

REPORT NO 6 REPORT ON THE CAMBRIAN MAIN AND COASTAL LINES



CAMBRIAN LINES SURVEY RESULTS AND RECOMMENDATIONS

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





1. History and Introduction

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





2. Survey Method

2.1 Introduction

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

2.2 Focus Groups

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

2.3 Customer Satisfaction

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

2.4 Train loading surveys

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

2.6 Comparison

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

2.7 Rail results

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

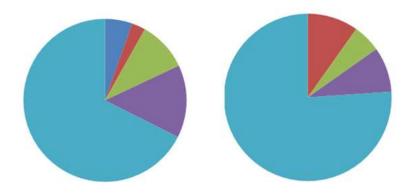


3. Overview of the survey results (Shrewsbury-Aberystwyth)

a) Passenger numbers

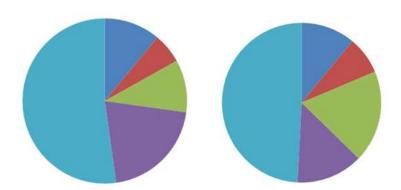
The following is an overview of the results of the surveys completed on the main line.

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



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

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



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

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



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

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

There are more loaded trains going west than east.

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

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

b) Timetable

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

The suggested pattern of trains is as set out below:

| HOUR 1 | HOU | R 2 |
|-------------|-------------|-------------|
| SHREWSBURY | SHREWSBURY | |
| 4 CAR UNIT | 4 CAR UNIT | |
| MACHYNLLETH | MACHYNLLETH | MACHYNLLETH |
| 4 CAR UNIT | 4 CAR UNIT | 2 CAR UNIT |
| ABERYSTWYTH | BARMOUTH | ABERYSTWYTH |
| | 2 CAR UNIT | |
| | PWLLHELI | |

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



4. Overview of the survey results (Coast Line)

a) Passengers

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



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

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

b) Timetable

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

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

1.4 Conclusions

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

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

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

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

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



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

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

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

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

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

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





5. Survey Results (Customer Service)

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

Main Line

| 2017 80% 68% 80% |
|---------------------------|
| 68% 80% |
| 80% |
| |
| |
| 74% |
| 71% |
| 76% |
| 64% |
| 65% |
| 69% |
| 77% |
| 79% |
| 62% |
| 71% |
| 68% |
| 90% |
| 73% |
| |



Key points:

The key points from the figures are:

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





6. Passenger habits

6.1 Journeys

The following is of note:

17% are local journeys (ie under 30 minutes)

20% are medium range journeys (ie 30-60 minutes)

63% are longer journeys (over an hour)

6.2 Tickets

The following is of note:

30% of tickets were purchased on the train.

27% of tickets purchased at a station.

35% of tickets were purchased online.

8% of tickets purchased elsewhere (ie Welshpool TIC etc)

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

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



6.3 Purpose of the journeys

The purpose of passenger journeys was logged as:

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

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

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

6.4 Importance of through trains

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

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

6.5 How often to people travel

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

| 37% regular travellers |
|------------------------|
| 60% regular travellers |
| 68% regular travellers |
| |



6.6 Age profile

The age profile of passengers was compared as follows:

| Age range | 2013 | 2015 | 2017 |
|---------------|------|------|------|
| Under 18 | 9% | 9% | 12% |
| Aged 19 to 26 | 19% | 18% | 24% |
| Aged 26 to 60 | 38% | 40% | 33% |
| Aged 60 plus | 34% | 33% | 31% |

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





5. Recommendations

5.1 Overall

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

5.2. Recommendations with detail

Recommendation no 1

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

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

Recommendation no 2

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

Recommendation no 3

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

Recommendation no 4

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

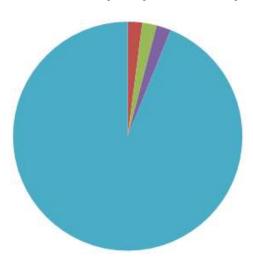


APPENDIX A

April and May Surveys – MAIN LINE

Ex Shrewsbury Thursday

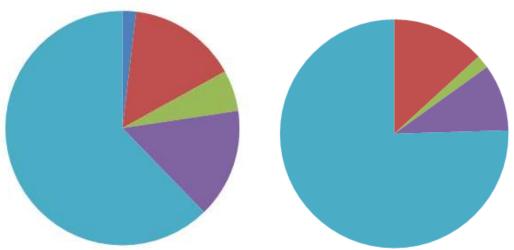
Ex Aberystwyth Thursday



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

Ex Shrewsbury Saturday

Ex Aberystwyth Saturday

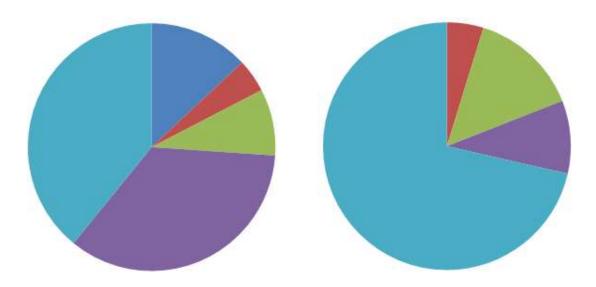


Dark Blue (80% plus seats taken): Brown (70-80% seats taken) Green (60-70% taken): Purple (50-60% of seats taken) and Light Blue (under 50% seats taken)



Ex Shrewsbury Sunday

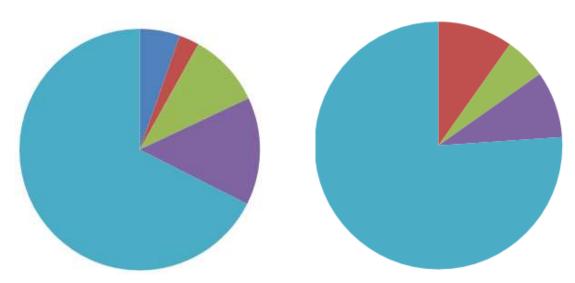
Ex Aberystwyth Sunday



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

Ex Shrewsbury overall

Ex Aberystwyth overall



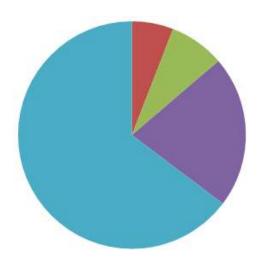
Dark Blue (80% plus seats taken): Brown (70-80% seats taken) Green (60-70% taken): Purple (50-60% of seats taken) and Light Blue (under 50% seats taken)

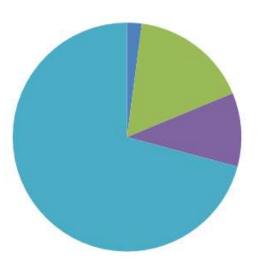


July and August Surveys MAIN LINE

Ex Shrewsbury Thursday

Ex Aberystwyth Thursday

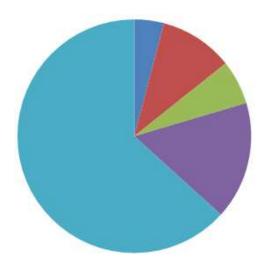


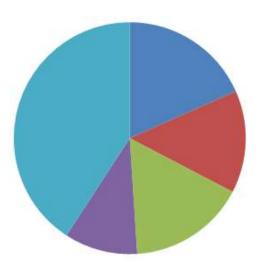


Dark Blue (80% plus seats taken): Brown (70-80% seats taken)
Green (60-70% taken): Purple (50-60% of seats taken)
and Light Blue (under 50% seats taken)

Ex Shrewsbury Saturday

Ex Aberystwyth Saturday



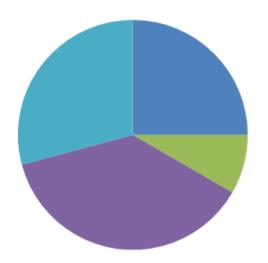


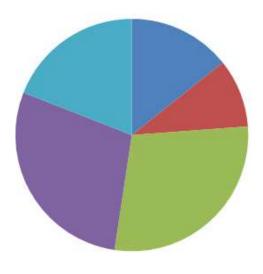
Dark Blue (80% plus seats taken): Brown (70-80% seats taken)
Green (60-70% taken): Purple (50-60% of seats taken)
and Light Blue (under 50% seats taken)



Ex Shrewsbury Sunday

Ex Aberystwyth Sunday

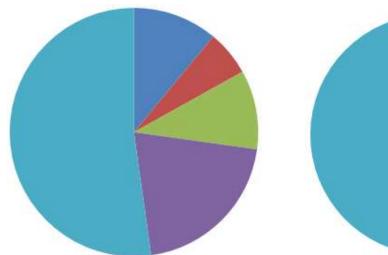


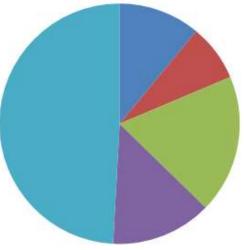


Dark Blue (80% plus seats taken): Brown (70-80% seats taken) Green (60-70% taken): Purple (50-60% of seats taken) and Light Blue (under 50% seats taken)

