

## REPORT NO 6

### REPORT ON THE CAMBRIAN MAIN AND COASTAL LINES



## **CAMBRIAN LINES** **SURVEY RESULTS AND RECOMMENDATIONS**

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**Dated September 2017**



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*Copies of the survey forms returned (including a copy of the internet responses) have been retained.*



## **1. History and Introduction**

- i) Following a meeting with the Minister in July 2013 the Shrewsbury Aberystwyth Rail Liaison Committee was asked to prepare surveys on the Cambrian Lines to demonstrate the need for an improved rail timetable.
- ii) The survey of residents, students and businesses along the Cambrian Lines was completed in October 2013 with 6,570 responses received.
- iii) Following these surveys a report was presented to the Minister and an improved rail service was introduced in May 2015.
- iv) A further survey was completed in October 2015 which showed a significant increase in traffic since the introduction of the new timetable in May 2015.
- v) Through the Welsh Government (and funded by the Cambrian Rail Partnership) further surveys have been carried out in April/May 2017 and again in July/August 2017.
- vi) These surveys were completed so that a true picture of travel on the line can be completed covering the summer months.
- vii) These surveys were carried out during the tourist season which have a great impact on train use on the Cambrian Lines.
- viii) This report sets out the results of the summer surveys and also the conclusions drawn from its findings.



## **2. Survey Method**

### **2.1 Introduction**

The purpose of the surveys was to ascertain both customer satisfaction and also passenger loadings to give guidance for recommendations with regards to improvements to the Cambrian Lines.

### **2.2 Focus Groups**

There were a number of focus groups held in Welshpool, Newtown, Caersws, Machynlleth, Aberystwyth, Aberdovey, Tywyn, Barmouth and Porthmadog. There also focus groups for the disabled traveller and local business.

### **2.3 Customer Satisfaction**

The customer satisfaction survey results were collated from people on the trains and via the internet survey facility.

### **2.4 Train loading surveys**

The passenger number surveys were carried out on the trains and are actual numbers on the train between each station on the line.

### **2.6 Comparison**

The figures gained from the surveys have been compared with the 2013 and 2015 survey results.

### **2.7 Rail results**

The number of surveys collected on the trains was 2,340.

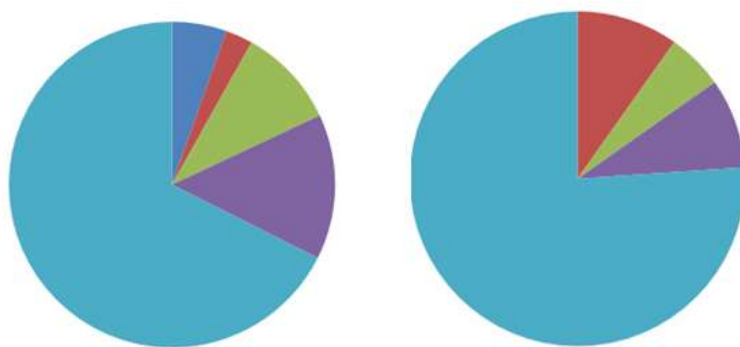


### 3. Overview of the survey results (Shrewsbury-Aberystwyth)

#### a) Passenger numbers

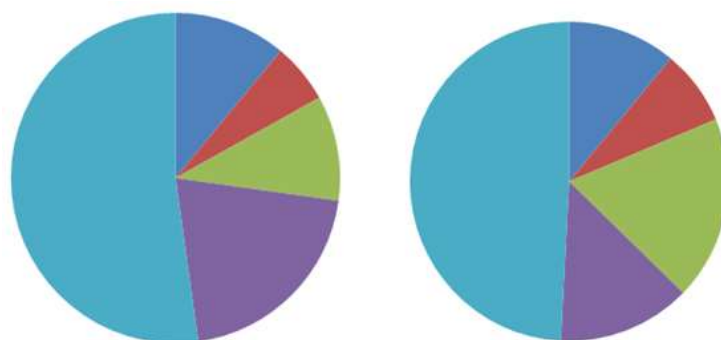
The following is an overview of the results of the surveys completed on the main line.

The passenger numbers overall show the following patterns based on the April and May 2017 surveys.



Dark Blue (80% plus seats taken) : Brown (70-80% seats taken)  
 Green (60-70% taken) : Purple (50-60% of seats taken)  
 and Light Blue (under 50% seats taken)

The passenger numbers overall show the following patterns based on the July and August 2017 surveys.



Dark Blue (80% plus seats taken) : Brown (70-80% seats taken)  
 Green (60-70% taken) : Purple (50-60% of seats taken)  
 and Light Blue (under 50% seats taken)

The above is today's figures and not any projections of increased traffic.



From the surveys the following is noted with regards to passenger traffic:

The number of trains which are overcrowded is greater in the summer.

There are more loaded trains going west than east.

The number of trains which are uncomfortable is greater than the figures show due to lack of luggage space due to the majority of passengers being tourist related.

The main issues revolve around the use of 2 car units which are often not enough, however a 4 car unit is often too much provision.

**b) Timetable**

There is a need for a revised timetable to meet customer demand.

The suggested pattern of trains is as set out below:

HOUR 1	HOUR 2	
SHREWSBURY	SHREWSBURY	
4 CAR UNIT	4 CAR UNIT	
MACHYNLLETH	MACHYNLLETH	MACHYNLLETH
4 CAR UNIT	4 CAR UNIT	2 CAR UNIT
ABERYSTWYTH	BARMOUTH	ABERYSTWYTH
	2 CAR UNIT	
	PWLLHELI	

The rail pattern suggested gives through trains to both Aberystwyth and the Coast whilst maintaining an hourly service on the main line to Aberystwyth.



#### **4. Overview of the survey results (Coast Line)**

##### **a) Passengers**

The following is an overview of the results of the surveys completed on the coast line.



Red and Brown are over crowded with Green being comfortable or lower use.

Particular trains in the summer period are so overcrowded as to be considered a health and safety risk.

##### **b) Timetable**

The survey figures do not show a need for a service beyond every 2 hours but do show a need for a strengthening of passenger stock to at least Barmouth. It will be noted that the section from Barmouth to Talybont is well used.

