



# Complete Agenda

**Democratic Service**  
Swyddfa'r Cyngor  
CAERNARFON  
Gwynedd  
LL55 1SH

Meeting

**CAMBRIAN COAST RAILWAY LIAISON COMMITTEE**

Date and Time

**10.30 am, FRIDAY, 18TH NOVEMBER, 2022**

Location

**Virtual Meeting**

Contact Point

**Lowri Haf Evans**

**01286 679 878**

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(DISTRIBUTED 10-11-22)

# **CAMBRIAN COAST RAILWAY LIAISON COMMITTEE**

## **MEMBERSHIP**

### **Cyngor Gwynedd**

Councillors:

Elfed Wyn ap Elwyn  
Louise Hughes  
Elin Hywel  
Anne Lloyd Jones  
Eryl Jones-Williams  
Gwilym Jones  
Dewi Owen  
Gwynfor Owen  
Richard Glyn Roberts  
Vacant Seat – Plaid Cymru

Dafydd Meurig – Cabinet Member for Environment

### **Ceredigion County Council**

Awaiting Nomination

### **Powys County Council**

Councillor J M Williams

### **Other Members:**

Aled Williams	Ysgol Arduwy
Aled Jones-Griffith	Coleg Meirion Dwyfor – Grwp Llandrillo Menai
Ann Elias	Ceredigion County Council
Chris Wilson	Ceredigion County Council
Claire Britton	Ffestiniog Railway
Claire Williams	Cambrian Railway Partnership
Councillor Meryl Roberts	Snowdonia National Park Authority
Councillor Alun Wyn Evans	Meirionnydd Representative of One Voice Wales
Councillor Trefor Jones	Dwyfor Representative of One Voice Wales
Councillor Trevor Roberts	Shrewsbury/Aberystwyth Railway Committee
David Crunkhorn	Arriva Trains Wales
David Thorp	Ysgol Uwchradd Tywyn
Delwyn Evans	Meirionnydd Access Group
Gail Jones	Transport for Wales
Inspector Karl Anderson	British Transport Police
Joyce Watson	Member of Senedd Mid and West Wales
Liz Saville Roberts	Member of Parliament Dwyfor Meirionnydd
Mabon ap Gwynfor	Member of Senedd Dwyfor Meirionnydd
Cefin Campbell	Member of Senedd Mid and West Wales
Roger Goodhew	Shrewsbury-Aberystwyth Passenger Association
Sara Crombie	Network Rail
Stuart Williams	Talylyn Railway

# A G E N D A

1. **ELECT CHAIR**

To elect Chair for 2022/23

2. **ELECT VICE CHAIR**

To elect Vice-chair for 2022/23

3. **APOLOGIES**

To accept any apologies for absence

4. **DECLARATION OF PERSONAL INTEREST**

To receive any declaration of personal interest

5. **URGENT MATTERS**

To consider any business which the Chairman decides is urgent.

6. **MINUTES**

5 - 9

To confirm the minutes of the previous meeting held on 11<sup>th</sup> February 2022

7. **TO RECEIVE UPDATES FROM SERVICES**

- Network Rail
- Transport for Wales
- British Transport Police

8. **FUTURE REMIT FOR THE CAMBRIAN COAST COMMITTEE**

10 - 22

To discuss a proposal made by the Shrewsbury and Aberystwyth Rail Liaison Committee (SARLC) to combine both the SARLC and the Coast Committees

9. **FORMAL QUESTIONS**

23 - 27

To receive responses to questions received

# Agenda Item 6

## CAMBRIAN COAST RAILWAY LIAISON CONFERENCE

11-02-2022

### Present:

Cllr Dewi Owen (Gwynedd Council)  
Cllr Gwynfor Owen (Gwynedd Council)  
Cllr Louise Hughes (Gwynedd Council)  
Cllr Anne Lloyd Jones (Gwynedd Council)  
Cllr Eryl Jones-Williams (Gwynedd Council) – Chair  
Cllr Selwyn Griffiths (Gwynedd Council)  
Bedwyr Gwilym (Dwyfor & Meirionnydd AM Office)  
Clare Britton (Ffestiniog Railway)  
Cllr Trevor Roberts (Aberystwyth/Shrewsbury Railway)  
Delwyn Evans (Meirionnydd Access Group)  
Stuart Williams (Tal-y-llyn Railway)

Lowri Haf Evans (Democracy Services Officer) **LHE**

Sam Hadley (Network Rail) **SH**

Gail Jones (Transport for Wales) **GJ**

### 1. **APOLOGIES:**

Cllr Eirwyn Williams, (Gwynedd Council), Cllr Angela Russell (Gwynedd Council), Cllr Gareth Griffith (Cabinet Member for the Environment - Gwynedd Council), Liz Saville Roberts (MP Dwyfor Meirionnydd), Mabon ap Gwynfor (SM Dwyfor Meirionnydd), Cllr Annwen Hughes, (Snowdonia National Park Representative) Claire Williams (Cambrian Railways Partnership Officer), Cllr Michael Williams (Powys Council), Ann Elias (Ceredigion County Council) and Joyce Watson (SM Mid and West Wales Region)

The Chair drew attention to the fact that Councillor Selwyn Griffiths would be retiring as a County Councillor in May 2022. He thanked the Councillor for his work and support to the Cambrian over the years. In response, Councillor Griffiths noted that he had enjoyed being part of the group and he stressed the need for the group to continue to ensure that the Cambrian was key to the Gwynedd economy. He thanked the officers for their support and willingness to cooperate and to respond to concerns. On behalf of Network Rail, Sam Hadley expressed his thanks to the Councillor for his work and also for the warm welcome he received when visiting Porthmadog.