Ex Shrewsbury Overall

Ex Aberystwyth Overall





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



MAIN LINE TRAIN BY TRAIN & STATION BY STATION PASSENGER NUMBERS

| | 7. Take up | 20.90 | 21.64 | 11.94 | 26.87 | 49.25 | 64.18 | 64.18 | | 7. Take up | 28.36 | 28.36 | 37.31 | 26.87 | 31.72 | 43.66 | 65.69 | | 7. Take up | 38.81 | 38.81 | 36.57 | 42.54 | 40.30 | 47.39 | 46.27 | |
|--|-------------------|----------------------|------------|------------------------|---------------------|------------------------|------------------|-------------|----------------------|-------------------|----------------------|------------|------------------------|---------------------|------------------------|------------|-------------|----------------------|--------------|---------------------|------------|------------------------|---------------------|------------------------|------------------|-------------|-----------------------|
| | Seating % | | 134 | 134 | 134 | 134 | 134 | 134 | h AUGUST | Seating 12 | 134 | 134 | 134 | 268 | 268 | 268 | 588 | h AUGUST | Seating % | 134 | 134 | 134 | 268 | 288 | 268 | 5 88 | |
| UBSDAY 17 | Take Passengers S | | 23 | 9 | 88 | 88 | 88 | 88 | THURSDAY 17th AUGUST | Take Passengers 3 | 88 | æ | 20 | 72 | 88 | 117 | 89 | THURSDAY 17th AUGUST | Passengers 3 | 25 | 25 | 43 | 114 | 90 | 127 | 124 | |
| _ | Take Pa | ## | ## | ## | ## | ## | ## | # | | Take Pa | ## | # | ## | # | ## | ### | Ħ | | Take Pa | ## | ## | ## | ## | # | # | # | |
| 7 27th A | Seating | 134 | 134 | 134 | 268 | 268 | 268 | 268 | / 27th A | Seating | 134 | 134 | 134 | 134 | 134 | 134 | 134 | 7 29th Ju | Seating | 134 | 134 | 134 | 268 | 268 | 268 | 268 | |
| THURSDAY 27th APRIL THURSDAY 17th AUGUST | Passengers | 8 | ਲ | ਲ | æ | 94 | ਗ | 8 | THURSDAY 27th APRIL | saebuesse, | 4 | 4 | 42 | æ | 2 | 20 | 102 | THURSDAY 29th June | assengers | 23 | 9 | 46 | 8 | 8 | 114 | E | |
| | 10 P | | Dovey Juno | lachynlleth | aersws | Newtown | Welshpool | Shrewsbury | | TO P | orth | Dovey Juno | lachynlleth | aersws | Newtown | Welshpool | Shrewsbury | | T0 | orth | Dovey Juno | lachynlleth | aersws | Newtown | Welshpool | Shrewsbury | re taken |
| DEPART ABER 8:30 | FROM | Aberystwyth Borth | Borth | Dovey Juno Machynlleth | Machynlleth Caersws | Caersws N | | Welshpool S | DEPART ABER 9.30 | FROM | Aberystwyth Borth | Borth | Dovey Juno Machynlleth | Machynlleth Caersws | Caersws N | Newtown w | Welshpool S | DEPART ABER 11.30 | FROM | Aberystwyth Borth | Borth | Dovey Juno Machynlleth | Machynlleth Caersws | Caersws N | Newtown N | Welshpool S | Under 505 seats taken |
| | 7. Take up | 4.48 | 11.94 | 8.36 | 8.36 | 8.21 | 11.94 | 11.94 | | 7. Take up | 31.34 | 32.09 | 23.13 | 26.12 | 12.69 | 17.91 | 17.91 | | 7. Take up | 51.12 | 45.15 | 45.90 | 47.76 | 79.85 | 79.10 | 79.10 | - oak |
| th AUGUST | Seating % | 134 | 134 | 134 | 134 | 134 | 134 | 134 | th AUGUST | Seating % | | | | | 134 | 134 | 134 | th AUGUST | Seating X | 268 | | | | 134 | | 134 | 50% nlus seats taken |
| THURSDAY 17th AUGUS! | Passengers | 9 | 9 | 12 | 12 | F | 9 | 92 | THURSDAY 17th AUGUST | Passengers | 45 | 43 | ਲ | 32 | - 11 | 24 | 24 | THURSDAY 17th AUGUST | Passengers | 137 | 121 | 123 | 128 | 107 | 106 | 90 | |
| Ħ | 7. Take up | 5.97 | 9.70 | 5.97 | 7.46 | 12.69 | 12.69 | 14.93 | | 7. Take up | 15.32 | 20.97 | 18.55 | 27.42 | 23.39 | 22.58 | 28.23 | ā | 7. Take up | 73.13 | 43.28 | 35.82 | 35.82 | 19.40 | 19.40 | 19.40 | 60% nlus seats taken |
| Y 27th APRII | Seating | 134 | 134 | 134 | 134 | 134 | 134 | 134 | IY 27th APRIL | Seating | | 124 | 124 | 124 | 124 | 124 | 124 | Y 29th June | Seating | 134 | 134 | 134 | 134 | 134 | 134 | 134 | |
| | Passengers | 00 | ξ | 00 | 유 | 4 | 4 | 50 | THURSDAY | Passengers | Φ | 56 | 23 | 34 | 53 | 58 | β | THURSDA | Passengers | 88 | 82 | 84 | 48 | 56 | 56 | 58 | 70% nlus seats taken |
| DAY NO 2 | 먇 | | Newtown | Caersws | Machynlleth | Dovey Juno | Borth | Aberystwyth | | 10 | | Newtown | Caersws | Machynlleth | Dovey Juno | Borth | Aberystwyth | | 먇 | Welshpool | Newtown | Caersws | Machynlleth | Dovey Juno | Borth | Aberystwyth | |
| DAY NO 2 | FROM | Shrewsbury Welshpool | Welshpool | Newtown | | Machynlleth Dovey Juno | Dovey June Borth | Borth | DEPART SHREWS 07.31 | FROM | Shrewsbury Welshpool | Welshpool | | Caersws | Machynlleth Dovey Juno | Dovey June | Borth | DEPART SHREWS 9.30 | FROM | Shrewsbury Welshpoo | Welshpool | Newtown | Caersws | Machynlleth Dovey Juno | Dovey June Borth | Borth | 80% nlus seats taken |



