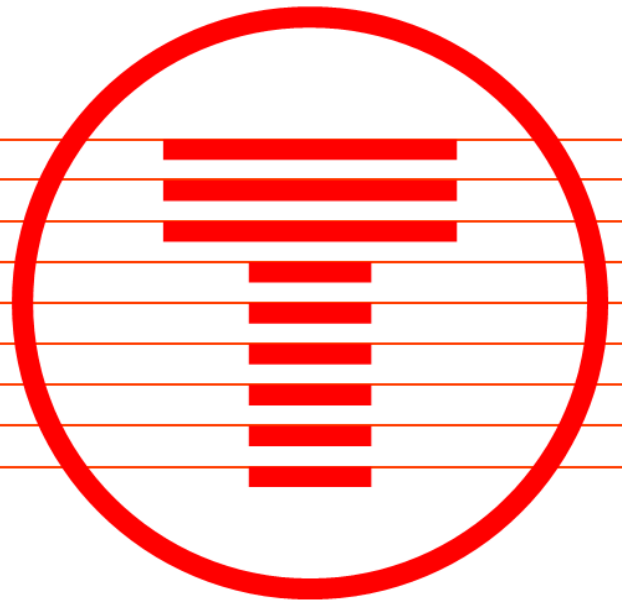


Fforwm Rhanbarthol y Canolbarth a'r Gorllewin TrC | TfW Mid and South West Regional Forum

5th July 2022



Adroddiad o'r cyfarfod Meeting report

Mid and West Wales Regional Stakeholder Forum

The forum met on the 5th July 2022 from 10:30 – 12:30

Attendees

Forum Members

Hatti Woakes	North Pembrokeshire Transport Forum
Richard Whiting	Community Rail Officer HOWL
Hugh Evans	Head of Community Rail
Jayne Cornelius	Sustainable Travel Officer, Swansea University
Rich Middleton	Growth Manager Wales, GWR
Michelle Roles	Stakeholder Manager, Transport Focus
Ann Elias	Regional Engagement Team, Strategic Transport, Cyngor Sir Ceredigion County Council
Jack Palmer	Pembrokeshire Council
Jonathan Burnes	Programme Director, Swansea Bay City Deal
Paul Beecham	Swansea University
Ann Elias	Mid Wales Regional Engagement Team, Ceredigion Council
Darren Thomas	Director, Infrastructure (including Highways & Transport), Pembrokeshire Council

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

Alexander Bryant-Evans (Chair)	Stakeholder Manager, Mid & West Wales
Tomos Davies (Clerk)	Community Engagement Officer, Mid & West Wales
Lowri Joyce	Head of Community and Stakeholder Engagement
James Price	Chief Executive Officer
Lewis Brencher	Director of Communications and Engagement
Ben George	Strategic Development Programme Manager
Kelsey Barcenilla	Community Engagement Officer
Elise Jackson	Community Engagement Officer
Ross Whiting	Community Engagement Officer
Alex Chung	Community Engagement Officer
Jamie Warner	Community Engagement Officer
Gethin Jones	Business Support Manager
James Lendrum	Correspondence Coordinator
Paula Bowen	Community Engagement Officer
Gail Jones	Stakeholder Manager, North Wales

Apologies

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Agenda

1. Introduction & Apologies

Alexander Bryant-Evans welcomed the forum members to the eighth meeting of the Mid and West Wales Regional Forum. Alex introduced the format of the meeting and the guest speakers, and thanked attendees for attending. Alex also reminded attendees of Transport for Wales's current Travel Safer advice.

2. Transport for Wales Update and Q&A

James Price, Chief Executive Officer. Transport for Wales

James Price opened the session by providing an overview of the strike action that happened recently. He stated that although TfW were not striking, we were affected by other TOC rail services. He stated that feedback from customers and frontline staff were generally positive towards TfW with customers understanding and not critical of TfW. He stated he was hopeful there won't be another strike in the future and that TfW would work with unions to discuss pay deal later this year.

He stated that train recovery was affected by the rail strike as it might have impacted the perpetuity of travel. James also highlighted that TfW were proactive in delivering new rolling stock in mid and west Wales and highlighted the development of the 197s and the 153 active travel carriages.

