

Station Improvement Vision

September 2019



Foreword

Ken Skates,
Minister for Economy and Transport

I'm delighted to introduce Transport for Wales' Station Improvement Vision, which will see a £194 million investment in railway stations across Wales, over the next 15 years, providing an important gateway to our cities, towns and villages.

Transport for Wales continue to deliver on their ambitious plans to transform the transport sector and create an integrated, accessible network of which Wales can be proud. Over the next five years, this investment in our railway stations will play a significant part in bringing those plans to fruition.

The Vision provides a breakdown of the improvement works to be carried out at various stations across the country. It reveals that, as a very minimum, each station included in the programme will have free WiFi, improved shelters, CCTV, improved provision for cycle storage and improved passenger information.

Where possible, Transport for Wales will also create new retail facilities and spaces for community use as part of these enhancements, as well as introducing a Secure Station Accreditation programme to make stations safer and more welcoming for customers.

Additionally, the creation of at least 1,500 additional car parking spaces across the network will make it easier for people to leave their car and use public transport, supporting Welsh Government's plans to create a more sustainable Wales. This exciting and transformational investment programme will also provide beneficial opportunities for small and medium enterprises and Transport for Wales are working collaboratively with Business Wales to ensure the investment goes back into local businesses and communities.

I'm hoping this Vision will be seen as the achievement of another key milestone for Transport for Wales as they continue to deliver on their plans to transform the transport network.

A platform for success

TfW has commissioned detailed reports on each station we manage to gain a greater understanding of what improvements are possible. This exercise was undertaken between October 2018 and April 2019 and has given our experienced project team, a detailed understanding of what's needed to make our stations better. We have now established a stations improvements working group to drive these projects forward.

We're also keen to work with passengers, stakeholders and communities to get an understanding of their needs and wants so that we can use this to help shape our plans. We have a dedicated community and stakeholder team in place to engage with these groups and take their feedback.

Keeping it in the community

One of TfW's key aims is to reinvest in the communities we serve and provide opportunities for local businesses. As a socially aware organisation we understand the value of working with small and medium enterprises (SMEs).

Small local companies have in-depth understanding of local areas and issues and can deliver fantastic, bespoke, high-quality services. Equally, by investing in these companies we help secure local jobs and support local economies.

To develop these partnerships, we held "Meet the Buyer" events with Business Wales in Swansea and Llandudno this year, with more than 200 different companies attending and meeting our procurement and project teams to gain a better understanding of what's required to bid for work.

Business Wales is offering a dedicated support service for those companies interested in bidding for contracts with us.



James Price

Chief Executive, Transport for Wales

"Transport for Wales is implementing a £5 billion investment programme that will transform the transport sector throughout our Wales and Borders network. We're putting the customer at the heart of our decision-making process and this document highlights how we'll improve our stations, bringing benefits to our customers and the local communities that we serve."



Meet the Buyer event in Swansea.

What will it look like

Our improvement programme will vary greatly from station to station based on a range of factors, from the geography of the station and whether it's a listed building, to commercial factors with current leases and how many passengers typically use the station.

We'll be making consistent improvements across all our stations, including WiFi being made available and CCTV coverage.

We'll improve our retail offer, by creating retail units at some of our larger, busier stations and seeking mobile and local "street selling" services at some of our smaller stations.

We'll engage local stakeholders, and focus on bringing disused station space back to life for community use.

Whilst no two stations are the same, we have broken down our stations into categories: Hub, Interchange and Cross-network.



Bethan Jelfs

Customer Experience Delivery Director,
Transport for Wales Rail Services

"Having joined the Rail industry 30 years ago working with a small team at my local station, I know just how vital stations are to communities, often at the heart of a city, town or village.

"They reflect not just us as a company, but the communities they serve too and those impressions really do stay with those using them.

"So it's wonderful to see so much investment in our stations making them safe, secure and welcoming places for our customers and places where our colleagues are able to give the best support and help to our customers and communities "



Aberystwyth station.

Hub stations

These are key city or town stations linking multiple routes with a mix of long distance and commuter customers.

