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# A guide for communities

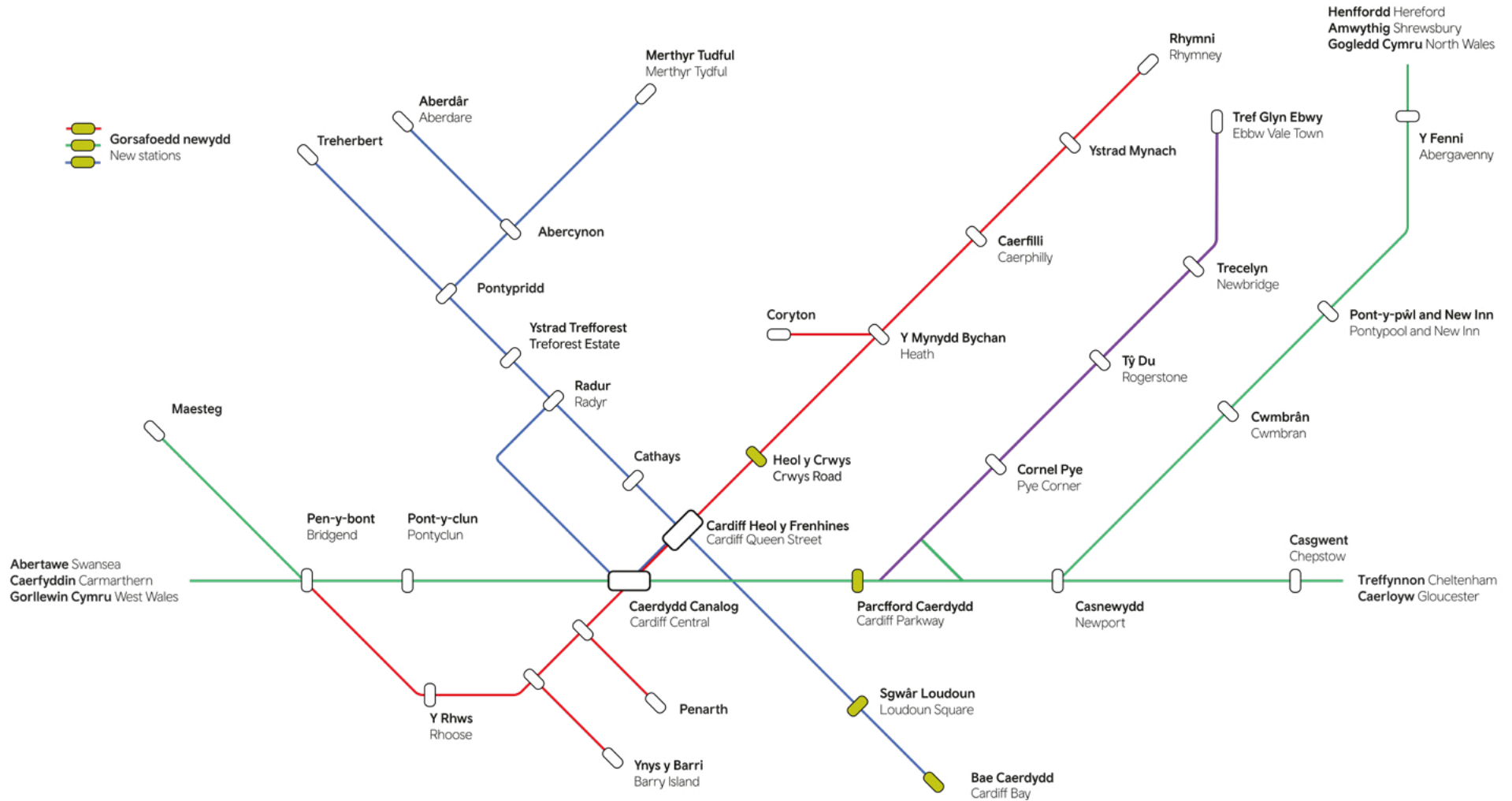


# Metro

## A guide for communities

Metro De Cymru (potensial)  
South Wales Metro (potential)

Ni ddangosir pob gorsaf  
Not all stations are shown





**Metro**  
A guide for communities

**Public transport is getting better in South East Wales. A new transport system called Metro will improve the buses, trains and light-rail services.**

**Metro will run more often and to more places. It will help you to get around more easily. This guide explains what work will be carried out to put the Metro system into place.**



# Introducing Metro

**Travel is changing in South Wales. Metro will make it easier to see friends or family and get around using public transport.**

For customers, it will mean that transport services run more often and be faster. The trains and tram-trains will be easier to access and be better value for money. Plus, they will be better for the environment.





