

Cynulliad Cenedlaethol Cymru / National Assembly for Wales

Pwyllgor yr Economi, Seilwaith a Sgiliau/ Economy, Infrastructure and Skills Committee

Masnachfrait Rheilffyrdd a chyflwyno Metro / Rail Franchise and the Metro

Ymateb gan gydbwyllgorau sy'n cynrychioli Gorsafoedd Magwyr, Cyffordd Twannel Hafren, Cil-y-coed, Cas-gwent a Lydney / Evidence from Joint committee representing Magor, Severn Tunnel Junction, Caldicot, Chepstow and Lydney Stations

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## **Introduction and aims**

- On 3<sup>rd</sup> February a meeting was held to consider the future of the Wales & Border Rail Franchise, Cardiff Metro and public transport in a geographic area covering:
  - South East Monmouthshire, taking in the towns of Magor, Caldicot and Chepstow, and
  - Lydney and the Forest of Dean area of Gloucestershire
  
- Those present included Westminster politicians or their representatives, a member of the National Assembly of Wales, local authority representatives from South West Gloucestershire (including the Forest of Dean) and Monmouthshire. Also present were academics and others representing National and local rail interests.
  
- The intention of the meeting was to gather information that would help in the formulation of a presentation to:
  - The Welsh Government
  - Transport for Wales
  - The bidders for the Wales & Borders rail franchise
  - The Cardiff Metro planners
  
- We aim to help ensure that local public transport grows in use, that it is effective, meets the needs of the communities it serves, and that the benefits to providers are maximised.
  
- All that follows in this document aims to provide comprehensive and accurate information. It's constructed to provide facts and figures useful in helping to decide what public transport is necessary for the area

## Minimum Criteria Sought

- **Local Economy & infrastructure** – The new rail franchise, along with all future passenger and freight transport providers, must not only meet the needs of the General Public, but also those of Business, Commerce, Health, Education and Leisure (including sport). Their delivery should also reflect the socio-economic and logistical requirements of the area.
- **Frequency of rail and bus passenger service** – Customers expect to see, at a minimum, a half hourly service on all passenger routes between the hours of 5am and 11pm (weekdays and Saturdays) and 7am and 10pm (Sundays).
- **Capacity** – All time-tabled services should be able to accommodate 100% of passengers even at the most intense of peak-times. We recognise that standing may be necessary on occasions but no passengers should ever be left at a station or bus stop due to capacity being reached
- **Reliability** – Services should never be cancelled due to lack of rolling stock, vehicle or staff unavailability.
- **Rolling Stock and Buses** – Should be consistent with the international expectations of a passenger transport system in a leading world economy. This must include an adequate number of train units and buses to meet current and future requirements, trained and skilled maintenance of those units, classes of rail unit that can be operated as a single walk-through train, and good communication systems on and off the transport units.
- **Infrastructure, such as stations and car parks** – like train units these must be consistent with international expectations including provision of adequate passenger shelter; good and clear signage, up-to-date electronic timetables displaying departure times; access for the disabled; ticket availability at the point of delivery; high standard of cleanliness; clean public toilets; and good security and safety systems including sufficient lighting and CCTV.
- **Passenger facilities** – In addition to the above full consideration needs to given to the need for cycle storage at stations and on trains and buses, the movement of luggage and its stowage both on trains, buses and at major stations; disabled passengers and their ease of movement and safety along with prams and buggies; the need for refreshments at interchange and other major stations; and Power/Wifi
- **Management** – Structured to provide well trained staff, adequate forward planning and control of finances consistent with progressive ideology. Management should also enable good communication strategies (including information and publicity) to both staff, franchised ticket providers and the general public consistent with maintaining an efficient and progressive transport system.

- **Pricing** – Customers expect a simpler and more equitable fare regime for journeys - the ticket price per mile should never vary by more than 20% between ‘routes’ for the same type of ticket and the same periods of the day.
- **Integration** – Passengers expect there to be good inter-working between train operators so that journeys that rely on connections are successful. [A measure for this needs to be defined]
  - Customers not only expect good rail and bus services within Wales, but emphasis should also be placed on rail and bus services into Wales to encourage inward business investment and skills. Ensuring the Welsh economy’s transport needs are met must be a core requirement of the new rail franchise.
- **Growth and future-proofing** – Customers expect to see the company proactively:
  - Gauging demand and acting accordingly. Evidence of such monitoring should be published and what action is being taken to accommodate growth and to mitigate potential service failures well communicated (e.g. earlier than originally planned replacement of rolling stock, pressing for modified or new stations)
  - Influencing the Metro plans for the future benefit of customers (and the environment), i.e. developing the ‘integration’ theme to all forms of public transport
- **New stations**- Support the development of new stations in line with needs of communities and local authorities strategic transport plans, i.e. Magor & Undy Walkway Station.
- **Service Disruptions: planned and unplanned**-ensure such events are managed effectively, working in co-operation with other train operating companies where possible, and with lessons learned from past successes and failures, such as the recent six week closure of the Severn Tunnel.
- **Public consultation** – In the interest of meeting the needs of the public we will encourage ‘User Group’ participation in the operation of all public transport, and the use of Market Research to determine customer needs and operational failings.

## **Key Benefits to the Franchisee, Transport for Wales and Welsh Government**

### **Aims –**

1. To have the Wales and Borders franchise recognised as the best Train Operating Company in the United Kingdom. (Pride in our public transport is to be encouraged)
2. To have shared goals with local interest groups, public and private, in the interest of Public Transport efficiency, effectiveness and value for money.

### **Uniqueness –**

To move from the current service levels where the current disparity - when compared with other routes from Cardiff – includes:

