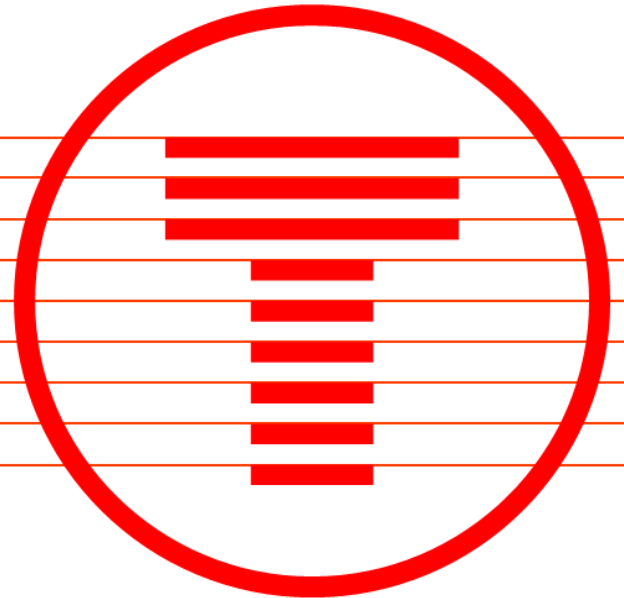


**Fforwm Rhanbarthol Rhanddeiliaid,  
South East Wales Regional Stakeholder Forum  
25 February 2021**



**Adroddiad o'r cyfarfod  
Meeting report**

## South East Wales Regional Stakeholder Forum

The forum met on the 25 February 2021, 10:00 – 12:30

### Attendees

#### Forum Members

Adrian Field	Executive Director, For Cardiff	
Alex Clarke	Passenger Transport Information Officer, Caerphilly County Borough Council	
Andrew Scogings	Head of Strategic Planning, Network Rail	
Andy Johns	Vice Principal, Coleg Y Cymoedd	
Christian Schmidt	Transport Projects and Programme Manager, MCC	
Clare Cameron	Cardiff City Council	
Clive Campbell	Transportation Manager, Caerphilly County Borough Council	
David Beer	Senior Manager Wales, Transport Focus	10:55 – 11:45
Enfys Griffiths	Transport Services, Vale of Glamorgan Council	
Geraint Morgan	Community Rail Manager, Transport for Wales	
James Jackson	Cardiff City Council	
Jason Dixon	Team Leader, Transport Policy, Cardiff City Council	
John Gibson	Project Development Officer, Cardiff City Council	
Jonathan Parsons	Bridgend County Borough Council	
Kevin Mulcahy	Group Manager, Bridgend County Borough Council	
Kwaku Opoku-Addo	Bridgend County Borough Council	
Marcus Lloyd	Head of Infrastructure, Caerphilly County Borough Council	
Michelle Roles	Transport Focus	10:55 – 11:45
Nigel Winter	Managing Director, South Wales, Stagecoach	
Owen Williams	First Group	
Rebecca Smith	Rhondda Cynon Taff County Borough Council	
Richard Cope	Newport Council	
Roger Waters	Rhondda Cynon Taff County Borough Council	
Sam Palmer	NAT Travel	

#### Transport for Wales

Alexia Course	Director of Transport Operations	10:05 – 10:20
Danielle Hopkins	Community Ambassador	
David O'Leary	Commercial and Customer Experience Director	10:20 – 10:40
Helen Dale (Chair)	Stakeholder Manager, South East Wales	10:00 – 10:05
Jeremy Whitaker	Network Growth Lead	10:40 – 10:55
Kelsey Barcenilla (Clerk)	Community Engagement Officer, South East Wales	
Lewis Brencher	Director of Communications	10:55 – 11:45
Piers Croft	Head of Service Delivery	
Rhys Giles	Programme Manager	12:05 – 12:25
Tom Parker	Rail Performance Analyst	

#### External Speakers

Michelle Roles	Transport Focus	10:05 – 10:20
Tracey Messner	Public Affairs Manager, Network Rail	11:45 – 12:05

