



PWYLLGOR TEITHWYR RHEILFFYRDD

RAIL PASSENGERS COMMITTEE

CYMRU • WALES

wales

annual report

2004-2005

Chairman's foreword

All Change!

This is my first, and probably my last, full report as chairman of the Rail Passengers Committee for Wales. Although I jointly signed the foreword to our report last year I had joined the committee just after the start of 2004-2005 and I reported on what had been done before then. Soon after, the Governments' Rail Review outlined major changes to the structure of the rail industry, including the decision to dismantle the system of Rail Passengers Committees that had been in place since nationalisation nearly sixty years ago. So much of our work this year has been dominated by knowing that we would not be around much longer. We had to recognise that and prepare for it whilst continuing our work to represent current and potential rail passengers.

Our role is to be the passengers' voice, to balance up their interests with those of the organisations who provide railway services. We exist because rail passengers – unlike supermarket shoppers – don't have much choice about which railway or railway company they use. It's our job to see that their views get heard. It is especially important that we represent the views of passengers – not our own, or those whom we happen to meet – although of course we use our experience to understand passenger



The entrance Hall of Cardiff Central station

Photographs by Larry Davies, Member, Rail Passengers Committee Wales

issues and to translate those into the actions we think the railways need to take. To this end we have commissioned extensive research in Wales of passenger views, we have held and continue to hold passenger events at stations and on trains to tell passengers what we do and to gather information. We have also held public meetings to provide an opportunity to publicly discuss rail issues.

It's widely agreed in the UK that consumers have some well-established rights – often known as the seven consumer tests or principles – *Access, Choice, Quality/Safety, Fairness,*

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Presented to Parliament in pursuance of Section 79 (1) of the Railways Act 1993



In September, Virgin Trains restored Llandudno and Flint onto the Inter City map with direct services to London. One of the new Voyager Trains stands at Llandudno

Information, Redress and Representation.

When there is plenty of competition and also plenty of organisations supplying services or products these principles tend generally to take care of themselves. If consumers don't get what they want they can choose to go elsewhere. When suppliers are not so plentiful, market forces play a less effective role, and then a need arises for consumer representation.

Some have seen the loss of the Rail Passenger Committees as a step backwards in this business of representation, others argue the need for reform and change. It is not for us to join that debate here. However, society has changed a

good deal since the 1940s and for my part it is clear to me that the old patrician ways of dealing with consumer issues are no longer appropriate to the 21st Century, or fit with an age of empowered consumers who have much higher expectations, and a great deal more ability to voice their concerns and the ability to make choices which were not available to their grandparents. Rail passenger representation has to adapt to a different future.

In the future passengers' interests will be represented by a new GB-wide body. The new organisation will be supported by staff who will maintain passenger contacts through a series of Passenger Link managers covering Train Operating Companies (TOCs), user groups, public bodies and others. Wales – along with Scotland – will be represented on the new body, but will also have the power to establish passenger representation of its own. The Welsh Assembly Government (WAG) has already indicated that it intends to establish its' own body and has announced a plan to create and fund a committee covering all forms of public transport at a future date. This corresponds with a paper we prepared for the WAG in the summer of 2004, which recommended such an organisation.

The Rail Review also proposed additional powers for Wales, principally over rail services

beginning and ending in Wales – which essentially means the Wales and Borders franchise, currently operated by Arriva Trains Wales. Compared with Scotland the powers are limited – but they represent an important step toward more local decision making, which we welcome. We wait to see whether changing government priorities and funding constraints will limit what can be done. However, it is worth noting – as covered elsewhere in this report – that the WAG has shown itself to be willing to commit to new rail projects, to both stock and infrastructure improvements and selectively to revenue support, for example, for the British Transport Police (BTP). We have welcomed all of these developments and believe it important to praise when we believe Government or others respond to passenger needs – Arriva Trains Wales has responded to many of our suggestions to improve services or to remedy deficiencies. First Great Western has produced better services to Cardiff (although we would like better ones further into Wales too) and

Working for Wales

Quick Wins – Our work led to the correction of signage for the new bus stop at Ruabon

Virgin Trains have responded to our suggestions about various improvements on the North Wales routes. Finally Network Rail has helped with approvals for infrastructure projects. In addition this year we have increased discussions with organisations providing or representing other forms of Public Transport (air, bus and ferry). These broader relationships are important – and can be mutually supportive – as we encourage greater transport integration.

However, much remains to be done. Many of the trains in Wales are old, the infrastructure is inadequate (so much so in places that it prevents improved services), and connections between TOCs' services are often inadequate or from the passengers point of view involve long waits which make journeys much more arduous than they should be. Often we also regret that connections between different modes of transport are poor or non-existent.

Against this background, we decided to concentrate our work this year so as to bring about as much benefit as quickly as we could for passengers in the time remaining for the Committee to operate, and to press for the early establishment of the new passenger transport committee for Wales. We also decided to create a document, which would set out the passenger

issues, big and small, that remained to be tackled – our legacy to whoever follows us both here in Wales and in the UK.

We established a number of Taskforces who have sought quick wins for passengers, to work on improving passenger interchanges – integrating transport – and to work on station issues. We also continued our very successful work on facilitating discussions between a wide range of parties involved in policing and the judicial system about tackling route crime on the railways. The results of this work are set out in the report.

It has thus been an unusual year for us, albeit one in which we have continued to champion the needs of passengers, giving them a voice which can be heard by those who run the railways. We are the last in a long line of committee members representing rail users in Wales. In nearly 60 years there will have been a lot of changes seen by the committees, and an enormous amount of time given by them in public service to the railways. We would like to pay tribute to all those past members and I would like to add my thanks and tribute to the members of the present committee who have continued that tradition and have given me much support in my first – and as it turned out – final year as their chairman.

I would also like to stress that although by its

Working for Wales

We held our public meeting in Wrexham. The meeting tackled the issue of railway route crime which subsequently influenced the committee's work over the year.

nature it is our job to challenge those who run our railways to provide what passengers need, our relationships with TOCs – in particular Arriva Trains Wales, First Great Western, and Virgin Trains, as well as Network Rail, BTP and the WAG and indeed all those who are involved in all forms of public transport, are cooperative and supportive. It is essential to our work that we get on well with the industry and I would like to thank all those organisations that have supported us over the years.

Our aim, until the committee ceases to exist, will be to continue our work for passengers and to hand on a legacy of information and knowledge which will help the new organisations that follow us to represent the passenger and continue to provide a balance in the relationship between the passenger and the provider.

