

REPORT NO 6 REPORT ON THE CAMBRIAN MAIN AND COASTAL LINES



CAMBRIAN LINES SURVEY RESULTS AND RECOMMENDATIONS

Cllr Trevor Roberts Chair Cllr Michael Williams Vice Chair Robert A Robinson Secretary Triangle House Union street Welshpool SY21 7PG Tel 01938 553142 Mob 07767 267830

Email wtcouncil@btinternet.com

Web site http://shrewsburyaberystwythrailway.org/

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Copies of the survey forms returned (including a copy of the internet responses) have been retained.

D Signatures to the Report

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1. History and Introduction

- i) Following a meeting with the Minister in July 2013 the Shrewsbury Aberystwyth Rail Liaison Committee was asked to prepare surveys on the Cambrian Lines to demonstrate the need for an improved rail timetable.
- ii) The survey of residents, students and businesses along the Cambrian Lines was completed in October 2013 with 6,570 responses received.
- Following these surveys a report was presented to the Minister and an improved rail service was introduced in May 2015.
- iv) A further survey was completed in October 2015 which showed a significant increase in traffic since the introduction of the new timetable in May 2015.
- v) Through the Welsh Government (and funded by the Cambrian Rail Partnership) further surveys have been carried out in April/May 2017 and again in July/August 2017.
- vi) These surveys were completed so that a true picture of travel on the line can be completed covering the summer months.
- vii) These surveys were carried out during the tourist season which have a great impact on train use on the Cambrian Lines.
- viii) This report sets out the results of the summer surveys and also the conclusions drawn from its findings.





2. Survey Method

2.1 Introduction

The purpose of the surveys was to ascertain both customer satisfaction and also passenger loadings to give guidance for recommendations with regards to improvements to the Cambrian Lines.

2.2 Focus Groups

There were a number of focus groups held in Welshpool, Newtown, Caersws, Machynlleth, Aberystwyth, Aberdovey, Tywyn, Barmouth and Porthmadog. There also focus groups for the disabled traveller and local business.

2.3 Customer Satisfaction

The customer satisfaction survey results were collated from people on the trains and via the internet survey facility.

2.4 Train loading surveys

The passenger number surveys were carried out on the trains and are actual numbers on the train between each station on the line.

2.6 Comparison

The figures gained from the surveys have been compared with the 2013 and 2015 survey results.

2.7 Rail results

The number of surveys collected on the trains was 2,340.

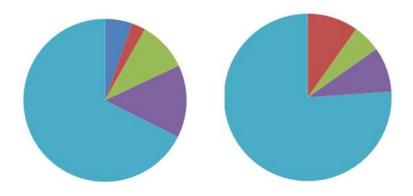


3. Overview of the survey results (Shrewsbury-Aberystwyth)

a) Passenger numbers

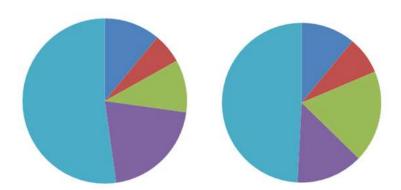
The following is an overview of the results of the surveys completed on the main line.

The passenger numbers overall show the following patterns based on the April and May 2017 surveys.



Dark Blue (80% plus seats taken): Brown (70-80% seats taken) Green (60-70% taken): Purple (50-60% of seats taken) and Light Blue (under 50% seats taken)

The passenger numbers overall show the following patterns based on the July and August 2017 surveys.



Dark Blue (80% plus seats taken): Brown (70-80% seats taken) Green (60-70% taken): Purple (50-60% of seats taken) and Light Blue (under 50% seats taken)

The above is today's figures and not any projections of increased traffic.



From the surveys the following is noted with regards to passenger traffic:

The number of trains which are overcrowded is greater in the summer.

There are more loaded trains going west than east.

The number of trains which are uncomfortable is greater than the figures show due to lack of luggage space due to the majority of passengers being tourist related.

The main issues revolve around the use of 2 car units which are often not enough, however a 4 car unit is often too much provision.

b) Timetable

There is a need for a revised timetable to meet customer demand.

The suggested pattern of trains is as set out below:

HOUR 1	HOU	R 2
SHREWSBURY	SHREWSBURY	
4 CAR UNIT	4 CAR UNIT	
MACHYNLLETH	MACHYNLLETH	MACHYNLLETH
4 CAR UNIT	4 CAR UNIT	2 CAR UNIT
ABERYSTWYTH	BARMOUTH	ABERYSTWYTH
	2 CAR UNIT	
	PWLLHELI	

The rail pattern suggested gives through trains to both Aberystwyth and the Coast whilst maintaining an hourly service on the main line to Aberystwyth.



4. Overview of the survey results (Coast Line)

a) Passengers

The following is an overview of the results of the surveys completed on the coast line.