### 2. **DECLARATION OF PERSONAL INTEREST**

No declarations of personal interest were received from any members present.

### 3. URGENT ITEMS

None to note

### 4. MINUTES

The Chair accepted the minutes of the previous meeting of this committee, held on 1 October 2021, as a true record.

Matters arising from the minutes:

- Ensure that posters at Llandanwg station highlight taxi services. **GJ to check this and ensure that current information reminding users of the bus services that are available as a result of the closure of Barmouth viaduct**
- Safe Routes to Services Strategy - how could input be given to the strategy? **GJ to share details with Councillor Gwynfor Owen**
- Installation of crash barriers and repair of boundary wall on the A493 between Llwyngwril and Friog. The next meeting with the Community Council had been arranged for 9/3/22. There was concern by the Local Member (Cllr Louise Hughes Llangelynnin) that the condition of the wall had worsened and the time-schedule to complete the work had slipped. SH highlighted that a project manager and budget had been set for this work and it continued to be a priority area.
- Llanbedr Station - it was reported that a meeting to discuss improvements/possible alterations to the station had taken place with the Community Council in October, and David Crunkhorn (Station Master) had visited the station and a second meeting had been arranged with the Community Council. **GJ requested an update when more information was available.**
- An application for funding to conduct a short study on the potential train service between Bangor and Afonwen had been unsuccessful as more evidence was required regarding the possible benefits. BG reported that work was being undertaken to re-submit an application in the future.

### 5. UPDATE FROM THE SERVICES

#### NETWORK RAIL

Mr Sam Hadley, Wales Route Public Affairs Manager, was welcomed to the meeting

### **Update on upgrading Barmouth viaduct**

Key images and facts were presented on the work completed on the viaduct between September 2021 and December 2021. It was noted that the work had been challenging and physically difficult for the workers as the work was dependent on the weather.

In response to a question if there was any of the original bridge left, it was noted that every effort had been made to retain as much as possible of the original features and any replacement was 'like for like'. It was added that the bridge was listed (Grade II) and every effort had been made to ensure that the features were safeguarded.

### **ETCS (European Train Control System)**

It was reported that the ETCS System used to control train signals and speed would be upgraded for the Class CAF 197 Civity fleet that would be used on the Cambrian in the near future.

In response to a question if the Cambrian line would close over the period to upgrade the ETCS system, it was noted that the work was likely to be undertaken over the weekend and/or during another planned closure period to avoid any inconvenience.

### **Glandulas Project (Black Bridge) near Machynlleth**

That erecting the bridge over afon Dulas had been very successful. The bridge had been erected one metre higher to reduce the impact of flooding (the river level rose during heavy rain and the Cambrian line had to close). Bearing in mind that it was a fairly small investment, the impact was substantial - during recent rough weather it was noted that the usual flooding had not stopped the Cambrian services.

### **Access for all Programme**

It was highlighted that the programme improved access to stations and that stations across the country were being considered for improvements. For the first time this year, it was highlighted that two Cambrian stations had been included on the possible work schedule - this was something that had not been seen before and was encouraging news.

## **TRANSPORT FOR WALES**

Gail Jones, Transport for Wales, was welcomed to the meeting to present an update on the activities of Transport for Wales.

Information about the new Class CAF 197 Civity trains was presented

In response to a question regarding seeing a model of the new carriages that an invitation to visit the new trains had been organised in April 2022 with a test run to Llandudno Junction. In response, it was highlighted that the visit dates in April were during the period prior to the election and therefore it was likely that these would need to be re-scheduled.

Reference was made to SGWRS, namely the Transport for Wales on-line research community to share views on transport in Wales with an opportunity to participate in surveys, on-line discussions and discussion fora to improve the service.

[SGWRS \(tfw.wales\)](https://www.tfw.wales)

Concern was highlighted that the new carriages had fewer seats with only one toilet for two carriages. It was added that the Cambrian was one of the busiest routes in Wales and the use increased year on year. It was considered that offering fewer seats did not respond to the demand and therefore it was formally proposed that consideration needed to be given to having 4 permanent carriages for a journey.

In response to a comment regarding the lack of toilets on the new trains and a reduction in the number of seats, it was noted that it had to be ensured that every element was considered such as sufficient space for prams, wheelchairs, bags, bicycles and the number of toilets.