| DEPART SHR | EWS 10.30 | DEPART SHREWS 10.30 THURSDAY 27th APRIL | Y 27th AP | ᇤ | THURSDAY 17th AUGUST | 17th AUGUS | to. | DEPART A | DEPART ABER 12.30 THURSDAY 27th APRIL THURSDAY 17th AUGUST | THURSDA | Y 27th AF | PRIL | THURSDAY1 | 7th AUGUS | _ |
|----------------------|-------------|---|------------|--------------|----------------------|----------------------|-----------|-----------------------|--|------------------------------------|-----------|--------|-------------------------|-----------|------------|
| FROM | 10 | Passengers | Seating | 7. Take up | up Passengers | Seating | % Take up | FROM | 10 | Passenger: Seating Take Passengers | Seating | Take F | ² assengers | Seating | 7. Take up |
| Welshpool Shrewsbur | Shrewsbur | 8 | 134 | 44.03 | 8 | 134 | 22.39 | | | | | | | | |
| Shrewsbury Welshpool | Welshpool | 77 | 134 | 15.67 | 88 | 134 | 26.87 | Aberystwyth Borth | Borth | 8 | 134 | ## | 48 | 134 | 35.82 |
| Welshpool | Newtown | Φ | 134 | 14.18 | 8 | 134 | 24.63 | Borth | Dovey Juno | 58 | 134 | # | 48 | 134 | 35.82 |
| Newtown | Caersws | ħ | 134 | # 1130 | 32 | 134 | 23.88 | Dovey Juno | Dovey Juno Machynlleth | 58 | 134 | ## | 43 | 134 | 32.09 |
| Caersws | Machynlleth | ħ | 134 | # 13 | 8 | 134 | 22.39 | Machynlleth Caersws | Caersws | 56 | 288 | 9.70 | 48 | 134 | 35.82 |
| Machynlleth | Dovey Juno | ħ | 134 | # 1.13 | 54 | 134 | 40.30 | Caersws | Newtown | 56 | 268 | 9.70 | 20 | 134 | 37.31 |
| Dovey June | Borth | 23 | 134 | 17.16 | 92 | 134 | 58.21 | Newtown | Welshpool | 58 | 288 | 9.70 | 54 | 134 | 40.30 |
| Borth | Aberystwyth | 54 | 134 | 17.91 | <u>@</u> | 134 | 58.21 | Welshpool | Shrewsbury | 88 | 268 | ## | <u>6</u> | 134 | 45.52 |
| | | | | | | | | | | | | | | | |
| DEPART SHREWS 11.30 | | THURSDAY 27th APRII | Y 27th AP | ᇤ | THURSDAY 17th AUGU | 17th AUGUS | Ţ | DEPART A | ABER 13.30 THURSDAY 27th APRIL THURSDAY 17th AUGUST | THURSDA | Y 27th AF | ᇤ | THURSDAY1 | 7th AUGUS | |
| FROM | 5 | Passengers | Seating | 7. Take up | up Passengers | Seating | % Take up | FROM | 印 | Passengers | Seating | Take F | Seating Take Passengers | Seating | 7. Take up |
| Welshpool Shrewsbur | Shrewsbur | 8 | 288 | 35.82 | | | | | | | | | | | |
| Shrewsbury Welshpool | Welshpool | 2 | 288 | 28.12 | 50 | 268 | 39.18 | Aberystwyth Borth | Borth | 38 | 134 | ## | - 22 | 134 | 57.46 |
| Welshpool | Newtown | 29 | 268 | 22.00 | EQ | 268 | 38.43 | Borth | Dovey Juno | ਲ | 134 | ## | - 22 | 134 | 57.46 |
| Newtown | Caersws | 64 | 288 | 23.88 | 97 | 268 | 36.19 | Dovey Juno | Dovey June Machynlleth | ਲ | 134 | ## | 99 | 134 | 49.25 |
| Caersws | Machynlleth | æ | 288 | 23.51 | 102 | 268 | 38.06 | Machynlleth Caersws | Caersws | 34 | 288 | # | 132 | 288 | 49.25 |
| Machynlleth | Dovey Juno | 8 | 134 | 47.01 | 88 | 134 | 50.75 | Caersws | Newtown | 98 | 268 | # | 132 | 288 | 49.25 |
| Dovey June | Borth | 35 | 134 | 23.88 | 02 | 134 | 52.24 | Newtown | Welshpool | 49 | 288 | # | 140 | 288 | 52.24 |
| Borth | Aberystwyth | 88 | 134 | 29.10 | 02 | 134 | 52.24 | Welshpool | Shrewsbury | F | 288 | ## | 55 | 268 | 57.84 |
| | | | | | | | | | | | | | | | |
| DEPART SHREWS 13.30 | EWS 13.30 | THURSDAY 29th June | Y 29th Jur | je. | THURSDAY 17th AUGUST | 17th AUGUS | <u></u> | DEPART A | DEPART ABER 15.30 THURSDAY 29th June | THURSDA | Y 29th Ju | | THURSDAY 17th AUGUST | 7th AUGUS | |
| FROM | 10 | Passengers | Seating | 7. Take up | up Passengers | Seating | % Take up | FROM | 10 | Passengers | Seating | Take F | Passengers | Seating | 7. Take up |
| Shrewsbury | Welshpool | 150 | 288 | 55.97 | 147 | 268 | 54.85 | Aberystwyth Borth | Borth | 25 | 134 | ## | 90 | 134 | 67.16 |
| Welshpool | Newtown | 48 | 288 | 44.03 | 148 | 268 | 55.22 | Borth | Dovey Juno | 48 | 134 | # | 84 | 134 | 65.69 |
| Newtown | Caersws | 103 | 288 | 38.43 | 128 | 268 | 47.76 | Dovey Juno | Dovey Juno Machynlleth | 48 | 134 | # | 84 | 134 | 65.69 |
| Caersws | Machynlleth | 8 | 288 | 36.94 | 126 | 268 | 47.01 | Machynlleth Caersws | Caersws | 74 | 288 | # | 126 | 288 | 47.01 |
| Machynlleth | Dovey June | 25 | 134 | 45.24 | 5 | 134 | 45.52 | Caersws | Newtown | 02 | 588 | ## | 116 | 588 | 43.28 |
| Dovey June | Borth | 25 | 134 | 45.54 | F | 134 | 52.39 | Newtown | Welshpool | 62 | 288 | ## | 112 | 288 | 41.79 |
| Borth | Aberystwyth | ස | 134 | 44.03 | F | 134 | 52.39 | Welshpool | Shrewsbury | 88 | 268 | # | 129 | 268 | 48.13 |
| 1 7.00 | | 706 | | | | 1 700 | | 100 | | | | | | | |
| 80% plus seats taken | ts taken | /UZ, plus seats taken | | eU7. plus se | seats taken | 50% plus seats taken | ats taken | Under 505 seats taken | eats taken | | | | | | - |



| | _ | | | _ | | | | | | | | _ | | _ | |
|---|--|------------------------------------|---------------------|----------------------|-------------------|------------------------|---------------------|------------------------|------------------|-------------|------|-------|------|---|-----------------------|
| | E | 7. Take up | | 98.06 | 60.45 | 60.45 | 38.81 | 39.33 | 41.79 | 20.00 | | | | | |
| | 17th AUGUS | Seating | | 134 | 134 | 134 | 5 88 | 5 88 | 5 88 | 268 | | | | | |
| | THURSDAY: | ² assengers | | 윤 | <u>~</u> | <u>~</u> | 404 | 107 | 112 | 134 | | | | | |
| | 븚 | ake | | # | # | # | # | # | # | # | | | | | |
| _ | 27th AP | Seating T | | 134 | 134 | 134 | 288 | 288 | 288 | 268 | | | | | |
| _ | THURSDAY | Passengers Seating Take Passengers | | ন | 64 | 8 | 4 | 4 | R | 82 | | | | | |
| | DEPART ABER 17.30 THURSDAY 27th APRIL THURSDAY 17th AUGUST | TO P | | Borth | Dovey Juno | Machynlleth | Caersws | Newtown | Welshpool | Shrewsbury | | | | | ats taken |
| | DEPART AE | FROM | | Aberystwyth Borth | Borth | Dovey Juno Machynlleth | Machynlleth Caersws | Caersws | Newtown | Welshpool | | | | | Under 505 seats taken |
| | | | | | | | | | | | | | | | |
| | _ | % Take up | 58.36 | 66.79 | 42.16 | 47.01 | 40.30 | 60.45 | 62.69 | 62.69 | | | | | its taken |
| | THURSDAY 17th AUGUST | Seating | 268 | 268 | 268 | 268 | 268 | 134 | 134 | 134 | | | | | 50% plus seats taken |
| | THURSDAY | Passengers | 158 | 179 | # | 126 | 108 | 8 | 84 | 84 | | | | | |
| | 닖 | Seating 7. Take up | 16.04 | 64.18 | 59.33 | 20.00 | 47.76 | 61.94 | 60.45 | 56.72 | | | | | 60% plus seats taken |
| | Y 27th API | | 268 | 268 | 268 | 268 | 268 | 134 | 134 | 134 | | | | | |
| | THURSDA | Passengers | 6 | 172 | 3 3 | 134 | 128 | 88 | 8 | 92 | | | | | 70% plus seats taken |
| | EWS 15.30 | 10 | Shrewsbur | Welshpool | Newtown | Caersws | Machynlleth | Dovey Juno | Sorth | Aberystwyth | | | | | staken |
| | DEPART SHREWS 15.30 THURSDAY 27th APRIL | FROM | Welshpool Shrewsbur | Shrewsbury Welshpool | Welshpool Newtown | Newtown (| Caersws | Machynlleth Dovey Juno | Dovey June Borth | Borth # | | | | | 80% plus seats taken |