Colin Foxall CBE

Chairman, RPC Wales

What is the Rail Passengers Committee Wales?

RPC Wales is the official, independent voice of rail passengers in Wales. It acts as a passenger advocate, engaging with passengers to understand their needs and ensuring their views are strongly represented to the industry and others.

The rail infrastructure of Wales varies tremendously, from the high speed Great Western Main Line in the south and the North Wales Coast Main Line to the busy commuter services benefiting the South Wales Valleys. Wales also has a number of rural services, including the Cambrian Line.

The Work of the Committee

We seek out the views of passengers through research, station events and public meetings. The research undertaken by the RPC provides valuable evidence to enable us to become an effective and influential voice for change. It

Working for Wales

We continue to work with our public transport partners on the Holyhead Interchange Project. We have invested a great deal of time and effort on this project.

presents passengers views to the media, as well as to the rail industry, raising the profile of passengers' needs.

In January 2005 we held a conference bringing together rail user groups, industry representatives, local government and other partners to the Millennium Stadium in Cardiff.

We are regularly asked to respond to industry, and public-transport related consultations. The Committee makes sure the passengers' perspective is properly represented.

We also work to influence big changes happening in the industry for the benefit of passengers, such as the UK Government's Rail Review and the WAG's recent Transport Review. We were also invited to present oral evidence to the House of Commons Welsh Affairs Committee and the Economic Development and Transport Committee's inquiry into the Draft Transport (Wales) Bill.

The RPC Network

We are part of the Rail Passengers Council and Committees network. The network is comprised of eight committees – one for each of the six English regions, Wales and Scotland. The Rail Passengers Council in London co-ordinates the work of the eight committees. Together they work to get passengers views heard.

Working for Wales

We gave oral evidence regarding our response to the Transport (Wales) Bill to the Joint House of Commons Welsh Affairs Select Committee and the Welsh Assembly Economic Development and Transport Committee.

The mission statement of the RPC network is to:

Champion the Interests of Rail Passengers

Underpinning the mission statement are five long-term goals that form the basis of our work:

- > to understand and represent the views of passengers
- > to be an effective and influential force for change
- > to raise the profile of the RPC network with passengers, the rail industry, the media, Government and others
- > to develop, update and promote a passenger centred vision for the railways
- > to improve the capability of the network to champion the interests of rail passengers.

The past twelve months in Wales

The Welsh Assembly Government and Rail

Over the past year, rail and public transport issues have remained close to the top of political and policy priorities. Running in parallel to the transport announcements made by the UK Government, the WAG has secured commitments to devolve significant strategic powers over the Welsh rail network. These powers include:

- > allowing the WAG to become a co-signatory to the Wales and Borders franchise, with the

- ability to specify services
- > the ability to set fares
- > providing financial assistance to the franchisee
- > creating a Transport Strategy for Wales.

The powers are subject to the implementation of the Railways Act 2005 and the Transport (Wales) Bill, two pieces of legislation which will significantly impact upon railways in Wales.

As well as looking forward to the new powers they will receive, the WAG has used their existing, limited powers creatively. Over the



Working for Wales

Quick Wins – Cardiff Bay station has benefited from a facelift. Including improved lighting, CCTV, a new shelter and improved signage to the Wales Millennium Centre.

past 12 months the Government has been able to:

- > press ahead with the re-opening of the Vale of Glamorgan line for passenger use, which is expected to commence from 2005
- > take forward the first phase of the Ebbw Vale Railway scheme, which will provide an hourly service to Cardiff
- > fund improvements to stations throughout Wales, from platform lengthening on the Aberdare line to station security enhancements in North Wales
- > announce funding for additional carriages to tackle overcrowding on peak time Valley Line services.

As per the Wales and Borders Franchise conditions, these traditional loco hauled trains on the busy Rhymney valley commuter corridor will be replaced by Class 150 diesel Multiple Units cascaded from Scotland. Passenger reaction is mixed

The United Kingdom's newest express passenger train, the Class 390 Pendolino is now in service with Virgin between Holyhead and London Euston and after initial teething troubles, these trains are being well received by North Wales passengers

The RPC has taken every opportunity to welcome improvements to the existing network and we will continue to work with the WAG and other partners in local government advocating further enhancements to the network.

The Rail Industry in Wales

Wales is serviced in the main by three TOCs. Arriva Trains Wales operate services within the Wales and Borders Franchise, First Great Western provides intercity services between Swansea,

Cardiff, Newport and London Paddington, and Virgin Trains provide services along the North Wales coast. Central and Wessex Trains provide additional, limited regional services.

The past year has seen a number of improvements across Wales. Investment by the TOCs has made a positive contribution to the network. Their investment has improved passenger safety and has bought new and improved rolling stock to several Welsh routes. On behalf of the rail travelling public RPC Wales has taken the opportunity throughout the year to welcome improvements where they have been made.

Arriva Trains Wales

Just over a year into the Wales and Borders Franchise we are continuing to work with Arriva Trains Wales to create the best possible passenger experience. The company has made a number of announcements over the past year that we've been able to support, including:

- > Significant investment in CCTV on Arriva trains and stations
- > £1million of investment for Chester Station, which will directly benefit passengers in North Wales
- > The continuing promotion of the Adopt a Station scheme.

Working for Wales

We were represented at the launch of the Wales PLUS BUS scheme in Cardiff, bringing greater integration between Train and Bus.

Ahead of the new Standard Pattern Timetable, we are continuing to work with the company. Working with Arriva and First Great Western, we hope to avoid any of the difficulties caused by First Great Western's timetable revision in December 2004.

First Great Western

The changes to the First Great Western timetable have created problems for regular rail users who now face lengthy connections with Arriva services in Wales. Although standard pattern timetables bring benefits, such as simplifying the regularity of train services, difficulties have arisen and we are looking forward to discussing these in due course.

First Great Western have also unveiled a new look for their high speed train carriages, this would extend the life of the current high speed rolling stock and feature as part of their bid for the Greater Western Franchise.

We have been fortunate enough to participate in First Great Western's stakeholder meetings that



take place throughout the year. The meetings have enabled RPC to feed passengers' concerns back to senior representatives of the company.

Virgin Trains

RPC members sit on the Virgin Trains Joint-Sub Committee, representing the interests of passengers in North Wales. Over the past year we are pleased to say that services have been enhanced due to the considerable investment made by the company.

We have been able to welcome the introduction of Pendolino, 'tilting trains' and have welcomed the company's decision to increase the number of station stops in North Wales.