The timetable suggested in 1.2 (b) would meet the timetable changes required.

#### **1.4 Conclusions**

The conclusions reached from the survey results (supported by this report) are:

There is a proven need to introduce an hourly train service at the earliest opportunity on the Shrewsbury to Aberystwyth rail line serving Mid Wales.

The surveys show a need for increased passenger capacity on the main line and coast line (to Barmouth).

Extra trains are needed to reduce the overcrowding experience on a large number of trains, particularly between Machynlleth and Aberystwyth. Although not surveyed there is a need for a 4 car unit for all Birmingham International to Shrewsbury services which proceed along the Cambrian Lines.

There is no evidence to suggest more than a 4 car unit on the main line between Shrewsbury and Machynlleth.



There is no evidence to suggest that the overall Coast train service should be increased to more than a 2 hourly service but there is a need for trains to be made up of 4 cars as far as Barmouth.

There is a need to have through services to both Aberystwyth and Pwllheli without the need for a change at Machynlleth.

The Sunday service along the Coast Line is very limited and needs to be improved to provide for 2 trains each way in Winter months.

It is important that there are through trains from Birmingham International to both Aberystwyth and the Coast are maintained.

The customer service element indicates that the level of satisfaction is generally good but has not improved since the 2015 surveys.

Full details of the survey results are set out at appendix A and B.





## 5. Survey Results (Customer Service)

The participants responding gave their view of the satisfaction level for each of the following services (percentage of satisfaction):

### Main Line

No	Heading	2013	2015	2017
1	Information provision	71%	82%	80%
2	Service timetable	58%	93%	68%
3	Reliability	62%	85%	80%
4	Connections		81%	74%
5	Parking at stations	68%	62%	71%
6	Welsh language			76%
7	Wi- Fi provision			64%
8	On board catering			65%
9	Power points			69%
10	Comfort	59%	89%	77%
11	Cleanliness	70%	79%	79%
12	Toilets			62%
13	Disabled facilities			71%
14	Access for disabled			68%
15	Staff polite & helpful			90%
16	Ability to work on train	40%	40%	73%



**Key points:**

The key points from the figures are:

- i) Generally satisfaction levels are slightly down on previous surveys.
- ii) The main issue for people on the trains was the failure to keep the toilets clean on many trains.
- iii) The staff get a 5 star rating for being polite and helpful.



## **6. Passenger habits**

### **6.1 Journeys**

The following is of note:

- 17% are local journeys (ie under 30 minutes)
- 20% are medium range journeys (ie 30-60 minutes)
- 63% are longer journeys (over an hour)

### **6.2 Tickets**

The following is of note:

- 30% of tickets were purchased on the train.
- 27% of tickets purchased at a station.
- 35% of tickets were purchased online.
- 8% of tickets purchased elsewhere (ie Welshpool TIC etc)

It should be noted that passengers were not happy in being forced to buy tickets before getting on the train from an unmanned station. The ticket machines on the platform are not popular and others wished to pay cash.

The current ticket system on the trains (larger tickets and one per person) were causing concern. The drop in train ticket revenue is market (we are informed in excess of 60% fall).



### 6.3 Purpose of the journeys

The purpose of passenger journeys was logged as:

Purpose	2013	2015	2017
Commuting	9%	11%	9%
Holidays	17%	19%	24%
Leisure	45%	44%	39%
Business	16%	14%	9%
Medical	5%	4%	1%
Education	8%	7%	18%
Other	0%	1%	0%

Not much change is note between much of the uses except that the 'education' figure shows an increase in student use to the University.

The number of persons on the trains has increased again since the survey in 2015.

### 6.4 Importance of through trains

Those surveyed confirmed that the existing through trains to Birmingham International are important (over 75%).

There was also limited support for a direct train service to aid getting to Manchester airport via Crewe. (over 25%)

### 6.5 How often to people travel

There was an increase in the number of people using the train at least once a month as follows:

Survey	
2013	37% regular travellers
2015	60% regular travellers
2017	68% regular travellers



## 6.6 Age profile

The age profile of passengers was compared as follows:

<b>Age range</b>	<b>2013</b>	<b>2015</b>	<b>2017</b>
Under 18	9%	9%	12%
Aged 19 to 26	19%	18%	24%
Aged 26 to 60	38%	40%	33%
Aged 60 plus	34%	33%	31%

From this table there appears to be an increase in younger rail users. This would accord with local findings in Welshpool where the timetable introduced in May 2015 enabled younger people to work in Shrewsbury or Telford and go to work by train. Not an option prior to May 2015.



## **5. Recommendations**

### **5.1 Overall**

The survey shows that there is a need to change the pattern of trains serving Aberystwyth and the Cambrian Coast.

### **5.2. Recommendations with detail**

#### **Recommendation no 1**

That a revised timetable be introduced with the following 2 hour pattern:

- a) Train every 2 hours Shrewsbury to Aberystwyth (4 car unit)
- b) Train every 2 hours Birmingham International to Pwllheli (4 car unit to Barmouth leaving a 2 car set to be picked up by the next down train to give a 5 car unit back to Birmingham International)
- c) A train at Machynlleth linking with the Pwllheli train to continue onto Aberystwyth. (2 car unit)

#### **Recommendation no 2**

That a full hourly service as set out in recommendation 1 be implemented as soon as possible.

#### **Recommendation no 3**

To increase the winter service on the Coast Line by added one extra train in each direction.

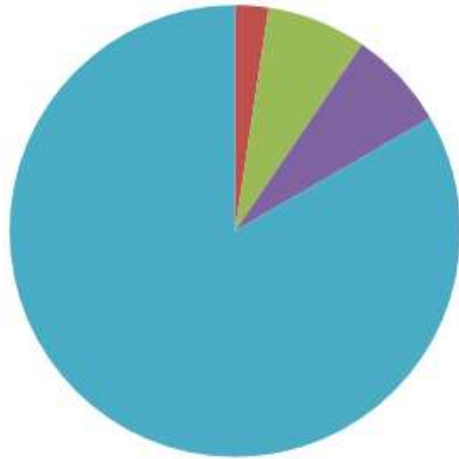
#### **Recommendation no 4**

All trains to run through to the West Midlands (either Birmingham or Crewe).