- Cardiff Central*
- Cardiff Queen Street
- Chester
- Newport*
- Shrewsbury
- Swansea*

We'll be:

- Improving the quality of ticket retailing facilities
- Improving the quantity and quality of commercial retail facilities
- Significantly improving cycle storage capacity and, where feasible, providing additional car parking spaces
- Providing new and improved digital passenger display information screens
- Providing new and improved signage and wayfinding
- Providing new digital multi-modal transport information including bus real-time information facilities
- Fully refurbishing waiting areas
- Providing recycling centres for sustainable litter collection

We're working collaboratively with local communities, third sector funders and local authorities to make stations more integrated with other modes of transport, including active travel. We're also working with national organisations, such as Visit Wales, to enhance the sense of identity of our stations.

Howard Jacobson

Tendering Adviser, Business Wales

"Business Wales have a plan in place to advise and help businesses all over Wales to become 'Fit for Tender' and be able to take advantage of the exciting opportunities made available by Transport for Wales."

"Transport for Wales have an absolute commitment to ensuring that SMEs within Wales are able to take part in the supply of goods and services; and Business Wales will be delivering fully-funded workshops and advisory support to assist all levels of SMEs in the tendering process."



Swansea Station.

Timescale

2019	2020	2021
Work starts in Swansea in 2019.	Work starts on all Hub stations in 2020.	Work starts at Cardiff Queen Street in 2021 in line with the creation of the South Wales Metro.

*In addition to classification under the TFW Station Improvement Vision, Welsh Government has also identified these stations as Principal Interchanges.



Machynlleth station.

Interchange stations

Smaller town stations providing links between two or more routes:

- Llandudno Junction*
- Craven Arms
- Carmarthen
- Bridgend
- Radyr
- Abercynon
- Hereford
- Llanelli
- Machynlleth
- Pontypridd
- Severn Tunnel Junction
- Shotton
- Wrexham General*

We'll be:

- Improving the quantity and quality of commercial retail facilities
- Providing more secure cycle spaces
- Providing new and improved digital passenger display information screens
- Providing new and improved signage and wayfinding
- Providing new digital multi-modal transport information including bus real-time information facilities
- Providing accessible toilets for all passengers
- Providing improved or new shelters and additional seating
- Providing new help points where required and introducing enhanced CCTV coverage

Timescale

2021

Work will start on all Interchange stations in 2021.

We've already started work at Bridgend.

Severn Tunnel Junction could start later, as we're having ongoing discussions with our partners in Monmouthshire County Council about securing additional funding.

*In addition to classification under the TFW Station Improvement Vision, Welsh Government has also identified these stations as Principal Interchanges.

Cross-network stations

We're keen to ensure that all of our stations are improved. Stations not classed as "Hub" or "Interchange" stations will still receive significant investment to make them brighter, better and safer places.

At every station we'll be:

- Providing CCTV coverage at every station across the network
- Providing new and enhanced secure cycle storage facilities
- Providing new waiting shelters and seating to a higher specification than those currently provided
- Providing new litter bins and
- Providing local area maps

Timescale

2020

Phased work programme starting in 2020.

Station Refresh

We've already made a start on our initial programme of deep cleaning and refresh works at all stations. This consists of a combination of rebranding and refreshing the station, removing vegetation and repainting markings at car parks. We're rebranding our shelters at a number of stations ahead of installing brand new shelters in the coming years.

Deep cleaning

One of the earliest investments in our stations has been an extensive deep cleaning programme.

Work began in Ruabon just six weeks into the new service and deep cleaning has continued both in the north and south of our network. These have taken place at 50 stations to date, with 100 more scheduled in for the coming months. Deep cleaning stations has allowed us to work with local suppliers to make a real difference to the look and feel of stations.



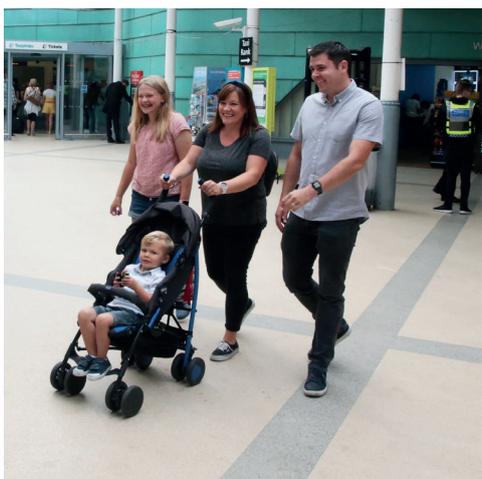
Colin Lea

Commercial and Customer Experience Director,
Transport for Wales Rail Services

"I'm delighted to introduce our £194 million Station Improvement Vision. We know that first impressions really do count and when it comes to the railway your first impression will always be at the station. At Transport for Wales we manage 247 station in communities across Wales and England.

