SECTION A – WALES AND BORDERS

This section seeks your views about the Rail Service across the Wales and Borders area, **not including** the South Wales Metro area identified in the map on page 14. We will ask your views about the South Wales Metro area in the next section.

Trains to meet passengers’ needs

In the last consultation, the quality of the trains and services on board were clear areas for improvement among passengers. As a result, the Policy Priorities state that future trains should provide more capacity and improve the quality to meet increasing passenger expectations.

Over the course of the contract, the Welsh Government will expect the next Operator to run high quality trains that will have accessible toilet provision, CCTV for personal safety, priority seating, passenger information facilities and mobile internet technology.

In designing the trains to utilise the available space effectively, we want to understand what is important to you.

Please rate each item from 1-6 (Please only use each number once, i.e give the most desirable 1, the least desirable 6 and rate the others in between)

|  |  |
| --- | --- |
| Luggage space |  |
| Space for standalone tables |  |
| Visibility from windows (seat alignment) |  |
| Additional legroom |  |
| Storage space for bicycles |  |
| Dedicated Business Class facilities |  |
| RNIB Cymru is not able to provide a response to these priorities, as individual views differ. However, we would stress that an additional priority must be audible announcements on trains, which are vital to enabling passengers with sight loss to travel independently, as this feedback from people with sight loss emphasises:  “If you travel on an Arriva train there is no consistency of announcements so you have no way of working out where you are. Without visual clues you are relying on the train guard remembering to tell you. If it is busy this doesn’t happen and you spend the entire time worrying”  “Audio announcements are key! Tell me where I am, and I can be mostly fully independent. Don’t tell me, and I spend the journey anxiously checking my watch against the given times on arrival and having to rely on other passengers to confirm location. Do not rely on an app or GPS, as not everyone has an accessible phone and 3G/4G/WiFi isn’t available in rural areas”  “On several occasions, all stations along the lines from Cardiff into the Valleys have not been announced, and the guard has not always used the microphone to make the announcements. This therefore left me very unconfident about where I was and having to rely on fellow passengers – on the one occasion, the carriage was empty so I couldn’t do this. As some stations aren’t manned so there’s no guard on the platform for you to shout out to check the location, it is vital that all stops are automatically announced”.  “Not always having verbal announcements at each stop or the announcement being delayed. This can lead to a panic feeling of not knowing where you are”. | |

The Welsh Government is committed to supporting and facilitating active travel. However, consideration needs to be given towards balancing how we maximise space for passengers whilst accommodating cyclists with their bicycles, particularly at peak times.

|  |
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| Please give your ideas on how we can achieve an appropriate balance.  RNIB Cymru agree that attention must be given to this issue. Bicycles can be an obstacle if not safely stowed, particularly if you have sight loss and cannot see them in your path or easily navigate around them. However, we would stress that allocating space for bicycles must not be at the cost of space for disabled passengers. For a sight impaired person, travelling in a busy train can be quite a traumatic experience, particularly if they have to stand for any length of time. Consideration must also be given to ensuring that there is seating with sufficient space for guide dogs, and that this area is protected, as currently this can be an issue:  “On the train, the area set aside for disabled people is full of luggage. Because of this I had a heavy suitcase fall on my guide dog”.  Feedback from our members has highlighted good practice on the trams in Edinburgh, where a sign with an icon of a guide dog is used to indicate that seating is prioritised for guide dog owners. Consideration should be given to how this, or similar initiatives such as the yellow Assistance Dogs UK card currently available from Arriva, can be put in place so that guide dog owners do not experience barriers to using train services.  We would also note that consideration should be given to what will happen on alighting from the train, and avoiding any potential conflict between passengers and those off-loading bicycles. |

We are keen to understand issues and areas where people have safety and security concerns.

Currently all Wales and Borders Services have a second member of staff to help with security, safety, providing information and ticket sales.