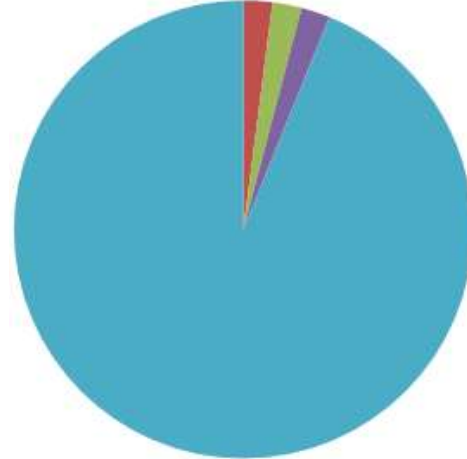
**APPENDIX A**

**April and May Surveys – MAIN LINE**

**Ex Shrewsbury Thursday**

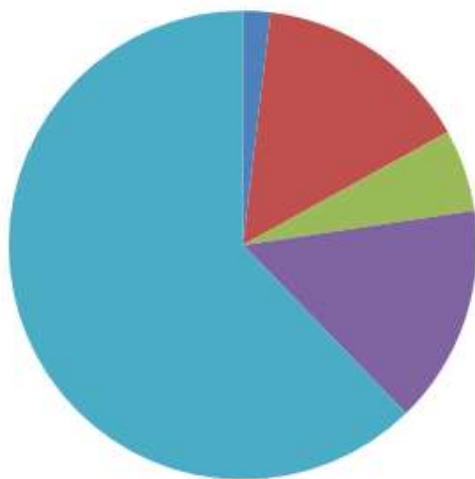


**Ex Aberystwyth Thursday**

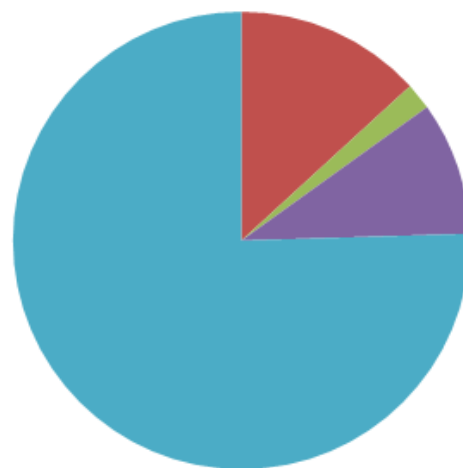


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**Ex Shrewsbury Saturday**

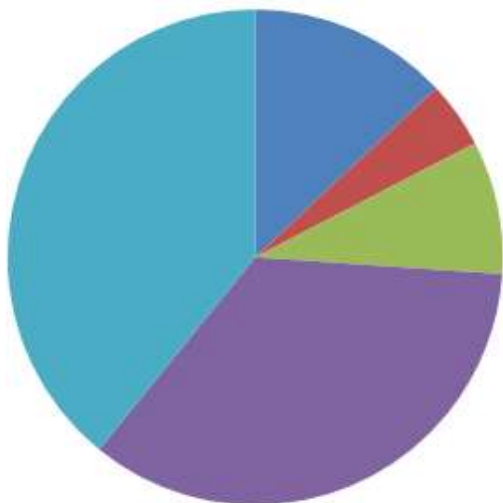


**Ex Aberystwyth Saturday**

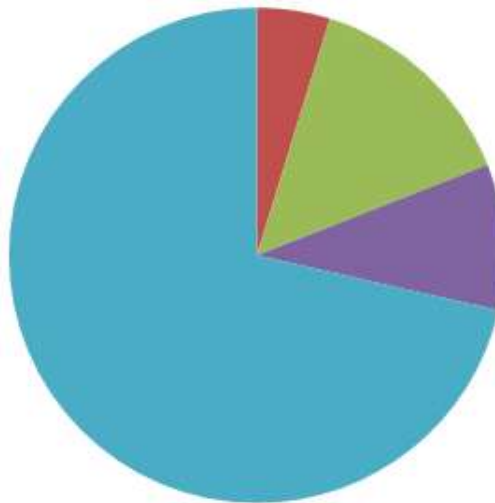


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**Ex Shrewsbury Sunday**

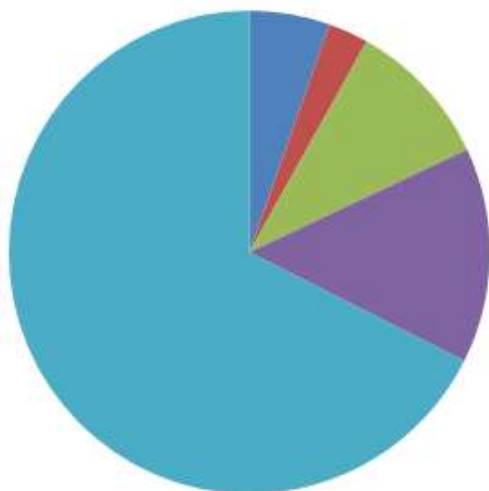


**Ex Aberystwyth Sunday**

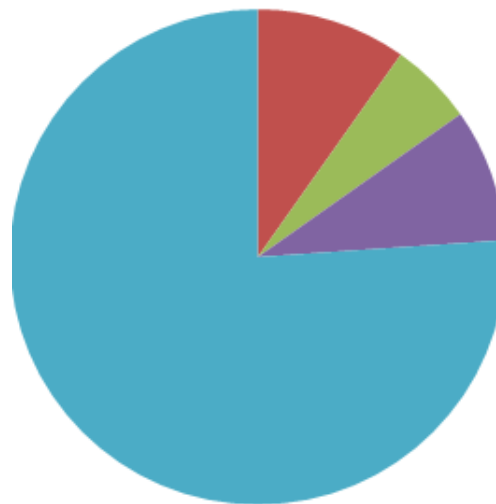