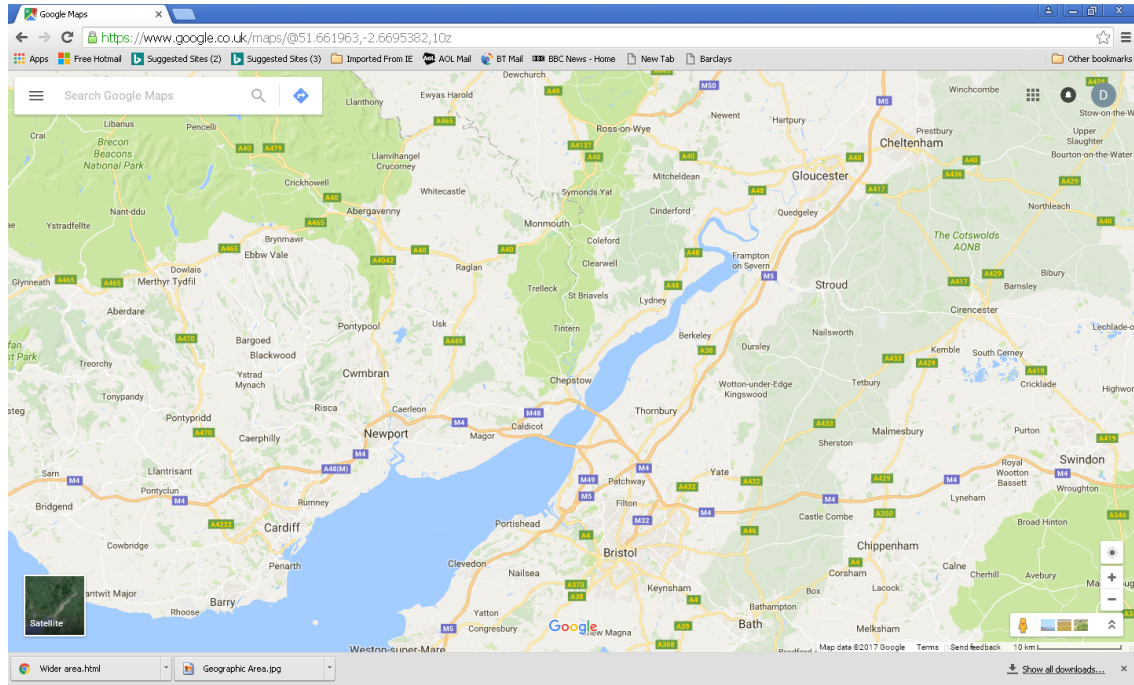
- Continuing growth of passengers (above UK average)
- Timetable delivery and journey times,
- Fare pricing,
- Access and interchange with public and private transport, including safe walking and cycling
- Local reporting (as with current ‘Adopt a station.’)
- Support the development of new stations in line with the needs of communities and given local authorities strategic transport plans EG. Magor & Undy Walkway Station.
- Service Disruption, planned and unplanned, can be managed better with local user input. For example the recent six week closure of Severn Tunnel..

### **What’s in it for you –**

Become known as deliverers of ‘best practice.’ This can be achieved by working closely with local Passenger Groups and local authorities, thereby ensuring you meet local passenger needs, and efficiencies in your own operation.

## Profile of the geographic area

The area being discussed covers the towns of Magor, Caldicot, Chepstow and Lydney including the station at Severn Tunnel Junction.



### **Profile for Forest of Dean**

Population: 68,100 (Estimate at 2015) [District Council area is approx. 82,000]

Age profile: 26.6% are age 65+

Unemployment: 2.9% (England – 5.6%)

Socio-Economic: 23.3% of employed adults earn less than £20,000pa

Education: 3.9% have no qualification (England – 0.1%)

Source: Sport England 2015

### **Lydney**

Population of:

- 8,776 at official census on 27.03.2011
- 9,035 at 8.11.2016 (Source: Oxford Consultants for Social Inclusion (OCSI))

Profile:

- 19% of Children living in Poverty (Compatible with English National average)
- Lower crime rate than across England
- Higher than average (England) long-term illness among residents (20% v 18%)
- 27% of residents have no qualifications (22% across England)
- Car ownership is higher (81%) than across England (74%)

(Source: OCSI)

- “There is a high level of commuting out from Lydney, with people working in areas such as Gloucester, Chepstow and Bristol.” (Source: Lydney Development Plan 2015)

- Gateway to tourism with facilities planned for Lydney Docks see: <http://www.fdean.gov.uk/media/1965/lydney-cct-economic-plan-2016-v2.pdf>; also Dean Forest Railway with access to the Forest of Dean, etc.

Transport – Planning Ahead (as stated in the ‘Forest of Dean Council’s Core Strategy Policy’ )

- In the next 13 years Lydney will increase by 1,900 homes
- The Forest of Dean Council’s Transport aims include the creation of a link between the centre of Town and the bypass, thus improving the link to the station.
- Pedestrian & Cycle access – Provide improved pedestrian & cycle access between key areas such as residential areas, shops, schools & railway station.
- Rail Services: Increase the number of trains stopping at Lydney along with upgraded parking, passenger waiting facilities and ticket purchasing. Provide better access for pedestrians to the west-bound platform.
- Bus Services – Increase bus services to railway station; integrate times to coincide with arrival/departure of train services and improving the bus terminus. (Note:

**Profile for South East Monmouthshire:**

House Ownership:	39.9% (Wales – 35.4%)
Age profile:	28.4% over age 60 (Wales – 25.0%), Mean average age: 40.6%
Benefits claimants:	12% on all benefits, 2.2% on Jobseekers (Wales – 17.4% on all benefits, 3.6% on Jobseekers)
Socio-economic groups:	56.8% - ABC1 (Wales – 47.2%), 21.7% - DE (Wales – 29.7%)
Education:	20.7% have no qualifications (Wales - 25.9%)

Sources: Office for National Statistics & Department for Work & Pensions.

**Chepstow**

Population of: 12,350 at official census on 27.03.2011

Chepstow Urban area had a population of 16, 254 in June 2015 (Source: [www.CityPopulation.DE](http://www.CityPopulation.DE))

Key issues:

Housing:

- Currently have applications for over 900 new homes yet are failing to meet the quotas imposed by Welsh Government.
- Additional housing (approx 110 homes) is planned in the Sedbury/Tutshill are of Gloucestershire (an NP26 (Chepstow) postcode),
- The MOD has recently announced the closure of Beachley Barracks (1<sup>st</sup> Rifles Regiment) and a question mark hangs over the future of this area

#### Roads:

- A48 Trunk road through Chepstow suffers from among the worst for air quality in Europe, due mainly to vehicle emissions.
- In addition, A48 vehicle congestion is seriously bad from both ends of the route through Chepstow and into Gloucestershire at Tutshill. The alternative will be to construct a new by-pass which Welsh Government are reluctant to fund. Lowering of the Severn Crossing tolls may add to the problem.
- There is inadequate Car Parking in the Town and at the station.

#### Key Industries:

##### Tourism:

- Wye Valley & Forest of Dean & leisure facilities
- Chepstow Races
- Events at Chepstow Races (eg. Tom Jones concert)
- Chepstow Walking Festival
- Chepstow Castle and walled Roman Town .
- Warehousing and other service industries.