We're currently building more comfortable trains and tram-trains. They will be ready to use by 2023.

Our new transport systems will be easier to access and have more bike storage, as well as being air conditioned.

Metro will boost the economy in South Wales. It will help people get to work and reduce the number of cars on our roads.

This guide explains more about our plans for the next few years. It also explains our commitments to the local community.

Metro is the beginning of an exciting journey for Wales.

Customer benefit  <b>More regular services and faster journey times</b>	Customer benefit  <b>Cheaper fares and greater accessibility</b>
Economic potential  <b>Metro will help workers be more mobile</b>	Environmental benefit  <b>Metro will help ease congestion on roads</b>



# Building Metro

**Building the South Wales Metro is a huge project costing millions of pounds. Work will start on the Core Valleys Line. It will be carried out between 2020 and 2023.**

Over the next few years, lots of work will need to be carried out on our railways. This will help the tracks get ready for Metro.

Work will start on the Aberdare, Coryton, Merthyr Tydfil, Rhymney and Treherbert railway lines, known as the Core Valleys Lines (see map). This work will be carried out between now and 2023.

The work we will carry out is explained in the following pages.

- Putting in overhead line equipment (OLE) to power tram-trains that use electricity
- New signalling will be put in place
- Building new stations in and around Cardiff
- Changing bridges, level crossings and signalling equipment
- Running electricity over 170km of track
- Cutting back overgrown trees and shrubs that grow near railway tracks
- Building a new £100m depot
- Building a Metro control centre in Taff's Well in Rhondda Cynon Taff

Metro will mean faster and better journeys for passengers.

For people who live near Metro, we will also make some things better.

## Environmental Benefits

Our trains are currently powered by diesel. They have been used for over 50 years. These trains are more expensive and not as comfortable. They are not good for the environment.

Trains that run on diesel cause more pollution and more noise. Diesel trains are heavier than electric trains. This means they wear out the tracks more quickly. The new electric tram-trains are quieter and produce less pollution.

There will also be fewer cars on the road because the new tram-trains will run more often. This is good for our environment.

# Building Metro

## City Centre improvements

We're working with the UK Government, Welsh Government, Network Rail and Cardiff Council to make Cardiff Central Station better.

We're also working on a new bus station in Cardiff. We want to make it easy for people to walk and cycle, use buses, taxis and the Cardiff Bay link.

## How we will continue to develop Metro

We're working with Cardiff and the capital area to make South Wales Metro better. We will continue work on transforming the Core Valleys Lines.

## Looking ahead

There are lots of projects we want to work on in the future.

For more information, go to: [trc.cymru/metrobegins](http://trc.cymru/metrobegins)





# Work you can expect

To make our transport system better, there will be some disruption. We will sometimes need to close roads. There will be some changes to our rail services. We hope that any disruptions won't last for long.



## Overhead line equipment

The metal posts and wires used to power the new-tram trains are called overhead line equipment (OLE). These posts will be a little higher than the trains. They will be connected by wires. They will provide power to our new tram-trains.

We will need to use around 2,500 of these posts to make Metro work. They will be spaced between 20 and 65 metres apart along the length of the track. Some will be placed near to houses.

We can't consider individual requests for the placement of the posts. The location of where we need to put these posts depend on:

- Bends and curves in the lines
- The condition of the ground
- Safety factors

## Vegetation management

Cutting back trees and bushes is sometimes noisy. But this work is important for our passengers and our staff. When left to grow, plants can cause accidents and problems, such as trees falling onto the railway tracks in bad weather.

We'll be cutting back trees and shrubs up to nine metres away from the track. This is more than we would normally cut back. We need more room for more equipment in the future.

We will look after the trees and bushes after we have cut them back.

This will make sure our trains run safely. We're working with Natural Resources Wales to reduce the effects of our work on the environment.

# Work you can expect

## Piling

For the overhead line equipment posts to be safe, we will need to make sure the foundations are stable. This will involve work called piling. Piling is when concrete, wood or steel is put into the ground to make it safe. It can be noisy as it involves heavy machinery. We will do our best to reduce the noise and disruption.

It may take between 20 and 60 minutes. The noise should never last too long.

## Upgrading stations

We will be making changes to cycling and walking links to make things better. More CCTV cameras and ticket machines will be available at stations.

We're making trains more accessible. There will also be fully accessible toilet facilities installed at various stations.