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**Ex Shrewsbury overall**



**Ex Aberystwyth overall**



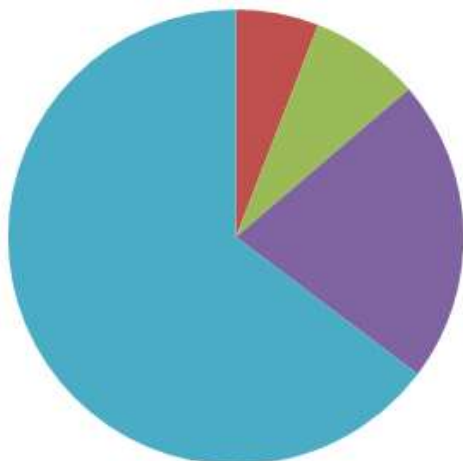
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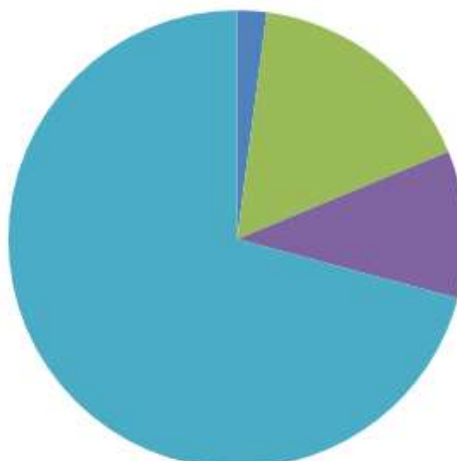


**July and August Surveys MAIN LINE**

**Ex Shrewsbury Thursday**

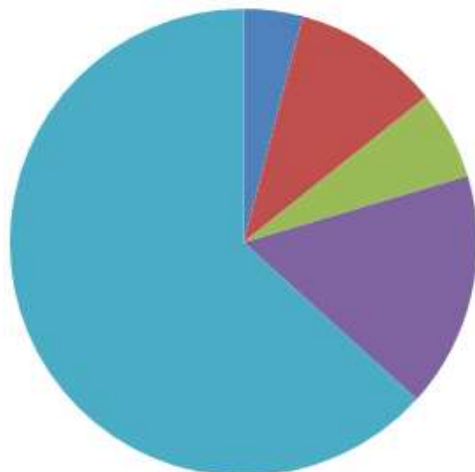


**Ex Aberystwyth Thursday**

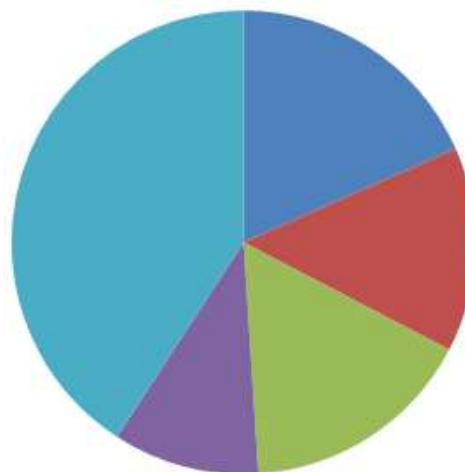


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**Ex Shrewsbury Saturday**



**Ex Aberystwyth Saturday**



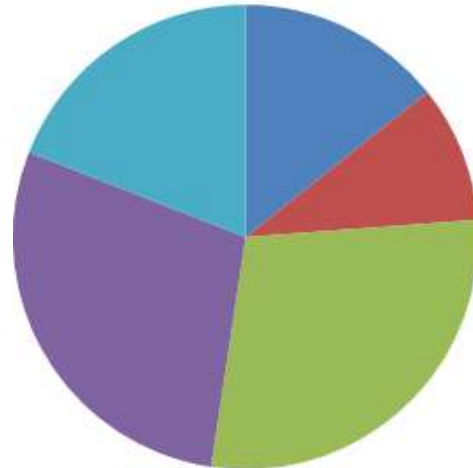
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**Ex Shrewsbury Sunday**