##### Other:

- A large proportion of the population commute to Bristol and Cardiff partly due to good motorway connections
- A Bus Station is located at the top of the town, about eight to ten minutes walk from the station.
  - On Horse Racing Days at Chepstow Racecourse, there is a bus from the station to the course.
  - National Express operate a two hourly coach to Heathrow and Gatwick, and to London (Victoria)
  - Local buses service Chepstow Hospital, and outlying suburbs including the Army Base at Bulwark.
  - There are also regular buses to Cribbs Causeway (Bristol's main out-of-town Shopping Mall) and Bristol Bus Station; to Newport via the A48 villages; to Newport via Caldicot; and an Express bus to Newport via M48)

## **Caldicot**

Population of: 11,200 at official census on 27.03.2011. (Includes Portskewett)

Nearby villages of Rogiet – 1, 813 and Caerwent – 1,201 at official census on 27.03.2011  
Since the census a new housing development in Caerwent is estimated to have raised that village's population to approximately 1,500 (Source: [www.citypopulation.de](http://www.citypopulation.de))

#### Industry

- Tourism with Caldicot Castle and nearby Black Rock and Dewstow Gardens
- Light engineering and warehousing

#### Deprivation:

- Two Council Wards on the outer side of Caldicot have a high number of Benefits Claimants than most in Wales, these are West End and Dewstow Wards.
- Town Centre has a lot of empty shops: this area is being considered for re-development



- Housing list has more than 700 applications (Source: Monmouthshire Housing)

Housing:

- Over 1,000 houses are planned, mainly in the villages of Caldicot, Portskewett, Sudbrook, Rogiet and Caerwent
  - The largest development will be on the site of the former Paper Mill in Sudbrook,
  - The second largest is on the outskirts of Portskewett
- (Source: Development Plan 2014)

Medical:

- The Gray Hill Surgery (including its satellite in Magor) is the third largest practice in Wales with 20,000 registered patients

Bus Service:

- Poor bus service. Bus to Newport City Centre can take nearly 90 minutes. Students wanting to get to Nash College (College for FTE) leave centre of Caldicot at 07:30 to arrive at 08.31am. No direct bus to Bristol or Cardiff.
- Bus to Spytty Retail Park, Newport, has three hour gaps.
- Limited bus service to local villages of Caerwent and Sudbrook.
- Alternative bus service provided by the Grass Routes Service (Dial and Ride)

## Magor with Undy

Population of Magor with Undy – 6,140 at official census on 27.03.2011

Housing:

- 631 homes are planned for Undy and Magor, 200 on the Rockfield Farm Estate in Undy (Source: Development Plan 2014)

M4 Motorway:

- Current plans to build the M4 around Newport are quite controversial in this community. Under the plan a new on/off ramp and motorway services area are planned for the eastern side of Undy (about a mile and a half from Severn Tunnel Junction Station.)

Education:

- There is no higher education available in the community

Bus Service

Similar to Caldicot, with no connections to local villages.  
Weekday 07:55 bus to Newport takes an hour

**NB** Over next ten years a new village at **Llanwern** is expected to be built and house around 10,000; this is likely to impact on the village of Magor, especially if Magor Walkway Station goes ahead

## Rail use

### ORR Station stats for 2015/16 compared with ten years ago

(Expressed to the nearest 100)

#### Entries and Exits

Station	2005/06	2015/16	Growth (Decline) %
Caldicot	60.3	96.9	60.7
Chepstow	120.5	246.7	104.7
Lydney	77.0	185.2	140.5
Severn Tunnel Junction	119.7	249.2	108.1
Newport (Gwent)	1,906.0	2,560.9	34.4

#### Interchange

Station	2005/06	2015/16	Growth (Decline) %
Severn Tunnel Junction	9.0	40.1	345.5
Newport (Gwent)	413.1	590.2	42.8

Source: ORR Passenger Rail Usage

### Key Timetable gaps of more than one hour\*

(Monday to Friday, ATW and CrossCountry Rail)

#### Heading north (toward Cheltenham Spa)

Severn Tunnel Junction	Caldicot	Chepstow	Lydney
07.38 & 09.37	07.40 & 09.39	07.49 & 9.18	08.25 & 09.57
10.38 & 12.39	10.40 & 12.42	10.49 & 12.18	10.58 & 11.25
13.37 & 15.37	13.40 & 15.41	13.49 & 15.18	11.25 & 13.00
18.35 & 20.15	18.37 & 20.18	20.26 & 21.49	14.25 & 15.59
20.15 & 21.38	20.18 & 21.40	21.49 & 00.10	18.55 & 20.35
21.38 & 23.58	21.40 & 00.01		20.35 & 21.58
			21.58 & 00.19

\* Allowing for a few minutes difference

Note: CrossCountry Trains' additional stops at Chepstow and Lydney have helped reduce some gaps in service.

#### Heading South (toward Cardiff)

Severn Tunnel Junction	Caldicot	Chepstow	Lydney

Junction*			
	09.35 & 11.35	09.51 & 11.27	09.17 & 10.44
	12.36 & 14.35	12.51 & 14.27	12.18 & 13.44
	15.35 & 17.35	20.27 & 21.49	15.07 & 16.44
	20.35 & 21.58	21.49 & 23.42	20.17 & 21.40
	21.58 & 23.51		21.40 & 23.33

\* Also has GWR service to Cardiff so not included

Early morning peak services at Lydney, Chepstow and Caldicot rely on Cross Country Trains. For instance, there is no ATW service, Monday to Friday at Chepstow between 06.19 and 08.27 yet there are Cross Country trains at 06.42 and 07.29

Saturday services are not dissimilar to the above

**Sunday services** (actual) toward Cheltenham Spa

Severn Tunnel Junction*	Caldicot	Chepstow	Lydney
	11.03	11.12	11.21
	12.58	13.07	13.16
	15.00	15.09	15.18
	17.00	17.09	17.18
	18.59	19.08	19.17
	20.59	21.08	21.17
	22.59	23.08	23.17

\* Also has GWR service to Cardiff so not included

**Sunday services** (actual) toward Cardiff

Severn Tunnel Junction*	Caldicot	Chepstow	Lydney
	11.25	11.17	11.07
	13.09	13.01	12.51
	15.10	15.02	14.52
	17.13	17.07	16.56
	19.25	17.17	19.07
	21.10	21.02	20.52
	23.09	23.02	22.52

\* Also has GWR service to Cardiff so not included

## Interchanging to/from Bristol & Bath from Caldicot, Lydney and Chepstow

Interchange at Severn Tunnel Junction

For those wishing to commute from Lydney, Chepstow and Caldicot to Bristol there is currently a poor connection at both Severn Tunnel Junction, particularly in the evenings.

The following table sets out to describe the interchange timings in the late afternoon/early evening peaks.

If the Cross Country Trains departures from Newport at 17.00 and 18.00, could start a little later and stop at both Severn Tunnel Junction (STJ), Chepstow and Lydney, the situation would be much improved. Currently the Newport arrival time from Bristol and CCT departure times from Newport are near impossible for interchange purposes.

Travellers to Caldicot have the option of the Grass Routes Bus from Severn Tunnel Junction to their homes

The alternative rail arrangement would be a half-hour Wales and Border franchised service every half hour at peak times, and ideally reducing the interchange wait at STJ to a maximum of fifteen minutes.

Bristol Temple Meads (BTM) to Chepstow & Lydney

BTM Departure	16.25	16.54	17.21	17.54
STJ Arrival	16.48	17.15	17.46	18.14
STJ Depart toward Cheltenham Spa		17.38	-	18.35
Caldicot		17.41	-	18.37
Chepstow		17.50	<b>18.18</b>	18.46
Lydney		17.59	-	18.55
Newport arrival from BTM	17.02	17.27	<b>17.58</b>	18.25
Newport departure to Cheltenham Spa	<b>17.00 or 17.28</b>	<b>17.28</b>	<b>18.00</b>	<b>18.24</b>
Possible connections (if they all stopped!)	(17.00 – CCT) 17.28 - ATW	17.28 - ATW	(18.00 – CCT)	18.24 - ATW

CCT – Cross Country Trains      ATW – Arriva Trains Wales

The introduction by GWR of new trains, and perhaps services as a result of the electrification of the line from London to Cardiff, may present new opportunities. We continue to work with GWR in the prospect of London bound trains stopping at Severn Tunnel Junction.