How important do you consider this service to be? Please tick one

|  |  |
| --- | --- |
| Essential | X |
| Quite important |  |
| Not important |  |
| No strong view |  |

Where there is a second member of staff on the train what do you think that person should focus on?

|  |
| --- |
| Please give your ideas on what a second member of staff should focus on.  RNIB Cymru believe that it is vital that there is a second member of staff on board the train. Their focus should particularly include providing assistance for disabled passengers. For example:   * purchasing tickets on board the train – many people with sight loss are unable to use automated ticket vending machines on platforms; * orientating blind and partially sighted passengers, for example by describing where the exit points are located, rough layout of the vehicles, on board facilities etc; * ensuring disabled passengers can access on-board facilities, such as catering services; * ensuring disabled passengers are informed about any unplanned service alterations, and that assistance is provided at interchanges and destinations, as needed.   Disability awareness training should be mandatory for these staff to ensure that they can provide a consistently high level of customer service. Currently, the feedback RNIB Cymru hears is that this is highly variable:  “The guards rarely offer assistance onto trains or to seats even though my cane is always visible. The guards get off the train and stay by the door, not bothering to walk down to offer assistance.”  “Assistance is not consistent. The further east, the better. Sometimes you are just put on a train and you are left to fend for yourself, which is difficult when you can’t see.”  “I asked the guard for help but they forgot to come back to me. I was lucky that a member of the public offered to assist me or I would have missed my stop”.  “The assistance is inconsistent but when it works, it works very well”  “There are members of staff who possess patience, manners and understanding – this makes a real difference”.  “It is no good being inconsistent as this puts the passenger, myself, in an extremely difficult and dangerous position. Despite booking assisted travel and stressing the need to be met off the train I have been left standing on the platform, left on the train, left sitting on the platform. This is all very difficult. I have even ended up arriving in Newport instead of Cardiff. When trying to complain to customer services nothing has been done. I have received apologies and been told the antiquated system is the problem, or that they haven’t got enough staff. This is not what I wish to hear. All I would like is a service that works”. |

Stations for passengers and the community

In the previous consultation, respondents offered suggestions for station improvements across the Wales and Borders network as a whole. Many of these facilities exist at a number of stations but we’re keen to understand how you would prioritise the introduction of any additional facilities.

Please mark the facilities you consider to be essential with an **E** and the facilities you consider to be desirable with a **D.**

|  |  |  |
| --- | --- | --- |
| **Item** | **Larger stations** | **Smaller stations** |
| Station staff | E | E |
| Help points including emergency assistance | E | E |
| CCTV for personal safety | E | E |
| Covered waiting areas | E | E |
| Ticket purchasing facilities | E | E |
| Toilets | E | E |
| Parking | E | E |
| Retail spaces including food | D | D |
| Cycle parking | E | E |
| Bus stops | E | E |
| Click and collect points (for parcels and deliveries) | D | D |
| Mobile data connectivity | E | E |
| Customer information points | E | E |
| Mobile charging points | E | E |
| Electric car charging points | D | D |

|  |
| --- |
| What other facilities would you expect to see at your station?  Adequate seating: if you have sight loss, standing in a busy environment for any length of time can be disorientating. The prevalence of sight loss also increases with age, and many people with sight loss may also have mobility issues. However the placement of seating must also be carefully planned to ensure that it can be both easily found yet not act as an obstacle for people with sight loss when navigating a station.  Spending areas for guide dogs at stations: these will enable guide dog owners to travel independently.    Regular upgrading of safety features such as tactile paving and painted contrasting lines on platform edges and staircases: RNIB Cymru hear about stations where such features have worn away, making the environment unsafe for people with sight loss. |

There are good examples where local communities are involved in improving the station environment and facilities.

|  |
| --- |
| In what way could your community be involved in your local station?  RNIB Cymru believe that there should be regular dialogue with community groups and the third sector to ensure that the station environment is accessible and facilities are demand led. This will encourage patronage and increased useage. For example, people with sight loss could be actively involved to ensure that stations are accessible through exercises such as station/platform tours with people with sight loss to identify obstacles (eg A boards, platform furniture) and solutions. We are also aware of instances where people with sight loss have been involved in awareness raising sessions for transport staff, so that staff can meet the needs of blind and partially sighted passengers – for example, knowing how to guide someone with sight loss. |

Currently, some car parks at stations are free, unmanaged and not always available for those using the train service.

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| In order to maximise their use by train users, would you be prepared to pay for parking if this funded improvements in car parking capacity, quality and security?  RNIB Cymru have no comments on this issue. |

Better services

As a baseline, current service frequencies and capacity will be maintained unless there is a clear case for change. Bidders have been asked to consider options for more efficiently using network capacity. We would like to understand what service improvements would be of most value to you and increase your use of the services.