Other matters raised during the discussion

- Llandecwyn station bins - was it proposed to re-install these? Was this a matter for the Council or for TFC? **GJ to look into this**
- Litter on the railway highlighted untidiness - there was a need for cooperation to improve the image
- There was a need for better cooperation between bus and train time-tables to promote public transport
- There was a need to consider the re-introduction of freight trains - in response it was noted that the Mid Wales Transport League had discussed the possibilities and the Senior NR Freight Manager had mentioned a pilot scheme to look at this possibility - the Cambrian was suitable for this purpose. It was suggested that Jess Lippitt (Senior Freight Routes Manager - Network Rail) should be invited to a future meeting to discuss general freight issues.

## **BRITISH TRANSPORT POLICE**

No representative from the British Transport Police was present to submit a report It was highlighted that no response had been received from Inspector Karl Anderson. SH noted that only a very small team now worked for the Railway Transport Police. **SH to send a new contact to LHE.**

**The officers were thanked for the updates.**

**6. FUTURE OF THE CAMBRIAN COAST RAILWAY**

It was proposed to defer the discussion on this matter until after the elections. It was added that it was essential to hold this discussion and the members' wish was to continue as a separate group. It was necessary to ensure that Gwynedd Council officers were aware of this.

**7. RESPONSE TO FORMAL QUESTIONS**

Formal written questions had been received from Cricieth Town Council

*'Cricieth Town Council is concerned that Network Rail is not communicating adequately in notifying the public when the trains had recently re-started - this needs to be improved in future as it is a health and safety issue. Is it possible to ensure better communication about future service changes? Cricieth Town Council is also concerned about the tidiness /appearance of the land around the station on the right. Can something be done about it'*

SH accepted the criticism and highlighted that every effort had been made to ensure as little disruption and complexity as possible during the challenging period of closing and re-opening the railway. He added that in future there would be more consideration to safety matters at level crossings and there would be an improvement in communication methods when working towards Phase 3.

In the context of the station's tidiness, it was noted that TFC was responsible for the tidiness of the station and Network Rail, as the landowner, was responsible for the railway and land either side to the railway and leased the station to TFC to manage day-to-day matters. He noted that he would make a service request on behalf of Cricieth Town Council and an assessment would be made of the essential work. GJ added that he would contact the Station Manager.

Everyone was thanked for their contributions.

The meeting commenced at 10:30 and concluded at 12:00

**CHAIR**





CAMBRIAN  
Public transport  
Liaison Committee



## MINUTES

of a meeting of the  
**Shrewsbury Aberystwyth Rail Liaison Committee**  
held on Friday 4th November 2022 at 2pm  
at the **Bowling Club Machynlleth**

### 1. Record of attendance

**Present were:**

Cllr Trevor Roberts	Chair
Cllr Michael Willaims	Machynlleth Town & Powys County Council
Cllr Jeremy Barnes	Carno Station Action Group
Angus Eikhoff	SARPA
John Ellison	Carno Station Action Group
Ken Law	Welshpool Rail Users face-book page
Wendy Lewis	Welshpool Town Council
Cllr Geoff Smith	Aberystwyth Town Council
David Taylor	Rail Future
Cllr Andrew Wallbank	Caersws Community Council
Roger Whitehouse	Tallylyn Railway
Cllr Alun Williams	Ceredigion Council
Robert Robinson Secretary	Llanfair Caereinion Town Council

**Apologies** were received from:

Gail Jones	Transport for Wales
Cllr Anne Lloyd-Jones	Gwynedd County Council
Cllr Dylan Wilson-Lewis	Aberystwyth Town Council
Ann Alias	Ceredigion Council
Cllr Richard Church	Welshpool Town Council

### 2. Minutes of the last meeting

The meeting considered and approved the minutes of the last meeting as per the website.

### 3. Financial Report

The meeting received a financial update. The bank account is now only a few pounds. No income and no expenditure during the last 12 months.



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#### **4. Future of the Liaison Group**

Following an introduction from the Chair and a presentation by the Secretary the meeting held a full discussion regarding the way forward for this liaison committee. A full paper had been issued to the meeting with agenda and is attached to these minutes.

From the discussion the following points were made:

- i) The groups combined will be stronger together.
- ii) Both North Coast and Cambrian have similar issues.
- iii) Both main lines are linked by using the same TFW trains. (i.e., route is Aberystwyth – Birmingham – Holyhead – Birmingham – Aberystwyth.
- iv) The web sites would be combined.
- v) Membership of the North Coast or Cambrian Main Line would be via a membership fee of £10pa.
- vi) Public Transport should be included in the headings used.

Representatives from the Cambrian Coast Line may only attend the Cambrian main line meetings with the membership rules applying.

The Joint North Coast/Cambrian Main Line meetings shall be held by Zoom.  
The Cambrian Lines meetings shall meet in person in Aberystwyth.  
The North Coast Main Line meetings via zoom or in person.

The headings were agreed subject to the inclusion of a note stating 'public transport liaison group'. The web site for SARLC will cease soon and all be included in the North and Mid Wales Association website under transport.