He then opened up to questions from forum attendees. Hatti Woakes asked about progress of the Swansea Bay Metro and how TfW are looking into delivering more trains to Fishguard. James Price stated that development of the Swansea Bay Metro was dependent on UK Government Levelling Up funding and Welsh Government Funding and welcomed pressure to improve services in the region. Richard Whiting acknowledged positive collaboration with TfW. He questioned the emergency timetable and highlighted case of customer confidence when services are delayed or cancelled. He highlighted case of a social media influencer who was stuck in Llanwrtyd Fawr who had complained in the press of his experiences. Richard asked what TfW were doing to stop incidents like this in the future. James Price stated that when delays occur, we update as soon as possible on social media and improvements have been made to inform customers of delays. Lewis Brencher stated that TfW have recently employed a Customer Strategy Lead to build on these improvements and will examine how to improve comms on the HOWL and other lines in Wales and the Borders. Lewis Brencher stated that TfW had dealt with the issue and the customer was now being compensated. Adam Terry stated that TfW were sourcing local transport companies to support rail replacements on the HOWL. He stated that it was difficult to obtain transport replacement in rural areas and would welcome suggestions of local transport companies who could support TfW on rail replacements. James Price reiterated that TfW were always looking at improvements on this and stated that we are looking into improvements. Darren Thomas, Head of Infrastructure, Pembrokeshire CC stated in chat that in terms of the wider strategic issue of Swansea Bay & West Wales Metro, he strongly supported the development of proposals. He stated that as James Price pointed out, there is a need to keep the positive narrative in front of mind. He stated that the modal shift needed to public transport remains a key issue. In terms of Pembrokeshire – the new administration are very keen to see step changes in public transport enhancements – particularly around connectivity and reliability. They feel there has been a lot of discussion / studies – they want to see delivery now over next few years, particularly around shorter timings to Cardiff, Bristol and London (to London from Milford in under 4hrs). I think this desire for pace will be coming through the Swansea Bay City Deal over next few months.



Hugh Evans from Community Rail clarified that TfW and Community Rail were looking into the issues in relation to Llanwrtyd Wells and would look to improve delivery at this and other important stations along the HOWL.

Jane Cornelius highlighted the recent travel survey completed by Swansea University. She stated that there was a need to build on transport to tempt students and other users on the railways and other public transport. She is happy to share the findings with others when the survey findings are completed. Adam Terry stated that he and Colin Lea (TfW Rail's Planning & Performance Director) were interviewed for a research paper that Manchester university undertook on the same themes with similar findings. The report can be found here:

<https://documents.manchester.ac.uk/display.aspx?DocID=62190>.

Hatti Woakes asked about connectivity between TfW trains and the ferries. Lowri Joyce stated that TfW are aware of the issues and that they have had meetings with Stenna Line to try to resolve things.

3. National Transport Development Plan and Regional Transport Plans

Rebecca Johnson (WG Head of Transport Strategy), Corinna James (WG Head of Transport Planning and Appraisal)

Corinna James spoke to the forum members about regional transport plans, which are a requirement of the Transport act 2000. The duty to prepare transport plans has now transferred from LAs (Local Authorities) to CJsCs (Corporate Joint Committees), however the duty to deliver these remains with the LAs.

Corina outlined the history of Regional Transport Plans from 2008 to the current situation with the 2021 Wales Transport Strategy. There are 9 existing Local Transport Plans, the deadline for replacing these was extended to 2022. But this has now been replaced by the CJsCs

The approval of Welsh transport plans must go through Welsh Ministers, must be consistent with the Wales Transport Strategy and the policies must be adequate for the implementation of the strategy.

The Welsh Government does not have statutory duty to provide guidance. But the CJsCs must consider any guidance issued by WG on content, preparation, alteration, and publication of plans, as well as the needs of disabled persons (Equality Act 2010).

Corina went through the key points of the Wales Transport strategy and what WG will be expecting the RTPs (Regional Transport Plans) to focus on. CJsCs will be expected to look at current and future trends, policies set out in RTPs must maximise wellbeing goals and sustainability, take account of the Road Review NTDP, Active Travel, Bws Cymru and Metro plans.

Corina shared the proposed timetable with members and then opened the floor to questions with some prompts for questions on screen.

