

TEN PRIORITIES FOR THE NEW WALES AND BORDERS FRANCHISE

1 Effective monitoring

Performance measures should include:

- passenger satisfaction (as measured by the National Rail Passenger Survey)
- punctuality
- reliability
- passenger growth
- the condition and maintenance of rolling stock.

2 Greener railway

The franchise needs to take full notice of Welsh Government's environmental commitments – reducing CO2 emissions and providing a greener, cleaner service over the course of the franchise.

3 Integrated network

Clock-face timetabling where possible in a franchise which prioritises integration, including smart ticketing and effective connections with the bus network and other train services.

4 Adaptable services

A willingness to explore new routes and services and service frequencies which meet passenger needs.

5 Affordable fares

Affordable fares with clear, simple ticketing options.



6 New trains

Sufficient, high quality rolling stock which meets demand now and in the future, which is accessible and with adequate space for wheelchair users and service dogs, space for luggage, cycle storage and prams.

It should also have Wi-Fi connectivity, USB / plug sockets, air conditioning / functioning heating, improved cleanliness and adequate toilet facilities including baby changing facilities; catering and refreshments services that are appropriate for long journeys; and a contactable member of staff on board.

7 Better communication

Improved on-board information and communication on connections and delays.

8 Modern stations

Stations that meet or exceed the minimum expectations of passengers, a commitment to and funding for community rail projects.

9 Fair fares

Effective revenue protection systems to ensure all passengers can and do pay a fair fare.

10 Reduced disruption

Improved management of delays and disruption.