## Other points:

- The Cardiff to Cheltenham line produced the highest user growth of any Welsh line emanating from Cardiff:

Station	No. Timetabled Trains /Day (Weekdays)	% Growth in Passenger use	Cost of Anytime Day Return to Cardiff
Chepstow	24	131.3	£12.40
Merthyr Tydfil	59	39.0	£7.70
Aberdare	57	31.3	£7.70
Treherbert	61	13.0	£7.70
Rhymney	36	39.7	£7.70
Maesteg	32	49.6	£7.70
Ebbw Vale Parkway	34	N/A	£7.70

As produced by RailFuture Cymru in September 2014

It should also be noted that any Welsh Bus pass can be used on the Valley network, including Maesteg and Ebbw Vale, and giving a third discount off rail fares. There is also the 60 + discount Valley's Card which gives 50% off 'Seniors' and a Valley's Student Railcard which gives 26% off all-day fares, and 10% off Season Tickets for students!

## How do Passengers get to the stations?

Basis: STAG/BT4C Research carried out in 2010

	Station Car (Park)	Kiss & Drop	Cycle	Bus or Taxi	Walk
Caldicot	7%	16%	10%	1%	62%
Chepstow	24%	18%	4%	2%	52%
Severn Tunnel Junction	37%	28%	5%	1%	19%
Lydney	44%	20%	8%	3%	22%

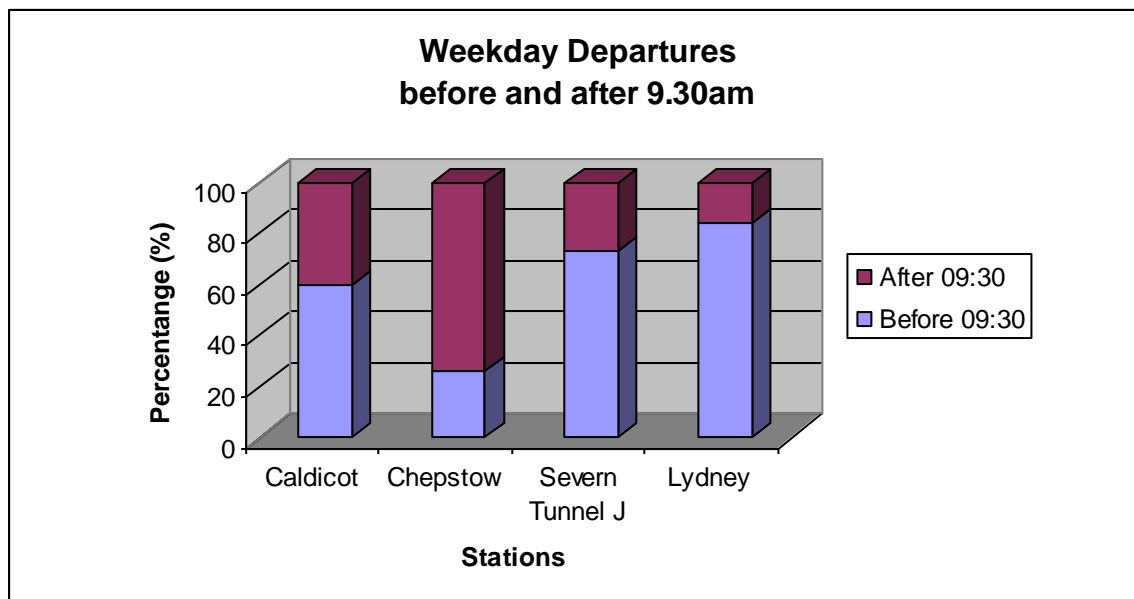
## Where do local rail users go?

Basis: STAG/BT4C Research carried out in 2010

Caldicot	34% - Cardiff 33% - Newport 15% - Chepstow & 6% - Bristol stations
Chepstow	39% - Cardiff 14% - Newport 8% - Gloucester, 7% - Lydney 6% - Cheltenham & 5% - London
Severn Tunnel Junction	61% - Bristol 24% - Cardiff 4% each to Bath and Newport
Lydney	35% - Gloucester 20% - Cheltenham 19% - Cardiff & 10% - Chepstow

## Percentage of Station Departures before/after 9.30am

Basis: STAG/BT4C Research carried out in 2010



- There is evidence from local Estate Agents that eighty per cent of homes being bought in South Monmouthshire are coming from the Bristol area (see: <http://www.bbc.co.uk/news/uk-wales-south-east-wales-38466651>) This may in part be due to the Severn Crossing Toll reductions due in 2018. We believe this will lead to more demand for rail travel to Bristol
- Bristol has the highest economic growth and, along with Aberdeen has the highest growth in productivity, of any city outside of London. This growth could be good for SE Wales were we to attract business across the border. To do this good rail connections are vital. (Source: Office for National Statistics)
- Cardiff, often the second most popular destination from the stations on this route, is among the fastest growing cities in the UK. The City Outlook 2015 report shows that Cardiff is in the top 10 of 64 cities for population growth and new homes. Cardiff is one of only two cities outside the south of England to feature in the top 10 for population growth
- Peak time trains into both Bristol and Cardiff are suffering from overcrowding, which continues to worsen as train use increases.
- Inadequate number of carriages when key events are taking place such as Rugby Internationals in Cardiff and Gloucester; Concerts and International Soccer in Cardiff.

## Station-by-station features and benefits

### Lydney Station

- Current station car park has 169 spaces, four of which are disabled, plus a Taxi Rank. There is no charge.
- Ticket machine is often broken and doesn't accept cash payments. The ticket machine is also some way from the Cardiff bound platform.
- Waiting rooms are old (brick built) and smelly (often being used as urinals). Some passengers feel insecure waiting inside them.
- CCTV security present at the station
- Access to Cardiff bound trains is over an automatic level crossing which often closes sooner than regular passengers expect. This raises security issues as some passengers have been known to 'jump the barrier.' Some have asked for the tunnel that goes under the line to be fully restored to public use.
- Footpath access to Dean Forest Railway (DFR) station (plans exist to extend DFR to Cinderford)
- Lack of a public phone on the station premise
- No cycle storage facilities
- No bus service to the station, however 'Dial-a-Ride' is available

**Market Research** was carried out at Lydney Station on Wednesday 15 September, 2010. The questionnaires were handed out between 6.00am and 9.00pm. Of the 500 passengers who joined and/or left trains at Lydney that day there were 166 responses. The research was carried out by Rail Lobbyists from Lydney, Chepstow and Severn Tunnel Junction. Further details are available on request.

