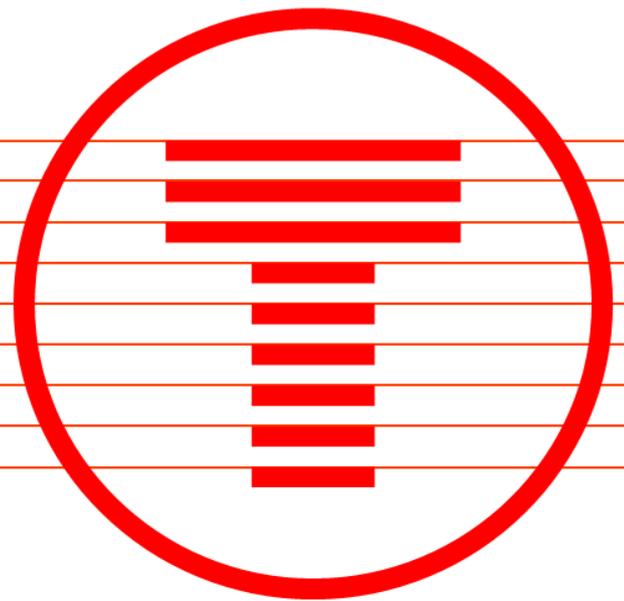


Fforwm Rhanbarthol TrC - Rhanddeiliaid De Ddwyrain Cymru

TfW Regional Forum - South East Wales

17 May 2021



Adroddiad o'r cyfarfod

Meeting report

South East Wales Regional Stakeholder Forum

The forum met on the 17th of May 2021, 10:00 – 12:00

Attendees

Forum Members

Adrian Field	Executive Director, FOR Cardiff
Alex Clarke	Passenger Transport Information Officer, Caerphilly County Borough Council
Andy Johns	Vice Principal, Coleg Y Cymoedd
Christian A Schmidt	Transport Projects & Programmes Manager, Monmouthshire CC
Clare Cameron	Cardiff City Council
Clive Campbell	Transportation Manager, Caerphilly County Borough Council
David Beer	Senior Manager Wales at Transport Focus
Enfys A Griffiths	Transport Services, Vale of Glamorgan Council
Gemma Lelliott	the Community Transport Association
Geraint Roberts	Caerphilly County Borough Council
Gwyn Smith	Welsh Government Active Travel Advisor and Network Development Manager for Sustrans
Helen Boyle	First Bus
Jason Dixon	Team Leader, Transport Policy, Cardiff City Council
John Gibson	Project Development Officer, Cardiff City Council
Jonathan Parsons	Bridgend County Borough Council
Kevin Sales	Public Transport Officer at Bridgend County Borough Council.
Kwaku Opoku-Addo	Bridgend County Borough Council
Leanne Waring	Business Development Manager, Cardiff and Vale College
Marcus Lloyd	Head of Infrastructure, Caerphilly County Borough Council
Michelle Roles	Transport Focus
Rebecca Smith	Transport Planner, Rhondda Cynon Taff County Borough Council
Simon Nicholls	Bus Coordinator at Newport Council
Owen Williams	First Bus
Sam Palmer	NAT Travel
Simon Livsey	British Transport Police

Speakers

Annabell Ody	Operation Planning Manager, Transport for Wales	11:40-12:00
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
Lois Park	Head of Community and Stakeholder Engagement, Transport For Wales	11:40-12:00
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

Alun Evans	Bridgend County Borough Council
Adam Keen	NAT Travel
Alun Evans	Bridgend County Borough Council
Alyn Owen	Merthyr Tydfil County Borough Council
Ceri Stephens	South Wales Chamber of Commerce
Charlie Nelson	Rhondda Cynon Taff County Borough Council
Daniel Bowden	Stagecoach
Derek Jones	Cardiff University
Gemma Hayne	Bridgend County Borough Council
Heather Anstey-Myers	South Wales Chamber of Commerce
Jane Reakes Davies	First Cymru
Julie Twells	Samaritans
Kevin Mulcahy	Group Manager, Bridgend County Borough Council
Kyle Phillips	Vale of Glamorgan County Council
Natalie Curtis	Bridgend County Borough Council
Nicola Somerville	Valleys Taskforce
Nigel Winter	Managing Director, South Wales, Stagecoach
Paul Carter	Cardiff City Council
Paul Jones	Newport Council
Paul Slevin	South Wales Chamber of Commerce
Richard Cope	Newport Council
roberrh@cymoedd.ac.uk	Cymoedd
Robert. G.	Caerphilly County Borough Council
Roger Waters	Rhondda Cynon Taff County Borough Council
Sam Hadley	Network Rail
Sharon Adams	South Wales Chamber
Sian Rees	Cardiff Metropolitan University
Tracey Messner	Public Affairs Manager, Network Rail