| FROM TO Passengers Searing SLANDAY 23rd APRII SUNDAY 23rd APRII SUNDAY 23rd APRII Tole up FROM TO Passengers Searing STARE STARE STARE TO Passengers Searing STARE STARE STARE TO Passengers Searing STARE STARE STARE STARE STARE STARE TO Passengers Searing STARE STARE STARE TO PRIOR TO PRIOR TO PRIOR STARE < | | | | | | | | | | | |
|--|------------------------|----------|---------------|-------|--------|---------------|--------------------|---------|-----------------|--------------------|------------|
| 4 10 Passengers Seating XTake up Passengers Seating XTake up Passengers Seating XTake up Passengers Seating XTake up ST. 99 St. 99 Seating XTake up St. 99 St. 746 St. 746 <th>REWS 11.30 SUNDAY 23rd</th> <th>APRIL</th> <th>SUNDAY 13th A</th> <th>UGUST</th> <th>DEPART</th> <th>ABER13.30</th> <th>SUNDAY 2</th> <th>3rd APR</th> <th>SUNDA</th> <th>SUNDAY 13th AUGUS1</th> <th></th> | REWS 11.30 SUNDAY 23rd | APRIL | SUNDAY 13th A | UGUST | DEPART | ABER13.30 | SUNDAY 2 | 3rd APR | SUNDA | SUNDAY 13th AUGUS1 | |
| bpuol Shrewsbuy IST 112.63 142 268 52.39 bbuy Welshpool 40 134 23.88 69 268 25.75 bbuy Welshpool 40 134 24.63 70 268 25.75 bpool Newtown 47 134 33.58 80 268 23.75 ws Machynlieth 45 134 33.58 80 268 23.75 ynlieth Dovey June 47 134 35.07 67 134 50.00 ynlieth Dovey June 47 134 35.07 67 134 50.00 Abrost Man Aberystwyth 45 134 35.88 77 134 50.00 Abrost Man Caestras 58 134 58.21 134 50.00 Abrost Man Caestras 33 134 58.40 122 134 44.03 Abrost Man Caestras 33 134 | Passengers | × | Passengers | | | | Passengers Seating | | Take Passengers | gers Seating | 7. Take up |
| sbuy Welshpool 40 134 29.85 63 268 25.75 pool Newtown 33 134 24.63 70 268 25.75 ws Machymleth 45 134 34.33 74 268 25.76 ws Machymleth 45 134 35.07 67 134 50.00 Julineth Docey June 47 134 35.07 67 134 57.46 Julineth Docey June 47 134 35.07 67 134 57.46 Anneth 47 134 35.07 67 134 57.46 17 Anneth 47 134 35.07 77 134 57.46 17 Anneth 40 134 35.88 77 134 57.46 17 Anneth 40 134 35.87 134 57.46 17 140 Anneth 40 135.80 134 | Ē | Ħ | 142 | | | | | | | | |
| pool Newtown 33 134 24.63 70 268 26.12 wn Caersws 46 134 33.58 74 268 29.85 ws Machynlieth 45 134 35.87 77 134 50.00 Julieth Dovey June 47 134 35.07 77 134 57.46 Aberystwyth 45 134 38.58 175 134 57.46 Aberystwyth 78 134 58.21 134 53.73 104 Aberystwyth 73 134 50.75 63 134 44.03 Aberystwyth 73 134 50.75 134 47.01 Aberystwyth 73 | Welshpool 40 | 22 | 8 | | | h Borth | ₽ 1 | 134 | ### | 134 | 58.21 |
| wn Caersws 46 134 34.33 74 268 27.61 ws Machynlich 45 134 35.58 80 268 2985 vulne Borth 47 134 35.07 77 134 57.46 27.46 Aberystwyth 45 134 33.58 77 134 57.46 27.46 Abrool Borth 45 134 33.58 77 134 57.46 27.46 Abrool Borth 45 134 33.58 77 134 57.46 27.46 Abrool Sheevengers Seating 7.18ke up 72 134 57.46 27.46 <t< td=""><td>æ</td><td>5</td><td>92</td><td></td><td></td><td>Dovey Juno</td><td>₩</td><td>134</td><td>###</td><td>134</td><td>58.21</td></t<> | æ | 5 | 92 | | | Dovey Juno | ₩ | 134 | ### | 134 | 58.21 |
| ws Machynlieth 45 134 33.58 80 268 23.85 Julieth Dovey Junno 47 134 35.07 77 134 50.00 Julinch Dovey Junno 47 134 35.07 77 134 50.00 Abenystwynh 45 134 33.58 77 134 57.46 Mpool Shrewstras Sasting 77 134 57.46 Abenystwynh 45 134 58.21 134 53.73 sbury Aelswar Shool 78 134 53.73 134 sbury Aelswar Shool 78 134 58.21 134 53.73 sbury Aelswar Shool 78 134 68.40 122 134 44.03 sbury Aelswar Shool 134 59.70 127 134 44.03 sbury Aelswar Shool 134 50.75 63 134 44.03 sbury Aelswar Shool 178 | 8 | ĕ | 74 | | | Machynlleth (| 44 | | ### 72 | 134 | 53.73 |
| Aberystwyth 47 134 35.07 67 134 50.00 Aberystwyth 47 134 35.07 77 134 57.46 Aberystwyth 45 134 35.07 77 134 57.46 ABTSHREWS13:30 SUNDAY 23rd APRII SUNDAY 13th AUGUST 57.46 57.46 Appool Shrewsbuy 78 134 58.21 134 57.46 Appool Shrewsbuy 78 134 58.21 134 102.99 Abool Shrewsbuy 134 80.60 136 134 101.49 Abool Shrewsbuy 134 80.60 136 134 101.49 Abool Shrewsbuy 134 58.70 127 134 94.03 Abool Shrewsbuy 57 134 50.75 58 134 44.03 Abool Borth 68 134 50.75 134 44.03 Abool Borth 78 <t< td=""><td>5</td><td><i>Ж</i></td><td>8</td><td></td><td></td><td>h Caersws</td><td>8</td><td>134</td><td>901 ###</td><td>134</td><td>79.10</td></t<> | 5 | <i>Ж</i> | 8 | | | h Caersws | 8 | 134 | 901 ### | 134 | 79.10 |
| Aberystwyth 47 134 35.07 77 134 57.46 134 134 134 135.8 134 135.8 134 135.8 134 135.8 134 135.46 134 135.46 134 135.46 134 135.46 134 135.46 134 135.46 134 135.46 134 135.46 134 135.46 134 135.46 134 135.46 134 135.46 134 135.46 134 135.46 134 135.46 134 135.46 134 135.46 134 134 135.46 134 135.46 134 134 135.46 134 134 135.46 134 134 135.46 134 134 135.46 134 1 | 47 | క | 29 | | | Newtown | ß | | ### | 134 | 83.58 |
| Aberystwyth 45 134 38.58 77 134 57.46 57.46 | Borth 47 | క | 2.5 | | | Welshpool | æ | 134 | ### | 134 | 86.57 |
| FITSHEWS 18.30 SUNDAY 23rd APRIL Foundation SUNDAY 13rd APRIL Foundation Sunday 13rd Seating X Take up Passengers Seating Take up Passengers Take up | Aberystwyth 45 | 8 | - 22 | | | Shrewsbury | 72 | 134 | ### 125 | 134 | 93.28 |
| Name | | | | | | | | | | | |
| H TO Passengers Seating X Take up R Seating X Take up T2 134 53.73 sbury Welshpool 78 134 58.21 138 134 62.37 sbury Welshpool 78 134 68.60 136 134 101.49 wn Caersws 33 134 68.60 136 134 91.04 ws Machynlleth 80 134 60.60 53 134 44.03 ynlleth Dovey June 68 134 50.75 63 134 44.03 ynlleth Dovey June 68 134 50.75 63 134 44.03 ynlleth Dovey June 67 134 54.48 59 134 44.03 Aberystwyth 73 134 56.72 141 134 105.22 ynlleth 100 134 52.24 78 134 68.66 wn Caersws <td></td> <td>APRIL</td> <td>SUNDAY 13th A</td> <td>UGUST</td> <td>DEPART</td> <td>ABER 15.30</td> <td>SUNDAY 2</td> <td>3rd APR</td> <td>SUNDA</td> <td>SUNDAY 13th AUGUST</td> <td></td> | | APRIL | SUNDAY 13th A | UGUST | DEPART | ABER 15.30 | SUNDAY 2 | 3rd APR | SUNDA | SUNDAY 13th AUGUST | |
| hpool Shrewsbuy 72 134 53.73 rsbury Welshpool 78 134 58.21 138 134 102.99 pool Newtown 108 134 80.60 136 134 101.49 ws Machynlleth 80 134 59.70 122 134 91.04 ws Machynlleth 80 134 50.75 63 134 44.03 ynlleth Dovey Junc 68 134 50.00 59 134 44.03 ynlleth Dovey Junc 67 134 50.00 59 134 44.03 ynlleth Dovey Junc 67 134 54.48 59 134 44.03 Aberystwyth 73 134 58.72 141 134 105.22 hpool Shrewsbuy 76 134 58.72 141 134 68.66 wn Caersws 81 134 60.45 90 134 52.24 ww Machynlleth 70 | Passengers | | Passengers | H | | | Passengers Seating | | Take Passengers | gers Seating | 7. Take up |
| rsbury Welshpool 78 134 58.21 138 134 102.99 pool Newtown 108 134 69.60 136 134 101.49 wn Caersws 93 134 69.40 122 134 91.04 ws Machynlleth 80 134 50.75 63 134 47.01 ynlleth Dovey Junc 68 134 50.00 59 134 44.03 ynlleth Dovey Junc 68 134 50.00 59 134 44.03 ynlleth Dovey Junc 68 134 50.00 59 134 44.03 Aberystwyth 73 134 54.48 59 134 44.03 Abros 51 14 134 105.22 Abros 55 141 134 105.22 Abros 141 134 101.49 Abros 134 52.24 78 134 52.24 <td< td=""><td>•</td><td></td><td>72</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></td<> | • | | 72 | | | | | | | | |