Please rate each item from 1-7 (Please only use each number once, i.e give the most desirable 1, the least desirable 7 and rate the others in between)

|  |  |
| --- | --- |
| More frequent peak services |  |
| More frequent off peak services |  |
| Later last train |  |
| Earlier first train |  |
| More Sunday services |  |
| Boxing Day services |  |
| New Year’s Day services |  |
| RNIB Cymru is not able to provide a response to these priorities, as individual views differ. | |

Please rate each item from 1-5 (Please only use each number once, i.e give the most desirable 1, the least desirable 5 and rate the others in between)

|  |  |
| --- | --- |
| Faster journey times |  |
| More reliable services | **2** |
| More direct services (fewer changes) |  |
| Co-ordination with other train and bus services | **1** |
| Express services (limiting stops) |  |
| RNIB Cymru is not able to provide a comprehensive response to these priorities, as individual views differ. | |

What are the difficulties you face in terms of travelling on more than one type of service e.g. changing trains, changing from bus to train?

|  |
| --- |
| Interchanges are always difficult for someone with sight loss, as it often means navigating and/or waiting in an unfamiliar and busy environment. This can leave people feeling very vulnerable and anxious. Further inconvenience and stress can be caused by long waits for services that do not join up. A lack of information in accessible formats also adds to the stress.  Changing between trains appears to be a common point where Passenger Assistance schemes do not always work well. We hear of assistance not arriving, leaving passengers either stranded alone on the platform, or missing their stop because they have waited on board the train for assistance to arrive. This means that some people with sight loss will only consider using public transport when there is a direct route available, limiting their freedom to travel. This is simply unacceptable. A future franchise must ensure systems of Passenger Assistance that travellers can have full confidence in. |

Please supply your ideas for new services or to address issues with the current timetable which cause difficulties.

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|  |

Cross border services: Services and stations in England

The current Wales and Borders franchise operates many train services across the border between England and Wales and a small number of services wholly within England (e.g. a local service between Crewe and Chester). This has been the case since the creation of the franchise in 2003 and recognises the railway geography of Wales whereby the only railway between north and south Wales operates through England.

Train Services

There is an in principle agreement that no train services will be removed from the next contract apart from the local service between Shrewsbury and Wolverhampton service on Sundays which will switch to the new West Midlands train operator in December 2021, as they also operate the service the rest of the week.

Stations

The current operator, Arriva Trains Wales, is the Station Facility Owner (SFO) at a number of stations in England. Most of these are solely served by the Wales and Borders franchise and are also unstaffed. They are also the SFO for the larger stations at Hereford, Shrewsbury and Chester, reflecting their role as key hubs for Wales and Borders services and the fact that they are by far the largest operator at these stations. The table in annex 1 provides more detail. Experience suggests that the operator which is the majority user is more likely to deliver improvements as it is their customers and revenue that benefit the most.

Shrewsbury, Chester and Hereford stations

The Department of Transport is considering the possible transfer of the responsibility for running the three largest English stations, Shrewsbury, Chester and Hereford from the Wales and Borders Rail Service to other operators.  It would not be necessary for a transfer to take place from the start date of the next contract, but could take place at the most appropriate time during the term of the next Rail Service. A possible approach would be for Hereford and Shrewsbury to be incorporated into the next West Midlands franchise, and for Chester to be transferred to the next West Coast franchise or to the current Northern franchise.

|  |
| --- |
| Do you consider that the transfer of station management should take place for some or all of these stations?  No  If Yes please set out your explanation for such a transfer, focusing on what the perceived benefits for passengers would be.  Achieving accessibility must be a key factor in making this decision, and this requires improvements at the majority of stations within the Wales and Borders Franchise. We are persuaded that the operator which is the majority user is more likely to deliver improvements as it is their customers and revenue that benefit the most. Therefore we would not support the transfer of station management for these stations. |

Other stations in England

Transfer of the running of the smaller stations (particularly those served only by Wales and Borders) would be, in the Department for Transport’s view, hard to justify as the station facility owner would not be incentivised to manage the stations if few or if any of their trains called there.

|  |
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| Should the smaller stations stay with the Wales and Borders franchise?  Yes (see comments in relation to the previous question on Shrewsbury, Hereford and Chester)  If No, please specify which might transfer, to which franchise and what the perceived benefits would be. |

Fares and tickets to facilitate train travel

A wide range of views on ticketing were provided in the last consultation, however it was clear that the majority wanted paper tickets to remain alongside other options in line with future customer requirements. We would like to know more about the ticketing options that would encourage train use.

