembroke Dock)	
David Bailey	Customer Service Manager, Great Western Railway	
David Beaney	Chair, Carmarthenshire Tourism Association	
David Beer	Senior Manager (Wales), Transport Focus	
Gill Wright	Heart of Wales Line Development Company (in place of David Edwards)	
Jane Jones	Public Affairs Director, Great Western Railway	
Jayne Cornelius	Sustainable Travel Officer, Swansea University	
Liz Williams	Projects and Office Manager, Pembrokeshire Tourism	
Michelle Roles	Stakeholder Manager, Transport Focus	
Nick Lockely	Operations and Ticketing Supervisor (Ospreys, Liberty Stadium)	
Sharon Prosser	Customer Ambassador (South Wales), Great Western Railway	
Simon Charles	Transport Strategy and Infrastructure Manager, Carmarthenshire County Council	
Tony Caine	Traffic and Travel Manager, Powys County Council	

Transport for Wales - Other members of the TfW team were present to facilitate

Alexia Course	Director of Transport Operations	10:05-10:20
Arron Bevan-John (Clerk)	Community Engagement Officer, Mid & West Wales	
Ben George	Strategic Development Programme Manager	
James Price	Chief Executive Officer	10:20-10:40
Jeremy Whitaker	Programme Lead	10:40-10:55
Katie Powis (Chair)	Stakeholder Manager, Mid and West Wales	
Lewis Brencher	Director of Communications and Engagement	

External Speakers

Andy Scogings	Head of Strategic Planning, Network Rail	11:45 – 12:05
Helen Hodgson	Sponsor, Network Rail	11:45 – 12:05
James Jackson	Industry Programme Director, Network Rail	10:05 – 10:20
Jayne Cornelius	Sustainable Travel Officer, Swansea University	12:05 – 12:25
Tracey Messner	Public Affairs Manager, Network Rail	11:45 – 12:05

Apologies

Bruce Roberts	Secretary, Swansea Bay Business Club
Carl Milne	Port Manager (Stena Line, Fishguard)
Cath Swain	Integrated Transport Manager, Swansea Council
David Edwards	Chair, Heart of Wales Line Development Company
Jennifer Barfoot	Community Rail Partnership Officer, South West Wales Connected
Owen Williams	Commercial Manager, First Cymru Bus Ltd.
Peter Austin	Stakeholder Engagement Manager, Swansea Bay City Deal
Steve Hopkins	Tourism and Marketing Manager, Swansea Council
Val Hawkins	Chief Executive, Mid Wales Tourism

Note from the Chair, Katie Powis

“Once again, it was great to welcome and hear from our ever-growing members. I would like to give thanks to our presenters who provided updates on the Wales and Borders Rail Service Contract, TfW Vision for 2021/22, Fares in Recovery, and the travel planning work that has taken place at Swansea University. As well as hearing about these important updates, members had the opportunity to engage in discussion via a Network Rail Panel Q&A, and an interactive workshop on Building Passenger Trust in Public Transport Post-COVID. I would like to give thanks to members who further contributed to workshop discussions that will help us to shape the future of transport provision in these challenging times.”

Agenda

1. Introduction & Apologies

Katie Powis welcomed the forum members to the fourth meeting of the Mid and West Wales regional Forum. Katie introduced the format of the meeting, including the use of Mentimeter, together with a reminder of the Travel Safer messaging and Welsh Government rules still in place across Wales in respect of the Covid-19 pandemic.

2. Highlights of 2020 and Wales and Borders Rail Service Contract Update

Alexia Course, Director of Transport Operations (TfW), gave an overview of TfW’s successes over the past two years. Alexia provided an update on key achievements, new rolling stock, customer service improvements and the recent opening of Bow Street Station on the Cambrian Line, between Borth and Aberystwyth railway stations. The short presentation also discussed the ownership and transformation of the Core Valley Lines since August 2020, as well as TfW’s new organisation contract and structure with the Welsh Government.

3. TfW Vision for 2021/22

James Price, Chief Executive (TfW), provided an overview of the changes and importance of multi-modal transport for the future. James discussed TfW’s responsibilities by Welsh Government and how these form TfW’s strategic objectives, business plan, transport strategy and delivery plan for the year. Future work will bring together stakeholders to create an integrated and multi-modal transport system for Wales. Panel members are also invited to express their thoughts.

David Beaney, Chair of the Carmarthenshire Tourism Association, commented that the presentation was too high level for the stakeholders in the meeting, and that they would like to see more detail on how it will be delivered. James Price explained this would come through the Wales Transport Delivery Plan.