| pool Newtown Newtown 108 134 80,60 136 134 101,43 ws Machynlleth 80 134 59.70 127 134 91,04 ynlleth Dovey June 68 134 59.70 127 134 94.78 ynlleth Dovey June 68 134 50.75 63 134 47.01 ynlneth Dovey June 68 134 50.00 53 134 44.03 ynlneth Dovey June 68 134 54.48 59 134 44.03 Aberystwyth 73 134 54.48 59 134 44.03 Apollo Shrevsbuy 76 134 56.48 59 134 44.03 ppool Newtown 105 134 56.72 134 44.03 10.43 ws Machynlleth 70 134 52.24 78 134 67.16 ws Machynlleth 70 134 44.78 70 134 <td< td=""><td>Welshpool 78</td><td></td><td>138</td><td></td><td></td><td>h Borth</td><td>ន</td><td>134</td><td>###</td><td>134</td><td>44.03</td></td<> | Welshpool 78 | | 138 | | | h Borth | ន | 134 | ### | 134 | 44.03 |
| wn Caersws 93 134 68.40 122 134 91.04 ws Machynlleth 80 134 59.70 127 134 94.78 ynlleth Dovey June 68 134 50.75 63 134 47.01 ynlleth Dovey June 68 134 50.75 63 134 44.03 ynluc Borth 67 134 54.48 59 134 44.03 RTSHREWS 15.30 SUNDAY 23rd APPII SUNDAY 13th ALIGUST 44.03 174 44.03 hpool Shrevsbuy 76 134 56.27 58 ating 7. Take up 7. Take up hpool Shrevsbuy 76 134 56.72 134 101.49 ws Machynlleth 70 134 52.24 70 134 52.24 ynlleth Dovey June 70 134 44.78 70 134 52.24 ynlleth 55 134 44.78 73 <td>Newtown 108</td> <td></td> <td>136</td> <td></td> <td></td> <td>Dovey Juno</td> <td>23</td> <td>134</td> <td>###</td> <td>134</td> <td>44.03</td> | Newtown 108 | | 136 | | | Dovey Juno | 23 | 134 | ### | 134 | 44.03 |
| ws Machynlleth 80 134 59.70 127 134 94.78 Julino Borth 68 134 50.75 63 134 47.01 Julino Borth 67 134 50.00 59 134 44.03 RTSHREWS 15.30 SUNDAY 23rd APRII 54.48 59 134 44.03 An IOL Passengers Seating X Take up Passengers Seating X Take up Passengers Appool Shrevsbuy 76 134 56.73 134 105.22 rsbury Welshpool 117 134 56.73 134 67.16 wn Caersws 81 134 60.45 90 134 52.24 ws Machynlleth 70 134 52.24 70 134 52.24 ynllieth Bovey Junc 70 134 44.78 73 134 52.24 Aberystwyth 60 134 44.78 73 134 52.24 | 88 | 89 | 122 | | | Machynlleth (| 23 | 134 | ### | 134 | 43.28 |
| Pyralleth Doveyuluno 68 134 50.75 63 134 47.01 Juluno Borth 67 134 50.00 59 134 44.03 RTSHREWS 15.30 SUNDAY 23rd APRII 54.48 59 134 44.03 Mool Shrevsbuy 76 Passengers Seating X Take up Passengers Seati | 8 | 83 | 127 | | | h Caersws | 164 | | | 268 | 48.88 |
| Aberystwyth 73 134 50.00 53 134 44.03 134 44.03 134 44.03 134 44.03 134 44.03 134 44.03 134 44.03 134 44.03 134 44.03 134 44.03 134 134 105.22 134 105.22 134 105.22 134 105.22 134 134 105.22 134 134 105.22 134 | 88 | S | 8 | | | Newtown | 98 | 588 | ### 134 | 268 | 20.00 |
| Aberystwyth 73 134 54.48 59 134 44.03 HTSHREWS 15.30 SUMDAY 23rd APRIL SUMDAY 13th AUGUST Hood Shrewsbuy 76 134 56.72 141 134 105.22 Hood Shrewsbuy 76 134 87.31 134 101.43 Hood Shrewsbuy 76 134 87.31 134 101.43 Hood Shrewsbuy 76 134 87.31 134 101.43 Hood Shrewsbuy 76 134 60.45 90 134 67.16 Machynlleth 70 134 52.24 70 134 52.24 Aberystwyth 50 134 44.78 73 134 55.24 Aberystwyth 60 134 44.78 73 134 54.48 | Borth 67 | ᅜ | ස | | | Welshpool | 166 | 588 | ### 145 | 268 | 54.10 |
| SHEWS 15.30 SUNDAY 23rd APRIL SUNDAY 13th AUGUST TO Passengers Seating X Take up Passengers Seating X Take up Passengers IO Shrewsbuy 76 134 56.72 141 105.22 IV Westpool 177 134 78.36 32 134 101.43 IO Newtown 105 134 60.45 90 134 67.16 Machynlleth 70 134 52.24 78 134 52.24 eth Dovey Juno 70 134 52.24 70 134 52.24 Aberystwyth 50 134 41.04 70 134 52.24 Aberystwyth 60 134 44.78 73 134 52.24 | Aberystwyth 73 | \$2 | 8 | | | Shrewsbury | 98 | 588 | ### | 268 | 28.58 |
| SUNDAY 13th AUGUST SUNDAY 23th APRIL SUNDAY 13th AUGUST TO Passengers Seating X-Take up Passengers Seating X-Take up TO Passengers Seating X-Take up Passengers Seating X-Take up TO Passengers TO TO TO TO Newtown TOS TO TO TO TO Machynlleth TO TO TO TO TO Machynlleth TO TO TO TO TO TO TO | | | | | | | | | | | |
| 10 Passengers Seating X Take up Sesengers Seating X Take up Seating X Take up ToS 22 uxy Welshpool 117 134 56.72 141 134 105.22 uxy Welshpool 117 134 67.31 136 134 101.49 ol Newtown 105 134 60.45 90 134 68.66 Machynileth 70 134 52.24 78 134 58.21 eth Dovey Junc 70 134 52.24 70 134 52.24 nc Borth 55 134 44.78 73 134 52.24 Aberystwyth 60 134 44.78 73 134 52.24 | | APRIL | SUNDAY 13th A | UGUST | DEPART | ABER 17.30 | SUNDAY 2 | 3rd APR | SUNDA | SUNDAY 13th AUGUST | |
| ool Shrewsbuy 76 134 56.72 141 134 105.22 Aberystwyth u.y Welshpool 117 134 87.31 136 134 101.43 Aberystwyth ol Newtown 105 134 78.36 92 134 68.66 Borth n Caersws 81 134 60.45 90 134 67.16 Dovey Juno eth Dovey Juno 70 134 52.24 70 134 52.24 Machynlleth eth Dovey Juno 70 134 52.24 70 134 52.24 Newtown no Borth 55 134 41.04 70 134 52.24 Newtown Aberystwyth 60 134 44.78 73 134 54.48 Welshpool | Passengers | | Passengers | H | | 5 | Passengers Seating | Seating | Take Passengers | gers Seating | 7. Take up |
| usy Welshpool 117 134 87.31 136 134 101.43 Aberystwyth ol Newtown 105 134 78.36 92 134 68.66 Borth n Caersws 81 134 60.45 90 134 67.16 Dovey Juno Machynlleth 70 134 52.24 78 134 58.21 Machynlleth eth Dovey Juno 70 134 52.24 70 134 52.24 Caersws no Borth 55 134 41.04 70 134 52.24 Newtown Aberystwyth 60 134 44.78 73 134 54.48 Welshpool | 92 | | 141 | | | | | | | | |
| ol Newtown 105 134 78.36 92 134 68.66 Borth A Schwilleth 70 134 60.45 90 134 67.16 Dovey Juno eth Dovey Juno 70 134 52.24 70 134 52.24 70 134 52.24 Rachynlleth nc Borth 55 134 41.04 70 134 52.24 Newtown A Berystwyth 60 134 44.78 73 134 52.48 Newtown | 111 | | 136 | Ė | | h Borth | 8 | 134 | 06 ### | 134 | 67.16 |
| Caersws 81 134 60.45 90 134 67.16 Dovey Juno Rhachynlleth 70 134 52.24 78 134 58.21 Machynlleth eth Dovey Juno 70 134 52.24 70 134 52.24 Caersws no Borth 55 134 41.04 70 134 52.24 Newtown Aberystwyth 60 134 44.78 73 134 54.48 Welshpool | 105 | 28 | 35 | | | Dovey Juno | œ | 134 | 06 ### | 134 | 67.16 |
| Machynlleth 70 134 52.24 78 134 58.21 Machynlleth eth Dovey Juno 70 134 52.24 70 134 52.24 Caersws no Borth 55 134 41.04 70 134 52.24 Newtown Aberystwyth 60 134 44.78 73 134 54.48 Welshpool | 20 | | 8 | | | Machynlleth (| œ | | ### 84 | 134 | 62.69 |
| eth Dovey Juno 70 134 52.24 70 134 52.24 Caersws no Borth 55 134 41.04 70 134 52.24 Newtown Aberystwyth 60 134 44.78 73 134 54.48 Welshpool | 22 | 22 | 92 | | | h Caersws | 8 | | ### | 134 | 63.43 |
| Juno Borth 55 134 41.04 70 134 52.24 Newtown Aberystwyth 60 134 44.78 73 134 54.48 Welshpool | 22 | 22 | 92 | | | Newtown | 54 | 134 | | 134 | 61.19 |
| Aberystwyth 60 134 44.78 73 134 54.48 Welshpool | Borth 55 | 4 | 20 | | | Welshpool | SS | | ### | 134 | 67.91 |
| | Aberystwyth 60 | 4 | 73 | | | Shrewsbury | 22 | 134 | ### | 134 | 72.39 |
| | | | | | | | | | | | |



