

Bulletin

from Tfw's Community and
Stakeholder team

This update provides you with the latest news and advice from Transport for Wales, as well as an opportunity for you to feedback on how we deliver our services.

We would like to thank you for continuing to follow our travel advice and keeping the discussions flowing despite lockdown measures.

As we have emphasised previously, please use public transport if it's your only option for **essential travel** and don't make unnecessary journeys or travel if you have any coronavirus symptoms.

If you have questions or feedback about our services, do email us engagement@tfw.wales or visit <https://trc.cymru/travel-safer>

Public Transport Perceptions

The challenges presented by Covid-19 have meant that we've had to re-evaluate the way we work and travel, and therefore new insight and research is fundamental.

We want to hear from as many people as possible across Wales and Borders to get an insight into perceptions of using public transport - if you have 10-15mins to fill in our survey, please click on the link below.

Thank you to everyone who has shared their views on to-date and do encourage others to feedback to us.

[Share your views](#)

Travel Safer

Wear a face covering



You must wear a face covering on public transport and put it on before travelling unless you're exempt.

Please be respectful, not everyone can wear a face covering.

For guidance, visit trc.cymru/face-coverings



Our new Ticket Machines and Smartcards

We've started installing new ticket vending machines and operating smartcards on many of our routes across the Wales and Borders network.

The new technology and contactless option for customers will enhance safety measures in the fight against Covid-19.

The modern ticket machines - with improved Welsh Language components and raised pictograms for visually impaired customers - have already been installed at nearly 20 stations including Cardiff Central, Penarth, Rhymney, Bargoed and Pontlottyn. Some stations such as Tir-Phil and Hengoed now have ticket retail facilities for the first time. Others like Bridgend have had their old machines replaced.

The smartcards, which customers can use to collect the season tickets they have purchased online, can now be used on more than 20 routes including Cardiff to Shrewsbury, Wrexham to Bidston and Swansea to Milford Haven. Smartcards can be used to buy weekly, monthly and annual season tickets.

Pontypridd - TfW's Future Home

Our brand-new headquarters at Llys Cadwyn in the heart of Pontypridd's town centre is shaping up nicely and passers-by will now notice the newly installed TfW branding on the outside of the building.

TfW announced back in 2017 that it would be moving out of its Welsh capital location and creating a new home for its workforce in the South Wales valleys, as part of its commitment to support Rhondda Cynon Taf Council's ambitious regeneration plans and inward investment activities.

Llys Cadwyn will be TfW's headquarters, but it will continue to have teams based at the Treforest Hub, Taff's Well Depot and its North Wales office in Wrexham. Its Catering teams will also continue to be based in one of its four service station locations – Carmarthen, Chester, Newport and Shrewsbury.



Take a sneak peek at our Metro trains

Take a virtual tour of our new trains by clicking the button below. These trains will significantly increase our capacity and transform our customers' travelling experiences. They'll also offer lots of new features including level boarding, increased bicycle storage space and air conditioning.



Useful Links

Our mission is to Keep Wales Moving and we're committed to doing this safely and in line with [Welsh Government guidance](#).

For travel advice, please visit: <https://gov.wales/travel-and-transport-advice>

For answers to frequently asked questions, please visit: <https://tfw.wales/essential-travel/faqs>

How busy is my train? For our capacity checker, please visit: <https://tfwrail.wales/how-busy-is-my-train>