Note from the Chair, Helen Dale

“It was great to welcome all of our ever-growing members to our fourth South East Wales regional forum. I’d like to give thanks to our presenters who provided updates on community safety on and near the rail lines, our station improvement plan, our electric vehicle charging project, the COVID-19 recovery marketing campaign and on the South Wales Metro; upcoming possessions and blockades. As well as hearing about these important updates, members had the opportunity to participate in a Q&A session with Alexia Course, Director of Transport Operations for Transport for Wales. I would like to give thanks to members who further contributed to our breakout room discussions and completed our interactive Mentimeter poll. Thank you for your time and invaluable contributions.”

Agenda

1. Introduction & Apologies

Helen Dale welcomed the forum members to the fourth meeting of the South East Wales regional Forum. Helen introduced the format of the meeting, including the use of breakout rooms together with feedback from the previous surveys and how we had adapted our forums in accordance with feedback from attendees. Helen 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 Director of Transport Operations, Transport for Wales

Alexia Course, the Director of Transport Operations at Transport for Wales, conducted an open question and answer session with the forum members. Prior to taking questions from forum attendees, Helen Dale read out a question that was submitted through email, which queried how the front-line cleaning teams were preparing for passenger numbers which are expected to increase following the easing of COVID-19 restrictions. Alexia Course mentioned there has been increased cleaning activity across stations, trains and depots, and there has been an increase in the number of cleaning staff. The cleaning regime will continue as services increase with the easing of restrictions.

Christian Schmidt, Transport Projects and Programmes Manager at Monmouthshire County Council, asked whether there are any emerging passenger trends following the easing of restrictions, and whether these differ between peak and off-peak periods. Alexia mentioned that it is currently difficult to assess passenger trends, however the morning peak seems to be starting later and there remains consistent demand for services throughout the day. Additionally, there are peaks throughout the day, as those who cannot work from home travel into offices, and due to an increase in leisure travel. The importance of being adaptive to the changing demands of passengers was also mentioned.

David Beer, Senior Manager for Wales at Transport Focus, referred to the move of the transport sector into the new Climate Ministry within the Welsh Government and asked what Alexia's priorities are for transport following this. Alexia mentioned that Transport for Wales is focussing on decarbonisation and has plans for increasing the use of renewable energy at stations and adapting the fleet to make it more carbon neutral. Promoting people back to using rail was mentioned as a priority, as well as adapting to changing customer travelling patterns.

Gwyn Smith, Network Development Manager for Sustrans, commented that 'there is lots of carbon to be saved by multimodal journeys' and asked whether Transport for Wales will look at the decarbonisation of whole, multimodal journeys, rather than only train journeys. Alexia confirmed that Transport for Wales are looking at the decarbonisation of the whole journey, with a focus on multimodal journeys.

Gwyn Smith also asked whether Transport for Wales is actively engaging with Local Authorities to develop their active travel network maps. Alexia mentioned that the active travel team within Transport for Wales are doing lots of work in collaboration with Local Authorities to promote active travel.

Christian Schmidt, Transport Projects and Programmes Manager at Monmouthshire County Borough Council, queried the introduction of integrated ticketing and whether Transport for Wales have direct control over rail fares. Alexia responded confirming that Transport for Wales does have control over their non-regulated fares which fall on their line of routes. Alexia also discussed the large amount of work Transport for Wales are doing around created an integrated ticketing system and suggested a future forum item on integrated ticketing when the system is in place.



Alex Clarke, Passenger Transport Information Officer at Caerphilly Council, asked whether timetables will be announced prior to being released to the public. Alex stated it was difficult to co-ordinate bus and rail connections if the details of timetables are not released with prior notice. Alexia expressed that over the last year it had been difficult to confirm timetables and publish them in advance, due to changes in lockdowns and restrictions. However, mentioned the aim to return to a structured plan, in collaboration with bus operators, to provide a more integrated approach.