Virgin Trains has also been able to celebrate their new 'Welsh Dragon' service. As well as improving access to London, the train will provide additional important service, raising the profile of North Wales in the Capital.

The Strategic Rail Authority

As well as work with the Train Operating Companies, we have also worked with partners in the Strategic Rail Authority (SRA). In the past year we have responded to two significant consultations, the Great Western Main Line Route Utilisation Strategy and the Greater Western Franchise. In both we sought to promote the interests of the rail user in Wales.

Working with the Policy Makers

Railways in Wales

RPC Wales Conference 2005

In January 2005 RPC Wales organised the *Railways in Wales* conference at the Millennium Stadium in Cardiff. The Committee were supported by the Welsh Assembly Government, Network Rail, Arriva Trains Wales, First Great Western Trains and the Welsh Transport Research Centre.

The principal aim of the conference was to provide an opportunity for interested parties and stakeholders to hear about potential changes and challenges facing the railways in Wales following the UK Government's publication of *The Future of Rail* White Paper.

Major rail industry and government players were invited to speak on issues such as:

- > What is the Welsh Assembly Government's Vision for Rail in Wales?
- > What will be the new role of Network Rail in Wales?
- > How will passengers' views be represented in this new future for rail?
- > What are the current state of the railways in Wales?

Working for Wales

We have held "Meet the Passenger Events", in Bangor, Cardiff, Aberystwyth and Swansea. Thousands of passengers across Wales have been surveyed.

Working for Wales

Members have worked at a national level on a number of UK RPC taskforces, addressing issues such as, overcrowding, accessibility and the future of high speed trains.

Working for Wales

Quick Wins – South Wales train operating companies, Network Rail, British Transport Police, Magistrates and the Crown Prosecution Service will work together to combat rail crime. Joined up working – a result from our South Wales route crime forum.



Three Committee members, Gillian Wright, Andrew Campbell and Avril Cooper at Swansea Station during a “Meet the Passenger” event when travellers views were obtained on Welsh Rail Services in that area

Members of the Committee were given an opportunity to publicly press Ministers, Train Operators and other decision makers regarding the long term investment in Wales’ railways, as well as providing members of the invited audience a forum in which to ask questions of the industry as a whole.

Key speakers included:

- > Andrew Davies AM, Welsh Assembly Government Minister for Economic Development and Transport. The Minister used the conference to make a major funding announcement. The Minister promised a £50 million funding package during the course of the current Wales and Border franchise to relieve overcrowding on busy commuter Valley Lines. It is also envisaged that the extra rolling stock will be

used to increase capacity in other parts of Wales outside commuter hours. He also publicly committed to funding a Wales Public Transport Users committee once the Transport (Wales) Bill passed.

- > John Armitt, Chief Executive of Network Rail. He informed the audience that a great opportunity lay ahead to put right the decisions of under investment. He also focused upon Network Rail’s work in Wales including the £70 Million re-signalling project at Port Talbot, the re-opening of the Vale of Glamorgan Line and Rhoose station, and the ongoing involvement with ‘Interchange’ developments at Bangor, Holyhead and Llandudno stations.

Working with the Public

Meet the Passenger Events

Over the past year RPC Wales has taken the opportunity to survey hundreds of rail passengers across Wales. “Meet the Passenger” events took place at these stations:

Working for Wales

We held the “Railways in Wales” Conference in the Millennium Stadium, Cardiff. Speakers included the Minister for Economic Development and Transport, Andrew Davies AM and the Chief Executive of Network Rail, John Armitt.

- > Cardiff Central
- > Bangor
- > Aberystwyth
- > Swansea.

As well as circulating the RPC Surveys *Get Your Voice Heard* and *Are you just waiting to be asked?* RPC Wales spoke directly to passengers, and handed out flyers to publicise the Committee as the independent organisation representing passengers.

RPC Wales committee members and staff have been able to reach out to a number of rail users from shoppers to commuters, families to tourists. Through our survey work we are able to identify the priorities of rail passengers.

Unsurprisingly, punctuality and affordability are two of the greatest concerns for rail users. Other concerns include overcrowding and comfortable, clean trains.

Some passengers completed another postcard we had available which asked ‘If you could meet the

Working for Wales

Quick Wins – North Wales schools now have a chance to comment on train time changes. Rail services now take into account the commuting needs of students and pupils.

managing director of the company that runs your train service, what would you say?' These answers reinforced some of the views expressed in our other surveys and also highlighted some local issues, for example:

“The Arriva Valley lines trains are dangerously crowded during the rush hour.”

“When will trains run again to Blaenau after the floods? Replacement buses are poor and do not call at stations.”

By meeting the passengers and listening to their views, we are able to make informed representations to train operating companies in Wales. The information compiled from the questionnaires is important when we make representations to the local authorities and to the WAG in our efforts to improve rail services in Wales.

In order to get a fuller picture of passengers priorities in Wales, the RPC commissioned an on-train survey of

1800 passengers on routes all over the country. This survey took place at the end of the reporting year and the results, together with our other survey work, will underpin the legacy we leave to future representatives.

Working as the Passengers' Consumer Champion

The past year has seen a marked change in how the organisation receives and handles passenger complaints. Up until October 2004, RPC Wales offered help, support and advice, as well as acting as mediator for a number of passenger complaints.

From October last year the RPC Network's complaints have been. Passengers wishing to contact the RPC can do so via a new number, **08453 022 022** and a new address, **Freepost WA1521, Warrington, WA4 6GP**. The contact centre, based in Warrington, is designed to boost our capacity to interact with passengers, improve our complaints handling processes and provide a single point of contact for passengers.

Passenger complaints fall into two categories:

1. Initial complaints

These are complaints brought to the committee before the service provider has had a chance to respond. At this stage passengers are advised to contact their service provider, the RPC does become involved

at this stage, we only become involved if contact with the service provider has already been made.

2. Appeal Complaints

If the passenger has already contacted the service provider and is not satisfied with the response, they can register an appeal complaint with the RPC. We can independently review the complaint along with the response. Appeal complaints can involve considerable negotiation with train companies and therefore can take considerable time to deal with. The total number of complaints received this past year (2004/2005) was 265. This compares favourably with the total for the previous year (2003/2004), which was 476, a 44% reduction.