The new web site will be [northwalesassociation.org.uk](http://northwalesassociation.org.uk) with the meetings being included under Transport. The existing web site will remain until the annual hosting runs out.

#### **Proposal:**

The proposed is to adopt the report attached to these minutes and take forward the joint arrangements under the umbrella of the North and Mid Wales Association of Local Councils.

Proposed by Cllr Trevor Roberts and Seconded by Angus Eikhoff. The vote was unanimous in favour of the proposals.



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## **5. Welshpool Rail Users Facebook Page.**

The meeting received a short report on the issues raised by local rail users. The issues raised have been included in the Transport for Wales item no 6.

## **6. Transport for Wales**

The Secretary informed the meeting of the contents of the written report from TFW and included some items of interest from the North Coast Liaison Group.

There were a number of concerns raised as follows (extended list due to larger than usual gap between meetings):

- i) Welshpool (in particular) rail replacement buses – still confusing over where they start from. Better signage and a common approach required to be put in place urgently.
- ii) Access for those with disabilities is not good when the bus stops on the opposite side of the station using stairs only.
- iii) Replacement bus services are not particularly friendly to those with access issues. (i.e., wheelchairs)
- iv) Announcements on the trains still poor and often inaudible. This appears to be staff training issue demonstrated by changing of guards on trains using the same system – one poor and one clear.
- v) Information both on the station platforms and on apps are often wrong and do not tie up with various forms of information available. Often the carriages you are advised to use for Aberystwyth or the Coast are the wrong way around in Birmingham.
- vi) Information point should be on platforms and not at remote entrances. (Welshpool sited again).
- vii) Changing of trains (i.e., train from Birmingham returning to Birmingham and train from Aberystwyth returning to Aberystwyth) still an issue. Due to signalling system.
- viii) Car park at Welshpool is not managed and car spaces are being taken up by those not using the trains.
- ix) Staff reported to have closed doors on trains whilst a passenger for that train was asking if it was the right one – leaving them on the platform.
- x) Cancellations are continuing to be an issue along with many trains running late – affecting connections and causing late starts for work.
- xi) Too many short trains causing overcrowding – one electronic sign indicated Aberystwyth front two carriages and Coast rear two carriages on a two-carriage train.

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- xii) When the franchise was granted the statement used was 'a rail service to allow for increases in passenger traffic'. As the number of units is the same and the number of seats reduced on each train this appears to be in conflict with the franchise objectives.
- xiii) There was also a pledge made that passengers would not have to stand on a train for more than 20 minutes. Passengers are often standing for well over that time on a regular basis.
- xiv) Overcrowding on the Coast Line (in particular) in the summer months is bordering dangerous with just 2 car units.
- xv) Confirmation of when the hourly train services on the main line will be introduced and how certain can members be that this will happen with a shortage of drivers.
- xvi) Responses to emails by operators in not timely if they are answered at all.
- xvii) Ticket machines do not always give the cheapest fare. Also do not allow to purchase all tickets – i.e. Does not bring up Machynlleth to Marylebone service.
- xviii) No ticket machine at Tywyn.
- xix) A permit to travel is needed
- xx) Confirmation of how many services on the Cambrian lines on cancellations, running late etc would be helpful.

It was noted that a number of the above have been issues for some considerable time and need to be addressed.

### **7. Liaison Meetings with Transport for Wales**

The meeting was informed of some up and coming meetings to which the Chair and Secretary will attend and report back.

### **8. Liaison Groups common remit**

TFW issued a remit for all liaison groups. This is not for discussion or comment but for information. The group accepted the remit as per that attached to the minutes.

### **9. Travel early in the morning and cancellations**

The issue around early morning train cancellations was raised. This is giving rise to employees of companies losing pay or having to give up holidays to cover the lost hours. It has led in a number of cases to people having to change jobs or to change their hours to suit the railway and not their own lifestyle.

This subject is to be raised with Welsh Government and the local Assembly Member.

### **10. Network Rail**

To consider any matters relating to Network Rail.



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**11. British Transport Police**

No report received

**12. Cambrian Rail Partnership**

No report received

**13. Meetings**

This meeting was unable to provide a hybrid accommodation for one member to attend. It was agreed that as Aberystwyth Town Council has such a system built in that future meetings of the Cambrian Main Line Liaison Committee should be held there. A time of 11.45am was suggested so that members could attend by train.

**14. MP and AM invite**

The secretary confirmed that the MP and AM for the main line was included on the list of invites. One member suggested that he should contact them to urge their attendance.

**15. Buses and Machynlleth**

The issue was raised around buses and timetables at Machynlleth.

The timetables show buses stopping at the main line station and there are no notices to state otherwise. However, the bus does not stop there. Clarification is to be sought along with an explanation from Powys County Council (John Forsey).

**16. Actions to be taken forward**

The actions to be taken forward from the meeting are attached.