We are also hoping to move or build new stations.

As we make our stations better, we'll try to keep them open. But there may be times when we need to change our timetables or put on a replacement bus service.

## Taff's Well depot

We're building a new £100m depot and Metro control centre in Taff's Well in Rhondda Cynon Taff. This depot will also be home to:

- 400 drivers and conductors
- 35 maintenance staff
- 52 Metro control centre staff

## Additional works

We are also carrying out a lot of other work. For example:

- Improving road, rail and foot bridges
- Making platforms longer to suit our longer trains.
- Updating level crossings





# Working in our communities

More than 50,000 homes and businesses live within 200m of our railway tracks.

It is important to us that we build positive relationships with people who live and work nearby.

The Core Valley lines connect the communities of Treherbert, Aberdare, Merthyr Tydfil, Coryton, Rhymney and Caerphilly to each other - and to Cardiff city centre.

To build Metro, you may sometimes see our people working on the railway tracks at night when the trains aren't running. This is to keep our staff safe.

As we develop Metro, we will work with communities and local schools to:

- Look for opportunities to develop children's skills in science, technology, engineering and maths (STEM)
- Increase awareness of jobs in the rail sector
- Look for projects that will benefit communities
- Educate on the importance of rail safety
- Promote walking and cycling

We will also set up regular meetings and keep you updated via newsletters.

## In numbers

**55,000**

homes and businesses within 200m of the core valley lines

**56%**

The core valley lines carry 56% of all TfW passengers each day

**170KM**

170km of track and 56 stations make up the core valley lines



# Engaging with our communities

**We're working with carefully selected contractors to deliver Metro. We will act with care and sensitivity to our neighbours, as well as the environment.**



We will be carrying out a large amount of work. It is important to us to engage with local communities to make sure the project is a success and reduce any impact along the way.

## Keeping you informed

We will do our best to keep you updated about any scheduled work. For example, changes to the rail timetable, replacement buses or noisy engineering work. But we won't be able to write to everyone affected by work, every time.

We'll do our best to tell you by updating our social media channels and website. We will send letters to update you on our progress at key moments.

## Working with stakeholders

We will work closely with our stakeholders and Local Authorities to develop plans and listen to feedback.

## Involving local groups

We want to hear from the people living and working closest to our lines. From schools and community centres to locals who live near the tracks, we'll provide opportunities for different groups to get involved. We will also host community meetings at key points.

## Responding to your feedback

We welcome your feedback as this will help us to improve.

We'll provide free, simple and bilingual ways to get in touch. We will provide responses to your concerns.

For more information about work in your area, go to: [workinyourarea.trc.cymru](http://workinyourarea.trc.cymru)

# Our commitments to you

We're grateful for your patience while this important work is taking place. We want to continue being honest and open throughout this process. We know that some of our work will be disruptive. These are our key commitments to being good neighbours.



1

We will make sure our sites are well managed and our people are considerate to neighbours.

2

We will work closely with local communities and businesses to explain what we're doing and find ways to minimise disruption.

3

We will tell you about the progress of Metro by sharing details on our website and sending letters at key milestones.

4

We will try to reduce noise wherever possible, and place generators away from homes.

5

We will use LED lighting to reduce light pollution and ensure lighting columns are directed away from homes.

6

We will undertake assessments at all sites. For example, traffic assessments for potential road closures.

7

We will carry out surveys to look for any protected species or nesting birds in the area. If any species are found, appropriate methods of working will then be put into place.

8

We will do our best to keep you informed of disruption to your local services. Please check before travelling as replacement bus services will need to run at certain times.



# Stay Informed

Keep up to date with the latest information by visiting our website at: [tfw.wales/south-wales-metro](https://tfw.wales/south-wales-metro)

Follow us on social media for regular updates.

We will post progress updates and details of future work on the communities page: [tfw.wales/our-communities](https://tfw.wales/our-communities)

For information on changes to services, rail and replacement buses please visit our rail website at: [tfwrail.wales/metro](https://tfwrail.wales/metro)

## Get in touch

If you have any questions, get in touch and we will answer them.

**Email us**  
[tfwrail.wales/contactus](https://tfwrail.wales/contactus)

**Call us**  
0333 3211 202

**Write to us**  
Freepost  
TfW Rail Customer Relations

**Website**  
[tfw.wales](https://tfw.wales)

**Twitter**  
transport\_wales

**Instagram**  
transport\_wales

**Facebook**  
Transport for Wales  
Trafnidiaeth Cymru



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**Cronfa Datblygu  
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