Complaints for the year 2004/05

	Complaint Category	Initial	Appeal	Total
1	Train Service Performance	34	18	52
2	Staff Conduct & Availability	8	4	12
3	Fares Retailing & Refunds	38	23	61
4	Information on trains / stations	10	3	13
5	Timetable/connection issues	15	4	19
6	Quality on train	24	7	31
7	Station Quality	5	0	5
8	Complaints Handling	5	27	32
9	Safety and Security	1	0	1
10	Special Needs	2	4	6
11	NRES/Info providers	15	13	28
12	Other	2	3	5
13	Unknown	0	0	0
	TOTAL	159	106	265

Members' reflections

Community Rail Strategy

The cost of running railways, particularly in rural areas, can make headlines. The then Minister for Transport, Kim Howells, mentioned in a report to the Welsh Assembly Government that only 99 people a year had used Sugar Loaf Halt on the Heart of Wales Line. Unsurprisingly this was cited by the press as a reason for closing such lines. In fact the statement had been based on ticket sales which gave an inaccurate figure because the area is used by walkers and ramblers, and tickets were bought for other destinations within walking distance of the halt.

The Strategic Rail Authority realised that it had to address the problem. As the RPC has repeatedly pointed out, having a UK standard suitable for high speed, high usage express lines is inappropriate for many of the lines in Wales which are rural in nature and have fewer trains running at lower speeds on them. The SRA had to find ways of improving the cost revenue equation. Their remit was to keep lines open and so the Community Rail Strategy was born.

Working for Wales

Quick Wins – The British Transport Police have taken action against intimidating and anti-social individuals at Llandudno Station.

The strategy is intended to help put local and rural railways on a more sustainable financial footing.

From the time when BR Regional Railways were attacking costs by cutting services, it was apparent in many cases that the timetables no longer fit the needs of the people and the numbers of passengers had fell disproportionately as a result. The Heart of Wales line, running from Swansea to Shrewsbury and linking many small towns and villages in the middle of Wales, was just such a line and it fell into the categories being prescribed for the strategy.

With a long established Travellers' Association; Heart of Wales Line Travellers' Association (HOWLTA), the fight to retain the line initially had been won, but the battle to retain passenger numbers following the reduction in the timetable was more difficult and continues to this day. Making the railway important to the economic regeneration of the area it serves is paramount to its success, but with the negative media coverage given to such routes, potential passengers are given no encouragement to change their travelling habits and tourist businesses are reluctant to advertise local rail services.

The introduction of the Community Rail Strategy over the last few years is bearing fruit and more people are being made aware that the railway exists. Innovative ways to link the railway to the community are being created. For example, an

hotelier in Llanwrtyd Wells, ordering organic smoked fish from a producer near Broome, instead of driving over fifty miles, arranged for the order to be put on the train for the price of a dog ticket and collected it on arrival at Llanwrtyd station.

The common-sense approach of the Community Rail Strategy has encouraged this sort of imaginative thinking by all those involved in running railways, and this may be the salvation of many of our rural railways.

Gillian Wright

The Cambrian Line – Could new signals give us more trains?

For some time RPC Wales has been aware of the issue of overcrowding on the Cambrian line, from Aberystwyth to Shrewsbury. To a degree, the line is a victim of its own success as trains are running more or less to their full capacity providing rail services to local communities and opening up Wales' countryside to visitors.

Overcrowding is now a problem throughout the year, during the week and weekend. Passengers have been left behind at Welshpool station, unable to board the eastbound train. The line is a star performer in Wales in terms of year-on-year passenger growth, with steady growth recorded since 1995 averaging 7% per annum and with "footfall" figures now in excess of half a million a

year. All this has been achieved with the same timetable, frequency of service and roughly the same amount of rolling stock in 2004 as back in BR days.

The line is popular, used by local residents and visitors. It plays a vital tourism role, but the current two-hourly frequency means day trips are impractical from anywhere requiring a change of rain. Potential commuters suffer similar problems; relatively short commutable distances are done by car. However, the Cambrian Rail Partnership and its Community Rail Officer can be credited with the good work of promoting the line and increasing usage. Now many caution against marketing the line too much – surely the wrong response to continuing growth and success?

We have raised these issues with the WAG, Network Rail and the SRA. Our message has been simple, rather than dissuading passengers from using the rail service, significant improvements could be brought to an area which, in transport terms, is isolated. These improvements carry a considerably smaller price tag than similar road schemes, but have a proportionately greater benefit.

We have pointed out that the SRA has announced that a new signalling system, the European Rail Traffic Management System (ERTMS), is to be piloted on the line from 2007. There exists an opportunity to add in some early

Working for Wales

Quick Wins – Our work has led to additional staff at Abergavenny station, providing assistance to passengers with mobility difficulties.

minor infrastructure work which would make it possible to increase train services.

The ERTMS trial on the Cambrian line provides an excellent opportunity to get a vital and achievable scheme underway which would benefit the tourist industry, the general economy and significantly boost integrated transport across a large area. The scheme is relatively straightforward and inexpensive to implement and should have a beneficial multiplier effect across the region – southern Gwynedd, Ceredigion and North Powys that would amply justify its implementation.

RPC Wales will continue to seek ways of supporting this proposal which carries such benefit to rail passengers, existing and potential.

Gareth Marston

Railway crime – the only thing passengers want to see cancelled!

It is often the work of the RPC to bring people together to solve problems. For some time we had

been concerned at the impact of crime and its effect on passengers and rail staff. Indeed in South Wales we took on the role of bringing together the rail industry, British Transport Police, Magistrates and the Crown Prosecution Service to examine the issues involved and identify solutions.

Rail transport is still a predominantly safe crime free mode of travel but regrettably, from time to time, assaults, anti-social behaviour and vandalism mar the experience.

In North Wales the railway system has an ageing infrastructure and in terms of station facilities, little or no improvement has taken place for passenger safety over the years. Sadly there was an air of isolation about the railway in the community and often it

The deplorable state of Platform 5 (bus interchange) at Llandudno Junction, an area that sadly suffers a higher incident rate of antisocial behaviour and vandalism



seemed that society dumped its problems on the railway. A graphic illustration of this was found in one town where the youth facilities were curtailed, resulting in the congregation of youngsters, some affected by alcohol, on the unmanned station. Intervention by two RPC Members engaging in dialogue with local Councillors, Police and businesses resulted in the restoration and improvement of the village facilities for the youth and returned the station to its proper purpose.

However, the subject of railway crime was thrust sharply into the headlines when late one evening at Prestatyn Station, a male passenger remonstrated with some youths who had damaged the station buildings and thrown a timetable hoarding onto the track. He was savagely beaten and required some 20 stitches to serious head wounds. Three youths subsequently appeared before the Crown Court and received custodial and supervising sentences. In the wake of this incident a major local paper ran a very

Working for Wales

Quick Wins – RPC Wales worked to restore the 07.14 Cardiff Central to Chester via Shrewsbury service, following the intervention of RPC on behalf of rail passengers.

effective 'Safe stations' campaign and overnight everyone was talking about rail passenger safety.