17. The Chair thanked the Secretary for his work on the future plans of the group.

**18. Dates of meetings**

The meeting noted dates for future meetings as set out below:

**North Wales Transport Liaison Meetings**

Friday 14th April 2023 (to be confirmed) at 10.30am by Zoom

Friday 20th October 2023 (to be confirmed) at 10.30am by Zoom

**Cambrian Line Transport Liaison Meetings**

Friday 13th April 2023 at 11.45am at Aberystwyth

Friday 14th October 2023 at 11.45am at Aberystwyth

**North Wales & Cambrian Transport Liaison Meetings**

Friday 13th January 2023 at 10.30am by zoom

Friday 14th July 2023 at 10.30am by zoom

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### ACTIONS TO BE TAKEN FORWARD FROM THE MEETING

No	Subject	Action	By
1	Minutes	Issue minutes of meeting and post on both web sites.	Secretary
2	Early morning train cancellations and loss of income to travellers	Letter to Russell George	Secretary
3	New arrangement for transport liaison groups North Wales and Cambrian Main Line	Inform North Wales & Mid Wales Association of Local Councils	Secretary
4	Buses at Machynlleth not stopping at station when timetable clearly shows they do.	Letter to John Forsey of Powys County Council for explanation	Secretary
5	Transport for Wales	Issue minutes with list of issues.	Secretary
6	Membership Fees	Issue invoices for payment of membership fees	Secretary
7	Meeting with Russell George and TFW	To be arranged asap.	Secretary



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## **TRANSPORT LIAISON IN MID AND NORTH WALES**

### **Introduction**

The Association has set up a Transport Committee for the North Coast due to the importance of this issue and the future changes in the pipeline by Welsh Government and Rail Operators.

The Cambrian Lines (Shrewsbury Aberystwyth Rail Liaison Committee) has found that the liaison with rail companies (TFW in particular) less effective than in the past. Several liaison committees have expressed the same viewpoint. The lines along the North Wales Coast and Mid Wales are intrinsically linked as the rail timetable covers both lines (i.e., trains start at Aberystwyth and go via Birmingham International and onto Holyhead and back). A lot of the discussions are similar for both lines with the same concerns and when meeting with Welsh Government and senior rail officials both lines are represented.

### **Approach**

An approach has been received from the Chair and Vice Chair to seek a join arrangement between the two rail liaison groups, with more effect being under the umbrella of the Association.

### **Proposal**

The proposal put forward is as follows:

- a) The rail liaison groups from North and Mid Wales join together.
- b) The groups would meet separately for two meetings a year and together for two meetings a year.
- c) The Association would become the parent for both groups.
- d) Member Councils of the Association would be included with that membership, other members would pay a smaller fee to be members of that group only (say £10 per representative group).
- e) Members would need to meet the one of the following criteria:
  - i) Be members of the North and Mid Wales Association or be a Transport Group member paying the appropriate membership fee
  - ii) MP's, Welsh Government and County Councils covering each area
  - iii) The rail operators (Avanti/TFW), Network Rail, British Transport Police, bus companies and Rail Partnerships.
- f) Each member of the group must also meet one of the following:
  - i) Have a station within their local council boundary
  - ii) Have a specific interest in rail use approved by the Association
  - iii) Both rail liaison committees would share the same web site pages on the Association website.

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- iv) The Liaison groups would be named as follows:  
North and Mid Wales Transport Liaison Committee  
North and Mid Wales Transport Liaison Committee (Cambrian) North and Mid Wales Transport Liaison Committee (North Coast).
- v) The meetings would be by Zoom jointly but could meet in person for the individual area meetings.
- vi) There would be a chair of the joint grouping with two vice chairs (one looking at the North Coast and one looking at the Cambrian Line).

### Requirements

If such a proposal was considered worthy of consideration a way forward might be:

- a) Formal approval from each group.
- b) A revised constitution to cover any new arrangement.  
(Approved by the Association)

### Pros and Con's

The advantages and disadvantages could include:

Advantages	Disadvantages
More powerful together with the ability to be more effective.	Not all those involved would be full members of the Association.
Less duplication of discussions between the rail companies and the groups.	Times when interests are different on each line.
Common issues between lines could be worked on together.	Meeting with larger numbers may make management a little more difficult
Combined cost of websites	
Fees from both the Association members and Transport Members would cover cost of any person-to-person meetings.	
Representation to senior officials of rail companies and Welsh Government would be more effective (they meet together at this time in any event but as separate units).	





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## ***TRANSPORT FOR WALES***

### **Terms of Engagement**

Transport for Wales Stakeholder and Community Engagement Team and Transport User Groups

Transport for Wales (TfW) recognise the role Transport User Groups (TUG's) play in supporting TfW with their ambitious goals for a transport network that Wales, and the Borders can be proud of. This document sets out a standardised approach to how TfW engage with TUGs (Transport User Groups) ensuring there is clear and concise guidelines for all parties involved.

