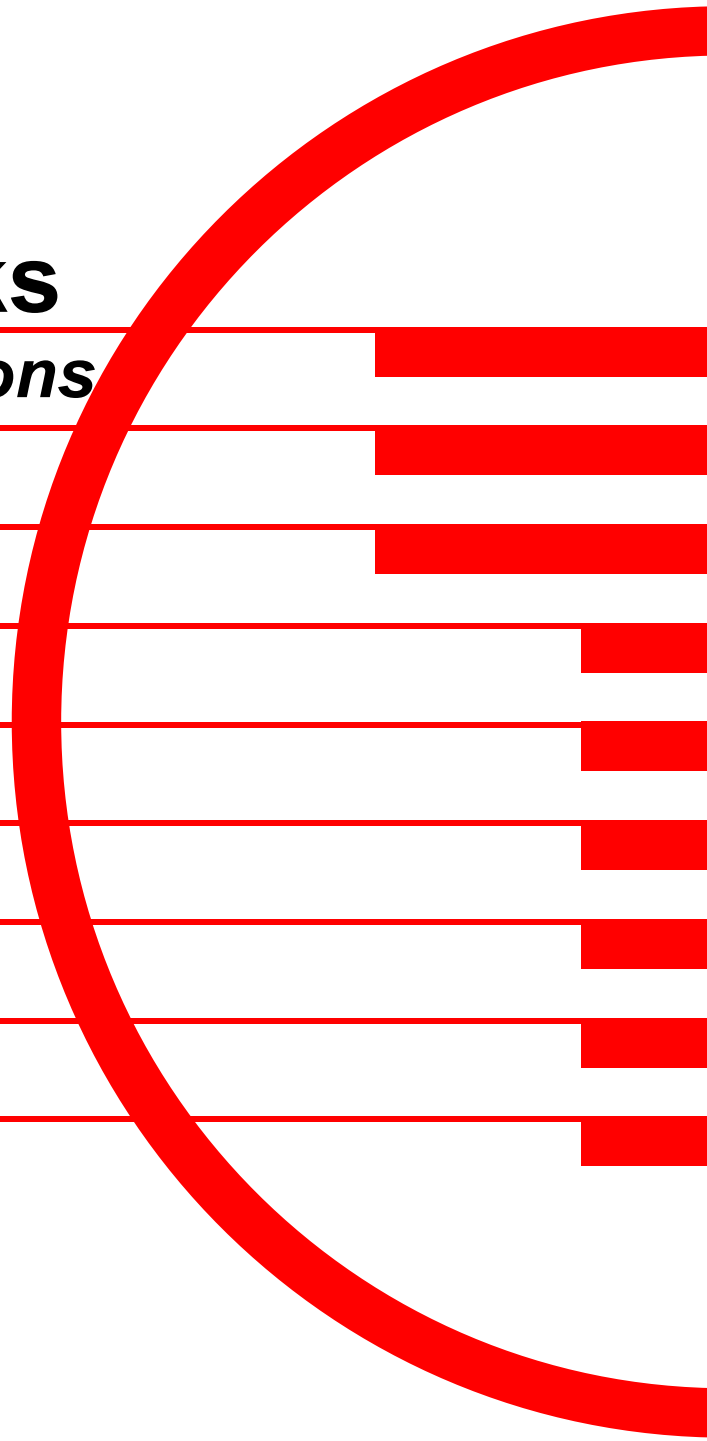


Chester Station Improvement works

Frequently Asked Questions



1. What improvement work will TfW be carrying out at Chester station and why?

As part of TfW's Station Improvement vision we will be focusing on delivering significant customer facility improvements within the station setting including the gateline area, new help points, ticket selling facilities, customer information screens, passenger waiting and cycle shelters, seating, waste facilities, CCTV, signage and branding, retail and gate line improvements.

The aim of this significant investment is to improve the experience for customer at the station by improving and upgrading the facilities and fully introducing the TfW brand and vision to the station.

2. When is the work at Chester Station taking place and how long will it take?

Work will commence at Chester Station early June and is expected to be completed by early 2024. TfW is working closely with our principal contractor MPH Construction, industry and local partners to minimise any disruption or noise during these works for both our customers and the local community.

3. As a customer at Chester station how will I be impacted by these improvement works?

Customers are encouraged to plan in extra time to allow for potential disruption during this work. Signage and hoardings will be erected at the station throughout the project and communications will be provided at the station, onboard services and online, to advise of any temporary changes at the station to accommodate the work on site at the station.

We anticipate some minor disruption when delivering the most significant improvement works including the upgrade work to the gateline area, which will involve for a temporary period of time an alternative route for customers to access the platforms, as well as manual ticket checks. The team are working hard to ensure any disruption is kept to an absolute minimum and station staff will also be on hand to support passengers throughout the works.

4. Will the station car parks be impacted by these works?

An essential work site compound will be in place during these improvement works from June until the work is completed early 2024. This compound site will be located in the Chester West car park and will result in a small reduction in available car parking spaces (19 in total) from Saturday 27 May. Chester Station East car park will be unaffected.

5. What are the most significant works taking place in the station concourse area?

Improvement works in the concourse area include repurposing of the existing ticket office to create a new retail unit for the future, a new customer service desk with

ticket selling facilities, additional ticket vending machines, a repositioned gateline with additional standard and wide aisle gates. Refurbishment of the toilets and a new changing place toilet. New seating, a water refill unit and waste facilities will also be installed. A new quiet room will also be introduced as a place for customers who require a safe, isolated space while waiting for their train.

6. Are new Customer Information Screens included in this project?

Yes, New Customer Information Screens will be installed throughout Chester station in current and additional locations. This will increase the train service information on the platforms and within the station waiting rooms. New screens will be installed for onward journeys, including bus information, and an interactive screen will also be installed within the concourse area.

7. Has feedback from customers been incorporated into these improvement works?

Yes, a huge amount of customer and stakeholder feedback has been considered, as well as the valuable insight from our colleagues who work at the station. We're confident that customers will enjoy a much-enhanced customer experience once all the improvement works are completed.

8. Are TfW carrying out improvement works at other stations across Wales and Borders?

Yes, as part of this phase of TfW's Station Improvement Vision we will also be carrying out station improvement works at Flint and Runcorn East and these works will commence in the summer.

9. How do I find out more about these improvement works?

You can also keep up to date on the very latest with this project by visiting our website: [tfw.wales/chester-improvements](https://www.tfw.wales/chester-improvements)

We'll also be holding a series of Meet the Manager sessions at Chester station (opposite the gate line on the concourse).

These sessions are taking place on:

Thursday 1 June from 12-7pm

Friday 16 June from 9am-3pm

Wednesday 21 June from 12-7pm.

Come and meet the project team and find out more about the improvements to Chester station.