APPENDIX B

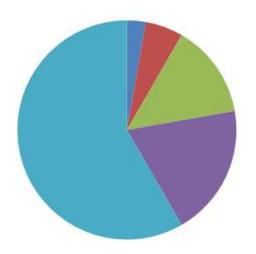
SURVEY RESULTS - COAST LINE

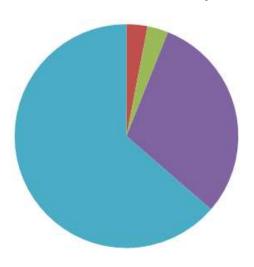
No April or May surveys due to lack of timetabled trains

July and August Surveys - COAST LINE

Ex Machynlleth Thursday

Ex Pwllheli Thursday

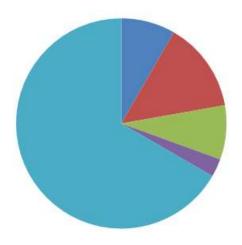


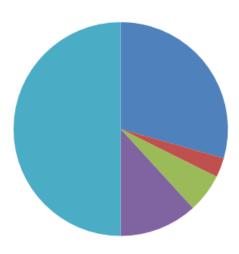


Dark Blue (80% plus seats taken): Brown (70-80% seats taken) Green (60-70% taken): Purple (50-60% of seats taken) and Light Blue (under 50% seats taken)

Ex Machynlleth Saturday

Ex Pwllheli Saturday



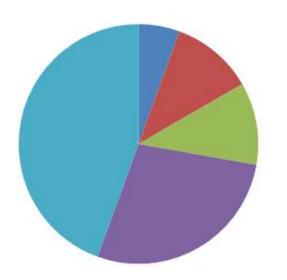


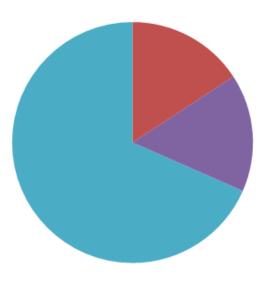
Dark Blue (80% plus seats taken): Brown (70-80% seats taken)
Green (60-70% taken): Purple (50-60% of seats taken)
and Light Blue (under 50% seats taken)



Ex Machynlleth Sunday

Ex Pwllheli Sunday





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



COAST LINE TRAIN BY TRAIN & STATION BY STATION PASSENGER NUMBERS

| DAY NO 3 | | COASTAL LINE | NE | | | | | | | | |
|---|------------------------|---------------|-------------------------------------|----------------------|--------------|----------------------------------|--|-----------------------|----------------------------------|-----------------|--------------|
| | no trains – winter tim | ther tim | THI IBSDAY 17th ALIGHS OB 43 ex Mac | 745 At 151 15 1 | 16 43 ex Mac | | 2 | No trains - winter ti | THI IBSDAY 17th ALIGHEN 46 ex Pa | 26 M 19 16 | 07.46.ev.Pu |
| FROM | | | Passengers | Seating X Take up | 7. Take up | FROM | 2 | | Passengers Seating X Take up | Seating | % Take up |
| Barmouth Talybont | * | | თ ⊊ | 134 134 | 6.72 | 00 60 61 61 61 61 | richour na | | 4 | 134 | 2 89 |
| | Боре | | į Σ to | <u>\$</u> | 11.13 | Fairbourne | TywyT | | 4 | 134 | 2.39 |
| Porthmadog Cricieth Cricieth Phwelli | | | - 0 LO | 134 | 3.73 | Tywyn Aberdovey | Aberdovey Machynlleth | | က ထ | 13 5 | 3.70 |
| | No trains - winter tin | nter tim | THURSDAY 17th AUGUS 08.22 ex Mac | 7th AUGUS (| 08.22 ex Mac | | 2 | No trains - winter ti | THURSDAY 17th AUGUS 09.34 ex Pw | 7th AUGUS | 09.34 ex Pw |
| FROM TO | | | Passengers | Seating | 7. Take up | FROM | 먇 | | Passengers | Seating | 7. Take up |
| Machynllet Aberdovey | ovey | | | 134 | 23.13 | Phwelli | Cricieth | | 32 | 134 | 23.88 |
| Aberdovey Tywyn | | | 37 | 134 | 27.61 | Cricieth | Porthmadog | | 33 | 134 | 24.63 |
| Tywyn Fairbourne | Ine | | 88 | 134 | 61.94 | Porthmadog Harlech | 1 Harlech | | - 23 | 134 | 58.96 |
| Fairbourne Barmouth | ıth | | 98 | 134 | 70.15 | Harlech | Talybont | | 62 | 134 | 46.27 |
| Barmouth Talybont | * | | 83 | 134 | 47.01 | Talybont | Barmouth | | - 22 | 134 | 55.97 |
| | | | œ I | 134 | 58.21 | Barmouth | Fairbourne | | 92 | 134 | 58.21 |
| Harlech Porthmadog | adog | | 55 | 134 | 55.97 | Fairbourne | Tywyn | | 72 | 134 | 53.73 |
| ģ | | | 45 | 134 | 33.58 | Tywyl | Aberdovey | | 75 | ស | 55.56 |
| Cricieth Phwelli | | | 43 | 134 | 32.09 | Aberdovey | Machynlleth | | 92 | 8 | 47.79 |
| | No trains – winter tin | nter tim | THURSDAY 17th AUGUS 12.52 ex Mad | 7th AUGUS | 2.52 ex Mac | | Z | No trains – winter ti | THURSDAY 17th AUGUS 11.37 ex Pwl | 7th AUGUS | 11.37 ex Pwl |
| FROM TO | | | Passengers | Seating | 7. Take up | FROM | 므 | | Passengers | Seating | 7. Take up |
| Machynllet Aberdovey | ovey | | 3 | 134 | 23.13 | Phwelli | Cricieth | | 14 | 134 | 30.60 |
| Aberdovey Tywyn | | | 37 | 134 | 27.61 | Cricieth | Porthmadog | | 44 | 134 | 32.84 |
| Tywyn Fairbourne | ine | | 88 | 134 | 61.94 | Porthmadog Harlech | j Harlech | | 48 | 134 | 35.82 |
| Fairbourne Barmouth | £ | | 8 | 134 | 70.15 | Harlech | Talybont | | - 23 | 134 | 58.96 |
| Barmouth Talybont | * | | 83 | 134 | 47.01 | Talybont | Barmouth | | 999 | 134 | 41.79 |
| Talybont Harlech | | | 92 | 134 | 58.21 | Barmouth | Fairbourne | | 94 | 134 | 70.15 |
| Harlech Porthmadog | gope | | 52 | 134 | 55.97 | Fairbourne | Tywyn | | - 22 | 134 | 58.21 |
| gobe | | | 45 | 134 | 33.58 | Tywyn | Aberdovey | | 75 | र्घ | 55.56 |
| Cricieth Phwelli | | | £43 | 134 | 32.09 | Aberdovey | Machynlleth | | 92 | 8 | 55.88 |
| 80% plus seats taken | 70% plus seats taken | aken 60% plus | seats taken | 50% plus seats taken | ts taken | Under 505 seats taken | eats taken | | | | |
| | ı | | | | | | | 1 | - | | İ |