### **TfW Contact for Transport User Groups**

The Regional Stakeholder Manager will be the initial and main point of contact for TUG's. Contact

details for each region can be found on the attached map (excluding Metro Central and Cardiff Bay)

The Borders Nichole.sarra@tfw.wales

Mid and North Wales Gail.jones@tfw.wales

Mid and West Wales Alexander.bryant-evans@tfw.wales

Core Valley Lines & South Wales Helen.dale@tfw.wales

Metro Central and Cardiff Bay Kelsey.barcenilla@tfw.wales

### **Engagement**

TfW welcomes requests to attend TUG (Transport User Groups) meetings to provide updates on projects, relevant regional TfW news, to address any issues and concerns and most importantly, to hear from group members in respect of local knowledge and input that can potentially guide, support, and assist TfW in decision making and shaping future transport plans.

Requests for TfW representatives to attend TUG meetings and events can be made via the RegionalStakeholder Manager.

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We will do our best to attend meetings, however this might not always be possible, particularly with any requests made for meetings or events taking place outside of office

working hours or for those where short notice is given. When making requests for TfW to attend, please include the following information at the earliest convenience as this will help us to ensure that we source the correct representation for the meeting:

- Date and time of meeting
- Advise if the meeting will be in person or via a digital platform
- Duration of required attendance

Include timings

- Purpose of attendance request

i.e.: update/ overview on projects/ issues\*/ concerns\*

\*Please provide as much information ahead of the meeting in respect of any specific issues or concerns.

In addition to attending TUG meetings, TfW also engage with groups to address any queries and concerns, host biannual Transport Liaison group meetings and issue written correspondence via email and our monthly Bulletin.

### **Feedback**

TfW welcome and value feedback from TUGs, it is therefore important that this feedback is received via the correct channels to ensure data is captured, and information can be acted on. This is particularly important when in relation to real time feedback such as late and cancelled trains/buses, misinformation, etc.

Our dedicated Customer Relations team will also log queries and ensure that trends are evaluated through their voice of the customer reporting, crucial to helping us continually improve.

Individual items regarding poor (or positive) experiences on journeys should also be raised through the Customer Relations channels to ensure they are actioned swiftly.

It is equally important that incidences of antisocial behaviour and/or vandalism are reported to the British Transport Police (BTP).

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Contact telephone numbers and email address for TfW Customer Relations and the British Transport Police and details of how you can provide feedback on our services or report issues to both TfW and BTP, can be found by visiting the following websites.

### **TfW Customer Relations**

<https://tfw.wales/help-and-contact/rail/contact-us>

British Transport Police <https://tfw.wales/about-us/our-culture/safety/security>

Other feedback, such as fleet, stations, and general issues/queries concerning TfW can be sent directly to TfW Stakeholder Managers, who will investigate and issue a response as soon as possible.

(Please note that at busy periods Stakeholder Managers can be dealing with a high volume of correspondence and queries from stakeholders across the region).

### **Help us to help you**

We recognise that not all TUGs are the same. To help us understand the role of each group it would be beneficial if you could provide us with copies of your terms of reference, if these are available, or a summary of your main objectives as a group. This will enable us to understand your demographic/role within the community and help us to understand how we can better engage with you.

### **Code of Conduct**

We wish to build a network which provides opportunities to:

- Engage in an open, transparent, proactive way.
- Input and contribute ideas and opinions.
- Share information by presenting work being done by our members, partners and colleagues.

The above will be delivered in the following manner:

- Respect each person
- Challenge only ideas, not people

## NORTH & MID WALES ASSOCIATION OF LOCAL COUNCILS



**CAMBRIAN**  
**Public transport**  
**Liaison Committee**



- Keep an open mind
- Listen constructively
- Be punctual attending meetings
- Must observe confidentiality when requested to do so
- Be concise when providing feedback (written or verbal)