Richard Whiting asked a question in relation to the integration of Mid Wales bus and rail and how this fitted into the plans? Rebecca Johnson stated that delivery of white paper they will be able to deliver a bus service and connected bus and rail services. TfW will be integral to this, and she outlined plans for the T1 service where passengers will be able to pay for a bus and connecting train ticket. Regional transport plans are currently and in the future play and integral part in how local services will be developed and improved. Corrine James stated that timetable is replicated every 5 years and after 3 years they work on the next round. These will in the future be through regional plans and will hopefully improve timetable in the future and services and infrastructure will be looked at. She stated that corporate joint groups are responsible to deliver polices which will be made from corporate



bodies such as LAs who will look at the whole solution, for example supply, infrastructure and delivery. They will have 2 functions, duty to develop plan for LAs and develop a strategic development plan.

4. How We Plan Our Railways

Adam Terry, Head of Operational Planning, Transport for Wales

Adam Terry shared a PowerPoint presentation to members and introduced himself and his role within Transport for Wales. He noted that his presentation would cover timetable planning and provide insight on what influences them. He gave an example of the complexities around small timetable change requests which can have significant knock-on implications for UK-wide railway network, due to the interlinked nature of services. He also illustrated why it is so important to ensure good train planning using recent issues in England as an example. He showed members a blueprint for timetable planning which has many stages going back 100 weeks from going live.

Adam showed slides which covered a range of factors that need to be considered when planning timetables. These included:

- **Unit & Crew Diagrams**
These show which services a unit will cover and its requirements, as well as what staff will do on a particular day, their requirements, and which units they can operate.
- **Demand and Capacity**
Both need to be matched and the team use comparison data and longer-term forecasts to do this. New trains will have higher capacity.
- **Fleet**
This includes the specifications of individual vehicles, and concerns whether trains can meet section run times. This is influenced by top speed, rate of acceleration and braking. Other considerations include couplers, number of seats, toilet facilities, and other elements. This also involves availability of certain vehicles and knock-on effects this can have.
- **Depots and Stabling**
The need for the right trains to finish each day in the appropriate depot overnight, which can be influenced by fuelling, ability to empty toilets if required, and the location of crew depots for specific trains.
- **Infrastructure**
This can include gauging, which refers to the size and shape requirements of trains, stations, tunnels, bridges, awnings, signals, viaducts, and walls. This can be a particular issue due to the age of the infrastructure on the UK rail network and historical lack of standardisation. The impact of this can mean some trains cannot use certain lines without significant alteration works. The length of platforms is also important, and trains that are too long for a platform cannot stop there unless they have selective door opening due to passenger safety concerns.
- **Track Gradient and Passing Loops**
The railway tracks are not flat so performance of train units at different gradients can impact what lines they can operate on if they do not have the required power at full load. Single line tracks require passing loops where trains must be in the right place at the right time to pass each other to allow operation in two directions. This is a particular issue in rural Wales and in the valleys, and the transformation programme includes passing loops to allow increased services.
- **Signalling**
This can impact rail planning as signalling can influence which train units and drivers can operate on a line. An example is the Cambrian line, which until recently had a unique signalling system which has now been upgraded to the European Rail Traffic Management System (ERTMS).



- **Performance**
Adam showed members an example daily performance table which showed the percentage of trains that were on time (within three minutes) at various stations. This can reveal patterns in performance which can impact thinking in future timetable planning.
- **Crew Resource**
This includes ensuring drivers, conductors and other crew are available in the right quantity, at the right time, and in the right places to meet increasing timetable demands. There must also be sufficient driver route and traction knowledge to operate specific routes and trains.
- **Other Trains**
This includes timetabling to ensure we can share the lines with other passenger rail providers, specialist network rail maintenance trains, materials trains, freight services and charter trains.

Adam summarised his presentation by noting that all these factors must come together and emphasised the need for increased standardisation of infrastructure and trains. He added that planning can be a complex puzzle which is not always possible to get right first time.

Adam then asked for any questions from forum attendees. Hatti Woakes asked how do you set information on to determine demand in services? Adam Terry stated that there was not a single answer to that and there were various factors and data sources which outlined and determined demand. He outlined for example historic and local factors and MOIRA which is a rail system which helps forecast demand.

Adam Terry outlined the Real Time Trains website: www.realtimetrains.co.uk a useful website to promote current and future train services. He stated that a specific feature on the website allowed you to look at a particular service to see how many carriages were on that train and whether it was on time.