| | No trains – winter tim | | THURSDAY 17th AUGUS 16.56 ex Mad | 16.56 ex Mac | | | No trains - winter ti | | 17th AUGUS | THURSDAY 17th AUGUS 15.57 ex Pwl |
|----------------------|------------------------|----------------------|----------------------------------|--------------|-----------------------|-------------|-----------------------|------------|---------------------------------|----------------------------------|
| FROM TO | | Passengers | ers Seating | % Take up | FROM | 10 | | Passengers | 5 Seating | 7. Take up |
| Machynllet Aberdovey | ovey | 44 | 134 | 32.84 | Phwelli | Cricieth | | 23 | 134 | 17.16 |
| Aberdovey Tywyn | | 43 | 134 | 32.09 | Cricieth | Porthmadog | | 52 | 134 | 18.66 |
| Tywyn Fairbourne | The | 82 | 134 | 61.19 | Porthmadog Harlech | g Harlech | | 37 | 134 | 27.61 |
| Fairbourne Barmouth | 듄 | 8 | 134 | 62.69 | Harlech | Talybont | | 22 | 134 | 58.36 |
| Barmouth Talybor | = | 节 | 134 | 85.82 | Talybont | Barmouth | | 88 | 134 | 41.79 |
| Talybont Harlech | | 74 | 134 | 55.22 | Barmouth | Fairbourne | | 88 | 134 | 64.18 |
| Harlech Porthm | gobe | 82 | 134 | 46.27 | | | | | | |
| Porthmadog Cricieth | | 48 | 134 | 35.82 | | | | | | |
| Cricieth Phwelli | | 22 | 134 | 16.42 | | | | | | |
| | | | | | | | | | | |
| | No trains - winter tim | | THURSDAY 17th AUGUS 16.55 ex Mao | 16.55 ex Mac | | | No trains - winter ti | THURSDAY | THURSDAY 17th AUGUS 17.42 ex Pw | 17.42 ex Pwl |
| FROM TO | | Passengers | ers Seating | 7. Take up | FROM | 10 | | Passengers | 5 Seating | 7. Take up |
| | | | | | Phwelli | Cricieth | | 21 | 134 | 15.67 |
| | | | | | Cricieth | Porthmadog | | ਲ | 134 | 23.13 |
| Tywyn Fairbourne | The | βg | 134 | 26.12 | Porthmadog Harlech | g Harlech | | 88 | 134 | 49.25 |
| Fairbourne Barmouth | 듄 | 8 | 134 | 62.69 | Harlech | Talybont | | 8 | 134 | 44.03 |
| Barmouth Talybont | J. | 92 | 134 | 56.72 | Talybont | Barmouth | | 23 | 134 | 39.55 |
| Talybont Harlech | | 89 | 134 | 50.75 | | | | | | |
| | | | | | | | () () | | | |
| 80% plus seats taken | 70% plus seats taken | 60% plus seats taken | 50% plus seats taken | ats taken | Under 505 seats taken | seats taken | □ (Ctrl) • | | | |
| | ı | | | | | | | | | |



| no tr | no trains – winter tim | SATURDAY1 | 9th AUGUST | SATURDAY 19th AUGUST 06.43 ex Mac | | No trains | - vinter ti | SATURDAY: | SATURDAY 19th AUGUST 06.29 ex Pw | 06.29 ex P |
|----------------------|------------------------|----------------------|-----------------------------------|-----------------------------------|--------------------|----------------------|-------------|------------|-----------------------------------|------------|
| FROM TO | | Passengers | Seating | 7. Take up | FROM | 으 | | Passengers | Seating | 7. Take up |
| Machynllet Aberdovey | | | | | Phwelli | Cricieth | | | | |
| Aberdovey Tywyn | | | | | Cricieth | Porthmadog | | | | |
| | | | | | Porthmadog Harlech | Harlech | | | | |
| ē | | | | | Harlech | Talybont | | | | |
| | | e | 134 | 2.24 | Talybont | Barmouth | | | | |
| Talybont Harlech | | 4 | 134 | 2.99 | Barmouth | Fairbourne | | 8 | 134 | 22.39 |
| Harlech Porthmadog | | 00 | 134 | 5.97 | Fairbourne | Tywyn | | <u>ب</u> | 134 | 23.13 |
| þ | | 유 | 134 | 7.46 | Tywyn | Aberdovey | | 34 | 135 | 25.19 |
| Cricieth Phwelli | | | 134 | 5.97 | Aberdovey | Machynlleth | | თ | 136 | 6.62 |
| | | | | | | | | | | |
| | No trains – winter tim | SATURDAY1 | SATURDAY 19th AUGUST 08.53 ex Mad | 08.53 ex Mac | | No trains - winter t | - winter ti | SATURDAY | SATURDAY 19th AUGUST 09.34 ex.P. | 09.34 ex |
| FROM TO | | Passengers | Seating | 7. Take up | FROM | 10 | | Passengers | Seating | % Take up |
| Machynllet Aberdovey | | ত | 134 | 38.06 | Phwelli | Cricieth | | - 17 | 134 | 12.69 |
| Aberdovey Tywyn | | 43 | 134 | 32.09 | Cricieth | Porthmadog | | 8 | 134 | 13.43 |
| Tywyn Fairbourne | | 25 | 134 | 38.81 | Porthmadog Harlech | g Harlech | | 4 | 134 | 30.60 |
| Fairbourne Barmouth | | 29 | 134 | 50.00 | Harlech | Talybont | | 99 | 134 | 49.25 |
| Barmouth Talybont | | 23 | 134 | 39.55 | Talybont | Barmouth | | 160 | 134 | 119.40 |
| Talybont Harlech | | 42 | 134 | 31.34 | Barmouth | Fairbourne | | 179 | 134 | 133.58 |
| Harlech Porthmadog | | 54 | 134 | 40.30 | Fairbourne | Tywyn | | 170 | 134 | 126.87 |
| Porthmadog Cricieth | | 32 | 134 | 23.88 | Fairbourne | Tywyn | | 250 | 134 | 186.57 |
| Cricieth Phwelli | | 28 | 134 | 20.90 | Tywyn | Aberdovey | | Ħ | 135 | 82.22 |
| | | | | | Aberdovey | Machynlleth | | 88 | 136 | 61.03 |
| no tr | no trains - winter tim | SATURDAY 19th AUGUST | | 12.52 ex Mac | | No trains | - winter ti | SATURDAY: | SATURDAY 19th AUGUST 11.37 ex Pwl | 11.37 ex F |
| FROM TO | | Passengers | Seating | % Take up | FROM | | | Passengers | Seating | % Take up |
| Machynllet Aberdovey | | 88 | 134 | 61.94 | Phwelli | Cricieth | | 25 | 134 | 42.54 |
| Aberdovey Tywyn | | 130 | 134 | 97.01 | Cricieth | Porthmadog | | 17 | 134 | 52.39 |
| Tywyn Fairbourne | | 107 | 134 | 79.85 | Porthmadog Harlech |) Harlech | | 127 | 134 | 94.78 |
| Fairbourne Barmouth | | 105 | 134 | 78.36 | Harlech | Talybont | | 147 | 134 | 109.70 |
| Barmouth Talybont | | 183 | 134 | 136.57 | Talybont | Barmouth | | 212 | 134 | 158.21 |
| Talybont Harlech | | 99 | 134 | 44.78 | Barmouth | Fairbourne | | Þ | 134 | 75.37 |
| Harlech Porthmadog | | 44 | 134 | 32.84 | Fairbourne | Tywyn | | 88 | 134 | 63.43 |
| ρφ | | 83 | 134 | 17.16 | Tywyn | Aberdovey | | F | 135 | 82.22 |
| Cricieth Phwelli | | 32 | 134 | 23.88 | Aberdoveu | Machunlleth | | 88 | 38 | 61.03 |