Our response was to set up a 'Route Crime' partnership with the British Transport Police, North Wales Police, Crown Prosecution Service, Magistrates Associations of Clwyd and Gwynedd, Network Rail, Virgin Trains, Arriva Trains Wales and the local Press. Throughout the year we have chaired a series of successful meetings at Llandudno which have led to closer co-operation and a re-evaluation of a number of problems.

However, most importantly we can now see tangible achievements. The Welsh Assembly Government respond to the Campaign with a £750,000 cash injection for station safety improvements in North Wales, and at long last improved lighting and CCTV coverage will benefit passengers. Arriva Trains have additionally announced the fitting of internal CCTV to all their passenger stock operating in Wales.

We have also long argued for an increase in the British Transport Police establishment in North Wales. Additional resources will shortly be allocated to the region and a new BT police station will open at Rhyl. We also welcome the news that we may be the first in the country to have transport wardens, a new breed of 'rail crime fighter'.

Fare evasion often leads to anti-social behaviour, so we have campaigned for increased revenue

protection on trains. Arriva Trains Wales have responded positively with the formation of new travelling enforcement teams and the reintroduction of gated stations at hotspots such as the Prestatyn – Rhyl – Abergele corridor. And these are only some of the results of our work. In addition we have seen:

- > Increased Police visibility on trains and at stations reassuring passengers and staff. Joint Operations by BTP and North Wales Police have been particularly effective at interchanges such as Shotton
- > Successful prosecutions resulting in several offenders, particularly at Rhyl, being made the subject of Anti Social Behaviour Orders (ASBO) by the Courts
- > The Crown Prosecution Service has appointed a dedicated Solicitor to oversee and deal with railway matters in North Wales affording a direct reference link for the BTP
- > The Magistrates Associations and the Crown Prosecution Service have indicated they will take a firm stance in dealing with all matters of offending on the railway
- > Network Rail/BT Police increasing their education programme to schools in identified 'hot spot' problem areas
- > Increased awareness amongst the public about safety issues on the railway through our releases and interviews after our meetings.

We have made a difference for passengers and staff, leading to safer railways in Wales. We are grateful for the help we have received tackling rail crime related issues and are pleased that we have shown that working together really works!

Larry Davies

07:34 FGW Carmarthen – London Paddington A Good News Story!

In September 2002 concern was expressed by the Committee to First Great Western over the 07.34 Carmarthen to London Paddington service. Reports received from passengers over falling performance standards throughout the year had reached unacceptably high levels. Last minute cancellations of the service together with poor levels of punctuality were causing genuine hardship for travellers.

As a key commuter service into the industrial heartlands of Swansea dependency upon this service is high. Its timing at 07.34 is also important for delivering employees to the workplace for a 09.00 start. Falling standards were generating a serious loss of passenger confidence and to ensure a prompt arrival time at work regular commuters were responding by returning to their cars.

Representation to FGW was based upon two key issues, falling performance standards and the

economic importance of the service to rural west Wales. The area has suffered much in recent years from falling agricultural incomes (due in part to foot and mouth) and a decline in general production industries (i.e. closure of Dairy Crest creameries; textile manufacturers etc). For many who live in the region, the 07.34 is viewed as an economic lifeline securing employment opportunities elsewhere.

FGW responded positively to the representation. Immediate tangible responses included increasing resources to the Swansea depot; employment of additional train staff; more staff training and regular visits to Carmarthen by senior FGW management (who met with RPC committee members). Overall a more specific focus was made towards the service. As organisational priorities changed the service was no longer regarded as the most vulnerable on the FGW network and over time performance standards returned to much more acceptable levels.

Outcomes over the past two years have been encouraging. Passenger confidence has returned and loading levels have increased and continue to do so. Any talk on the trains these days about performance usually concerns the national rugby team, which is how it should be. The saga of the 07.34 is a 'good practice' example of

Working for Wales

We have continued to press for improvements to the Heart of Wales line. The frequency of rail services could be improved with additional investment and we are working with the Welsh Assembly Government and the rail industry to press this point home.

Working for Wales

We met with Cardiff Bus to support the improvements at Cardiff Bus station. The development of the bus station into a functioning interchange is overdue and will benefit passengers visiting Wales' Capital City.

constructive collaboration between a TOC and a passenger representation body. This successful outcome has benefited the travelling public.

Our thanks go to FGW for their response and actions. RPC Wales – together with many rail passengers from the west Wales area – welcomes the commitment shown to this service. Long may it continue!

Andrew Campbell

Two West Wales services stand at Swansea. Many passengers are concerned over a whole range of connectional issues at this location

A Game of Two Halves – Or travelling choices to and from West Wales!

Improvements for some passengers sometimes cause problems for others, a dilemma for the RPC.

My regular commute between my home station of Ferryside in Carmarthenshire, West Wales and Cardiff has become rather more reliable of late since the introduction of a new timetable in December last year – but at what cost?

As a West Wales based commuter journeying to and from Swansea and Cardiff I chose to live near a main line railway station for the very reason that it

presented me with a large range of travel options and the benefits of rail.

On a typical day, on my outward journey I have a reasonable choice of trains; the return journey is a different matter. I need to catch a train to connect with the Swansea to West Wales services. Great Western services from London, Paddington to Swansea used to leave Cardiff on the hour and the local Arriva service at about twenty to the hour. A simple enough choice, catch the direct Arriva train with an overall journey time of almost exactly two hours or take a risk and leave work later and catch the FGW service presenting an overall journey time similar to my morning commute. The problem with the latter option was there was about a 20% risk that a westbound train would be delayed. The net result is I would miss my connection and have to endure the best part of an hour's wait at Swansea station – not the most attractive of propositions on a cold winters evening with no waiting room and limited facilities. More often than not I would gamble on the later train, or be slightly delayed in work and have no choice in the matter. It could be a nerve racking experience travelling on a 10-15 minute late running service wondering if the connection would be held or not!