Red and Brown are over crowded with Green being comfortable or lower use.

Particular trains in the summer period are so overcrowded as to be considered a health and safety risk.

b) Timetable

The survey figures do not show a need for a service beyond every 2 hours but do show a need for a strengthening of passenger stock to at least Barmouth. It will be noted that the section from Barmouth to Talybont is well used.

The timetable suggested in 1.2 (b) would meet the timetable changes required.

1.4 Conclusions

The conclusions reached from the survey results (supported by this report) are:

There is a proven need to introduce an hourly train service at the earliest opportunity on the Shrewsbury to Aberystwyth rail line serving Mid Wales.

The surveys show a need for increased passenger capacity on the main line and coast line (to Barmouth).

Extra trains are needed to reduce the overcrowding experience on a a large number of trains, particularly between Machynlleth and Aberystwyth. Although not surveyed there is a need for a 4 car unit for all Birmingham International to Shrewsbury services which proceed along the Cambrian Lines.

There is no evidence to suggest more than a 4 car unit on the main line between Shrewsbury and Machynlleth.



There is no evidence to suggest that the overall Coast train service should be increased to more than a 2 hourly service but there is a need for trains to be made up of 4 cars as far as Barmouth.

There is a need to have through services to both Aberystwyth and Pwllheli without the need for a change at Machynlleth.

The Sunday service along the Coast Line is very limited and needs to be improved to provide for 2 trains each way in Winter months.

It is important that there are through trains from Birmingham International to both Aberystwyth and the Coast are maintained.

The customer service element indicates that the level of satisfaction is generally good but has not improved since the 2015 surveys.

Full details of the survey results are set out at appendix A and B.





5. Survey Results (Customer Service)

The participants responding gave their view of the satisfaction level for each of the following services (percentage of satisfaction):

Main Line

2017 80% 68% 80%
68% 80%
80%
74%
71%
76%
64%
65%
69%
77%
79%
62%
71%
68%
90%
73%



Key points:

The key points from the figures are:

- i) Generally satisfaction levels are slightly down on previous surveys.
- ii) The main issue for people on the trains was the failure to keep the toilets clean on many trains.
- iii) The staff get a 5 star rating for being polite and helpful.





6. Passenger habits

6.1 Journeys

The following is of note:

17% are local journeys (ie under 30 minutes)

20% are medium range journeys (ie 30-60 minutes)

63% are longer journeys (over an hour)

6.2 Tickets

The following is of note:

30% of tickets were purchased on the train.

27% of tickets purchased at a station.

35% of tickets were purchased online.

8% of tickets purchased elsewhere (ie Welshpool TIC etc)

It should be noted that passengers were not happy in being forced to buy tickets before getting on the train from an unmanned station. The ticket machines on the platform are not popular and others wished to pay cash.

The current ticket system on the trains (larger tickets and one per person) were causing concern. The drop in train ticket revenue is market (we are informed in excess of 60% fall).



6.3 Purpose of the journeys

The purpose of passenger journeys was logged as:

Purpose	2013	2015	2017
Commuting	9%	11%	9%
Holidays	17%	19%	24%
Leisure	45%	44%	39%
Business	16%	14%	9%
Medical	5%	4%	1%
Education	8%	7%	18%
Other	0%	1%	0%

Not much change is note between much of the uses except that the 'education' figure shows an increase in student use to the University.

The number of persons on the trains has increased again since the survey in 2015.

6.4 Importance of through trains

Those surveyed confirmed that the existing through trains to Birmingham International are important (over 75%).

There was also limited support for a direct train service to aid getting to Manchester airport via Crewe. (over 25%)

6.5 How often to people travel

There was an increase in the number of people using the train at least once a month as follows:

37% regular travellers
60% regular travellers
68% regular travellers



6.6 Age profile

The age profile of passengers was compared as follows:

Age range	2013	2015	2017
Under 18	9%	9%	12%
Aged 19 to 26	19%	18%	24%
Aged 26 to 60	38%	40%	33%
Aged 60 plus	34%	33%	31%

From this table there appears to be an increase in younger rail users. This would accord with local findings in Welshpool where the timetable introduced in May 2015 enabled younger people to work in Shrewsbury or Telford and go to work by train. Not an option prior to May 2015.





5. Recommendations

5.1 Overall

The survey shows that there is a need to change the pattern of trains serving Aberystwyth and the Cambrian Coast.

5.2. Recommendations with detail

Recommendation no 1

That a revised timetable be introduced with the following 2 hour pattern:

- a) Train every 2 hours Shrewsbury to Aberystwyth (4 car unit)
- b) Train every 2 hours Birmingham International to Pwllheli (4 car unit to Barmouth leaving a 2 car set to be picked up by the next down train to give a 5 car unit back to Birmingham International)
- c) A train at Machynlleth linking with the Pwllheli train to continue onto Aberystwyth. (2 car unit)

Recommendation no 2

That a full hourly service as set out in recommendation 1 be implemented as soon as possible.

