

# Agenda Supplement – Enterprise and Business Committee

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Meeting Venue:

**Committee Room 1 – Senedd**

Meeting date: 5 November 2015

Meeting time: 09.15

For further information contact:

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Please note the documents below are in addition to those published in the main Agenda and Reports pack for this Meeting

## Submission by the Rail Delivery Group

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### **3 Rugby World Cup Transport Planning – Train services**

(10.30–11.30)

(Pages 1 – 5)

Ian Bullock, Managing Director, Arriva Trains Wales

Lynne Milligan, Customer Services Director, Arriva Trains Wales

Mark Hopwood, Managing Director, Great Western Railway

Paul McMahon, Route Managing Director – Wales, Network Rail

Attached Documents:

EBC(4)–25–15 (p.4a) Rail Delivery Group submission



## RAIL DELIVERY GROUP SUBMISSION TO THE ENTERPRISE AND BUSINESS COMMITTEE NOVEMBER 2015

### Introduction

The Rail Delivery Group (RDG) welcomes the opportunity to make a submission to the Business and Enterprise Committee regarding transport and the Rugby World Cup.

The RDG was set up in 2011 and brings together the owners of Britain's train operating companies, freight operating companies and Network Rail to provide leadership to Britain's rail industry. In Wales, RDG members include Arriva (for Arriva Trains Wales and CrossCountry), First Group (for Great Western) and Network Rail. In bringing the industry together the Rail Delivery Group's direction aims to capture opportunities for improved efficiency and thereby ensuring that passengers benefit.

Since its inception, the RDG has identified opportunities for a range of savings, for example in asset management through earlier involvement of the operators in planning work on the network.

### About the rail industry in Wales

The RDG has played a significant role in delivering better value to passengers, freight customers and taxpayers in Wales, for instance by working in tandem with the Welsh Government and key stakeholders to improve the day-to-day operations of the railway and plan better for its future.

A programme of major investment and improvements is underway for the railway in Wales, including:

- £7bn modernisation of the Great Western railway delivering faster, greener, more reliable journeys for passengers travelling to Wales.
- The electrification of the Cardiff and Valley lines which will cut delays and potentially provide hundreds of extra peak time seats for passengers.
- More frequent and faster journeys between North and South Wales by restoring the route between Wrexham and Chester to a double line track
- Station upgrades will benefit passengers travelling through Cardiff Central, Cardiff Queen Street, Llandudno, Pontypridd, Rhyl, Ystrad Mynach and Aberystwyth. The modernisation of major hubs such as Cardiff Central will encourage economic regeneration.
- New and extra platforms will be added at Cardiff, Pontypridd, Caerphilly and Barry to deliver increased capacity and more reliable journeys.
- Resources are being channelled to ensure better internet connectivity for all Crosscountry services travelling through Wales.
- New intercity express trains will offer quicker and more reliable journeys on Great Western Railway services to and from London.

### The railway and the Rugby World Cup in Wales

The rail industry acknowledged early on that transport was key to ensuring the success of the 2015 Rugby World Cup, the world's third largest sporting event. Both during, and in the months leading up to the tournament, the rail industry – facilitated by the RDG / ATOC – worked closely with RWC organisers to carefully assess likely demand for trains and to plan services. The aim was to ensure

both rugby supporters and regular commuters could travel with ease and comfort – and in so doing, help RWC organisers achieve their goal of running the best RWC tournament ever.

Rugby supporters travelling to the Millennium Stadium and Welsh fans travelling to other parts of the country to support their team, benefited from a range of enhanced rail services including:

- Changes to rail timetables and extra carriages added at the busiest times meant that more than 120,000 extra seats were made available across the entire tournament on trains to Cardiff and Twickenham alone, to ensure supporters could travel to and from matches and to meet the increased demand for services.
- Hundreds of extra staff working at rail stations – including Cardiff Central - to help people complete their journeys and the RDG/ATOC worked closely with the RWC transport team to advise passengers about the best times to travel, via a range of communications tools including digital apps, websites and traditional in-station posters/banners.
- The refurbishment of Twickenham station in time for the Rugby World Cup, meant an improved passenger experience for Wales rugby supporters travelling to matches in London.
- Network Rail re-planned major improvement works on key routes so that match day rail services could continue to run.

A full list of enhanced rail services for Cardiff and Wales matches is included in an appendix at the end of this submission.

However, in spite of the detailed plans, with a major global tournament spanning over a month, a degree of disruption was always inevitable. Detailed contingency plans were in place and the rail industry was geared up to deal quickly and effectively with complications that arose. The rail industry was therefore in a strong position to proactively and quickly put in place plans to address the issues that occurred in Cardiff early on in the tournament, working closely with Rugby World Cup organisers to ensure train plans and rail infrastructure were on a footing to meet the demands of rugby supporters. For instance:

- For the New Zealand v Georgia match in Cardiff on 2 October, Great Western Railway, Arriva Trains Wales and Network Rail worked together to make sure trains could quickly get into and out of the platforms at Cardiff Central to ensure people could travel smoothly. For safety reasons a post-match queuing system was set up for entry into Cardiff Central station. The operation of this was handled to ensure that destination specific queues flowed without unnecessary delay. A frequent bus shuttle was also in place for people travelling to Bristol Parkway. Changes to the capacity, number and timing of trains were also made to ensure passenger waiting times were minimised. Due to the extremely high volume of people using rail services (approximately 35,000) passengers were advised that queueing systems would be in place.
- For the same match, Great Western Railway arranged 20 extra scheduled and standby trains for use on westbound (Bristol Temple Meads- London Paddington) routes. The enhanced service was designed to exceed passenger demand predicted by Rugby World Cup organisers. Standby trains could be deployed as and when appropriate.