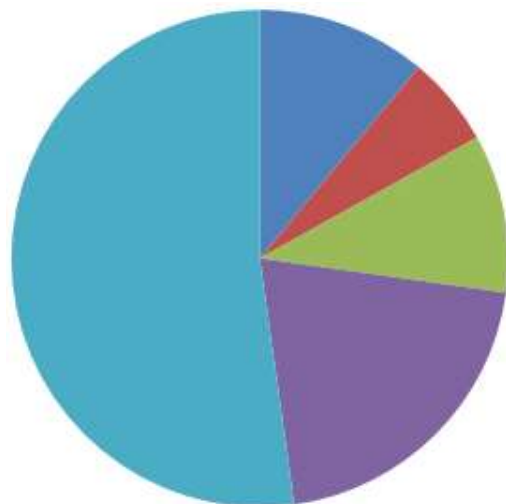


**Ex Aberystwyth Sunday**

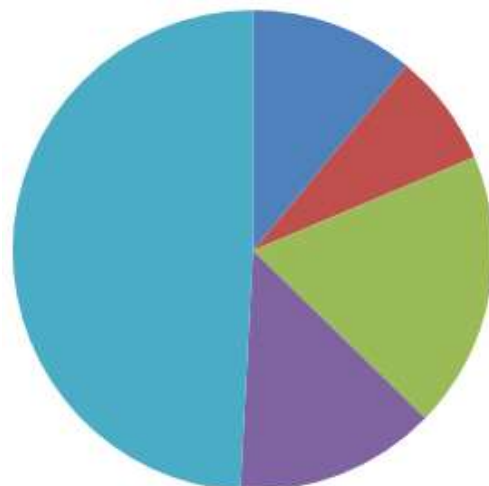


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**Ex Shrewsbury Overall**



**Ex Aberystwyth Overall**



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# SHREWSBURY TO ABERYSTWYTH

## Railway Liaison Committee

DEPART SHREWS 10.30		THURSDAY 27th APRIL			THURSDAY 17th AUGUST			DEPART ABER 12.30			THURSDAY 27th APRIL			THURSDAY 17th AUGUST		
FROM	TO	Passengers	Seating	% Take up	Passengers	Seating	% Take up	FROM	TO	Passengers	Seating	Take	Passengers	Seating	% Take up	
<b>Welshpool</b>	<b>Shrewsbury</b>	59	134	44.03	30	134	22.39	Aberystwyth	Borth	30	134	###	48	134	35.82	
Shrewsbury	Welshpool	21	134	15.67	36	134	26.87	Borth	Dovey Junc	26	134	###	48	134	35.82	
Welshpool	Newtown	19	134	14.18	33	134	24.63	Dovey Junc	Machynlleth	26	134	###	43	134	32.09	
Newtown	Caerws	15	134	11.19	32	134	23.88	Machynlleth	Caerws	26	268	9.70	48	134	35.82	
Caerws	Machynlleth	15	134	11.19	30	134	22.39	Caerws	Newtown	26	268	9.70	50	134	37.31	
Machynlleth	Dovey Junc	15	134	11.19	54	134	40.30	Newtown	Welshpool	26	268	9.70	54	134	40.30	
Dovey Junc	Borth	23	134	17.16	78	134	58.21	Welshpool	Shrewsbury	33	268	###	61	134	45.52	
Borth	Aberystwyth	24	134	17.91	78	134	58.21									
DEPART SHREWS 11.30		THURSDAY 27th APRIL			THURSDAY 17th AUGUST			DEPART ABER 13.30			THURSDAY 27th APRIL			THURSDAY 17th AUGUST		
FROM	TO	Passengers	Seating	% Take up	Passengers	Seating	% Take up	FROM	TO	Passengers	Seating	Take	Passengers	Seating	% Take up	
<b>Welshpool</b>	<b>Shrewsbury</b>	96	268	35.82	105	268	39.18	Aberystwyth	Borth	35	134	###	77	134	57.46	
Shrewsbury	Welshpool	70	268	26.12	103	268	38.43	Borth	Dovey Junc	31	134	###	77	134	57.46	
Welshpool	Newtown	67	268	25.00	97	268	36.19	Dovey Junc	Machynlleth	31	134	###	66	134	49.25	
Newtown	Caerws	64	268	23.88	102	268	38.06	Machynlleth	Caerws	34	268	###	132	268	49.25	
Caerws	Machynlleth	63	268	23.51	68	134	50.75	Caerws	Newtown	36	268	###	132	268	49.25	
Machynlleth	Dovey Junc	63	134	47.01	70	134	52.24	Newtown	Welshpool	49	268	###	140	268	52.24	
Dovey Junc	Borth	32	134	23.88	70	134	52.24	Welshpool	Shrewsbury	71	268	###	155	268	57.84	
Borth	Aberystwyth	39	134	29.10	70	134	52.24									
DEPART SHREWS 13.30		THURSDAY 29th June			THURSDAY 17th AUGUST			DEPART ABER 15.30			THURSDAY 29th June			THURSDAY 17th AUGUST		
FROM	TO	Passengers	Seating	% Take up	Passengers	Seating	% Take up	FROM	TO	Passengers	Seating	Take	Passengers	Seating	% Take up	
Shrewsbury	Welshpool	150	268	55.97	147	268	54.85	Aberystwyth	Borth	57	134	###	90	134	67.16	
Welshpool	Newtown	118	268	44.03	148	268	55.22	Borth	Dovey Junc	48	134	###	84	134	62.69	
Newtown	Caerws	103	268	38.43	128	268	47.76	Dovey Junc	Machynlleth	48	134	###	84	134	62.69	
Caerws	Machynlleth	99	268	36.94	126	268	47.01	Machynlleth	Caerws	74	268	###	126	268	47.01	
Machynlleth	Dovey Junc	57	134	42.54	61	134	45.52	Caerws	Newtown	70	268	###	116	268	43.28	
Dovey Junc	Borth	57	134	42.54	71	134	52.99	Newtown	Welshpool	62	268	###	112	268	41.79	
Borth	Aberystwyth	59	134	44.03	71	134	52.99	Welshpool	Shrewsbury	68	268	###	129	268	48.13	
<b>80% plus seats taken</b>		<b>70% plus seats taken</b>			<b>60% plus seats taken</b>			<b>Under 50% seats taken</b>								





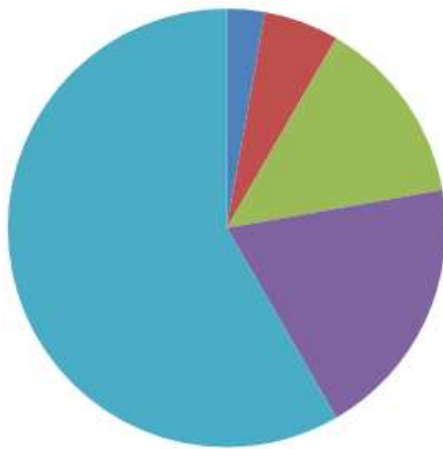
**APPENDIX B**

**SURVEY RESULTS – COAST LINE**

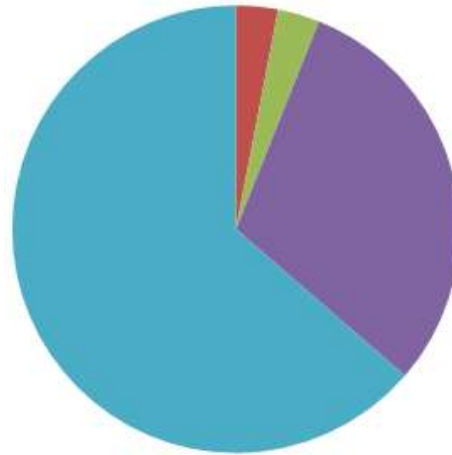
No April or May surveys due to lack of timetabled trains