Please rate each item from 1-4 (Please only use each number once, i.e give the option you you think would most encourage train use 1, the least 4 and rate the others in between)

|  |  |
| --- | --- |
| Special offers to encourage increased usage at off peak services |  |
| Discounts to the cost of travel for people with irregular work patterns or part time hours |  |
| More integrated tickets with other public transport modes such as buses |  |
| Simpler fare structure |  |
| RNIB Cymru is not able to provide a response to these priorities, as individual views differ. However we would stress that people living with sight loss are more likely to experience financial hardship. Affordability of tickets is therefore a key consideration. We believe that more integrated tickets will also enable people with sight loss to change between modes of transport more easily, so that they can reach a wider range of destinations more easily. | |

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| Are there any other ticket offers we should ask the service provider to consider? |

Providing better information

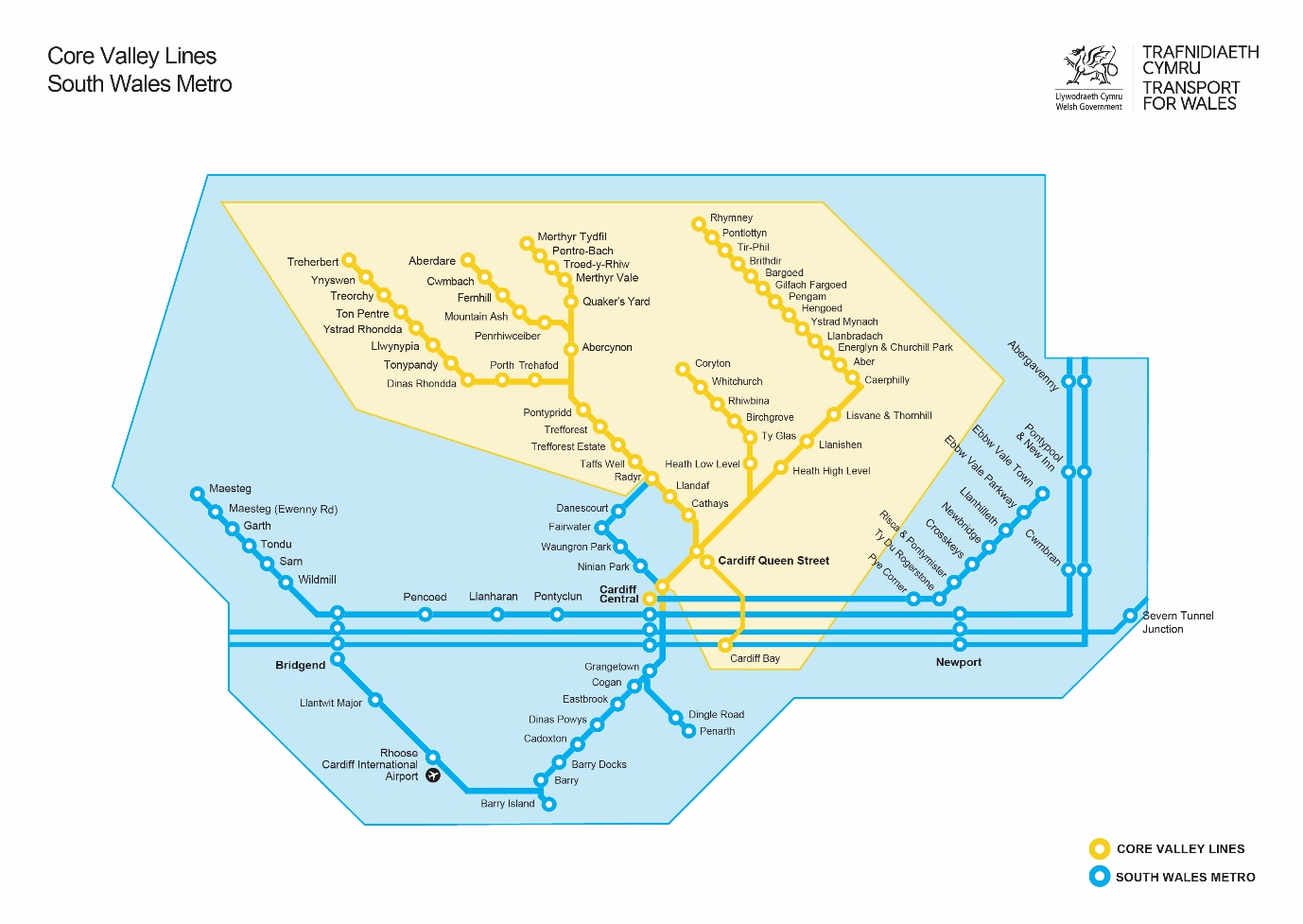
From the previous consultation you told us it is important to be able to receive clear, accurate and up-to-date information.