Andy Scogings	Head of Strategic Planning, Network Rail	11:45 – 12:05
James Jackson	Industry Programme Director, Network Rail	11:45 – 12:05

## Apologies

Adam Keen	NAT Travel
Alun Evans	Bridgend County Borough Council
Amy Evans	Colleges Wales
Ceri Stephens	South Wales Chamber of Commerce
Daniel Bowden	Stagecoach
Derek Jones	Cardiff University
Gareth Stevens	Cardiff Bus
Gemma Hayne	Bridgend County Borough Council
Geraint Roberts	Caerphilly County Borough Council
Gwyn Smith	Sustrans
Jane Reakes Davies	First Cymru
Kevin Sales	Bridgend County Borough Council
Kieron Rees	Unis Wales
Kyle Phillips	Vale of Glamorgan County Council
Leanne Waring	Cardiff and Vale College
Nicola Somerville	Valleys Taskforce
Sam Hadley	Network Rail
Sian Rees	Cardiff Metropolitan University

## Note from the Chair, Helen Dale

*“I am delighted to chair my first forum as Stakeholder Manager for South East Wales. It was great to welcome and hear from our growing membership. I’d 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 an overview of the January Blockade as part of the South Wales Metro transformation programme. 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 for their contributions throughout the session.”*

## Agenda

### 1. Introduction & Apologies

Helen Dale welcomed the forum members to the third meeting of the South East Wales regional Forum. Helen 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. TfW Highlights and the new approach for Wales and Borders rail

Alexia Course, Director of Transport Operations (TfW) gave an overview of some of the successes over the past two years. Alexia provided an update on key achievements, new fleet, 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

David O'Leary, Commercial and Customer Experience Director (TfW) provided an overview of the changes and importance of multi-modal transport for the future. David discussed TfW's responsibilities by the 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. Forum members are also invited to express their thoughts.

Marcus Lloyd asked whether TfW's responsibilities in respect of road be limited to trunk roads or were there plans to look at the Local Authorities' (LA) Strategic Road network, as well. David suggested it was currently in respect of the trunk road networks but it could involve the LA strategic networks if all partners decide that's what they want to do. David explained that TfW were keen to support the local authority plans and would be happy to have that conversation with LAs.

David Beer, Senior Manager Wales, Transport Focus asked about full devolution of rail to the Welsh Government. David O'Leary suggested it was an agenda area that was politically very important, and TfW are keen to see as much integration of the transport network as possible. Equally, David O'Leary explained that Wales needs to integrate with the wider UK rail network. David O'Leary closed by explaining that TfW would watch with interest but there were definitely opportunities.

## 4. Fares in Recovery

Jeremy Whitaker discussed the decrease on operational numbers due to COVID-19 and 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 world and new product developments to encourage people back onto the network when it is safe to do so.

Clare Cameron, Project Development Officer, Cardiff Council, asked whether more favourable fares structures would also be required in areas where people can typically afford to pay more but also have the ability to use cars, and where we are trying to persuade them to use public transport. Jeremy responded by explaining that competitive fares and frictionless payments are all key to perceptions of price however there was also the issue of road pricing, and outside of the three planned metro networks the Advance Purchase was a route for driving value on longer distance services.



## 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. The session explored these themes in more detail and the Sense Maker as a survey tool. Lewis explained that further comments are always welcome and that he can be contacted via [lewis.brencher@tfw.wales](mailto: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:

- “The way passengers will use the railway going forward will change, a lot more working from home. Passengers propensity to how they wish to travel will change. More socially spaced.”
- “How do you reach the people who aren't travelling and don't intend to? Encouraging people who aren't traveling is key. How can we promote Wales and public transport together with government?”
- “Cleanliness is coming out in the research, will be a big factor. Crisp packets or litter will really undermine people's feelings of cleanliness. Old pacers make the issue of cleanliness difficult to shift, buses too. A list on the trains to say when it was last cleaned or the presence of an indicator, as trains can't be cleaned whilst people are on them.”
- “Need to focus on young adults starting out with initiatives to get them to move away from cars and more integrated travel.”
- “Fare structure needs to be equitable across Wales and Borders.”

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, 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 and asked panel members to give their views on Network Rail and how they could improve services for South East Wales.