The summary of results:

- All the people using Lydney station lived either in the Forest of Dean or South West Gloucestershire, with 38 percent coming from Lydney itself
- 49% of rail travellers from this station are using it daily and 69% more than once a week
- Gloucester (35%), Cheltenham (20%). Cardiff (19%), and Chepstow (10%) were the most popular destinations
- Twenty two percent of all Lydney passengers had to make a connection before reaching their destination. Cheltenham, Newport, Gloucester and Severn Tunnel were the most popular places for changing trains.
- Forty four percent of users parked their car at the station (or nearby). Walking (22%) was the next most popular means of travelling to the station.
- The lack of station car parking was the single biggest issue raised about the station (28% of those who commented (44 persons)). The next biggest issue was the lack of shelter and seating on both platforms.
- When asked to comment about the trains sixty four percent mentioned the lack of a regular hourly service. Trains from Gloucester to Lydney at around 16.00hrs, from Lydney to Gloucester between 07.58 and 09.57, and from Cardiff to Lydney either between 16.05 and 17.12, or between 17.12 and 18.12. This last request was more to do with overcrowding than anything else!
- By far the biggest issue outside of the station and trains is the lack of bus service: some even mentioned that there were a thousand people working on the Industrial Estate to which there is no public transport.

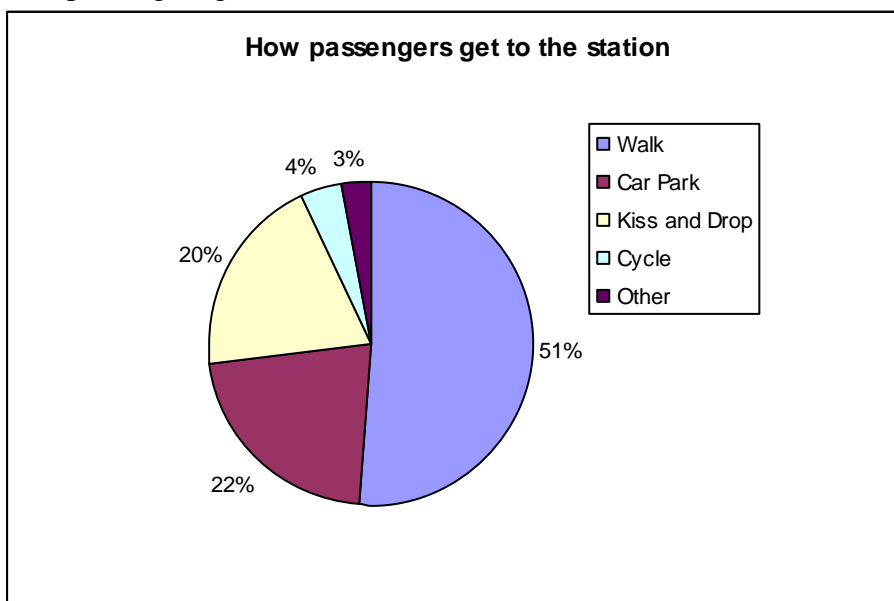
## Chepstow Station

- Current Station Car Park (County Council owned) only takes around 55 cars and is full by 08.30. Many using it work in the town, and use it because unlike some alternative Town Centre parking, it's currently free! From March it will only be free to rail users.
- Station forecourt allows for short-term parking for about twelve cars: but this is badly managed. In addition there is a bus bay and a small taxi rank.
- Station is about 10 to 15 minutes from the Bus Station, although a couple of buses do pick up or start here, or nearby at the Tesco Store. During (Horse) Racing Days a special bus is used to take race-goers
- Ticket Office operates six days a week. Open weekdays from 6.00am to 4.00pm and to 7.00pm on Fridays. Saturday opening is from 6.00am to 1.30pm
- There is no 'Access for All' passenger bridge: passengers needing to access the down platform to Cardiff would need to travel to Lydney for boarding trains to Cardiff, or to Caldicot for alighting the train.
- No cycle storage facilities
- Refreshments available in the Station Café from early morning until about 4.00pm
- No toilet facilities
- Passenger shelter on the down platform to Cardiff is inadequate, on wet days passengers use the footbridge for shelter
- Land next to the station, is expected to be used for building approx. 350 homes. Local rail lobbyists expect consideration be given for station parking for 200 cars on this site.

**Market Research** was carried out at Chepstow Station on Monday 5 July, 2010, between 10.00am and 4.00pm. Questionnaires were handed out and completed by 97 respondents. The research was carried out by Better Trains for Chepstow. Further details are available on request.

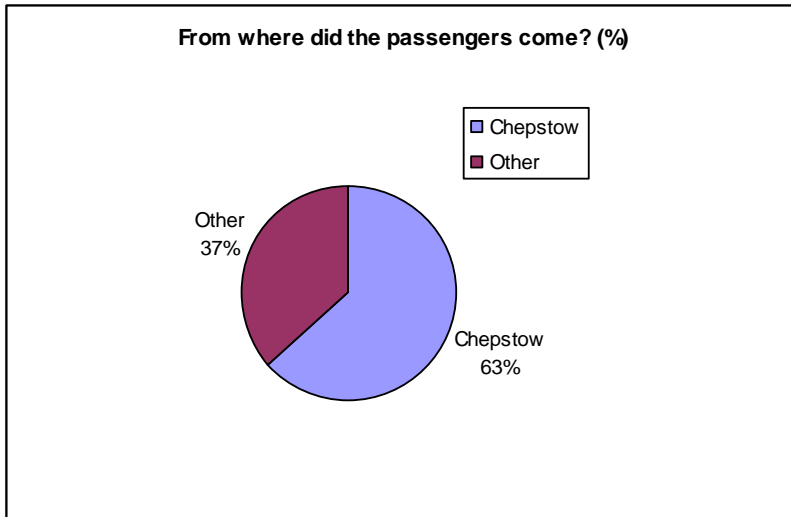
The key results were as follows:

How passengers got to the station:



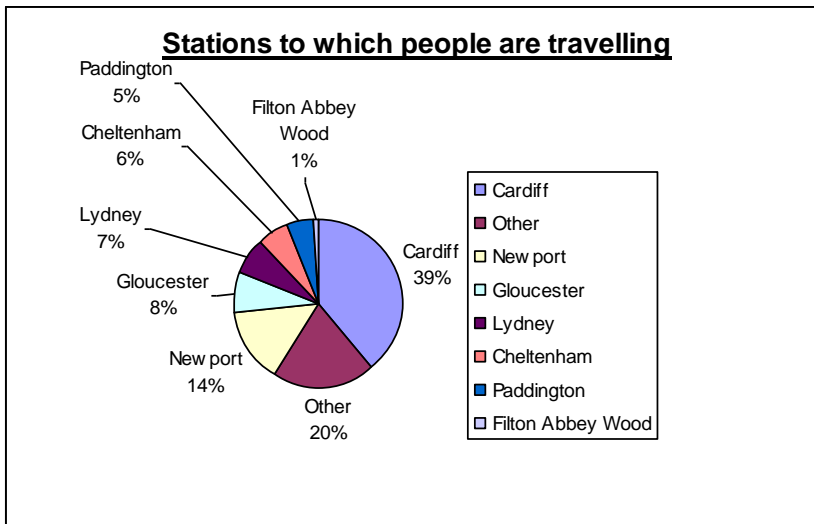


## Where do passengers live?



NB. The 'Other' was mainly nearby villages or places in the Wye Valley

## Stations to which respondents are travelling



## Caldicot Station

- About fifteen minutes walk from the Town Centre
- No Station Car Park, and limited parking on near-by streets. Kiss-and-drop is also not easy.
- Infrequent Bus service to/from bus stop nearest the station
- No ticket office or ticket machine.
- There is access through a tunnel and ramps onto the platform for disabled access.
- No toilet facilities
- No cycle storage
- No phone box at the station
- Passenger shelters are small and not adequate on the down platform to Cardiff during peak times.
- Land near the station, is expected to be used for building approx. 350 homes (Garth Allen Drive). Local rail lobbyists expect consideration be given for station parking on this site.
- Badly maintained ash path link to Severn Tunnel Station (approx one mile distant). Section 106 monies could be used to improve this, however path goes through Network Rail land.

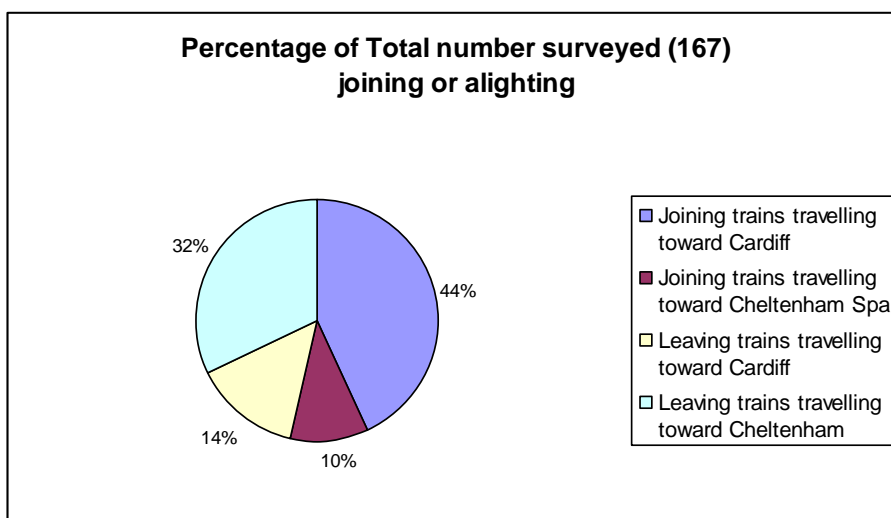
## Market Research

The following information results from **Market Research** carried out at Caldicot Station on Tuesday 2 November, 2010. The questionnaires were handed out between 06.10 and 11.45hrs, and between 15.15 and 19.00hrs.

During the course of the day we interviewed 81 passengers and saw 167 either join and/or leave the train. The research was carried out by STAG (The Severn Tunnel Action Group). Further details are available on request.

The summary of results were:

- Most local people using Caldicot Halt live within a mile and a half of the station
- Over eighty percent of rail travellers from this station are using it more than once a week
- Cardiff, Newport and Chepstow are the three most popular destinations
- Most regular travellers either walk to the station, or are dropped off in a car.



- The lack of Car Parking in the area is an issue particularly among:
- The travellers themselves who either use cars to reach the station, or those who would prefer to use cars,
- Residents in nearby streets and
- The management of the Severn View Club. They have recently prevented commuters and others from using its car park during the day.
- A combination of the cost of parking at Severn Tunnel Junction (a mile away), and the lack of parking space there, is reputed to have resulted in more people parking on the local streets around Caldicot Halt station.
- Lack of cycle storage at the station could act as a deterrent to otherwise “would be” cyclists. All those using cycles to get to the station are taking them onward by train.
- Most regular rail travellers travelling to the station by train are commuters working in the Castle Gate Business Park, Portskewett. These travel onward by bike or on foot.
- Lack of an hourly service, particularly at peak times, is frustrating to regular passengers; and a better Sunday Service with trains toward Cardiff at around 9.00am, are eagerly sought by those who work on Sundays or want a day out.
- Signage /information at and around the station need improving.
- No phone box at the station

### **Severn Tunnel Junction Station**

- Lies to the south of the Village of Rogiet
- Over past five years has enjoyed infrastructure improvements on the track, and with signalling. Other improvements include:
  - New platform
  - New ramped ‘Access for All’ footbridge
  - New Passenger shelters
  - New Ticket Office
  - New Cycle storage facility
  - Car park surfaced and lined
  - Additional lighting and CCTV cameras
  - Additional Car Parking provided by Welsh Government and GWR funding on adjacent Sports Field site (see note below). County Council additionally made land on the nearby Countryside Park, to the south of the line, available for parking
  - Bus service to the station (now terminated)
  - A dedicated Grass Routes service for commuters
  - Improved signage
  - Additional information boards
  - Toilet (albeit with restricted opening)
- No ticket machine when ticket office is closed
- Ticket Office only opens from 06:30 to 10.30am, Monday to Friday
- Huge growth in interchange use off Cheltenham line
- Station use was affected by the Severn Tunnel closure last August. In January this year the drop was thought to be about 14%.
- Issues were identified in Market Research survey conducted last year (see below)

#### Note re parking

- Current parking at the Station:
  - 105 cars paying £3.50 a day, and
  - The adjacent sports field 74 cars currently parking without charge, but in late March this is due to be charged at £2.40 a day.
- Parking is currently limited due to the Station Road traffic bridge being rebuilt.
- Formerly over seventy cars are known to have parked to the south of the line accessing it via the road bridge.
- The County Council are currently working with Welsh Government and others to build a sizeable car park on their land currently dedicated for Countryside Park use, but which the Countryside Park Authority is prepared to relinquish)

