Wales and Borders Rail Service and South Wales Metro

Invitation to Submit Final Tender

Volume 7: Stations

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Contents

1. Introduction

1.1 The Previous Franchisee is the Stations Facilities Operator ("SFO") for 247 stations, of which 53 are currently staffed. These stations are located in both Wales and England. The DfT and Welsh Government are discussing potential options for remapping some England-only stations, but you do not need to factor this into your Response.

1.2 In line with the Rail Delivery Group's vision for stations, the Authority requires stations to be inclusive, accessible and welcoming environments that encourage people to travel by rail. Station design and facilities also play an important part in the overall capacity of the rail network – each passenger will use at least two on every journey.

1.3 The Authority has historically invested significant sums into both new stations and the enhancement of existing stations, with improving accessibility being a key priority. Although rail infrastructure is non-devolved, the Authority will continue to look for opportunities in both of these areas with the National Transport Finance Plan setting out its priorities in Wales. The intention is to agree a strategic asset management plan with the ODP and Network Rail to ensure appropriate long-term plans for station improvement.

1.4 Welsh Government has funded the provision of CCTV and CIS facilities at 45 stations as listed in Appendix 7.D of this Volume 7. The Authority will transfer responsibility for the maintenance, ownership and renewal of these assets to the ODP.

1.5 There is an opportunity for the ODP to be innovative to improve Stations and their facilities for the benefit of passengers. A place-making study for the South Wales Metro region has been provided to all Bidders. This document shows how the Authority aspires to create stations that are central to communities, encouraging the continued growth of the rail network. These guidelines are in line with the seven goals of the Well-being of Future Generations (Wales) Act 2015.

1.6 Community groups have played an important role in developing and maintaining Stations for the Rail Services, and the Authority wishes to see this extended and improved, maximising use of currently unused Station assets.

1.7 You should consider improvements to passenger safety and security in Stations, with initiatives such as CCTV and help points in addition to staffing where practicable and achieving Secure Stations Scheme accreditation.

1.8 There are also opportunities to develop retail opportunities in Stations, encouraging local micro-businesses or others to provide passengers a direct service but also in more remote Stations, offer a presence on an otherwise unstaffed Station.

1.9 Accessibility is a key requirement; Station facilities should enable passengers to access all train services effectively and form part of a strategy to provide journey opportunities available to all passengers.

1.10   To help provide structure for Responses, the Authority has specified four station types in Appendix 7.B of this Volume 7 and provided an allocation of Stations between the four types. These types are intended to help you provide structure to your Response. You may choose to add up to three additional station types if this helps illustrate your station investment and management strategy. Where you add new station types, you must allocate Stations to the new station types in your Response to Question R7.3. Each Station has been allocated a footfall figure by the Authority which is used to weight evaluation.

1.11   The Authority has set out absolute minimum station standards to be met by the ODP in Appendix 7.A to this Volume 7. However, in line with seeking proposals for improving Stations, the Authority also seeks proposals for more extensive and demanding minimum standards which the ODP would plan to achieve and maintain.

1.12   The Questions set out in the following section relate to:

   a)   Station improvements for WCB Services from the Start Date; and

   b)   Station improvements for CVL Rail Services from completion of the CVL Transformation.

   Your Responses to Questions R7.1, R7.2, R7.3 and R7.5 will be scored for both WCB Services and CVL Rail Services.

1.13   Station investment in CVL Stations during the CVL Transformation should be described in your CVL Concept Design submission.

2.   Station Improvement Proposals

R7.1   Describe your strategy for improving Stations for WCB Services and CVL Rail Services. Your Response should include:

   a.   A summary of your Station Asset Management Plan (SAMP);

   b.   A summary of how your station improvement proposals will result in higher minimum standards for each station type;

   c.   Details of any plans to achieve and maintain accreditation under the Secure Stations Scheme;

   d.   How your station improvement proposals will meet the relevant needs of customers; and

   e.   A description of how you will maximise the potential for external funding for station improvements and, at a high level, what additional station improvements you would deliver with the external funding.