Since the timetable change in December, allegedly the most radical reshuffle of national rail times in modern history, I am now presented with a

Working for Wales

We continued to present the rail passenger perspective in our responses to consultation papers. The UK and Welsh Assembly Governments, Government agencies and the rail industry have received our comments.

different set of problems. More balanced turn around times at terminals and shifting London to Swansea clockface departures forward about 15 minutes has undoubtedly improved overall punctuality and reliability of services. Thankfully the days of wondering if I will make that connection are largely a distant memory, but the problem I am now faced with is which train to catch. I now have to leave the office much earlier and on arrival at Swansea have an infuriating 25 minute wait for my connection which has been sitting in the platform all the time. Sitting on a train going nowhere for 25 minutes can seem an awful long time when you are keen to get home after a hard day's work, and the price of making the connection is now an extra quarter of an hour on my average working day.

The alternative, if I choose to catch the direct service, is even worse, Arriva trains usually depart at quarter past the hour travelling from Cardiff to Swansea in around an hour, or a little less, and then



sitting idle for up to 50 minutes before proceeding to West Wales. Sitting on a train going nowhere for almost an hour is definitely not my idea of fun! Why is it that I can travel from my home station to Cardiff direct by either train operator in less than 100 minutes, however an equivalent return commute can now take up to two and a half hours?

For me, and many other passengers who make



similar journeys every day, the price of a more reliable service has been long waits and increased overall journey time. I only hope the much promoted new Standard Pattern Timetable – to be introduced later this year – will go some way to redress the balance.

We have urged both Arriva Trains Wales and First Great Western to find ways of resolving these problems. We hope a solution can be found. I fear however that West Wales travellers will be faced with even less choice than they have at present for example with the loss of many through services to, for example, Tenby and Pembroke Dock.

Stuart Thomas

Working with passengers to achieve quick wins

One of the things we do is look for quick wins – simply put, where our influence can quickly make a difference. This is the story of one.

On my way to a meeting of the RPC I went to Abergavenny railway station to buy a ticket for the 07.54 to Shrewsbury (07.15 from Cardiff Central), but found that the service had been

The busy railhead of Abergavenny has benefited from additional staffing which has improved passenger handling. A Cardiff to Manchester service has plenty of custom in this view

Working for Wales

Quick Wins – thanks to RPC Wales Wrexham Central Station is now open on Sundays since the start of the Winter 2004 Timetable.

Working for Wales

We met with Cardiff International Airport and continue to support greater rail access as a means of promoting easier access to this key travel hub

withdrawn a few days earlier! The withdrawal of the service was causing serious problems for many passengers. Students used the service to get to their schools and colleges in Hereford and individuals used the train to make business appointments in Birmingham, Shrewsbury and beyond. A group of disgruntled passengers conferred and planned what to do. I was able to take the next train and alert fellow RPC members and staff.

Within a week RPC Wales met a representative of Arriva Trains Wales in Cardiff and within a few hours an announcement was made that the service would be resumed, albeit in a slightly modified form.

The redundant sidings area at Bangor where new car parking facilities are due to be constructed



The service would run from Cardiff Central to Chester via Shrewsbury, a good example of how the RPC can take up issues with the rail industry. We work to sort out issues for passengers when decisions are made which don't work out as planned.

Avril Cooper

The Challenge of Developing a Modern Transport Interchange at Bangor

Bangor station is probably the busiest in North Wales. Not only does it cater for the immediate locality, including the City's large student population, but it also serves as a railhead for Caernarfon and beyond,

as well as for parts of Anglesey.

For many years there have been increasing problems with car-parking at Bangor; on busy days all available car-park spaces have been taken up well before nine o'clock in the morning and, with usage of the station expected to increase significantly, the situation is wholly unsatisfactory. RPC Wales has argued for the development of a new car park on a large piece of currently unused wasteland (where sidings were once located) to the western side of the station.

Initial approaches from RPC Wales to the rail industry quickly indicated that numerous issues

Working for Wales

Throughout the year we've continued to represent rail passengers at the launch of Traws Cambria bus services.

required resolution before any development scheme could be given serious consideration. In an effort to facilitate progress, RPC Wales convened a meeting in December 2001 which was attended by several parties, including representatives of the rail industry and local government. Gwynedd County Council eagerly embraced our vision for development and took the scheme forward.

Notwithstanding countless problems, mainly relating to land ownership and usage, which have delayed progress, a viable scheme for greatly enhanced car parking, along with much improved bus interchange arrangements, is now at hand. The Welsh Assembly Government has assisted greatly by committing significant funds to the project and it is hoped that work will commence later this year.

It appears therefore, that our dogged persistence will have proved worthwhile. Once the project is completed, it is anticipated that Bangor will boast a multi-modal transport interchange to the best modern standards and well suited to the needs of the travelling public.

This has been a long haul project but partnership working to address the problem and identify a solution should soon have ensured that all Bangor passengers have early access to secure parking.

Andrew Goodwin

Trains, Planes and...Buses?

Although we represent railway passengers, it's essential we work with other forms of transport. Integration, in transport terms, is the ability to change modes of travel with the maximum of ease, and the minimum of inconvenience.

The trouble is that for years both the bus and the railway industry have failed to recognise the need to work together to provide a public transport service. This is endemic, from management to front line staff. A local bus driver may have trouble explaining where and when a passenger could catch a train, and the same applies vice versa, station staff may not know details of local bus services!

Public transport integration within the UK has been relatively successful in the metropolitan, urban areas, notably because they have greater powers in the provision of public transport and its co-ordination.

Our continental neighbours such as the Netherlands, appear to have greater control and the ability to plan medium and long term. Why does it appear to be more difficult to achieve similar integration here?

Part of the problem is the result of the fragmentation of planning responsibilities. The devolution of transport planning powers to the National Assembly for Wales should provide greater focus and enable greater integration of transport policy, which is currently spread between local authorities, the Welsh Assembly Government and UK Government.

Information on buses departing and arriving should be displayed in 'real-time' at the appropriate railway station. Similarly, rail information should be displayed at the appropriate bus stop. Some bus stops

and taxi ranks may not be obvious to a stranger upon arrival. Ideally both visual and audible signs should be available.

Integration also reflects ticketing availability. Too often train operating companies claim they cannot accept bus tickets or cannot issue specific local tickets. In Wales of course we have the very successful Flexi-pass and recently the Welsh Assembly Government announced the launch of the Plus Bus ticketing system that will allow rail users to purchase just one ticket for rail and bus journeys in 25 of Wales' towns and cities. RPC Wales has



Good interchange facilities exist at Caerphilly with easy access between bus, taxis and the train. Station car parking is also provided. If only all stations could follow this best practice!

welcomed this innovative scheme that is expected to make the transition between rail and road easier.

