



Eich cyf/Your ref P-05-918
Ein cyf/Our ref KS/08772/19

Janet Finch-Saunders AM

Government.Committee.Business@gov.wales

17 March 2020

Dear Janet,

Thank you for your letter of 16 December regarding 'Petition P-05-918 - Improve disabled access to Treforest train station as a priority'. Please accept my apologies for the delay in response while my officials liaised with Transport for Wales (TfW) on this matter.

TfW are developing plans for Treforest station which will bring vastly improved access arrangements and better facilities for customers. TfW's plans include a new accessible footbridge and level boarding providing step-free access from street to train. Construction at the station is expected to begin in September. Teams are currently undertaking the necessary preparatory and design works which are required ahead of construction taking place.

Delivery of the works at Treforest is integrated with a wider, complex programme of works for the transformation of this part of the rail network (known as the 'Core Valley Lines'), as part of the South Wales Metro project. This is an ambitious, multi-million-pound project, and TfW's current plans will take around five years to complete. TfW have a significant amount construction, engineering and infrastructure work to do to upgrade our rail network so that it's ready for Metro services. These works include electrification of the railway, upgrading all stations and signalling, and building new stations.

The construction schedule for Treforest station takes account of a wide range of factors including the impact of planned works on the transport system, the availability of the railway for possessions/blockades required to undertake works, and the availability of teams and other resources to undertake works.

Once complete, Metro will provide customers with quicker, more frequent, more environmentally friendly services on modern, comfortable, accessible Metro trains.

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Rydym yn croesawu derbyn gohebiaeth yn Gymraeg. Byddwn yn ateb gohebiaeth a dderbynnir yn Gymraeg yn Gymraeg ac ni fydd gohebu yn Gymraeg yn arwain at oedi.

We welcome receiving correspondence in Welsh. Any correspondence received in Welsh will be answered in Welsh and corresponding in Welsh will not lead to a delay in responding.

In the interim, assistance is provided by the Conductor on the train who can provide a ramp for train access. Platform 2 is accessible to wheelchair or powered mobility scooter users.

TfW has already begun work on improving the accessibility of the Wales and Borders network. TfW has recruited an Accessibility and Inclusion Manager, whose role is to help deliver crucial improvements to make it as easy and accessible as possible for passengers with reduced mobility to use services with confidence and as little hassle as possible and has also formed an Accessibility Panel that represents many forms of disabilities across Wales and Borders. The panel help to make policy decisions and will be invited to take part in testing the new rolling stock design to ensure that it's as accessible as possible to a wide-range of needs.

TfW operate an Assisted Travel team to help passengers to book assisted travel, reserve a seat or wheelchair space and answer any questions about the accessibility of stations and trains. Passengers may call the Assisted Travel team on 033 300 50 501, 8am to 8pm every day except Christmas Day. If passengers book assisted travel in advance, TfW can arrange for a conductor or station staff to help them on and off the train, and can arrange the following:

- Make a ramp available to get passengers on and off the train
- Guide passengers through the station and on or off the train
- Find passengers a seat on the train
- Reserve a seat or wheelchair space, if this is possible, on TfW services or those of other rail companies
- Help with making connections with other train companies in one single booking
- Help with luggage

*Yours ever,
Ken*

Ken Skates AC/AM

Gweinidog yr Economi a Thrafnidiaeth
Minister for Economy and Transport