2.1   You may cross refer between your Responses to questions R7.1 and R7.3.

3.   Station committed spend

3.1   The Authority wishes to see a committed spend for station improvements, and the ODP Grant Agreement sets out a process for agreeing how this will be spent to best effect. The term 'committed spend' means money which is allocated in your Final Tender for station improvements which you are committing, contractually to spend on that purpose without conditions. Where actual delivered station improvement initiatives vary from those in the Final Tender, you will be required to preserve the committed spend, directing on alternative station improvements. You should use 17/18 real prices for committed spend. You may include any spend on station improvements in Stations for the CVL Rail Services as well as Stations for the WCB Services where:

   a)   These are not funded from the CVL Capital Budget set out in Volume 1; and

   b)   Where they are not within the scope of your CVL Concept Design.

R7.2   Provide a profile of committed spend by year on station improvements, providing a breakdown into the supporting initiatives, and set out the Net Present Value using 3.5% discount rate and discounted to 14 October 2018 using the template provided in the response template for ITSFT Volume 7. Identify where investments will form part of the Residual Value Mechanism and complete for each. You should also identify separately within the template the element of committed spend on Stations that is allocated to the Minor Works Budget associated with your Response to Question R5.3 of Volume 5 of this ITSFT and in accordance with Schedule 4 to the ODP Grant Agreement.

3.2   In describing your initiatives in R7.2 Response Template, you may cross refer to the requirements for facilities listed in the R7.3 Response Template and their corresponding descriptions in Volume 5 and Volume 7. Alternatively, you may cross reference between your initiatives set out in your Response to R7.2 and brief descriptions in your Response to R7.3 within the Response Template (provided in text form below the table in the Response Template).

4.   Minimum standards by Station Type

R7.3   For each of the station types defined by the Authority in Appendix 7.B of this Volume 7 and by you, show:

   a.   Your target minimum standards of facilities at each station type in the headings provided;

   b.   The percentage of Stations compliant with those minimum standards of facilities (by number of Stations of the station type) by year;

   c.   For each of the station types defined by you and the Authority in Appendix 7.B of this Volume 7, show how you will implement improvements to their facilities by providing a clear, measurable and

timebound plan for delivery. Plans should include only works which are committed.

4.1   You may cross-refer to Responses related to other station types if required.

5.   Universal access toilets

R7.4   If your rolling stock solution for CVL Rail Services does not include toilets on all rolling stock, describe a plan of universal access toilets at Stations to ensure that passengers on any Rail Service are never any more than 20 minutes away from a toilet. This should be measured from the time the passenger first boards a train to when they can next access a toilet, assuming the train runs to schedule. You should also demonstrate how the needs of the following examples of users/scenarios would be provided for:

   a.   Disabled people;

   b.   People with reduced mobility;

   c.   People with very young children;

   d.   Pregnant women;

   e.   People travelling after a night out (up to and including the last train); and

   f.   People travelling after a major event or international sporting fixture.

6.   Station Social and Commercial Development Plan

R7.5   Provide an initial version of the Station Social and Commercial Development Plan as described in Schedule 1.7 to the ODP Grant Agreement. Include identification of potentially suitable sites at Stations for both:

   a.   Third party commercial development where commercially viable; and

   b.   Where not commercially viable, for use by the community through social enterprise, volunteer schemes or other not-for-profit options.

7.   New stations – WCB Services

7.1   The Authority plans to invest in a number of new stations for the WCB Services over the coming years. This provides an early opportunity for enhancement of the Rail Services in Wales to address some immediate requirements. The ODP will be a partner in these enhancements, operating enhanced Rail Services to meet the needs of passengers using the new stations.

7.2   The following new station proposals are indicative of future plans (further details are provided in Appendix 7.C of this Volume 7):

   a)   Llanwern;

   b)   Cardiff Parkway; and

    c)   Miskin.