Recommendation no 3

To increase the winter service on the Coast Line by added one extra train in each direction.

Recommendation no 4

All trains to run through to the West Midlands (either Birmingham or Crewe).

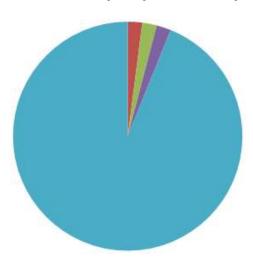


APPENDIX A

April and May Surveys – MAIN LINE

Ex Shrewsbury Thursday

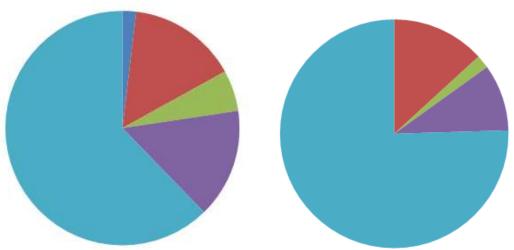
Ex Aberystwyth Thursday



Dark Blue (80% plus seats taken): Brown (70-80% seats taken) Green (60-70% taken): Purple (50-60% of seats taken) and Light Blue (under 50% seats taken)

Ex Shrewsbury Saturday

Ex Aberystwyth Saturday

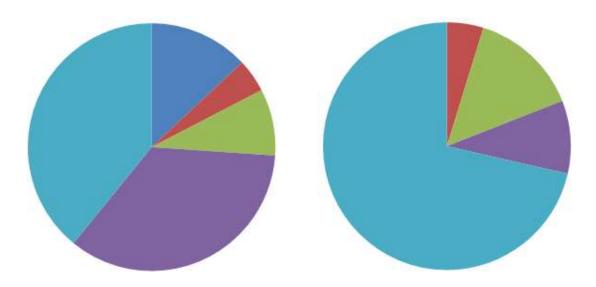


Dark Blue (80% plus seats taken): Brown (70-80% seats taken) Green (60-70% taken): Purple (50-60% of seats taken) and Light Blue (under 50% seats taken)



Ex Shrewsbury Sunday

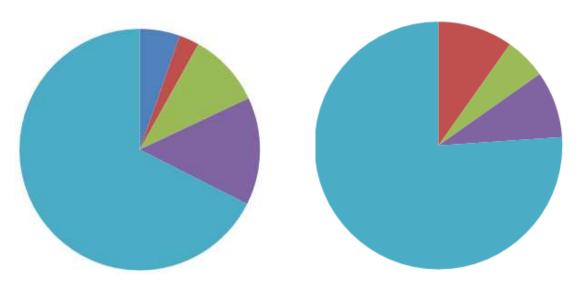
Ex Aberystwyth Sunday



Dark Blue (80% plus seats taken): Brown (70-80% seats taken)
Green (60-70% taken): Purple (50-60% of seats taken)
and Light Blue (under 50% seats taken)

Ex Shrewsbury overall

Ex Aberystwyth overall



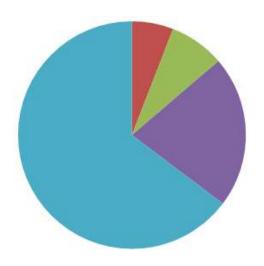
Dark Blue (80% plus seats taken): Brown (70-80% seats taken) Green (60-70% taken): Purple (50-60% of seats taken) and Light Blue (under 50% seats taken)

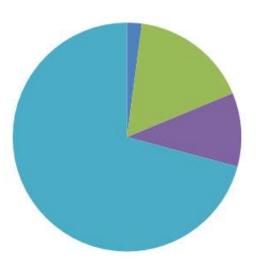


July and August Surveys MAIN LINE

Ex Shrewsbury Thursday

Ex Aberystwyth Thursday

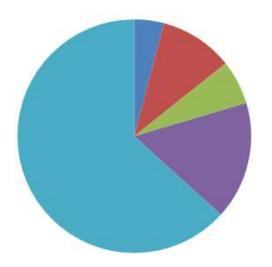


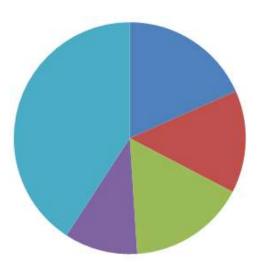


Dark Blue (80% plus seats taken): Brown (70-80% seats taken)
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and Light Blue (under 50% seats taken)