Lewis Brencher asked panel members what opportunities they've identified through the CVL asset transfer. James Jackson, Industry Programme Director, Network Rail suggested the transfer was hugely important for Network Rail, and they'd arranged a benchmarking agreement to share information about unit rates, contractors and Amey's delivery. Network



Rail were also excited by the smart electrification process, by using suitable rolling stock would provide a very cost-effective solution to electrification. Andy Scogings, Head of Strategic Planning, Network Rail, suggested it was incumbent on us all to work together to improve service quality for the passenger.

David Beer suggested that their research highlighted that lower journey times and closer stations were priorities for customers. David asked what the plan was to improve journey times and bring new stations online, and what can be done to shorten the time it takes to implement those improvements. Andy Scogings suggested that lots of work was ongoing to upgrade and invest in slower lines, and work with TfW to grow services across the North east Wales and North West England border, providing better services into Liverpool and Manchester. James Jackson suggested work to clarify ownership of business cases would also help to shorten timescales.

Clare Cameron raised that there are significant capital improvements that need to be delivered in a timely manner, in relation to park and ride and EV charging which require permission to deliver on Network Rail land. James Jackson suggested that this is something he can pick up with Clare directly as each scheme may need a different approach. Clare also asked when Network Rail would be moving from GRIP to PACE. James suggested there was no single change over as it was largely a cultural change, allowing projects to be delivered more quickly and safely.

Adrian Field, Executive Director, For Cardiff asked in the chat regarding clarity between the responsibilities of TfW and Network Rail in regard to the railway bridges in Cardiff city centre, explaining they would like to see the look and feel of the railway bridges improved. Lewis Brencher noted he was keen to pursue some work in this area, and it was a huge opportunity.

Clive Campbell, Transportation Manager, Caerphilly County Borough Council asked how Network Rail could ensure that rail investments and changes to services are considered in the context of a public transport network rather than focusing on individual modes. Andrew Scogings explained that as part of the national strategic planning activity, Network Rail are working closely with stakeholders and TfW to consider 'end-to-end journeys' and integration with other modes.

Alex Clarke, Passenger Transport Information Officer, Caerphilly County Borough Council, asked what TfW, TfW Rail and Network Rail could do to help stakeholders and the public understand the responsibilities of each organisation. James Jackson expressed that he was keen for the public transport sector in Wales to have a more 'joined up' public face.

## **7. January Blockade**

Rhys Giles, Programme Manager (TfW) introduced the work completed during the blockade in January 2021, working in collaboration with Network Rail. Rhys provided an update on the package summary of work across the Core Valley Lines during the 4-week period. The presentation presented the challenges and successes of the blockade.

## **8. AOB**

Helen Dale concluded the forum by welcoming panel members to contact the South East 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?
Andy Johns, Vice Principal, Coleg Y Cymoedd, requested the blockade presentation to be shared with Coleg Cymoedd for their track maintenance students.	Kelsey Barcenilla has been in contact to share slides and offer the college the opportunity for further engagement and a presentation to students.

## Forum digital chat highlights

Highlights of the conversation within the chat function of the Forum were:

- “Wouldn't more favourable fare structures also be required in other areas where they may have the ability to pay more, but also have the ability to use their cars (and are more likely to choose to) where we are trying to persuade them to switch modes to public transport?”
- “There is a new CCR Strategic Rail Doc due to be approved by Regional Cabinet on 15th Feb”
- “Going forward it is going to get confusing to understand the responsibilities of Network Rail, TfW Rail Services and TfW corporate. What can you do to allow stakeholders and public to understand who does what?”
- “Some really encouraging work is going on in terms of working with the education sector to ensure that our communities can benefit from the job opportunities associated with investment.”
- “We are really keen to see the look and feel of the railway bridges in Cardiff city centre improved - they are part of people's first impressions of the city and really need some of the old adverts on them removed.”

## Next Regional Stakeholder Forum

The next South East Wales Regional Stakeholder Forum is scheduled for 19 May 2021. The meeting will be held virtually over the Microsoft Teams platform between 10:00 – 12:30.