R7.6   Describe your vision for how you would incorporate each of the new stations set out in paragraph 7.2 of Volume 7 as part of a strategy to provide enhanced WCB Services. For each station, your Response should include:

a. A description of how you would develop timetables to provide the minimum or greater level of service as indicated in Appendix 7.C of this Volume 7.

b. A description of how you would ensure that the value of the investment in the station and the opportunity for capturing additional rail journeys would be maximised.

c. A description of how you would ensure that benefits to passengers would be maximised.

d. Identification of any potential operational, performance or cost impacts of each station and a description of how you would mitigate those impacts.

8.   New stations – CVL Rail Services

8.1   The Authority is keen to see the rail network grow in Wales and for Bidders to propose new stations.

R7.7   List the new stations you are proposing in the response template for ITSFT Volume 7, including details of:

a. Location of new station;

b. Maturity of proposal;

c. Station type;

d. Rail Services that you envisage will be provided on weekdays and weekends;

e. Rationale for new station and key benefits, including expected generated demand with reference to your Response to h. below;

f. Proposed date of acceptance into service;

g. Impact on performance of existing Rail Services;

h. Expected demand – forecast total entry and exit count per year and your view of what percentage is abstracted from neighbouring Stations;

i. Capital cost, source of budget and whether included in CVL Concept Design; and

j. Dependencies on new station build and operation.

9.   The Authority's involvement in stations

9.1   The Authority intends to work closely with the ODP in developing and delivering the Rail Services and specifically the overall station investment and

management strategy. It believes that close working with the ODP will allow for stronger political support to better enable the delivery of improvements and ensure close alignment with policy objectives. To that end the Authority wishes to see proposals on how a "Stations Alliance Board" could be created that would allow Welsh Government involvement in the decision making and approvals process for the Rail Services, focused on station investments, station operations, stations strategy and station performance.

9.2   The Authority requires the ODP to undertake an initial audit of Station quality across the whole Station estate and then work with the Authority via the Station Alliance Board to agree the priorities for further improvements. Any financial commitments to investment in stations made in your Final Tender will be committed, and the Stations Alliance Board will prioritise investment within the committed amount in accordance with paragraph 5.7 of Schedule 1.7 to the ODP Grant Agreement.

R7.8   Provide your proposals for a Station Alliance Board including the benefits to the Authority of the proposed structure. Confirm that, as a minimum, Welsh Government will be involved in the decision making and approvals process on station investment and strategy and potentially additional areas of the Rail Services.

10. Appendix 7.A – Absolute Minimum Station Standards

10.1   As a minimum, all Stations must have facilities at least equivalent to those in place at the end of the Previous Franchise Agreement including:

1. A public address and/or a public information display and/or a Freephone link/help point communication system. Such communication links shall be maintained in working order and shall be used effectively by the ODP's staff to provide, in the event of a delay or cancellation, details of the delay or cancellation and any alternative journey arrangements (and any other relevant information);

2. Weather-proof covered waiting accommodation or other adequate shelter which offers reasonable protection from the weather. Adequate alternative shelter shall be available when such waiting accommodation is temporarily out of use. Seating shall also be provided, where reasonably practicable, in such waiting accommodation and shelter and on station platforms;

3. Adequate lighting, which shall be switched on throughout the hours of darkness during which trains are scheduled to call at the relevant Station (including for a reasonable period of time before and after the first and last scheduled train in order to allow passengers to await the first scheduled train at the Station or depart from the Station following the departure of the last scheduled train).

10.2   Each Station must also have information displays and/or signing which provide the following information:

1. The name, email address, address and telephone number of the customer services manager (or his/her equivalent) under whose control the Station rests;

2. The location of the nearest public telephone or "freephone" if provided (unless such telephone or "freephone" is located within the Station and is adequately signed);

3. The telephone number/s and URL of the National Rail Enquiries (or successor facility), including the telephone number that provides information on Rail Services for passengers with special needs;

4. The telephone number and URL of an alternative location from which current train running information can be obtained if a public address or "freephone" facility is not provided at the Station;

5. The telephone number and text number of Traveline, or such other enquiry line as the Authority may approve for this purpose, to facilitate the ability of passengers to transfer easily to other modes of transport;

6. Wherever appropriate, the location, telephone number and URL of the nearest taxi rank or Train Operator, other public transport services.

