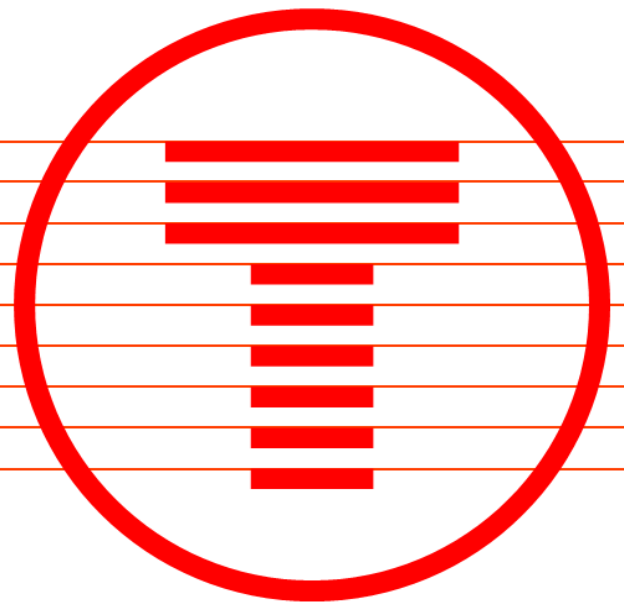


Fforwm Rhanbarthol TrC – Gogledd a Canolbarth Cymru TfW Regional Forum – North and Mid Wales

11 May 2021



Adroddiad o'r cyfarfod Meeting report

North and Mid Wales Regional Stakeholder Forum

The forum met on the 11th of May 2021, 10:00 – 12:00

Attendees

Forum Members

Alex Woodall	Strategic Rail Officer, Transport for Greater Manchester	
Andrew Mytton	Public Transport Officer, Wrexham County Council	
Andrew Saunders	Surface Access Strategy Manager, Manchester Airport	
Ann Elias	Strategic Transport Officer, Growing Mid Wales Partnership-Strategic Transport	
Bryn Jones	Head of Knowledge Exchange Research, Innovation and Impact Office	
Claire Owen	Membership and Marketing Manager, Mid Wales Tourism	
David Jones	Rail Development Manager, Liverpool City Region	
Emma Thomas	CTA Development Officer for North Wales	
Iwan Cadwaladr	Ynys Mon County Council	
Jim Jones	North Wales Tourism and Mersey Dee Biz Council	
Lewis Brencher	Communications Director, Transport for Wales	
Melanie Lawton	Community Rail Manager, North TFW	
Michelle Clarke	Project Co-ordinator NW, Community Transport Association	
Nick Smith	Regional Growth Manager, Avanti West Coast	
Peter Daniels	Transport Officer, Denbighshire Council	

Speakers

Arron Bevan-John	Stakeholder Manager, Mid and West Wales, Transport for Wales	10:25-10:50
Emily Coughlin	Community Safety Manager, Network Rail	10:25-10:50
Hinatea Fonteneau	Head of Stations Projects, Transport for Wales	10:50-11:05
Josh Hopkins	Operational Resilience Manager, Transport for Wales	10:25-10:50
Kate McIntyre	Service Quality and Experience Manager, Transport for Wales	11:40-11:55
Matthew Breese	Brand Manager, Transport for Wales	11:20-11:40
Inspector Richard Powell	British Transport Police	10:25-10:50
Tony Clayton	Tony Clayton, Decarbonisation Project Manager, Transport for Wales	11:05-11:20

Apologies

Andrew Mytton	Public Transport Officer, Wrexham County Council
Ceri Hansom	Integrated Transport Unit Manager, Flintshire Council
Ceri Taylor	Public Affairs Manager TFW
Chris Wilson	Transportation Policy and Strategy Manager, Ceredigion Council
Claire Williams	Cambrian Railway Partnership Development Officer
David Beer	Senior Manager Wales, Transport Focus
Jamie Sant	Community Rail Officer, Wrexham Bidston Line
Dave Whall	Stakeholder Manager, Stena Line

Dylan Gallanders	Support and Executive Engagement, Community Transport Association
Gerard Rhodes	Strategic Transport Service, Cheshire West and Chester Council
Geraint Morgan	Community Rail Manager, South TFW
Hugh Evans	Head of Community Rail, TFW
Iwan Cadwaladr	Transport Officer, Ynys Mon County Council
Iwan Prys-Jones	Programme Manager, North Wales Economic Board
Karen Williams	Community Rail Officer Conwy Valley and North West Wales Coast
Mark Barton	Stakeholder Manager, Irish Ferries
Michelle Roles	Stakeholder Manager Wales, Transport Focus
Mike Learmond	Senior Development Manager, Wales, FSB
Owain Roberts	Regional Stakeholder Manager, Northern Rail
Paul Williamson	JobSense Specialist Employment Advisor RNID
Prof Paul Spencer	Head of College (College of Environmental Sciences and Engineering) Bangor University
Sean Croshaw	Strategic Rail Manager, Transport for Greater Manchester
Rhian Wyn Williams	Transport Officer, Gwynedd County Council
Robin Tudor	Head of PR and Communications, Liverpool Airport
Steph Smith	Senior Public & Community Transport Officer, Conwy Council
Tony Caine	Traffic and Travel Manager, Powys County Council (
Val Hawkins	Chief Executive MWT Cymru Mid Wales Tourism
Vincent Goodwin	Travel Officer, Powys County Council

Note from the Chair, Lowri Joyce

“As always it is really good to welcome existing and new members to our fifth North and Mid Wales regional forum. I would like to thank all our presenters who provided updates on community safety, our station improvement plan, our electric vehicle charging project, the COVID-19 recovery marketing campaign and the proposed North/South first class service. Our Q&A with our CEO, James Price generated great discussion and thank you to our members contributions in our breakout rooms”

Agenda

1. Introduction & Apologies

Lowri Joyce welcomed the forum members to the fifth meeting of the North and Mid Wales regional Forum. Lowri introduced the format of the meeting, including the use of breakout rooms together with feedback from the previous survey and how we had adapted our forums in accordance with that. Lowri advised members of the current Travel Safer messaging and Welsh Government rules still in place across Wales in respect of the Covid-19 pandemic.