We would like to understand how would you prefer to receive passenger information? Please tick all that apply

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | Information at station | App | Email and Text | Website | On train | Social media | Staff at stations |
| Planned disruption and service alterations | X | X | X | X | X | X | X |
| Live travel information including delays | X | X | X | X | X | X | X |
| Journey planning including train times | X | X | X | X | X | X | X |
| New Services | X | X | X | X | X | X | X |
| Fare changes | X | X | X | X | X | X | X |
| Travel information for major events | X | X | X | X | X | X | X |
| Train and service performance information | X | X | X | X | X | X | X |
| Passenger information must be available in a wide range of accessible formats. The majority of people with sight loss are unable to access standard print information, thus it is vital that this is not relied on as the sole method of disseminating information. Train companies should make information available in a range of formats, whenever possible, including large print, braille and audible formats, as well as digital channels. In addition, we would stress that people with sight loss can experience barriers to accessing information online – and this can be a significant issue when increasingly digital channels are relied on. This is because many websites and apps are not accessible, and often people lack access to computers with accessibility software that can enable them to get online.  RNIB Cymru would therefore recommend that train companies use a range of communication channels and accessible formats for providing information, as different people with sight loss will access information in different ways. | | | | | | | |

SECTION B – SOUTH WALES METRO

Metro is a new integrated transport system that will transform the way we travel around the Cardiff Capital Region. It will provide faster, more frequent and joined-up services around South East Wales. The South Wales Metro rail service is being procured as part of the Wales and Borders Service. Through the City Deal, the Cardiff City Region has secured funding from the UK Government to take forward development of the South Wales Metro which gives additional scope for improving public transport in this area. This phase of enhancements primarily focuses on the Core Valley lines, to the north of Cardiff Queen Street station and into Cardiff Bay. The map below shows the areas under consideration.



Trains to meet passengers’ needs

In the South Wales Metro area, the modernisation of the Core Valley Lines could mean that the type of train and facilities provided could be quite different to what is seen on the rest of the network. Our aim is to ensure that the trains used on the Core Valley Lines are ones that are most suited to shorter, commuter-type, journeys. Therefore, in designing the new trains for the South Wales Metro, passengers’ priorities may be different to the wider network.

In order to maximise capacity for passengers, choices will need to be made around the facilities available on trains, all of which affect the number of passengers a train can carry. The following questions will help us to understand your requirements.

Please tick one for each statement

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Strongly agree | Agree | Don’t know | Disagree | Strongly disagree |
| Toilets are not required on trains |  |  |  |  | X |
| Toilets are not required on trains only if more are provided at stations |  |  |  |  | X |
| There can be fewer seats if more, safe standing space is provided |  |  |  |  | X |
| Bicycles (non-folding) should remain restricted during peak times |  | X |  |  |  |
| All station platforms should have level access to trains | X |  |  |  |  |

We are keen to understand issues and areas where people have safety and security concerns.

Currently all Wales and Borders Services, including ones that are in the **South Wales Metro** area, have a second member of staff to help with security, safety, providing information and ticket sales.