## APPENDIX

### Details of enhanced services provided for key Rugby World Cup matches in Cardiff's Millennium Stadium and 'away' matches for the Wales team

#### Saturday 26 September

##### *England v Wales – London (Twickenham):*

- South West Trains ran an extra four trains per hour between 15.00 and 19.00 – space for an extra 12,000 people. In total, 12 trains per hour ran during these times, providing space for 36,000 people
- Twickenham station: enhancement programme
- Data from match ticket sales indicated that less than two per cent of tickets had been sold in Wales. Given the late kick off, and with a journey time from Twickenham to a GWR station of at least an hour - meaning the earliest train to some destinations in south Wales would not arrive until at least 02.00 - most fans from Wales were likely to choose to travel by alternative means, or stay overnight.
- Train timetables following the game were published well in advance, and the majority of customers planned their return from the match accordingly. However, GWR remained in close contact with RWC organisers to monitor the situation.

#### Friday 2 October

##### *New Zealand v Georgia – Cardiff (Millennium Stadium) – kick off at 20:00*

Great Western Railway, Arriva Trains Wales and Network Rail worked together to make sure trains could quickly get into and out of the platforms at Cardiff Central to get people on their way efficiently.

For safety reasons a post-match queuing system for entry into Cardiff Central station was put in place. The operation of this was handled to ensure that destination specific queues flowed without unnecessary delay. A frequent bus shuttle operated as the priority service for everyone travelling to Bristol Parkway. Changes to the capacity, number and timing of trains were also made to ensure passenger waiting times were kept to a minimum.

Due to the extremely high volume of people using rail services (anticipated to be around 35,000), passengers were advised that queueing systems would be in place.

##### Arriva Trains Wales:

- The normal capacity in the planned timetable (33,000 seats) was supplemented by an additional 14,000 seats. The typical total numbers carried on Rugby World Cup match days is around 40,000 - this varies from 30,000 to just under 45,000.

##### CrossCountry:

- Additional capacity was added as required and where available on the day.

##### Great Western Railway (GWR):

- In addition to the normal service, 20 scheduled and standby trains were used on westbound (Bristol Temple Meads- London Paddington) routes. The enhanced service was designed to exceed passenger demand predicted by Rugby World Cup organisers. Standby trains were deployed as and when appropriate.

#### Saturday 10 October

##### *Australia v Wales – London (Twickenham)*

##### South West Trains:

- An extra four trains per hour were laid on between 15:00 and 19:00 (space for an extra 12,000 people).

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- In total, 12 trains per hour ran during these times, providing space for 36,000 people.

## Sunday 11 October

*France v Ireland (Cardiff, Millennium Stadium)*

Great Western Railway:

- Additional trains ran to ensure enough services to get everyone to and from the match. Across the GWR network, 50 extra trains will be provided.
- Additional staff are being put on and extra buses are being provided to support the rail service.

Arriva Trains Wales:

- All services were strengthened (6,000 extra seats post match) where possible and additional post match services are being added to Newport, Gloucester, West Wales, Cardiff and the valleys local routes and services to the North (Crewe and Holyhead).

Cross Country:

- Additional capacity as required and where available on the day

## Saturday 17 October

*South Africa v Wales – London (Twickenham Stadium)*

South West Trains:

- An extra four trains per hour in the period leading up to the match (space for an extra 12,000 people)
- In total, 12 trains per hour will run during these times, providing space for 36,000 people
- Post-match: a queuing system will be operating at key stations

*New Zealand v France – Cardiff (Millennium Stadium)*

Great Western Railway:

- 35 additional trains will be provided for Saturday's match in Cardiff
- Additional staff are being put on and extra buses are being provided to support the rail service
- Queuing systems in place at key stations
- Customers with seat reservations will be welcome to travel before or after their booked service

Arriva Trains Wales:

- Additional capacity is being added, with post-match services boosted by an additional 8,000 seats

CrossCountry:

- Additional capacity is being added as required and where available on the day

## Sunday 18 October

*Ireland v Argentina – Cardiff (Millennium Stadium)*

Great Western Railway:

- 32 additional trains will be provided for Sunday's match in Cardiff
- Additional staff are being put on and extra buses are being provided to support the rail service
- Queuing systems in place at key stations
- Customers with seat reservations will be welcome to travel before or after their booked service

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## Arriva Trains Wales:

- Additional capacity is being added, with post-match services boosted by an additional 6,000 extra seats

## CrossCountry:

- Pre-match: Strengthening in place (Birmingham New St – Cardiff)
- Post-match: additional capacity as required and where available on the day