Jason Dixon, Team Leader for Transport Policy in Cardiff City Council, asked if there are any plans to review fares for Newport, Cardiff and the Valleys to make them socially inclusive. Alexia explained Transport for Wales are looking at these areas in the ticketing strategy, and this strategy will be tested on customers and stakeholders to make sure it is suitable. Alexia also expressed the need to make fares more reflective of the demographics of Wales. Suggested that this should be updated in a future forum.

Clive Campbell, Transportation Manager for Caerphilly Council, queried about the progress of the Welsh Government's Park and Ride strategy. Alexia stated that Transport for Wales are working on the strategy which covers the whole of Wales and suggested this should be an item for the next forum.

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:

The group talked about the lack of visibility of conductors on trains, and this may make passengers more likely to report incidents through the British Transport Police (BTP) text number rather than reporting to a conductor on the train. However, expressed that this was a concern as not everyone knows the text number for the BTP. The issue of antisocial behaviour (ASB) on public transport, including buses, was also discussed as well as heightened ASB on event nights.

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:

There is a perception that the perpetrators of antisocial behaviour are younger people, and mentioned a rise in ASB associated with drugs and alcohol, especially now that pubs are open.

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:

The group discussed the use of delivering materials to primary schools and college students and stressed the importance of promoting safe behaviours at a young age. Also mentioned creating educational packs for teachers. The effectiveness of previous publicity campaigns was also mentioned, such as the 'Dumb ways to die' campaign by Metro Trains Melbourne. Emily Coughlin mentioned Network Rail's new safety campaign which launched on the 24th of May.

Christian Schmidt suggested whether the BTP number could be simplified, similar to the non-emergency police number (101). David Beer also mentioned that the number should be promoted more as passengers return to travelling. Inspector Richard Powell replied by stating that it would be unlikely that the text number will be changed as it is used across the UK, however there is work being done to improve signage on trains and the delivery of text cards to promote the number to passengers.

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 South Wales.

Alex Clarke, Passenger Transport Information Officer for Caerphilly County Borough Council, asked for an update on station deep cleans. Hinatea Fonteneau confirmed that station deep cleans had been completed in 2020 and confirmed she would pass on any updates for the future of the programme.

Christian Schmidt, Transport Projects and Programmes Manager at Monmouthshire Council, requested that any plans should be discussed in advance with the relevant local councils, instead of local councils being notified alongside the public. Christian also asked whether the station improvement team could help with parts of stations that are not part of the Transport for Wales franchise. Hinatea Fonteneau confirmed that the team will make sure plans are discussed with local councils in the future. In regard to the non-franchised parts of stations, Hinatea responded that there are challenges when spaces are not within the station lease, however a joined approach with support from local authorities is key and welcomed.

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 South-east Wales.

Following Tony Clayton's presentation, Kwaku Opoku-Aaddo, from Bridgend County Borough Council, asked what the reasons are for the slow take up of electric vehicles in Wales. Tony



Clayton suggesting several potential reasons for this, including charge point operators focussing on more commercially attractive locations such as London rather than Wales, and electric vehicles being more expensive than combustion engine alternatives.

Alex Clarke, Passenger Transport Information Officer for Caerphilly Council, raised the concern of asking customers to park their electric vehicle to get into a diesel train. Tony Clayton stated that Transport for Wales are looking at decarbonisation across all modalities, and that they are looking into decarbonising the rail fleet and introducing more non-diesel units onto the network.

Christian Schmidt, Transport Projects and Programmes Manager at Monmouthshire Council, asked a question regarding fast vs slow electric vehicle chargers, and whether the cost of fast chargers at stations would be justified. Tony Clayton responded by explaining that slow chargers are mainly for home use. However, fast chargers, which can charge electric vehicles between 2 to 5 hours, will be beneficial for those parking at stations, commuting to work on the train, and then returning several hours later. They are working closely with charge point operators to update chargers and replace kit if needed.

Following on from this, Gwyn Smith, Network Development Manager for Sustrans, asked whether there is evidence that people want to charge their vehicles at stations, rather than completing this at home. Tony Clayton replied that not everyone has access to off-street parking where home charging is easiest. He added that the Welsh Government's electric vehicle charging strategy reinforces the need for a range of charging options, including at home and destination/ workplace charging.

Regarding charge point operators, Clive Campbell, Transportation Manager for Caerphilly Council, asked whether there will be several different operators working with Transport for Wales. Tony Clayton stated that Transport for Wales have awarded a contract to a single charge point operator, to ensure a consistent and standardised electric vehicle charging infrastructure. This also means customers do not need to sign up to a subscription service to pay to use the infrastructure.