How important do you consider this service to be? Please tick one

|  |  |
| --- | --- |
| Essential | X |
| Quite important |  |
| Not important |  |
| No strong view |  |

Where there is a second member of staff on the train what do you think that person should focus on?

|  |
| --- |
| Please give your ideas on what a second member of staff should focus on.  It is vital that there is a second member of staff on board the train. Their focus should particularly include providing assistance for disabled passengers. For example:   * Purchasing tickets on board the train – many people with sight loss are unable to use automated ticket vending machines on platforms; * Orientating blind and partially sighted passengers, for example by describing where the exit points are located, rough layout of the vehicles, on board facilities etc; * Ensuring disabled passengers can access on-board facilities, such as catering services; * Ensuring disabled passengers are informed about any unplanned service alterations, and that assistance is provided at interchanges and destinations, as needed.   Mandatory disability awareness training should be required for these staff to ensure that they can provide a consistently high level of customer service – see comments from people with sight loss in previous question on Wales and Borders franchise in relation to this matter. |

Stations for passengers and the community

Many respondents offered suggestions for station improvements across the Wales and Borders network as a whole. The following questions are intended to help us understand what the minimum (essential) facilities should specifically be in the **South Wales Metro** area. Many of these facilities exist at a number of stations but we’re keen to understand how you would prioritise the introduction of any additional facilities.

Please indicate with a tick which facilities you consider to be essential and which are desirable.

|  |  |  |
| --- | --- | --- |
| Item | Essential | Desirable |
| Station staff |  | X |
| Help points | X |  |
| CCTV | X |  |
| Covered waiting areas | X |  |
| Ticket purchasing facilities | X |  |
| Toilets | X |  |
| Car parking | X |  |
| Bus stops | X |  |
| Retail spaces including food |  | X |
| Cycle parking | X |  |
| Community facility |  | X |
| Click and collect points (for parcels and deliveries) |  | X |
| Mobile connectivity | X |  |
| Information points | X |  |
| Mobile device charging points | X |  |
| Electric car charging points |  | X |

|  |
| --- |
| What other facilities would you expect to see at your station?  Adequate seating: if you have sight loss, standing in a busy environment for any length of time can be disorientating. The prevalence of sight loss also increases with age, and many people with sight loss may also have mobility issues.  Spending areas for guide dogs at stations: these will enable guide dog owners to travel independently.    Regular upgrading of safety features such as tactile paving and painted contrasting lines on platform edges and staircases: RNIB Cymru hear about stations where such features have worn away, making the environment unsafe for people with sight loss. |

Better services

The Metro will be designed as a turn up and go service, especially during the working day. However, at quieter times, we would like to know more about what would encourage you to use the service often.

Please rate each item from 1-6 (Please only use each number once, i.e give the most desirable 1, the least desirable 6 and rate the others in between)

|  |  |
| --- | --- |
| More frequent off peak services |  |
| Later last train |  |
| Earlier first train |  |
| More Sunday services |  |
| Boxing Day services |  |
| New Year’s Day services |  |
| RNIB Cymru is not able to provide a response to these priorities, as individual views differ. | |

Currently, some use of the core valley lines railway is dedicated to freight trains which are predicted to make declining use of it.  Do you consider that use of the network not needed for freight in the foreseeable future should be dedicated to passenger trains instead, with the consequence being that it would not then be available for use by freight trains in event of new demand for freight traffic materialising in the future?

|  |
| --- |
| RNIB Cymru have no comments to make on this question. |

Better public transport for all

The Welsh Government and the Cardiff City Region are keen to encourage more people to travel by public transport throughout the region. Many service improvements have already been considered above through improving trains, timetables and stations but in the last consultation, there were many good ideas on how we could encourage people to use public transport more often. The following lists suggests some more improvements. We would like to know which options would encourage you to use the train more often.

Please rate each item from 1 to 5. Please only use each number once, i.e give 1 to the option you think would encourage you to use the train most, 5 to the least and rate the others in between). If you have any ideas please add them in the ‘Other’ box below.

|  |  |
| --- | --- |
| Integration with other public transport e.g buses | 2 |
| Park and ride facilities at station |  |
| Special ticket fares (e.g. peak, off peak, frequent travellers, arrangements for part-time and shift workers) |  |
| Integrated ticketing to use on buses and trains | 3 |
| One point of contact for tickets, timetables, information on all public transport | 4 |
| Other (please specify): the accessibility of all services for people with sight loss | 1 |

|  |
| --- |
| Are there any other ticket offers we should ask the service provider to consider? |

Providing better information

From the previous consultation you told us of the importance of being able to receive clear, accurate and up-to-date information.