7. For Stations which are not staffed at all times of the day at which passenger trains are scheduled to call, the nearest person authorised to sell tickets for use on the Rail Services;

8. A list of tickets which may be purchased on trains calling at that Station at times at which such Station is not staffed (if at all);

9. For Stations which have two or more platforms, customer information displays or directional signs indicating the destinations served by trains calling at each platform;

10. The location of bicycle storage facilities at the Station.

11. Arrangements for the purchase of any tickets when they are not available for purchase from the Station. This shall include arrangements for the issue of season tickets, railcards and other facilities relating to trains calling at such Station which are not normally available for purchase at that Station;

12. If no access for mobility impaired customers is provided at the Station, a telephone hotline number for such passengers and/or information as to the nearest station with such access; and

13. A map of the locality served by that Station.

10.3 The ODP will not reduce the amount of any bicycle storage facilities provided at any Station without the Authority's prior written consent. The ODP will maintain all such bicycle storage facilities to a reasonable standard.

10.4 The Authority requires that all stations within the South Wales Metro area (as listed in Table 7.A below) should, as a minimum, be provided with secure cycle parking facilities by December 2023. Secure parking facilities should, as a minimum:

1. Provide good natural surveillance; and

2. Have parking stands that enable the bicycle frame and at least one wheel to be locked, catering for different sizes and shapes of bikes.

10.5 The Authority requires that free Wi-Fi access shall be available in areas commonly accessed by station users. You should aim to provide a data rate of 2 Mbps per passenger (using standard industry practices around network dimensioning), but you should propose a committed data rate appropriate to meet reasonable user expectations, even at peak times, and should provide for increasing the data rate as user demands increase. In meeting this requirement The Authority expects that leased line products will be required at Hub stations, and consumer broadband products (with multiple connections if needed) at all other station types in order to provide sufficient backhaul capacity. The Authority aspiration is for free Wi-Fi to be provided at all stations, but it recognises that the infrastructure requirements to achieve this may represent poor value for money at some stations. However, the Authority will only allow non-provision of Wi-Fi at stations on an exceptional basis and where you have provided a justifiable rationale with supporting evidence.

Table 7.A South Wales Metro stations

South Wales Metro stations		
Aber	Fairwater	Pontypridd
Abercynon	Fernhill	Porth
Aberdare	Garth Mid Glam	Pye Corner
Abergavenny	Gilfach Fargoed	Quakers Yard
Bargoed	Grangetown (Cardiff)	Radyr
Barry	Heath High Level	Rhiwbina
Barry Docks	Heath Low Level	Rhoose Cardiff International Airport
Barry Island	Hengoed	Rhymney
Birchgrove	Lisvane and Thornhill	Risca & Pontyminster

Bridgend	Llanbradach	Rogerstone
Brithdir	Llandaf	Sarn
Cadoxton	Llanharan	Severn Tunnel Junction
Caerphilly	Llanhilleth	Taffs Well
Caldicot	Llanishen	Tir phil
Cardiff Bay	Llantwit Major	Ton Pentre
Cardiff Central	Llwynypia	Tondu
Cardiff Queen St	Maesteg	Tonypandy
Cathays	Maesteg Eweny Rd	Trefforest
Chepstow	Merthyr Tydfil	Trefforest Estate
Cogan	Merthyr Vale	Trehafod
Coryton	Mountain Ash	Treherbert
Crosskeys	Newbridge	Treorchy
Cwmbach	Newport Gwent	Troed Y Rhiw
Cwmbran	Ninian Park	Ty Glas
Danescourt	Penarth	Waungron Park
Dinas Mid Glam	Pencoed	Whitchurch (Cardiff)
Dinas Powys	Pengam	Wildmill
Dingle Road	Penrhiwceiber	Ynyswen
Eastbrook	Pentre bach	Ystrad Mynach
Ebbw Vale Parkway	Pontlottyn	Ystrad Rhondda
Ebbw Vale Town	Pontyclun	
Energlyn & C Pk	Pontypool New Inn	

11. Appendix 7.B – Station Types

A – Hub

11.1 Primary town/city Station connected to multiple routes and served by long distance, regional and commuter Rail Services.