| | | No trains - winter tin | | SATURDAY 19th AUGUST 14,56 ex Mac | 14.56 ex Mac | | | No trains - winter ti | SATURDAY1 | SATURDAY 19th AUGUST 15.37 ex Pw | 5.37 ex Pw |
|----------------------|------------|------------------------|----------------------|-----------------------------------|--------------|-----------------------|------------|-----------------------|------------|----------------------------------|-------------|
| FROM | 10 | | Passengers | s Seating | % Take up | FROM | 10 | | Passengers | Seating | 7. Take up |
| Machynllet Aberdovey | berdovey | | 98 | 134 | 64.18 | Phwelli | Cricieth | | ល | 134 | 38.06 |
| Aberdovey Tywyn | - LKMK | | 104 | 134 | 77.61 | Cricieth | Porthmadog | | 89 | 134 | 48.51 |
| Tywyn F | Fairbourne | | 8 | 134 | 73.88 | Porthmadog Harlech | Harlech | | 8 | 134 | 59.70 |
| Fairbourne Barmouth | armouth | | 88 | 134 | 63.43 | Harlech | Talybont | | 74 | 134 | 55.22 |
| Barmouth T. | alybont | | 141 | 134 | 105.22 | Talybont | Barmouth | | 98 | 134 | 49.25 |
| Talybont Harlech | arlech | | 82 | 134 | 61.19 | Barmouth | Fairbourne | | 103 | 134 | 81.34 |
| Harlech P. | Porthmadog | | 49 | 134 | 38.57 | Fairbourne | Tywyn | | 8 | 134 | 59.70 |
| Porthmadog Cricieth | ricieth | | 98 | 134 | 26.87 | | | | | | |
| Cricieth | Phwelli | | 21 | 134 | 15.67 | | | | | | |
| | | | | | | | | | | | |
| | | no trains - winter tim | | SATURDAY 19th AUGUST 16.55 ex Mac | 16.55 ex Mac | | | No trains - winter ti | SATURDAY 1 | SATURDAY 19th AUGUST 17.42 ex Pw | 7.42 ex Pwl |
| FROM | T0 | | Passengers | s Seating | 7. Take up | FROM | T0 | | Passengers | Seating | 7. Take up |
| | | | | | | Phwelli | Cricieth | | 83 | 134 | 17.16 |
| | | | | | | Cricieth | Porthmadog | | 24 | 134 | 17.91 |
| | Fairbourne | | 48 | 134 | 35.82 | Porthmadog Harlech | 1 Harlech | | 58 | 134 | 20.90 |
| Fairbourne B. | Barmouth | | 20 | 134 | 37.31 | Harlech | Talybont | | 47 | 134 | 35.07 |
| Barmouth Ta | Talybont | | 103 | 134 | 76.87 | Talybont | Barmouth | | ਨ | 134 | 38.06 |
| Talybont H. | Harlech | | 48 | 134 | 35.82 | | | | | | |
| | | | | | | | | | | | |
| 80% plus seats taken | taken | 70% plus seats taken | 60% plus seats taken | 50% plus seats taken | is taken | Under 505 seats taken | eats taken | | | | |



| DAY NO 1 | COASTAL | L LINE | | | | | | | | |
|---|------------------------|--|--|--|--|---|-----------------------|---|--|---|
| e e | no trains – winter tim | SUNDAY 13th AUGUST Passengers Seating 71 134 71 134 52 134 | AUGUST Seating 134 134 134 | 10.10 exmack 7. Take up 50.00 52.39 31.34 38.81 | FROM | No tr. | No trains – vinter ti | SUNDAY 13th AUGUST Passengers Seating | | 71.28 ex Pwlf |
| Barmouth Talybont Talybont Harlech Harlech Porthmadog Porthmadog Cricieth Cricieth Phwelli | | 86 76 32 27 | 134 134 134 134 | 64.18 56.72 37.31 23.88 20.15 | Barmouth Fairbourne Tywyn Aberdovey | Fairbourne Tywyn Aberdovey Machynlleth | | 55 4 4 4 8 5 2 5 2 5 2 5 5 5 5 5 5 5 5 5 5 5 5 5 | 135 135 136 | 41.04 34.33 34.81 38.24 |
| FROM TO Machynllet Aberdovey Aberdovey Tywyn Tywyn Fairbourne Fairbourne Barmouth Barmouth Talybont Talybont Harlech Harlech Porthmadog Cricieth Phwelli | No trains – vinter tim | SUNDAY-13th AUGUST Passengers Seating 67 134 42 134 42 52 134 56 134 76 134 32 134 27 134 | AUGUST Seating 134 134 134 134 134 134 134 134 134 | 14.52 ex Mad 7. Take up 50.00 52.99 31.34 38.81 56.72 37.31 23.88 20.15 | FROM TO Phwelli Cricieth Cricieth Porthma Porthmadog Harlech Harlech Talybort Talybort Barmout Barmouth Fairboun Fairboune Tywyn | 9 e | No trains – winter ti | SUNDAY 13th AUGUST Passengers Seating 8 134 22 134 53 134 105 134 101 134 | Seating Seating 134 134 134 134 134 134 134 134 | 13.48 ex Pwl 7. Take up 5. 97 9.70 18.42 38.55 78.36 75.37 |
| | | | | | FROM TO Phwell Cricieth Cricieth Porthma Porthmadog Harlech Harlech Talybont Talybont Barmouth Fairbourne Tywyn Tywyn Aberdovy Aberdovey Machynl | ورگ م مرح م | No trains – winter ti | Bullowy 13th Auticus | Auricust Seating 134 134 134 134 134 135 135 135 135 135 135 135 135 135 135 | 7.36 ex Pwl 7. Take up 2.39 11.19 20.30 22.39 22.39 30.60 23.88 28.83 38.24 |



APPENDIX C

Schedule of comments from Focus Groups

Focus Groups

Focus Groups were held as per the following:

WELSHPOOL

| Ref | Item | Report |
|-----|--------------------------------------|--|
| 1 | Report by | Robert Robinson |
| 2 | Location of Focus Group | Welshpool Town Hall |
| 3 | Comments – timetable | i) Impressed with new timetable. ii) Would like to see more bus integration. iii) Connections at Shrewsbury not well advertised. iv) Retention of through trains to Birmingham International essential. |
| 4 | Comments – services | i) More luggage space needed. ii) More space for cyclists needed. iii) Need for 4 cars on each train. iv) Simpler ticket and fares system. v) Train indicators on board not always showing correct information. vi) Trolley service very good. vii) Staff very good, particularly with disabled. |
| 5 | Comments – infrastructure & Stations | i) Lifts for disabled needed at Welshpool. ii) Second shelter needed urgently. iii) Would like to see more spaces created in front existing car park. |



NEWTOWN

| Ref | Item | Report |
|-----|--------------------------------------|--|
| 1 | Report by | Robert Robinson |
| 2 | Location of Focus Group | Elephant and Castle Newtown |
| 3 | Comments – timetable | i) Retention of through trains to Birmingham International essential. ii) From the perspective of those working in Newtown the new timetable does not meet the needs of those on shifts or those starting at 9am. |
| 4 | Comments – services | iii) More luggage space needed. iv) More space for cyclists needed. v) Wi Fi needed on all trains. vi) Use of iPads etc for train information at stations being called at. vii) Limited waste bins on trains. viii) Need for 4 cars on each train. ix) Simpler ticket and fares system. x) Train indicators on board not always showing correct information. xi) Bus replacement service information often not well issued. xii) Trolley service very good. xiii) Staff very good, particularly with disabled. |
| 5 | Comments – infrastructure & Stations | xxiii) Lifts for disabled needed at Welshpool. xxiv) Second shelter needed urgently. xxv) Welcome extra car parking. xxvi) Would like to see more spaces created in front existing car park. |



CAERSWS

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



TYWYN:

TIMETABLE COMMENTS

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

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

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

SERVICES COMMENTS

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

Train Staff praised.

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

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

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

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

INFRASTRUCTURE AND STATIONS COMMENTS

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

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

Carno: The Welsh Government should make clear its intentions with regards to the reopening of this station.

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



PORTHMADOG:

TIMETABLE COMMENTS

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

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

SERVICES COMMENTS

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

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

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

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

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

INFRASTRUCTURE AND STATIONS COMMENTS

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

OTHER COMMENTS

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



ABERYSTWYTH:

TIMETABLE COMMENTS

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

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

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

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

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

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

SERVICES COMMENTS

On board service: Guards are particularly friendly and helpful.

INFRASTRUCTURE AND STATIONS COMMENTS

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

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

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

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



MACHYNLLETH:

TIMETABLE COMMENTS

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

SERVICES COMMENTS

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

INFRASTRUCTURE AND STATIONS COMMENTS

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

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



BARMOUTH:

TIMETABLE COMMENTS

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

SERVICES COMMENTS

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

Staff: Staff generally very helpful

INFRASTRUCTURE AND STATIONS COMMENTS

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

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



UNIVERSITY AT ABERYSTWYTH:

TIMETABLE COMMENTS

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

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

SERVICES COMMENTS

Overcrowding: Trains overcrowded in summer into 2 carriages.

Staff: Staff generally very helpful

DISABLED

TIMETABLE COMMENTS

None

SERVICES COMMENTS

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

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

Staff: Staff generally very helpful

INFRASTRUCTURE AND STATIONS COMMENTS

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

BUSINESS:

TIMETABLE COMMENTS

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

SERVICES COMMENTS

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

INFRASTRUCTURE AND STATIONS COMMENTS

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



Signatures to the Report

Cllr Trevor Roberts
Chair

Cllr Michael Williams
Vice Chair

Robert A Robinson FRICS FILCM
Secretary

Dated.....

D