5. Safer Spaces in Transport – Preventing Violence Against Women and Girls (VAWG) and promoting the Safety of Women at Night (SWAN)

Arron Bevan-John (Partnership Coordinator, Dyfed-Powys Police)

Arron Bevan-John gave an overview of the work Dyfed Powys Police was doing to provide safer spaces in transport within Dyfed Powys Police area. He outlined its Safer Spaces policies and its priorities in developing Preventing Violence Against Women and Girls (VAWG) and promoting the Safety of Women at Night (SWAN) to support women in Swansea.

VAWG is a priority within each department within Dyfed Powys Police and within Neighbourhood Police teams. He stated that Safer Street funding – enabled police to look at women services within the area. Police work with licenced venues and provide surgeries for women to air their concerns in surgeries. Arron outlined the Street Safe App, a new tool to report poor public and improvement to services where members of the public can report ASB. Transport is linked to this app as members of the public can report issues on the line and on stations. The police force works in partnership with LAs, BTP, and for example TfW as well as key organisations to work together to improve services and for example, improve areas which are affected by ASB. Arron also outlined the Safer Online Home delivered across the UK. Jayne Cornelius asked Arron if she could talk on whether students in Swansea could be supported by the SWAN and VAWG. She stated that night time services have improved safety for female students in Swansea and was eager to promote the app and services. Arron said he will contact Jayne directly to outline how the police force could support students.

6. Introduction and overview of our community engagement officers and the work they do in our communities. Lowri Joyce (Head of Community and Stakeholder Engagement, Transport for Wales)

Lowri Joyce outlined the work of the Community Engagement Officers across Wales. She gave an overview of each Community Engagement Officer and outlined their areas. She then proceeded to outline each community engagement team objectives and how their roles were aligned with the Wellbeing of the Future Generation Act. She explained that each Community Engagement Officer had a specific project to support the seven well-being goals. Alex Chung, Community Engagement Officer for Metro Central and the Bay outlined the work undertaken to support the A Prosperous Wales - Good Neighbour goal. He outlined the work undertaken in supporting and encouraging schools and colleges pupils, in particular women to undertake STEM subjects and how Tfw collaborated and supported small community groups through its Lottery funded Green Routes Project. Jess Clement and Ross Whiting, Community Engagement Officers for South Wales East outlined their work to meet the A Vibrant Culture - Education goal. Jess and Ross gave an overview of the education support they had provided including providing classroom talks and seminars to promote the work and careers within Tfw, school visits to the Mock Up in Taff's Well and the Young People Charter. Jess and Ross then outlined their work in the South East Wales region where they were heavily involved in the development of the Metro, hosting drop-in sessions and updating stakeholders on key upcoming project and works. Tomos Davies, Community Engagement Officer for Mid and West Wales then outlined work undertaken to meet the A Healthier Wales, Community Safety & Wellbeing goal. He outlined the work undertaken in the past year, for example working with partners to delivery partners around lineside safety, anti-social behaviour and suicide prevention. He outlined the upcoming Rail Safety Week, centred around the Network Rail's 'Beware of the Bubble' campaign which was happening at the end of July 2022. Paula Bowen, Community Engagement Officer for Wales and the Borders outlined her work to meet the A Resilient and Globally Responsible Wales goal. As part of her role, she concentrated on promoting Modal Shift and particular active travel. This included working with communities to improve their understanding of local modal shift and active travel issues, including on active-travel station improvements. She outlined the community work undertaken by Tfw in Anglesey and the LA active travel officers' group which was overseen by Tfw. Paula then outlined her work in the region including supporting the new Tfw Lottery funded Community Woodland project and her work in promoting fflecsi bus service in Newport. Elise Jackson, Community Engagement Officer for North Wales then outlined her work in supporting the A More Equal Wales goal. As part her work she concentrated on Mobility and Inclusion, which involved working with local accessibility groups, health boards and the third sector to identify barriers to public transport and working with Tfw accessibility panel to effect change and improvement. She then outlined her work in the region including helping to shape public transport projects such as the Newtown College Gateway Students Project, developing the Talking Transport Toolkit and promoting community transport in North Wales.

7. Forum close - AOB

Alexander Bryant-Evans, Stakeholder Manager, Mid and West Wales

Alex thanked participants and speakers for attending and contributing and closed the Forum, stating that the next would be in approximately three months' time.

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?
None	

- Contact Tfw Community Engagement Team - engagement@tfw.wales



Next Regional Stakeholder Forum

The next Mid and West Wales Regional Stakeholder Forum is scheduled for September 2022. The meeting will be held virtually over the Microsoft Teams platform between 10:00 – 12:00.