**July and August Surveys – COAST LINE**

**Ex Machynlleth Thursday**

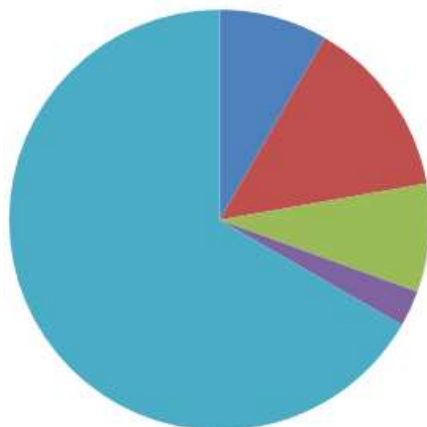


**Ex Pwllheli Thursday**

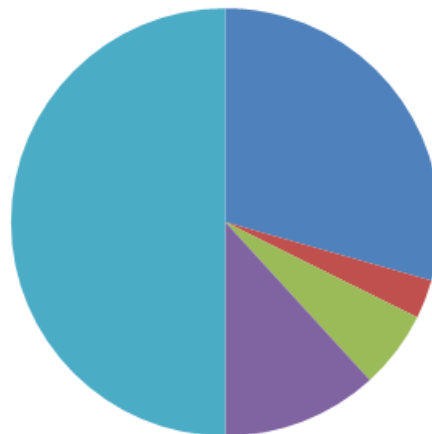


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**Ex Machynlleth Saturday**



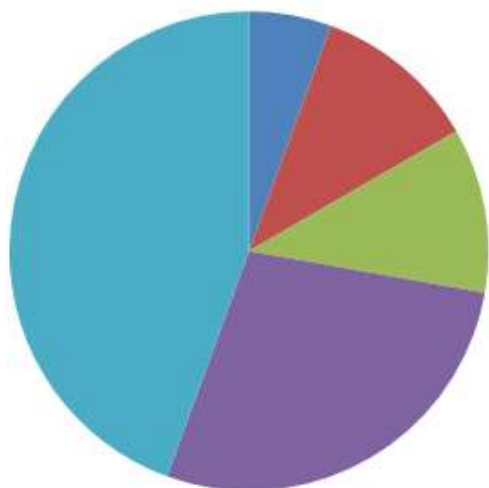
**Ex Pwllheli Saturday**



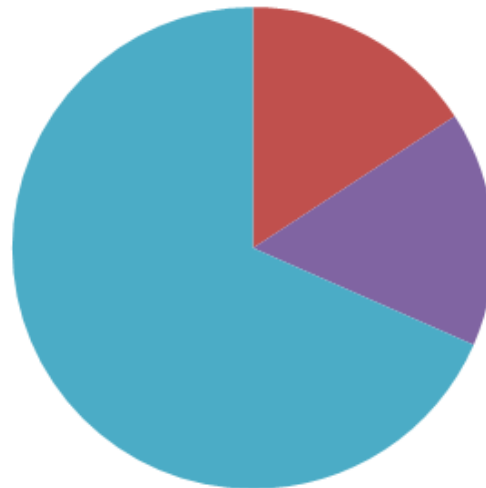
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**Ex Machynlleth Sunday**



**Ex Pwllheli Sunday**



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# SHREWSBURY TO ABERYSTWYTH

## Railway Liaison Committee

FROM		TO		THURSDAY 17th AUGUST 16.56 ex Mac		THURSDAY 17th AUGUST 15.57 ex Pwll				
FROM	TO	Passengers	Seating	% Take up	FROM	TO	Passengers	Seating	% Take up	
<b>No trains - winter tim</b>										
Machynllet	Aberdovey				Phwelli	Cricieth	23	134	17.16	
	Tywyn	44	134	32.84	Cricieth	Porthmadog	25	134	18.66	
	Fairbourne	43	134	32.09	Porthmadog	Harlech	37	134	27.61	
	Barmouth	82	134	61.19	Harlech	Talybont	79	134	58.96	
	Talybont	84	134	62.69	Talybont	Barmouth	56	134	41.79	
	Harlech	115	134	85.82	Barmouth	Fairbourne	86	134	64.18	
	Porthmadog	74	134	55.22						
	Harlech	62	134	46.27						
	Porthmadog	48	134	35.82						
	Cricieth	22	134	16.42						
	Phwelli									
<b>No trains - winter tim</b>										
FROM		TO		THURSDAY 17th AUGUST 16.55 ex Mac		THURSDAY 17th AUGUST 17.42 ex Pwll				
FROM	TO	Passengers	Seating	% Take up	FROM	TO	Passengers	Seating	% Take up	
<b>No trains - winter tim</b>										
Tywyn	Fairbourne				Phwelli	Cricieth	21	134	15.67	
	Barmouth	35	134	26.12	Cricieth	Porthmadog	31	134	23.13	
	Talybont	84	134	62.69	Porthmadog	Harlech	66	134	49.25	
	Harlech	76	134	56.72	Harlech	Talybont	59	134	44.03	
		68	134	50.75	Talybont	Barmouth	53	134	39.55	
<b>80% plus seats taken</b>				<b>70% plus seats taken</b>		<b>60% plus seats taken</b>		<b>50% plus seats taken</b>		
								<b>Under 505 seats taken</b>		
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# SHREWSBURY TO ABERYSTWYTH

## Railway Liaison Committee

<b>DAY NO 2</b>		<b>COASTAL LINE</b>			
<b>FROM</b>	<b>TO</b>	Passengers	Seating	% Take up	
<b>no trains - winter tim</b>	<b>no trains - winter tim</b>	<b>SATURDAY 19th AUGUST</b>	<b>06.43 ex Mac</b>		<b>SATURDAY 19th AUGUST</b>
<b>FROM</b>	<b>TO</b>	Passengers	Seating	% Take up	Passengers
<b>no trains - winter tim</b>	<b>no trains - winter tim</b>	<b>SATURDAY 19th AUGUST</b>	<b>06.29 ex Pw</b>		<b>SATURDAY 19th AUGUST</b>
<b>FROM</b>	<b>TO</b>	Passengers	Seating	% Take up	Passengers
<b>no trains - winter tim</b>	<b>no trains - winter tim</b>	<b>SATURDAY 19th AUGUST</b>	<b>08.53 ex Mac</b>		<b>SATURDAY 19th AUGUST</b>
<b>FROM</b>	<b>TO</b>	Passengers	Seating	% Take up	Passengers
<b>no trains - winter tim</b>	<b>no trains - winter tim</b>	<b>SATURDAY 19th AUGUST</b>	<b>12.52 ex Mac</b>		<b>SATURDAY 19th AUGUST</b>
<b>FROM</b>	<b>TO</b>	Passengers	Seating	% Take up	Passengers
<b>no trains - winter tim</b>	<b>no trains - winter tim</b>	<b>SATURDAY 19th AUGUST</b>	<b>11.37 ex Pw</b>		<b>SATURDAY 19th AUGUST</b>
<b>FROM</b>	<b>TO</b>	Passengers	Seating	% Take up	Passengers
<b>80% plus seats taken</b>	<b>70% plus seats taken</b>	<b>60% plus seats taken</b>	<b>50% plus seats taken</b>	<b>Under 50% seats taken</b>	