### **Expected Outcomes**

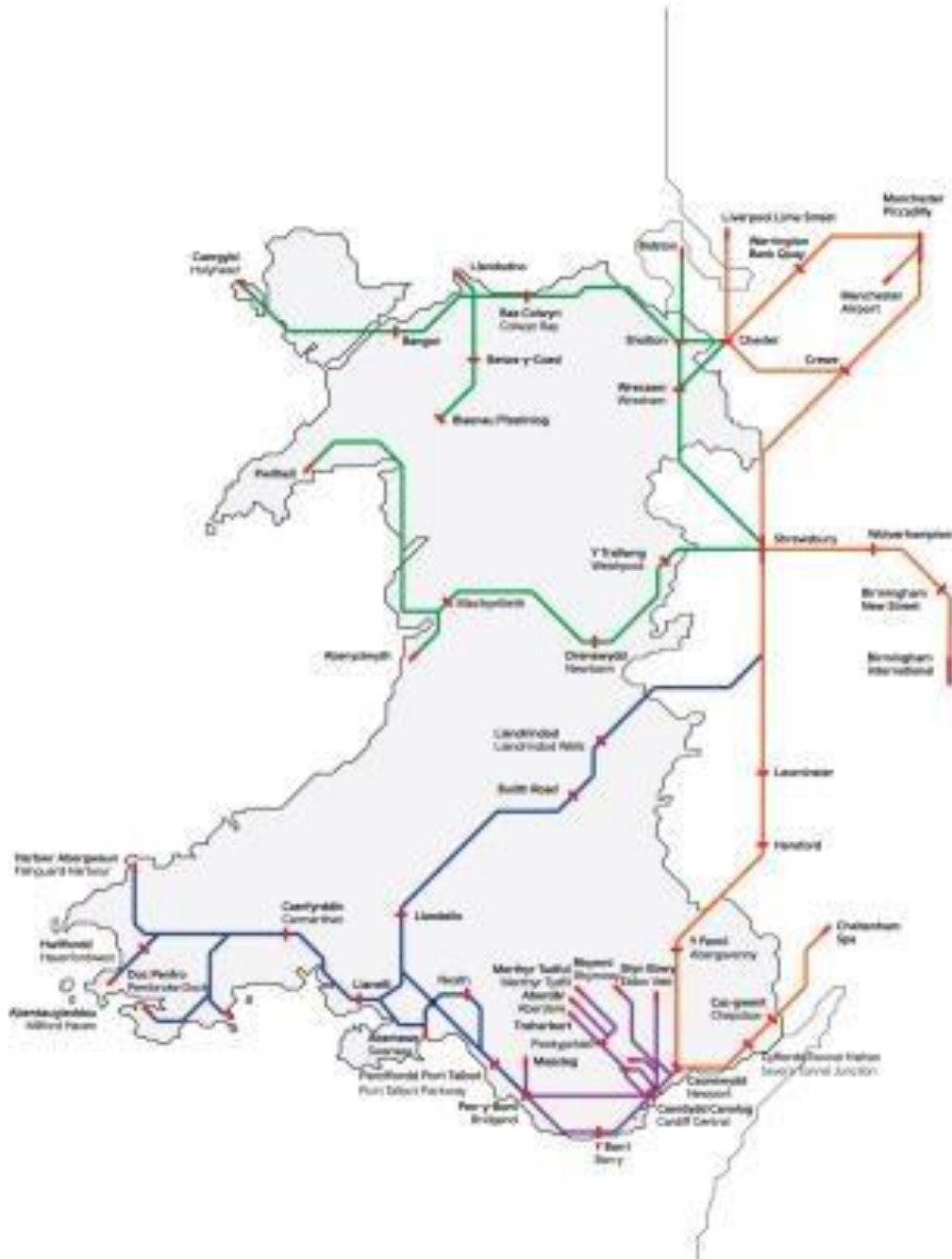
- Clear and concise communications
- Opportunities to input and shape
- Escalation routes

Please note that TfW reserve the right to remove themselves from any meetings that do not uphold the code of conduct and to refuse engagement with groups/individuals that do not adhere to the code of conduct.

# NORTH & MID WALES ASSOCIATION OF LOCAL COUNCILS



## CAMBRIAN Public transport Liaison Committee



# Agenda Item 9

**CYNHADLEDD RHEILFFORDD ARFORDIR Y CAMBRIAN 18-11-2022**  
**CAMBRIAN COAST RAILWAY CONFERENCE 18-11-2022**

**Cwestiwn i TRAFNIDIAETH CYMRU / Question for TRANSPORT FOR WALES**  
The new trains will reduce capacity and the number of toilets. TfW initially told us that we would be getting 3 carriage trains which would increase capacity. Now it appears that new trains will only be 2 carriages which will reduce capacity on a line that is already very busy and crowded in the main season. Can TfW confirm that the new trains will be 3 carriages?

**Cwestiwn i NETWORK RAIL/ Question for NETWORK RAIL**  
The access doors from the ticket office and waiting area to the platform no longer open automatically. This was reported 3 years ago and has been reported many times in the intervening years and nothing has been done to fix them. This makes access to the platform difficult as in the winter it is not possible to leave the doors open. It makes waiting in the covered area impossible (many older rail users prefer to sit indoors whilst waiting for the train to arrive. If the doors are permanently open then the waiting area and ticket office are very cold, and on windy days all the information in the waiting area blows around. Can you let us know when the doors will be fixed?

Are the litter bins on the platform (Northbound) going to be replaced? The bins on the Southbound platform are small and the one by the main entrance has been removed. Is it possible to look at more bins?

**Cwestiwn i'r PWYLLGOR / Question for COMMITTEE**

**Cwestiwn i UNED CLUDIANT CYNGOR GWYNEDD / Question for TRANSPORT UNIT CYNGOR GWYNEDD**

**Oddiwrth / From: Heather Brown**

**Clerc:Clerk to Barmouth Town Council.**

<b>I'w dychwelyd at / To be returned to:</b>	Lowri Haf Evans Gwasanaethau Democratiaeth / Democratic Services Cyngor Gwynedd / Gwynedd Council Stryd y Jel, Caernarfon Gwynedd LL55 1SH 01286 679 878 <a href="mailto:lowrihafevans@twnhadleddrheilffordd2fw.cymru">lowrihafevans@twnhadleddrheilffordd2fw.cymru</a>
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<b>Erbyn / By:</b>	<b>08-11-2022</b>
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**CYNHADLEDD RHEILFFORDD ARFORDIR Y CAMBRIAN 18-11-2022**  
**CAMBRIAN COAST RAILWAY CONFERENCE 18-11-2022**