#### Market Research

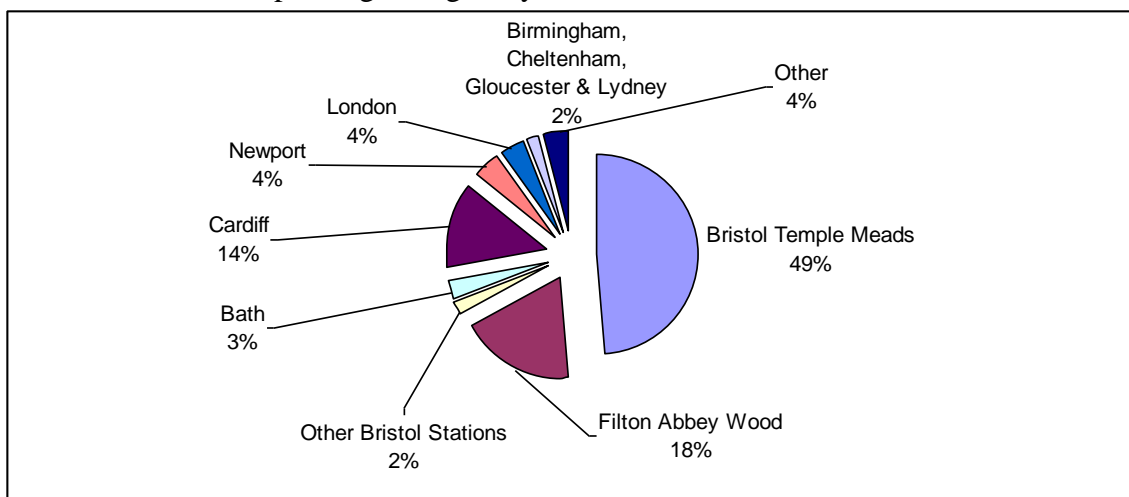
Market Research was conducted by Monmouthshire County Council, the Severn Tunnel Action Group and other supporters between 14 April and 26 May 2016.

The survey was conducted with the aid of The Survey Monkey, and with 197 written manually, and 229 completed on-line. A Footfall Study was additionally undertaken on differing weekdays during this period.

The responses led to the following main conclusions:

- Users come from a wide geographic area, with forty per cent of travellers residing outside the Magor, Undy, Rogiet and Caldicot area.
- From Monday to Friday the station is primarily used by commuters
- There are approximately 1,200 passenger movements (entries, exits and interchanges) a day (weekdays: Monday to Thursday)
- Station user growth continues at around eight per cent per annum. Twelve per cent of respondents started using the station within the past twelve months.
- Busiest time is from 6.50am to 8.00am during which period around 300 passengers catch trains
- Overcrowding of trains are the users biggest concern
- Lack of car parking spaces is suppressing use of the station, and is the second largest area of concern.
- Over 300 cars park in the various parking zones, or on residential streets. Most of these are parked by 8.00am
- Pedestrian safety is a major concern for those walking along the station entrance lane, and through the station car park. There is a call for a dedicated safe walking route. Vehicle safety in these areas is also a concern to motorists.
- Ticket Office opening hours and manning levels is subject of much detrimental comments. Clearly some passengers are unaware of their options for season ticket purchasing elsewhere, or on another day.
- Lack of passenger shelter on the platforms is a concern. Other services are seen to be lacking (toilet, catering, sufficient secure cycle storage, etc.).
- Interchange passengers living near stations on the Severn Tunnel Junction to Cheltenham line cite an inadequate train service, and poor connection times for those wishing to travel to Bristol or Bath. They also comment on the lack of a warm and secure waiting area.
- Rogiet residents voice concern about road safety, and use of residential streets for free parking.

To which stations do passengers regularly travel:



Fuller Market Research information available on request

### **Magor with Undy Walkway Station**

A new station is currently proposed, and which could serve a local community of over 10,000 persons. It could also serve some local businesses and hotels, including those on nearby business parks.

It is intended to site the station down-line platform near the underpass close to where Elm Avenue and the B4245 Main Road. The up-line platform to be staggered next to the proposed community centre on the ‘three field site.’ Here, it is felt, the proposed station could be easily accessed by foot or bicycle in less than 15 minutes.

Monmouthshire County Council would like to see the Magor & Undy Walkway Station and the proposed Community Centre (Hub) projects going forward as a joint initiative.

At this time Monmouthshire CC have agreed to fund phase one of Grip 3, to the sum of £35,443 from Section 106 money, as approved by cabinet.

Grip 3 Phase 1 should be completed by the end of February with phase 2 completed by the middle of April (assuming further funding is approved).

A meeting seeking funding towards the cost of the GRIP 3 study, was held in November 2016, with Welsh Assembly Government rail officials. A decision is still awaited. Depending on full funding being approved, all three GRIP 3 phases should be completed by July 2017.

The original aim was to open the new station on St David’s Day 2018, but has since been revised, in the bid to the ‘New Station Fund’, to 2020-21

## Appendix

### Wish list from Monmouthshire CC (Provided by Christian Schmidt)

- Integration between heavy rail, Cardiff Metro and local bus services – this is based on the premise that the new Wales & Borders franchisee will be partly responsible for developing Cardiff Metro
- Park+ride at key points (eg. Chepstow and Severn Tunnel Junction)
- High frequency of delivery
- An extendable Metro network allowing for population and industrial/commercial growth, and development of roads and communities. (There is an acceptance that elements of the Cardiff Metro will be for the local authority to provide)
- Integrated ticketing
- Development of new stations, including Magor Walkway Station
- At least 2 trains per hour between Cardiff and Abergavenny, at fixed intervals, calling at all stations, with Mon-Fri am arrivals before 07:00h and evening departures after 23:00h.
- At least 2 trains per hour between Cardiff and Chepstow, at fixed intervals, calling at all stations, with Mon-Fri am arrivals before 07:00h and evening departures after 23:00h. Services run by other operators within the 2 trains per hour is reasonable, however in such cases the franchise must include a requirement to run the services should they be withdrawn by the other operator.
- At least 2 trains per hour from Severn Tunnel Junction to Bristol Temple Meads, and an experimental service of at least 2 direct trains per day from Lydney and Chepstow to Bristol (outward 07:25, return 18: Bristol Temple Meads). While most South Wales to Bristol services are currently provided by GWR, we understand that the agreement with the DfT allows services to Bristol to be included in the Wales and Border franchise.
- Fares to be equalised across the franchise and based on a rate per mile. This to include Metro and other bus provision
- Sufficient rolling stock as to ensure no passenger should need to stand for more than twenty minutes, both at the start of the franchise and in fifteen years time
- Rolling stock to be of a standard conducive to that of a leading world power.
- Stations to be upgraded – e.g.:
  - Chepstow to have a DDA footbridge, toilets, waiting rooms with ticket office, access from south side, improved walking access, additional cycle parking, bus interchange, extended car parking),
  - Caldicot to have car parking, additional passenger shelters, ticket machine, more lighting and CCTV, improved communication systems,
  - Abergavenny (DDA footbridge, upgraded ticketing/waiting/toilet facilities, additional cycle parking, bus interchange, new car park), and
  - Severn Tunnel Junction (café/shop, toilets, waiting room, safer walking/cycling access, additional cycle parking, additional car parking)

## Gloucestershire CCs response to Welsh Government Infrastructure Inquiry

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01452 425695

13<sup>th</sup> January 2016

Dear Sir/Madam

### **National Assembly for Wales - Inquiry into the Priorities for the future of Welsh Rail Infrastructure**

I have been made aware of the above Inquiry. On behalf of Gloucestershire County Council (GCC) I have the following officer comments to make.