Perceptions will have to be challenged and cultures changed if passengers are going to bridge the gap at the interchange.

Professor Stuart Cole of the Wales Transport Research Centre referred to the 5 'I's at the RPC Wales Rail Conference in January 2005.

- > INFORMATION
- > INTERCHANGE
- > INVESTMENT
- > INTEGRATION
- > And the IMAGINATION to provide a truly integrated transport network for Wales.

The Welsh Assembly Government, local authorities and the Train Operating Companies are recognising

Working for Wales

We convened meetings in North and South Wales regarding rail route crime. The meetings brought together our partners in local law enforcement agencies, local government and the rail industry and have led to increased investment into station security by the Welsh Assembly Government.

the benefits of public transport integration. I believe this is due, in part, to the RPCs continued work in stressing that passengers want a joined up public transport system. Funding, planning and, yes patience will be required but eventually we will have an integrated transport system for the 21st Century.

Brian Bigwood

Access – Real Trains for Rhyl People Recipe for Disaster

You will need:

- > Family of Five (Holiday maker variety)
 - > 3 Children (One slightly ill toddler)
 - > 1 Destination, e.g. Prestatyn
 - > 1 Railway Station
- (Slight variations may occur)

Pre-heat the family to about 35°C on a hot summer's day and leave to stand for about half an hour waiting for a train. This is a classic recipe in North Wales, and one that often boils over. When the train does arrive its often so crowded that it's standing room only, and if you do really need to use that toilet it means climbing over pushchairs, bags and bicycles whilst leaving your own luggage unattended – so what can be done to improve the recipe?

A good journey starts at home, ticketing and journey information needs to be easily accessible and understandable. Better access doesn't just apply

Working for Wales

We continue to represent passengers' interests on the First Great Western stakeholder forum.

Working for Wales

Meetings have been held with several local authorities across Wales, all with the intention of promoting greater integration of transport.'

to a toilet or door-way. Information on the internet, over the phone and in the station needs to be clearer and better advertised. Some people are quite shocked when they are told about the potential savings they could make by buying apex tickets (if they are able to) or investing in some kind of railcard. RPC believed that better information equals better access, so we produced a guide called, *Just the ticket* to help passengers choose the right ticket for their journey. We want to make services more accessible, even before the passenger steps on the platform!

Returning to our family, what do they need while they are waiting for a train? A waiting room? A seat? Real time information? The use of a toilet or baby changing facilities? The RPC campaigns for

these small changes that make a big difference.

But it's just not families who require an accessible rail service. Disabled access is a big problem in North Wales as it is across the network. The Disability Discrimination Act means that it is the legal duty of businesses providing services to the public to make reasonable adjustments to remove barriers to accessibility, and that includes train operating companies.

Around one in five adults in Britain, about 10 million people have a disability, that's a lot of people, and a lot of passengers! Changes need to be made. At the moment Arriva Trains Wales' policy is that they will provide assistance to passengers with wheelchairs, but sometimes need to be given 24 hours notice, hardly promoting a turn-up and travel culture that able-bodied passengers are able to enjoy daily. Who wants to give 24 hours notice before they travel?

Certain changes to the infrastructure of stations will require money and time before the benefits are appreciated, however, not all improvements cost large amounts of money and it is these that the RPC 'Quick Wins' task force addresses. Lighting, signage, cleanliness, security, all feature on the list and make our railways more accessible.

My patch of the network provides a snapshot of the rail industry as a whole. The industry is in a perfect situation to avoid the hundreds of recipes for disaster

that take place 365 days a year. Working with the RPC, careful planning and investment (as well as speaking to the passengers themselves), they could turn the recipe for disaster into the dish of the day!

Amanda Wiggan

Working within the RPC Network

The successor to the High Speed Train fleet High Speed Train Two (HST2) – Working Group

As part of their duties representing passenger interests local committee members often work with members of other regional committees under the direction and guidance of the overarching Rail Passenger Council. An example of this work is the work by members to influence the development of the next generation of High Speed Trains (HST2). The aim is to ensure that future new train orders take full account of experience and the needs and expectations of passengers to provide the best possible comfort, on board facilities, and journey experience.

The HST2 working group was created to raise awareness amongst the industry, passengers and stakeholders of the need to plan the next generation of High Speed Trains well in advance of the end of their operational service. This early planning will ensure maximum benefit and economies of scale of developing a common new design suitable for operation by the majority of train operating companies over the widest possible network of routes.



The existing High Speed Train is a familiar site on the South Wales main line, widely regarded as one of the most comfortable and successful passenger trains ever produced. First introduced on the Great Western main line in the 1970's the HST then set new standards of passenger comfort and high speed which still compares favourably, even today. In service now for nearly thirty years they have gone through a series of refurbishment's each time emerging with a fresh lease of life and reflecting the contemporary standards of the day. It is a complement to their durability, comfort and successful design that many passengers still mistake them for new trains!

The HSTs operated daily by First Great Western into South Wales between London, Paddington

The High Speed Train (HST) has been the flagship of South Wales to London route for over a quarter of a century and here a Swansea to Paddington FGW service calls at Newport

Working for Wales

Working We continue to work within our communities to improve local rail services. Friends of Prestatyn Railway Station, chaired by RPC member, Amanda Wiggan checks station cleanliness, tends the flowerbeds and removes graffiti, improving the station for all passengers.

Working for Wales

We brought our message directly to policy makers in Westminster by hosting a joint reception for politicians with our colleagues in RPC Scotland.

and Swansea, Carmarthen (and Pembroke Dock in the summer) are now entering the final phase of their operational service lives. It is likely that most will need replacement in the next decade. Despite this the current fleet of HSTs are arguably better than ever, displaying much improved reliability and featuring refurbished interiors. It has not always been so and members of the RPC have worked with train operators to raise awareness of the impact on passengers when trains are cancelled

through unreliability.

First Great Western recently unveiled the latest refurbished HST rolling stock. This latest incarnation of the brand is likely to see the fleet through to the end of their operational careers. The refurbishment makes full use of on board passenger information systems and smart new first and standard class seating together with a redesigned buffet area and improved toilet and washroom facilities.

The current fleet of HSTs will need to be replaced over the next five to seven years with services to Wales and the West Country likely to be the first regional franchise to see new trains in service. Development work on their successors must therefore start at the earliest opportunity to maximise economies of scale and reduce development risk by allowing an adequate period of pre-production testing under operational conditions. Since privatisation of the national rail network the introduction of new trains has proceeded apace and represents the most obvious indicator to passengers of investment in the industry. However not all these new trains have proved as successful from the passenger's viewpoint as they might have been with many innovative features not working in practice as well as they should have in theory. These lessons must be learned and corrected in future designs.