2. Question Time with the Chief Executive, Transport for Wales

James Price conducted an open question and answer session with the forum members.

Ann Elias, Strategic Transport Officer, Growing Mid Wales Partnership-Strategic Transport, queried organisational structure for specific workstreams, it was agreed that information would be shared with forum members. Business operational plans which are currently being developed will be shared publicly shortly. This will also include a five-year investment plan for transport across Wales which will be shared publicly when completed.

Peter Daniels, Transport Officer, Denbighshire Council, asked about the future for Fflecsi Bus. The cost effectiveness of Fflecsi Bus was discussed compared with positive customer satisfaction and the social benefits. Current work with tourism partners was spoken about and



the need to encourage partnerships with other providers to increase cross organisational benefits.

3. Keeping our Communities Safe

Josh Hopkins, Transport for Wales, Inspector Richard Powell, British Transport Police and Emily Coughlin, Network Rail led on the discussion about TfW' s ongoing work to keep the railway and wider transport network safe for staff, customers and communities. All speakers shared information on their partnership work to engage with communities.

Forum participants took part in workshop sessions to discuss specific themes:

Crime -Criminal activity on the transport network.

- What crime exists on the transport network?
- What would you do if you saw a crime taking place on the transport network?
- Do you know the British Transport Police text phone number?
- What could be done (other than reporting it) to reduce crime on the transport network?

Discussions included:

Increasing knowledge of BTP contact details and encouraging reporting

Anti-social Behaviour (ASB) Behaviour which causes alarm or distress on the transport network.

- What is the cause of ASB?
- Who are the ASB perpetrators?
- What are the ASB issues in your areas?
- Do you know of any key groups that we should be engaging with?

Discussions included:

Addressing the root cause of issues with the individuals who cause ASB and that boredom caused by lockdown could be a contributing factor in the increase of ASB incidents.

Line of route incidents Including trespass, level crossing misuse and activity which is unsafe on the transport network.

- What can be done to combat line of route incidents?
- What should we be doing at TfW to combat line of route incidents?

Discussions included:

Providing education sessions for children and young people, hosting and attending community events and providing leaflets and information posters

4. Station Improvement Plan

Hinatea Fonteneau, Head of Stations Projects, presented the Transport for Wales Station Improvement Programme to make improvements and adjustments to the network of TfW managed stations across Wales and Borders. Bryn Jones, Bangor University, asked about provision for the charging of electric bicycles, especially for more leisure use. Tony Clayton, responded that charging for electric bikes is not part of the current remit for EV charging but they are an important part of the Active Travel remit and will be considered. Nick Smith, Avanti West Coast asked for the presentation to be shared in order to share with colleagues.

5. EV Charging Stations

Tony Clayton, Decarbonisation Project Manager, Transport for Wales, presented the Wales and Borders electric vehicle (EV) charging projects planned across the road network in Wales and the stations across the Wales and Borders network. Following on from a question raised by Ann Elias, Strategic Transport Officer, Growing Mid Wales Partnership-Strategic Transport, Tony confirmed that he will investigate the opportunity for local authorities to be able to purchase extra charging points from the contractor.

6. Covid -19 recovery marketing campaign

Matt Breese, Brand Manager, Transport for Wales presented details of the latest marketing campaign to promote a return to public transport, walking and cycling. This campaign has been informed by discussions at previous stakeholder forums, and further views would be welcomed about the overall concept from attendees. Claire Owen from Mid Wales Tourism stated that the messaging was strong and that they have many assets that they would be happy to share with TfW. Matt confirmed that they will be working in partnership once the concept is more developed. Lewis Brencher, Communications Director gave details of the current campaign to keep passengers safe and that this new campaign would be looking to increase public transport usage post covid.

7. First Class Customer Panels

Kate McIntyre, Service Quality and Experience Manager presented on the new first-class experience on the Mark 4 trains between Cardiff and North Wales following internal workshops and consultations. The first class experience will be formally launched in June 2022. The project is now at the stage of compiling a customer panel to test the first-class proposition over the next 12 – 18 months. Peter Daniels, Denbighshire Council discussed how business class travel might recover after covid. TFW are focusing on a first-class experience rather than targeting a business community. Claire Owen, Mid Wales Tourism echoed that targeting tourism rather than business class was more beneficial and resonated with more people. Ann Elias stated that celebrity endorsement is a good opportunity to promote the service. TFW will further develop opportunities to promote the service.

8. AOB

None

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?
Share organisational charts with forum members outlining who has responsibility with each area	Information to be sent out when available
Presentations to be shared with forum members	Presentations will be attached to the diary marker

Forum digital chat highlights

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

I think this marketing campaign is based on a great concept which will resonate with many people. Think it will land well with all ages and make them 'feel' part of something and want to engage. Look forward to seeing how it develops.

I would echo that interest in station developments from a TfGM perspective (especially Chester)

Next Regional Stakeholder Forum

The next North and Mid Wales Regional Stakeholder Forum is scheduled for September 2021