4. Fares in Recovery



Jeremy Whitaker, Network Growth Lead (TfW) discussed the decrease in passengers using the transport network considering the ongoing Covid-19 pandemic. Jeremy explained the impact this has had on fare prices from January 2021. Jeremy provided an overview of a regional strategy by Network Rail on changes to regulated fares, tactical pricing opportunities for a post Covid-19 world and new product developments to encourage people back onto the network when it is safe to do so.

David Beaney asked whether Jeremy had any more detail on the integration between the Traws Cymru bus network and the rail network. Jeremy gave some additional detail on how bus fares will in practice remain the same, but the service will integrate with rail, and the rail fares will be usable on bus subject to existing rail conditions of travel. Jeremy offered to pick this point offline.

5. Workshop: Building Passenger Trust in Public Transport Post-COVID

David Beer, Senior Manager Wales, Transport Focus, provided an update on the Transport Focus research and insight on passenger travel for the future considering the Covid-19 pandemic. David explained that Transport Focus had been continuing to survey passengers with results highlighting some of the challenges, including the perception of safety and cleanliness on transport and the changing attitudes of travelling for both leisure and commuting for work/business purposes.

Lewis Brencher, Director of Communications and Engagement (TfW), led on from the presentation held by Transport Focus and provided a second workshop session based on feedback at previous regional forums. Three key themes were highlighted by forum members during the last forum had been considered and the session explored these themes in more detail, making use of the sensemaker survey tool. Lewis explained that further comments are always welcome and that he can be contacted via lewis.brencher@tfw.wales

Theme 1: Understanding **fear** and the practical steps we can take to reduce this

Theme 2: Exploring potential **fares** initiatives and what may suit future travel needs

Theme 3: Examining **flexibility**; what is the 'new normal' and how can transport adapt to suit

Discussions in the breakout rooms included:

- An appetite for more flexibility of ticket use/pricing.
- Making ticketing and pricing information more accessible so it is easy to understand.
- Visible cleaning being carried out on the network to build passenger confidence.
- Clear and consistent messaging about any new rules around social distancing/queuing systems at stations on busy days e.g., special events and match days.
- Communications being used to reassure passengers what is being done to make the network clean and safe.

The workshop feedback will be collated into a wider series of consultation that TfW is conducting across the advisory architecture and as part of its public SenseMaker survey. This is informing a new campaign, The Campaign of Our Lives, which aims to encourage users back to public transport.

6. Network Rail Panel Q&A

Tracey Messner, Public Affairs Manager at Network Rail invited questions and feedback on the development of the railway in Wales and Borders. Tracey asked forum members to give their views on Network Rail and how they could improve services for Mid & West Wales

forum members. Andy Scogings, Head of Strategic Planning at Network Rail, gave an overview of Network Rail’s Whole Industry Strategic Plan. There were no questions.

7. Sustainable and Active Travel – An Educational Experience

Jayne Cornelius, Sustainable Travel Officer at Swansea University, gave a presentation on how they introduced a sustainable travel plan for Swansea University campuses, which included upgrades to active-travel infrastructure, penalties for car use and research into student travel behaviours. Jayne explained how surveys asking students how they were travelling were used alongside traffic counter data, to inform a travel plan and influence travel behaviours so that they were more sustainable.

8. AOB

Katie Powis concluded the forum by welcoming panel members to contact the Mid and West Wales team on any future items that they feel would be relevant and asking them to complete an optional feedback form.

Actions

The actions below were raised during the forum and will be addressed prior to the next Regional Forum where possible.

Action	What will be done?
Follow up with Liz Williams in relation to a question she asked on cycle capacity on trains.	Arron followed up with Liz following the forum meeting.

Forum digital chat highlights

[“Advisory Panel and Regional Stakeholder Forums | Transport for Wales \(trc.cymru\)”](#)

[“Improvements at Abergavenny railway station thanks to investment by Transport for Wales \(tfwrail.wales\)](#) Improvements at Abergavenny railway station thanks to investment by Transport for Wales. Abergavenny’s 160-year-old railway station is set to play host to an exciting new community development thanks to investment by Transport for Wales.”

[“Transport for Wales delivers new Bow Street station \(tfwrail.wales\)](#) Transport for Wales delivers new Bow Street station. Transport for Wales is delighted to announce the opening of the new Bow Street station.”

[“New Rail Services launched between North Wales and Liverpool \(tfwrail.wales\)](#) New Rail Services launched between North Wales and Liverpool. Starting today, Transport for Wales will be running hourly rail services between North Wales and Cheshire to Liverpool.”

“Thanks all for a very useful meeting. I am afraid I need to leave now for another meeting. I will finish by saying that GWR very much value our close working relationship with NR Wales and Western.”

Next Regional Stakeholder Forum

The next Mid and West Wales Regional Stakeholder Forum is scheduled for Thursday 13th May 2021. The meeting will be held virtually over the Microsoft Teams platform between 10:00 – 12:00.