With an operational life expectancy likely to stretch into the second half of the 21st century it is important that the decisions made now are based on sound passenger research for the benefit of the next generation of high speed train passengers.

Stuart Thomas

GILLIAN MARGARET GWYN JONES

It was with great sadness that we received the news that former Committee Member Gill Jones of Salem, Llandeilo had died in October 2004.

Gillian was a long serving conscientious member of the Rail Passengers Committee Wales, and its predecessor bodies, who was committed to the improvement of rail services in Wales. She worked tirelessly to secure a better deal for the passenger and, despite her illness, she was keenly interested in news of new developments and was always willing to offer her practical views. Indeed her last e-mail to me on 2 September 2004 demonstrated her enthusiasm and dynamism.

Gill endured her discomfort with great dignity, valued and obviously gained great comfort from the loving care and attention that her family gave her.

We pay tribute to a dearly gifted friend who was very committed and very passionate about everything in which she was involved.

Clive Williams

Appendix 1

The Committee 2004 – 2005

Colin Foxall, CBE

Chairman from May 2004

Colin Foxall lives in Devauden, Chepstow which is also his local station. He is a non-executive director at Radian Asset Assurance Ltd and is a member of British Transport Police Authority. He has previously held posts as deputy chairman of the former NCM Group in Amsterdam, CEO of its Cardiff based UK company and as Under-Secretary at the Export Credit Guarantees Department (ECGD).

Andrew Goodwin

**Deputy Chairman, MA, FRCO, AWACM
(Chairman to May 2004)**

A Member of RPC Wales since January 1996, and Deputy Chairman since May 2002, also a Trustee of CIRAS (the rail industry's Confidential Incident Reporting and Analysis System) and Member of Rail Passengers Council's Safety Task Force. Andrew is Chairman of the Chester and North Wales Rail Users' Association. He is Director of Music, Bangor Cathedral and travels widely throughout Wales and the UK in connection with associated musical professional activities. His local stations are Llanfairpwll and Bangor.

Brian Bigwood

Member FCILT FInstTA

Based in Caernarfon, Brian is a Member of the RPC Network's Accessibility Working Group and also a member of the Welsh Transport Forum. He is the RPC Wales representative on the Virgin Trains Joint Sub-Committee and Chair of Traws Cambria long distance bus and coach working group. His local stations are Bangor and Porthmadog.

Andrew Campbell

Member, MEd, MHCIMA, F.T.S

Joined RPC Wales in January 2002 and is a commuter from Carmarthen to Swansea. Currently a senior lecturer in Tourism Management/Marketing at Swansea Institute of Higher Education. Formerly held academic posts at Coleg Ceredigion, Cardigan and Birmingham College of Food, Tourism and Creative Studies. Andrew's work takes him on trains throughout Wales and the UK.

Avril Cooper

Member, BSc

A member of the Committee since 1998, after a long career in teaching in Wales and England. Avril attended the University of Wales, Aberystwyth and travels extensively throughout the UK. Current commitments include membership of the patients' panel of the Gwent Healthcare NHS Trust and associated sub-groups. Passionately concerned about environmental and conservation issues and human rights. Her local station is Abergavenny.

Larry Davies

Member

Based in Llandudno, Larry is a retired Police Divisional Commander and Railway Historian and speaker. Executive Trustee of North Wales Area Victim Support Committee; Vice Chair of Trustees of the Chardon Trust, Llandudno Museum; Independent member of Conwy County Advisory Funding Panel and Committee member of the Gwynedd National Association of retired Police Officers.

Linda Delahay

Member, BA (Hons)

Based in Cwmbran, Linda is currently the Housing Policy and Development Officer for the Women's Aid Federation of England. Linda is a regular rail user commuting daily to her work, which takes her throughout the UK.

Dafydd Hughes

Member, MSc DipTP, MRTPI

Dafydd's local station is Llanfairpwll. With a career involving working as a Chartered Town Planner; Dafydd is Chief Executive Teledwyr Annibynnol Cymru (Welsh Independent Producers); Director of Egni.Cyf., Business Consultants; Chairman of Cwmni Tref Caernarfon; and Secretary of Chester and North Wales Rail Users' Association.

Gareth E Marston

Member, BSc

Joined RPC Wales in January 2002. Currently a Training Officer for Gwalia Housing Group. Gareth is also the Chairman of the Shrewsbury to Aberystwyth Rail Passengers Association (SARPA) and is the Branch Contact for the Campaign for Real Ale (CAMRA) in Montgomeryshire. His home station is Newtown (Powys).

Stuart P Thomas

Member, BSc (Hons)

Stuart's local station is Ferryside, Carmarthenshire. Team Leader Regulatory Water Quality, Environment Agency Wales. Commuter between Ferryside and Cardiff and a regular business user of the rail network.

Amanda Wiggan

Member

Amanda is a Housewife and Member of Rhyl and Prestatyn Crime and Disorder Panel. RPC Wales representative on Virgin Trains Joint Sub-Committee. Chair of the Friends of Prestatyn Railway Station Group. She is also a lay inspector for the social services inspectorate for Wales. Her local station is Prestatyn.

Gillian Wright

Member

Joined RPC Wales in 1998. Gillian is chairman of the Heart of Wales Line Travellers' Association (HOWLTA) and is currently a Community Rail Development Officer for the line. She also speaks for Transport 2000 in Wales. Her local station is Cynghordy.

Appendix 2

RPC Wales Staff

Director

Clive Williams

On secondment from RPC Council

Vinita Nawathe (from Dec 2004)

Policy and Operations Manager

Greg Pycroft (from Feb 2005)

Mark Youngman (until Dec 2004)

Policy and Operations Executive

Sarah Watson

Research and Information Officer

Beth Rendle

Resources Officer

Andrea Jones

Office Support

James Searle (from Dec 2004)

Appendix 3

Total expenditure for the financial year 2004-2005

RPC Wales' total expenditure for the financial year 2004-2005 will appear in the 2005-2006 Quarter 1 report, to be published at the end of June.

For further information about the work of the Rail Passengers
Committee Wales please visit the RPC website at:

www.railpassengers.org.uk/Wales or contact:

RPC Wales

St David's House, East Wing, Wood Street, Cardiff CF10 1ES

Tel 0870 336 6125 **Fax** 029 2022 3992

Email info.wales@railpassengers.org.uk