## APPENDIX C

### Schedule of comments from Focus Groups

#### Focus Groups

Focus Groups were held as per the following:

### WELSHPOOL

Ref	Item	Report
1	<b>Report by</b>	Robert Robinson
2	<b>Location of Focus Group</b>	Welshpool Town Hall
3	<b>Comments – timetable</b>	<ul style="list-style-type: none"> <li>i) Impressed with new timetable.</li> <li>ii) Would like to see more bus integration.</li> <li>iii) Connections at Shrewsbury not well advertised.</li> <li>iv) Retention of through trains to Birmingham International essential.</li> </ul>
4	<b>Comments – services</b>	<ul style="list-style-type: none"> <li>i) More luggage space needed.</li> <li>ii) More space for cyclists needed.</li> <li>iii) Need for 4 cars on each train.</li> <li>iv) Simpler ticket and fares system.</li> <li>v) Train indicators on board not always showing correct information.</li> <li>vi) Trolley service very good.</li> <li>vii) Staff very good, particularly with disabled.</li> </ul>
5	<b>Comments – infrastructure &amp; Stations</b>	<ul style="list-style-type: none"> <li>i) Lifts for disabled needed at Welshpool.</li> <li>ii) Second shelter needed urgently.</li> <li>iii) Would like to see more spaces created in front existing car park.</li> </ul>



## NEWTOWN

Ref	Item	Report
1	<b>Report by</b>	Robert Robinson
2	<b>Location of Focus Group</b>	Elephant and Castle Newtown
3	<b>Comments – timetable</b>	<ul style="list-style-type: none"> <li>i) Retention of through trains to Birmingham International essential.</li> <li>ii) From the perspective of those working in Newtown the new timetable does not meet the needs of those on shifts or those starting at 9am.</li> </ul>
4	<b>Comments – services</b>	<ul style="list-style-type: none"> <li>iii) More luggage space needed.</li> <li>iv) More space for cyclists needed.</li> <li>v) Wi Fi needed on all trains.</li> <li>vi) Use of iPads etc for train information at stations being called at.</li> <li>vii) Limited waste bins on trains.</li> <li>viii) Need for 4 cars on each train.</li> <li>ix) Simpler ticket and fares system.</li> <li>x) Train indicators on board not always showing correct information.</li> <li>xi) Bus replacement service information often not well issued.</li> <li>xii) Trolley service very good.</li> <li>xiii) Staff very good, particularly with disabled.</li> </ul>
5	<b>Comments – infrastructure &amp; Stations</b>	<ul style="list-style-type: none"> <li>xxiii) Lifts for disabled needed at Welshpool.</li> <li>xxiv) Second shelter needed urgently.</li> <li>xxv) Welcome extra car parking.</li> <li>xxvi) Would like to see more spaces created in front existing car park.</li> </ul>



## CAERSWS

Ref	Item	Report
1	<b>Report by</b>	Robert Robinson
2	<b>Location of Focus Group</b>	Village Hall Caersws
3	<b>Comments – timetable</b>	1. Impressed with new timetable. 2. Retention of through trains to Birmingham International essential. 3. From the perspective of those working in Newtown the new timetable does not meet the needs of those on shifts or those starting at 9am.
4	<b>Comments – services</b>	5. More luggage space needed. 6. Need for 4 cars on each train. 7. Simpler ticket and fares system. 8. Carno Station re-opening needs to be taken forward or rejected.
5	<b>Comments – infrastructure &amp; Stations</b>	9. Welcome extra car parking.





## **TYWYN:**

### **TIMETABLE COMMENTS**

**Sunday Services:** Poor Sunday Service on the Coast. 2 trains a day is simply not enough and is not good for local business, local tourism, local people. 4 trains is the minimum aspiration.

**Timetable: 7 DAY A WEEK** service please. It would be well used and would simplify the entire understanding of timetables and encourage ad-hoc journeys.

**Connections** at are now very good, excellent off the new services into Shrewsbury.

### **SERVICES COMMENTS**

**Stock, Seating, Overcrowding:** 2 carriages from Birmingham simply not enough.

**Train Staff** praised.

**Stock, Overcrowding:** Lack of stock is a problem. Where is the cascading effect that should release more 158 units for use by the Cambrian.

**Overcrowding:** Not good for tourism. Very off-putting. Word of mouth gets around and people do tell friends to avoid the overcrowded Cambrian trains.

**Shrewsbury, Announcements, Communication:** The Shrewsbury issue – front two carriages to Aber, rear two carriages up the coast. Why can't the internal CIS screens on train not make this clear. It would be most helpful as not everyone is able to hear announcements over the PA system.

**Cleanliness:** A general improvement has been noticed in the past few years, however the toilets still remain an issue.

### **INFRASTRUCTURE AND STATIONS COMMENTS**

**Connections, Marketing:** the ability to make good connections between Aberystwyth and the Coast is confusing. Need more clarity on what trains connect within minutes at Mach/Dyfi Junction.

**Parking, Machynlleth (and other locations):** There needs to be more control of parking at stations where car parking is limited.

**Carno:** The Welsh Government should make clear its intentions with regards to the re-opening of this station.

**Trackside, Station, Cleanliness:** Lack of catch tanks on 158 unit toilets mean that excrement is frequently left on the tracks at stations, in clear view.



## **PORTHMADOG:**

### **TIMETABLE COMMENTS**

**Sunday Service, Timetable:** We need more Sunday services on the coast so that we can 'get back' after having been somewhere on the train. Lack of a return service (or a 3<sup>rd</sup> service on Sundays) means train is simply not a viable option.

**Express service:** What about a Direct Cambrian to Cardiff service? (to OUR capital).

### **SERVICES COMMENTS**

**Electrical sockets:** Wonderful idea, can we have more and ensure the existing ones work.

**Toilets:** Toilets on trains have taken a turn for the worse recently.

**General cleanliness:** General cleanliness of trains good, particularly on the Cambrian Coast trains.

**Toilets / on board conveniences:** Please make sure there's water, soap, and dryers. Some experienced a lack of water AFTER rubbing hands with soap. Nothing to rinse the soap off!