GCC's main interest is the Maesteg/Cardiff to Gloucester/Cheltenham service operated by Arriva Trains Wales (ATW) and Lydney station also operated by ATW. Lydney is the only main line railway station within the Forest of Dean and as such is an important component of the area's infrastructure providing sustainable transport options for residents and visitors alike. Lydney has an allocation of approximately 1900 houses along with additional employment land up to 2026 in their Adopted Core Strategy. Consequently, investment in local rail infrastructure is essential to enable sustainable growth and provide connectivity to the wider area.

I have confined my comments to the questions below and they reflect the County's position as a neighbouring 'border' authority.

### **High level priorities for the development of rail infrastructure to provide the capacity and connectivity necessary to support the social and economic well-being of Wales;**

#### Response

Electrification of the valley lines around Cardiff will improve capacity and connectivity across the city and wider area as well as improving links to other areas of Wales and England including Gloucestershire. The scheme will improve travel opportunities related to leisure and jobs both into and out of South Wales.

Development of the Cardiff Metro scheme will provide opportunities for developing services from Ebbw Vale/Newport to Chepstow/Lydney which would improve connectivity for residents and visitors of the Forest of Dean alike.

Signaling renewals/enhancements in the Newport and Cardiff areas will increase capacity on the network.

A significant improvement for passengers in the Forest of Dean would be the opportunity to travel from Lydney direct to Bristol and surrounding area via the Severn Tunnel. This specific issue is raised on a regular basis by local politicians and residents and would significantly enhance social and economic opportunities for people travelling from the FoD. New infrastructure in terms of track to allow the direct running of these services would be welcomed. It is acknowledged that this is outside of Wales but does fall within the current Network Rail Wales route.

### **How the development and exploitation of rail infrastructure in England affects Wales, and vice versa;**

#### Response

As I understand it the Welsh Route comes into Gloucestershire finishing just north of Lydney where it becomes part of the Western Route network. Consequently whatever happens in South East Wales at least will potentially have an impact on the Cardiff to Gloucester/Cheltenham services. A joined up approach appears to be in place as demonstrated by the various Route Studies being produced by Network Rail. Broadly speaking infrastructure improvements in both countries should offer improvements to each Country depending on where the improvements are taking place.

There is discussion in the Route Studies of running new services from Cardiff to the East Midlands and Yorkshire with the possibility of some of them running up the western side of the estuary via Gloucester due to capacity constraints through the Severn Tunnel. This is an example of how infrastructure improvements in both countries would be mutually beneficial by improving connectivity between areas not currently directly served by rail services thus opening up new markets. This is supported as it would also improve connectivity between South Wales and Gloucestershire via Lydney.

### **The impact on Wales of key planned developments in England including High Speed Rail, electrification, Northern Power House / Transport for the North, and wider devolution of responsibility for rail within England**

#### Response

In theory these developments should improve connectivity and journey times for people travelling to and from Wales particularly via Birmingham in the case of HS2. Similarly electrification schemes such as that along the Great Western Route will improve journey times and capacity between and London and South/West Wales and stations in between notably Bristol Parkway.

Presumably one of the impacts will be that of funding for Welsh schemes in terms of ensuring that Wales gets it's share of the available funds for key developments.

### **How Welsh Government can best engage with and influence infrastructure developments in England and the development of passenger and freight services using the network;**



## Response

The most obvious mechanism for achieving this is through the Network Rail Long Term Planning Process Route Studies. Clearly, the Wales Route Study is relevant but also the Western, West Midlands, West Coast and North of England Route Studies will have an impact on the Welsh network. Cross boundary analysis is an integral part of this process.

Clearly close cooperation between the Welsh Government and the DfT is crucial in ensuring that an integrated approach is taken to achieving optimal benefits to both England and Wales with regard to the provision of infrastructure developments to enable the delivery of additional passenger and freight services.

If you would like to discuss any of the officer level comments raised in this letter please do not hesitate to contact me. I look forward to being kept informed of future developments relating to this matter.

Yours faithfully

Rob Niblett  
Planning Officer

## Changes in the Arriva Trains Wales outer suburban services to Cardiff in 10 years since start of Franchise

..	Merthyr Tydfil	Aberdare	Treherbert	Rhymney	Maesteg	Ebbw Vale Parkway	Chepstow Cinderella Line
<b>Distance to Cardiff</b>	23¼ miles	23¼ miles	23 miles	23¼ miles	23½ miles	28¾ miles	29¼ miles
<b>Journey less 50 min</b>	<b>X</b>	<b>X</b>	<b>X</b>	<b>X</b>	<b>X</b>	<b>X</b>	✓
<b>Av. journey time</b>	1Hr 5m	1Hr 5m	1Hr 5m	1Hr 3m	54m	57m	39m
<b>Fare Single</b>	£5.50	£5.50	£5.50	£5.50	£5.50	£5.50	£9.30
<b>Anytime Day Return</b>	£7.70	£7.70	£7.70	£7.70	£7.70	£7.70	£12.40
<b>Annual Season</b>	£1052	£1052	£1052	£1052	£1052	£1052	£2176
<b>Change in No. of Trains</b>	<b>+27</b>	<b>+15</b>	<b>+6</b>	<b>+1</b>	<b>+5</b>	N/A	<b>-2</b>
<b>Trains per Weekday</b>	<b>59</b>	<b>57</b>	<b>61</b>	<b>36</b>	<b>32</b>	<b>34</b>	<b>24</b>
<b>No. arrive by 08:30</b>	<b>3</b>	<b>3</b>	<b>4</b>	<b>4 + 2*2</b>	<b>1</b>	<b>1</b>	<b>1 + 2*4</b>
<b>Last Return Service</b>	22:30	22:45	22:50	22:35	22:35*3	23:05	23:20
<b>Sunday Service</b>	✓	✓	✓	✓	<b>X</b>	✓	✓
<b>Hourly or better</b>	✓	✓	✓	✓	✓	✓	<b>X</b>
<b>Incl. Half Hourly</b>	✓	✓	✓	✓*1	<b>X</b>	<b>X</b>	<b>X</b>
<b>Incl. Quarter Hourly</b>	<b>X</b>	<b>X</b>	<b>X</b>	✓*2	<b>X</b>	<b>X</b>	<b>X</b>
<b>Line Description – From -To</b>	Merthyr to Quakers Yard	Aberdare to Penrhiwceiber	Treherbert to Terhafod	Rhymney to Heath H L	Maesteg to Wild Mill	Ebbw Vale Pky to Rogerstone	Lydney to Caldicot
<b>Line growth</b>	+39.04%	+31.27%	+12.96%	+39.73%	+49.63%	N/A	+131.31%.
<b>Inc in Electrification</b>	✓	✓	✓	✓	✓	✓	<b>X</b>
<b>Inc in Metro</b>	✓	✓	✓	✓	✓	✓	<b>X</b>

✓\*1 = Peak service    ✓\*2= From Bargoed    \*3= 21:10 Saturday    \*4= Includes the two trains a day from the Cross Country Franchise

Source: RailFuture Cymru (20.09.2014)