"These range from city centre hubs such as Cardiff Central, Swansea and Chester, supporting millions of customers every year, to rural request stops like Sugar Loaf or Dolgarrog where less than 1,000 people per year use. Each one of them is special and unique in its own way and we are proud of all of them. They're the gateways to our communities and we're passionate about making them the best they can be."





Accessibility

Working in conjunction with our partners in Network Rail, we have committed to delivering 11 Access for All schemes by 2024. Funded by the Department for Transport and with match funding provided by TfW, these schemes will involve the installation of a new footbridge with lifts or ramps, opening up the station to those who could not use it.

We're now working on a further scheme of accessibility improvements at various locations, with a proposal being issued for funding approval in October 2019.

We're spending £250k per year, each year, on a programme of smaller scale accessibility improvements – such as tactile pavings and installation of induction loops – seeking input and guidance from our Accessibility and Inclusivity Panel.

We're already delivering a new footbridge and lifts at Cadoxton to provide full accessibility at the station and this is due for completion later this year.

Station WiFi

Creating better connectivity is vital in making Wales a more prosperous nation. With people increasingly working on the move and travelling further for economic opportunities, there is an expectation that we deliver connectivity whilst on the go.

We've recently provided free WiFi at 50 of our stations and within five years, we will deliver free WiFi to every station managed by us.

Coupled with our free on train WiFi, the investment will mean people can connect at the start of their journey and stay online until they leave at their end destination without the need to reconnect.

Secure stations

Another key area we're passionate about is the safety and security of passengers whilst using our stations. Customers should feel confident and secure when waiting to board a train regardless of the time of day or location.

Transport for Wales is committed to securing Safe Station Accreditation at all of our hub, interchange and some network stations.

This UK accreditation is set by the Department for Transport, in conjunction with the British Transport Police, and gives train operators the opportunity to demonstrate how they're working with partners to reduce crime and play a greater role in safeguarding vulnerable people. Secure station accreditation reassures our customers and staff and improves people's confidence in using our network.

Whilst a number of our stations already have accreditation, we've already added a further twelve to the list. Our Station Improvement Vision allows us to make targeted investments to ensure our stations really are secure places. This may involve installing better lighting, tidying up the landscapes and layouts on platforms, and addressing black spots. We'll ensure there is CCTV coverage at every single station.

Lloyd Jones
Rail Commuter

"It's great to hear about the investment that will be spent on railway stations across Wales. As a regular commuter I'm fully aware of the need for stations to have facilities for customers and also the need for them to be welcoming and safe places."



Llandudno has already achieved Secure Station Accreditation.



Bill Kelly
Route Director for Wales and Borders
Network Rail

“To a passenger, a railway station represents the start of a journey and, quite often, it sets the tone of how that journey will unfold. It also represents the end of a journey, when a destination is reached. A station is an integral component to all passengers and ensuring they are well looked after, welcoming and fit for a modern world is essential.”

“With over 30 million passenger journey taking place on the Wales and Borders route each year, which represents an increase of 44% in ten years, this station improvement investment is very timely for the passengers who use our stations every day. Network Rail remains fully committed to working in meaningful partnership with Transport for Wales to ensure passengers receive the best service they possibly can.”



Car parking

While more people than ever will be using the railway in the coming years, it is vital that they can access a station in order to do this. With this in mind we have committed to creating at least 1,500 new car parking spaces to serve our stations over the course of the next fifteen years.

These may include bringing wasteland back to serviceable use, building car parks on several levels or partnering with local authorities to develop park and ride hubs.

Timescale

2020

We will deliver a programme of car park investments which will start in 2020.

Sustainable development

As we carry out this major programme of enhancement works, we’re considering the environment and local communities as part of our Sustainable Development Programme.

We’re investing more than £8m in renewable energy and water reduction schemes at stations.

All our commitments are aligned with the Well Being of Future Generations (Wales) Act, seeking to improve prosperity in local communities through enhanced public transport services as well as local employment opportunities in the investment programme.

For all stations in Wales, we’ll support the Welsh language by providing all information in both Welsh and English. Our programme of Community Hubs will provide working and social areas for local community organisations to manage and use. We’re already working on the first eight locations for development, which will be completed over the next 12 months.

Station enhancements included within the Station Improvement Vision have been part-funded by the European Regional Development Fund through the Welsh Government



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