Clive Campbell also asked a question regarding the 15-year agreement with the charge point operator. This included how Transport for Wales will allow for change over time given the fast-evolving technology of electric vehicles. Tony Clayton responded by stating that the operators will own and manage the changing network, therefore as technology evolves, kit can be replaced. This allows for flexibility in the fast-evolving market.

Alongside this, Clive Campbell asked whether the electric vehicle contract and infrastructure will cater for electric bikes. Tony Clayton replied whilst the contract does not include charging infrastructure for bicycles, the team will look at ensuring station facilities across the network can support those travelling by electric bikes.

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.

Christian Schmidt, Transport Projects and Programmes Manager at Monmouthshire Council, commented that concentrating on 'real connections' looks good, however expressed concern over the use of negative language and commented that there should be more emphasis on the positive aspects of travelling.

Christian Schmidt also commented that more pictures of other travel modalities should be used throughout, for example pictures of bus stops, trains, and active travel. Adding to this,



Christian Schmidt suggested the campaign needs to push the use of public transport to meet up with friends and family, and to show how public transport is part of ‘everyday good times’.

Alex Clarke commented that the use of Transport for Wales branding may make the campaign too focussed on rail. Alex Clarke also asked whether there is a way of getting passengers to take a selfie onboard the mode of travel. Matt Breese responded that this was something they will consider, as the social aspect will play an important part in the media campaign.

7. Regional Item – South Wales Metro: Planning future engineering work and its impact on services

Lois Park, Head of Community and Stakeholder Engagement and Annabell Ody, Operational Planning Manager presented details on rail possessions and blockades within South Wales, and discussed how Transport for Wales may wish to plan these in the future. Lois Park presenting information on the South Wales Metro, followed by Annabell Ody who covered the possessions and blockades that are planned for future months. The presentation included an interactive Mentimeter session which aimed to gather feedback on how closures should be planned in the future. Both presenters are keen to involve a diverse audience of stakeholders and passengers in these conversations in the future.

David Beer, Senior Manager for Wales at Transport Focus, commented that station information is important, such as posters. Additionally, Christian Schmidt, Transport Projects and Programmes Manager at Monmouthshire Council, supported David’s comment regarding station information and added that reassurance is important. Passengers can check at home however it is important that information is also at the local station.

Alex Clarke, Passenger Transport Information Officer for Caerphilly Council, commented that it would be useful to work with Local Authorities alongside rail replacement providers and Transport for Wales staff when confirming rail replacement stops to ensure they are appropriate for passengers. Alex Clarke also pointed out that one question on the Mentimeter survey may need to be altered to allow for more than one answer, specifically the question ‘if you were to plan ahead, which tools would you use?’.

8. AOB
None

9. 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:

Station Improvement Plan:

stakeholder consultation for cycle parking is very important. cycle parking specifications also need to be looked at carefully. Recent installations are poor in some places (stands too close together). The Cycle Rail group is currently reporting on this and their recommendations should be considered.

EV Charging:

Sounds like stations are going to become EV charging hubs.

(Clare Cameron) - CCR is currently working with ega to put together a framework for all of Wales with the intention of having 3 providers within the framework. Is this something TfW would be interested in using? We are likely to go to tender by end of month. Are you going to tendering under a concession agreement and are you looking for a return on investment (share of profit)?

(Tony Clayton) - Very good question Clare - yes, indeed, we are looking at a concession agreement model with a revenue share between the landowner and the charge point operator who will be financing the service. We recognise that some stations in isolation will not be commercially attractive, and will not likely generate very much revenue in the early years, so we are looking at a longer concession to make the contract viable to an operator. Any revenue at sites where TfW is the landowner will, I am sure will be reinvested to support further sustainable travel behaviour and improvements.

(Clare Cameron) - WPD has insisted that we increase the size of the cables for the rapid chargers, so you may want to check with them, as it may not be as easy to replace 7kw to 22kw without upgrading the cables - this is straying away from what they were originally asking for

Covid -19 recovery marketing campaign:

Hearts & minds: yes but it is very important that it improves the image of public transport. That's why anything that aims at hearts & minds should include public transport!!!

Other:

An update on P&R at the next forum would be very helpful.

We're committed to providing a high quality, accessible replacement bus service when line closures are required (5 images of bus replacement)

Thanks all - really informative!

Next Regional Stakeholder Forum

The next North and Mid Wales Regional Stakeholder Forum is scheduled for (12th-18th September 2021)