**Announcements, Communication:** BILINGUAL ANNOUNCEMENTS PLEASE! In proper Welsh. We've had enough of Penny-Chain (Penychain) and other poor pronunciations. We should not have to put up with this on a company based in Wales, funded by the Welsh Government. This includes aural and visible announcements.

### **INFRASTRUCTURE AND STATIONS COMMENTS**

**Stations:** Easy to spot which stations are 'cared for' and which ones are 'left to nature'.

### **OTHER COMMENTS**

**Tickets, Marketing:** We need more awareness of advance purchase offers and special offers. What better way to get people interested in filling empty seats than to really push these offers publicly.



## **ABERYSTWYTH:**

### **TIMETABLE COMMENTS**

**Timetable, New Services:** Hugely welcomed, the extra services have transformed how we perceive the rail network and we're using them a lot more. A Full hourly would make it better still.

**Timetable, New Services, Hourly:** A later train from Shrewsbury towards Aberystwyth (existing last train is 2150) would be particularly welcomed during summer holidays.

**Hourly Service:** We NEED a full hourly service. The current peak-hourly should be proving that people do want/need more frequent trains. It's already changing people's attitudes and we're seeing new rail habits coming to the fore with the added convenience and practicality of the extra services.

**Timetable:** Last train back from Birmingham to Aberystwyth is too early for many people returning to B'ham International from their holidays. An extra service would help massively particularly for families with young children.

**Routing, timetabling, services:** Need to secure the existing service to B'ham International, and a better connection to Cardiff.

**Integration:** Need better integration between bus and rail at all stations please. It feels as though the bus people aren't talking to the rail people at all!

### **SERVICES COMMENTS**

**On board service:** Guards are particularly friendly and helpful.

### **INFRASTRUCTURE AND STATIONS COMMENTS**

**Welshpool station comment, Integration:** People with mobility issues need better options at Welshpool station to get into the town, which is a fair walk away. No buses here at present to help.

**Station facilities (Aber):** The canopy is too short for a 4 or 6 car. The guttering is also blocked again leading to 'waterfalls' over the carriage when it's in the station and raining heavily.

**Car-parking:** Car parking at Aberystwyth is poor. Can no deal be done with the Vale of Rheidol car park, or the Parking Eye car park(s) nearby or some other solution.

**Station and train announcements (aural and visible):** Bilingual at all times please. Pronunciation of welsh place names sometimes terrible and patronising to us as local people.



## **MACHYNLLETH:**

### **TIMETABLE COMMENTS**

**Timetabling, peak hourly:** The new services have made huge improvements. Much better access to healthcare at Aber and Shrewsbury.

### **SERVICES COMMENTS**

**Overcrowding:** Often the Wolverhampton train (approx. 1645) to Aberystwyth is overcrowded, air-conditioning not working, which is causing problems. Some people are fainting on the service when it's particularly bad.

### **INFRASTRUCTURE AND STATIONS COMMENTS**

**Announcements:** Bilingual announcements please, both on PA system and on screens (on trains and on platforms).

**Conveniences/Toilets:** At Aberystwyth station they have been closed at 3:30pm occasionally. Wetherspoons is not a suitable alternative for young children (Noted by RM that this could have been a one-off due to staff sick leave at Aber recently?)



## **BARMOUTH:**

### **TIMETABLE COMMENTS**

**Timetabling/Sundays/Integration:** A serious lack of Sunday Services on the coast, and a total lack of an integrated transport system (buses and trains). We are trying to persuade people to visit the area but by public transport there simply isn't the opportunity for them to stay later as there's no train service home. Lack of Sunday services not helping local businesses either.

### **SERVICES COMMENTS**

**Overcrowding:** Trains overcrowded in summer – where is all the stock? People crammed into 2 carriages where it used to be 4.

**Staff:** Staff generally very helpful

### **INFRASTRUCTURE AND STATIONS COMMENTS**

**Fares/ticketing:** How are train fares calculated? What is the formula? Seems to be a mystery equation which makes no sense at all!

**Harrington Humps:** Absolutely Brilliant. Has made the railway far more accessible to people with mobility issues. A massive improvement.



## **UNIVERSITY AT ABERYSTWYTH:**

### **TIMETABLE COMMENTS**

**Timetabling/Sundays/Integration:** A serious lack of Sunday Services on the coast, and a total lack of an integrated transport system (buses and trains). We are trying to persuade people to visit the area but by public transport there simply isn't the opportunity for them to stay later as there's no train service home. Lack of Sunday services not helping local businesses either.

**Generally:** it is essential for there to be a full hourly train service on the line to Aberystwyth.

### **SERVICES COMMENTS**

**Overcrowding:** Trains overcrowded in summer into 2 carriages.

**Staff:** Staff generally very helpful

## **DISABLED**

### **TIMETABLE COMMENTS**

None

### **SERVICES COMMENTS**

**Overcrowding:** Trains overcrowding has issues for wheelchair users when you have to change trains. Particularly with little Guard or Station Staff help.

**Toilets:** The toilet provision on most trains is not wheelchair friendly.

**Staff:** Staff generally very helpful

### **INFRASTRUCTURE AND STATIONS COMMENTS**

**Access:** There is a need for better access for wheelchair users, particularly at Welshpool.

## **BUSINESS:**

### **TIMETABLE COMMENTS**

**Timetabling/Sundays/Integration:** There was much praise for the revised train service. However the need for a full hourly train service was high on the agenda.

### **SERVICES COMMENTS**

**Overcrowding:** Overcrowding an issue which inhibits people being able to work on the trains.

### **INFRASTRUCTURE AND STATIONS COMMENTS**

**Car Parking** There is a need for more car parking at almost all stations on the main line.



**D**

Signatures to the Report

.....  
Cllr Trevor Roberts  
Chair

.....  
Cllr Michael Williams  
Vice Chair

.....  
Robert A Robinson FRICS FILCM  
Secretary

Dated.....