We would like to understand how would you prefer to receive passenger information? Please tick all that apply

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | Information at station | App | Email and Text | Website | On train | Social media | Staff at station |
| Planned disruption and service alterations | X | X | X | X | X | X | X |
| Live travel information including delays | X | X | X | X | X | X | X |
| Journey planning including train times | X | X | X | X | X | X | X |
| New Services | X | X | X | X | X | X | X |
| Fare changes | X | X | X | X | X | X | X |
| Travel information for major events | X | X | X | X | X | X | X |
| Train and service performance information | X | X | X | X | X | X | X |
| As previously stated, passenger information must be available in a wide range of accessible formats. The majority of people with sight loss are unable to access standard print information, thus it is vital that this is not relied on as the sole method of disseminating information. For example, train companies should consider providing information in large print, braille and audible formats, as well as digital channels. In addition, we would stress that people with sight loss can experience barriers to accessing information online – and this can be a significant issue when increasingly digital channels are relied on. This is because many websites and apps are not accessible, and often people lack access to computers with accessibility software that can enable them to get online.  RNIB Cymru would therefore recommend that train companies use a range of communication channels and accessible formats for providing information, as different people with sight loss will access information in different ways. | | | | | | | |

Managing construction works

It is inevitable that major infrastructure projects such as Metro will cause some disruption to current services. However, we want to seek your views on how the construction works can be carried out with the least inconvenience for passengers. Without temporarily closing down the network for a block period construction works and hence disruption will take longer.

Please tick the statement that you agree with most

|  |  |
| --- | --- |
| I would prefer a blocked closure period of consecutive months (shortest construction period) |  |
| I would prefer several closure periods of weeks at a time over the course of the construction phase (construction period would be longer than option 1) |  |
| I prefer to maintain services as much as possible and limit work to nights and weekends which may affect early and late services. (Construction would take longest to complete). |  |
| RNIB Cymru is not able to provide a response to these priorities, as individual views differ. However, we would stress that construction work can cause particular challenges for people with sight loss: familiar routes through a busy station environment can become impossible; navigating alternative routes around construction work can be difficult, and even dangerous. Whenever construction work is planned there must be engagement with disability groups from the outset to ensure that accessibility is a key consideration when designing the environment, and that building works are safely managed when they occur. For example, consideration should be given to the use of audible alerts or floor sensors to address potential hazards, there must be clear pathways through any work activity, and any SLAs and tenders that are put in place must include a requirement for accessibility solutions. | |

Please tick the two forms of communication that you would prefer to inform you of proposed/ongoing works for each type of disruption.

|  |  |  |
| --- | --- | --- |
| **Mode** | **Planned disruption** | **Urgent work** |
| Email | X | X |
| Twitter | X | X |
| Text | X | X |
| Website | X | X |
| Posters and leaflets at stations | X | X |
| Social media | X | X |
| Staff at stations | X | X |

As stated previously, people with sight loss will access information in a variety of formats, depending on the degree and nature of their sight loss, as well as their ability to use technology. Thus information must be available in a range of formats, all which should be designed to be accessible.

1. About you

If you are replying as an organisation, please provide the name, who the organisation represents and how the views of members were gathered (if applicable)

|  |
| --- |
| This response is on behalf of RNIB Cymru.  RNIB Cymru is Wales’ largest sight loss charity. We provide support, advice and information to people living with sight loss across Wales, as well as campaigning for improvements to services and raising awareness of the issues facing blind and partially sighted people.  The consultation response reflects the ongoing feedback we receive about the experiences of using the trains, as well as views expressed at a focus group with blind and partially sighted people from across Wales held at RNIB Cymru’s offices on 6 April, and responses to a survey to inform that group. It is also informed by RNIB’s good practice guide for train services ‘The passenger experience’ (2014), which is supported by ATCO, Passenger Focus and the Passenger Transport Executive Group.  For further information, please contact Tess Saunders, Policy and Campaigns Officer, RNIB Cymru: 029 2082 8562 or email [tess.saunders@rnib.org.uk](mailto:tess.saunders@rnib.org.uk) |

If you are replying as an individual, please supply the following information

|  |  |
| --- | --- |
| First half of your post code |  |
| Your nearest station |  |
| Where you normally travel from and to on the train |  |
| The times you most regularly travel |  |
| How frequently you use the train | Daily / Regularly / Occasionally / Rarely / Never |
| The purpose of your journey | Commuting / leisure / business |
| Do you have any special needs which could include, but is not limited to, wheelchair access, pushchair access, Welsh or English is not your first language, you are blind or partially sighted, capability impairments |  |