<b>Cwestiwn i TRAFNIDIAETH CYMRU / Question for TRANSPORT FOR WALES</b>	
<p>Deallaf y bydd Station Talwrn Bach yn cael ei uwchraddio yn y gwanwyn, be yn union fydd y gwelliannau yma?  Pryd fydd y trenau Newydd ar waith?</p> <p>A oes yna unrhyw ad borth am waith y gwirfoddolwyr sydd wedi mabwysiadu y Station yma yn Llanbedr? Mae sawl archwiliad wedi ei gynnal hyd yma.</p> <p>I understand that Talwrn Bach Station will be upgraded in the spring, what exactly will these improvements be?  When will the New trains be in operation?</p> <p>Is there any feedback about the work of the volunteers who have adopted the Station here in Llanbedr? Several inspections have been carried out so far.</p>	
<b>Cwestiwn i NETWORK RAIL/ Question for NETWORK RAIL</b>	
<p>Mae'r wefan yn dal I hysbysebu bod cyswllt bws ar gael yn lle y tren hyd at 12 Tachwedd. Er bod y trenau yn rhedeg tan y dyddiad yma. Yn anodd I bobl drefnu teithiau ar y tren fel hyn.</p> <p>The website is still advertising that a bus link is available instead of the train until 12 November. Although the trains run until this date. Difficult for people to organize journeys on the train like this.</p>	
<b>Cwestiwn i'r PWYLLGOR / Question for COMMITTEE</b>	
<b>Cwestiwn i UNED CLUDIANT CYNGOR GWYNEDD / Question for TRANSPORT UNIT CYNGOR GWYNEDD</b>	
<b>Oddiwrth / From: Cyngor Cymuned Llanbedr Community Council</b>	
<b>Clerc:Clerk: Morfudd</b>	
<b>I'w dychwelyd at / To be returned to:</b>	<p>Lowri Haf Evans  Gwasanaethau Democratiaeth / Democratic Services  Cyngor Gwynedd / Gwynedd Council  Stryd y Jel, Caernarfon  Gwynedd  LL55 1SH  01286 679 878  <a href="mailto:lowrihafevans@gwynedd.llyw.cymru">lowrihafevans@gwynedd.llyw.cymru</a></p>
<b>Erbyn / By:</b>	<b>08-11-2022</b>



**CYNHADLEDD RHEILFFORDD ARFORDIR Y CAMBRIAN 18-11-2022**  
**CAMBRIAN COAST RAILWAY CONFERENCE 18-11-2022**

**Cwestiwn i TRAFNIDIAETH CYMRU / Question for TRANSPORT FOR WALES**

**Why weren't the Rail Replacement Coach service timetables posted on the stations during the Barmouth Viaduct closure and will this be rectified when the viaduct is closed again in 1 weeks time?**

**Cwestiwn i NETWORK RAIL/ Question for NETWORK RAIL**

- 1. Can Network Rail inform the meeting when the new type of miniature warning lights will be installed on Wayne's footpath crossing north of Barmouth. Crossing light have been installed on 2 crossing 1 mile further north, but Wayne's crossing carry more pedestrians that both the other crossings put together 365 days a year being the only footpath crossing from the main housing estate (Heol y Llan area) to the Town center and Doctors surgery, older residents living in sheltered accommodation on the east side of the crossing need to use the crossing to and from the promenade and beach.**
- 2. Residents are concerned at the state of the rail embankment north of the Barmouth railway tunnel were trees and bushes seem to be growing in a wild state on both sides of the track. Do Network Rail carry out regular maintenance in this area?.**

**Cwestiwn i'r PWYLLGOR / Question for COMMITTEE**

**Cwestiwn i UNED CLUDIANT CYNGOR GWYNEDD / Question for TRANSPORT UNIT CYNGOR GWYNEDD**

**Has Cyngor Gwynedd received any assurance of improvements yet about the number of seats and the provision of only one toilet on the 2 new coach trains being introduced shortly? The new trains have 14 less seats and with only one toilet provided doesn't give much confidence to passengers on a four and three quarter hour journey Pwllheli to Birmingham International**

**Oddiwrth / From: Cyng Trevor Roberts (Barmouth)**

**Clerc:Clerk**

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**I'w dychwelyd at / Lowri Haf Evans**

<b>To be returned to:</b>	Gwasanaethau Democratiaeth / Democratic Services Cyngor Gwynedd / Gwynedd Council Stryd y Jel, Caernarfon Gwynedd LL55 1SH 01286 679 878 <a href="mailto:lowrihafevans@gwynedd.llyw.cymru">lowrihafevans@gwynedd.llyw.cymru</a>
<b>Erbyn / By:</b>	<b>08-11-2022</b>