1. Cardiff Central;

2. Cardiff Queen Street;

3. Newport;

4. Shrewsbury;

5. Chester; and

6. Swansea.

B – Interchange

11.2 Smaller town Station providing connectivity between two or more routes. For example:

1. Llandudno Junction;

2. Craven Arms;

3. Carmarthen;

4. Bridgend; and

5. Radyr.

C – Standard

11.3 Station on single route (typically with annual footfall greater than 100,000).

D – Standard (low use)

11.4 Station on single route (typically with annual footfall less than 100,000).

Bidders may define up to three additional station types

11.5 These may be denoted E, F and G or described as a sub-category of A, B, C and D (e.g. C1, C2, etc.).

12.   Appendix 7.C – New Stations - WCB

Station	Details	Potential service level
Llanwern	This station will be located between Severn Tunnel Junction and Newport on land next to main lines with connections to the relief lines (no slewing of the relief lines track is needed). In effect, this will create a short (circa 2km) section of 6-track railway. Platform length: 150m (with passive provision to extend to 280m)	Minimum of 1 tph. Other Train Operators may also serve the station.
Cardiff Parkway	This will be a station with park and ride facilities and will be located east of Cardiff Central. It will have platforms on the relief lines, with potential future expansion for platforms also serving the fast lines. Relief line tracks will need to be slewed. The developers' preferred option is to slew both relief lines to accommodate an island platform to serve the up relief with passive provision to serve the down main. A single sided platform would also be built to serve the down relief (and in time a further single sided platform to serve the up main). Platform length: 150m (with passive provision to extend to 280m)	Minimum of 3 tph. Other Train Operators may also serve the station.
Miskin	This will be a station with park and ride facilities and will be located west of Cardiff. The station design is only at a concept level at this stage. Two options are currently being considered. One very close to the M4 where the railway is twin track and one slightly further south east where the Miskin overtaking loops are located – in effect a 4-track section of railway. The latter would allow platforms on two tracks with fast services passing slow services which would be at the station.	To be determined

13. Appendix 7.D – Welsh Government funded CCTV and Customer Information Systems

13.1 The table below lists the locations of Welsh Government funded CCTV and Customer Information Systems.

Station	CCTV	CIS	Info Point	Help Point
Aber		✓		
Abercynon*	✓			
Bangor	✓			✓
Barmouth	✓			
Barry Dock*	✓			
Barry Island		✓		
Bodorgan			✓	✓
Cadoxton*	✓	✓		
Caldicot	✓			
Cathays	✓			
Cogan		✓		
Colwyn Bay	✓			✓
Conwy			✓	✓
Coryton	✓	✓		
Cwmbran	✓			
Deganwy			✓	✓
Dinas Powys	✓			
Flint		✓		
Grangetown	✓	✓		
Heath High	✓	✓		
Heath Low	✓	✓		
Hengoed	✓			
Holyhead	✓			✓
Lisvane	✓	✓		
Llandudno Jct	✓			✓
Llandudno Town	✓			✓
Llanfairfechan			✓	✓
Llanfairpwll			✓	✓
Llanishen	✓	✓		

Station	CCTV	CIS	Info Point	Help Point
Llansamlet		✓		
Pengam		✓		
Penmaenmawr			✓	✓
Pontypool & New Inn	✓			
Port Talbot	✓			
Prestatyn	✓	✓		✓
Rhiwbina	✓			
Rhosneigr			✓	✓
Rhyl	✓			
Shotton	✓	✓		✓
Taffs Well*	✓	✓		
Trefforest*	✓			
Trehafod	✓			
Ty Croes			✓	✓
Valley			✓	✓
Wrexham General	✓			✓

* CCTV extensions in Carparks & Subways