Ex Shrewsbury Saturday

Ex Aberystwyth Saturday



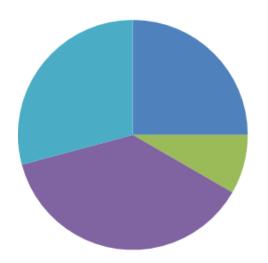


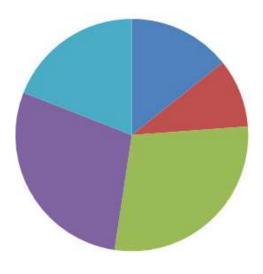
Dark Blue (80% plus seats taken): Brown (70-80% seats taken)
Green (60-70% taken): Purple (50-60% of seats taken)
and Light Blue (under 50% seats taken)



Ex Shrewsbury Sunday

Ex Aberystwyth Sunday

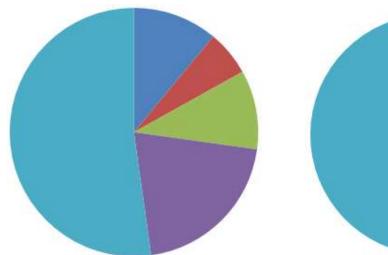


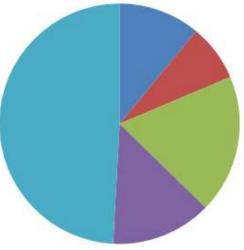


Dark Blue (80% plus seats taken): Brown (70-80% seats taken) Green (60-70% taken): Purple (50-60% of seats taken) and Light Blue (under 50% seats taken)

Ex Shrewsbury Overall

Ex Aberystwyth Overall





Dark Blue (80% plus seats taken): Brown (70-80% seats taken) Green (60-70% taken): Purple (50-60% of seats taken) and Light Blue (under 50% seats taken)



MAIN LINE TRAIN BY TRAIN & STATION BY STATION PASSENGER NUMBERS

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	Seating %		134	134	134	134	134	134	h AUGUST	Seating 12	134	134	134	268	268	268	588	h AUGUST	Seating %	134	134	134	268	288	268	5 88	
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Caersws	Machynlleth	ħ	134	# 13	8	134	22.39	Machynlleth Caersws	Caersws	56	288	9.70	48	134	35.82
Machynlleth	Dovey Juno	ħ	134	# 1.13	54	134	40.30	Caersws	Newtown	58	268	9.70	20	134	37.31
Dovey June	Borth	23	134	17.16	92	134	58.21	Newtown	Welshpool	58	288	9.70	54	134	40.30
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Dovey June	Borth	35	134	23.88	02	134	52.24	Newtown	Welshpool	49	288	#	140	288	52.24
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Welshpool	Newtown	48	288	44.03	148	268	55.22	Borth	Dovey Juno	48	134	#	84	134	65.69
Newtown	Caersws	103	288	38.43	128	268	47.76	Dovey Juno	Dovey Juno Machynlleth	48	134	#	84	134	65.69
Caersws	Machynlleth	8	288	36.94	126	268	47.01	Machynlleth Caersws	Caersws	74	288	#	126	288	47.01
Machynlleth	Dovey June	25	134	45.24	5	134	45.52	Caersws	Newtown	02	588	##	116	588	43.28
Dovey June	Borth	25	134	45.54	F	134	52.39	Newtown	Welshpool	62	288	##	112	288	41.79
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	DEPART AE	FROM		Aberystwyth Borth	Borth	Dovey Juno Machynlleth	Machynlleth Caersws	Caersws	Newtown	Welshpool					Under 505 seats taken
	_	% Take up	58.36	66.79	42.16	47.01	40.30	60.45	62.69	62.69					its taken
	THURSDAY 17th AUGUST	Seating	268	268	268	268	268	134	134	134					50% plus seats taken
	THURSDAY	Passengers	158	179	#	126	108	8	84	84					
	닖	Seating 7. Take up	16.04	64.18	59.33	20.00	47.76	61.94	60.45	56.72					60% plus seats taken
	Y 27th API		268	268	268	268	268	134	134	134					
	THURSDA	Passengers	6	172	3 3	134	128	88	8	92					70% plus seats taken
	EWS 15.30	10	Shrewsbur	Welshpool	Newtown	Caersws	Machynlleth	Dovey Juno	Sorth	Aberystwyth					staken
	DEPART SHREWS 15.30 THURSDAY 27th APRIL	FROM	Welshpool Shrewsbur	Shrewsbury Welshpool	Welshpool Newtown	Newtown (Caersws	Machynlleth Dovey Juno	Dovey June Borth	Borth #					80% plus seats taken



FROM TO Passengers Searing SLANDAY 23rd APRII SUNDAY 23rd APRII SUNDAY 23rd APRII Tole up FROM TO Passengers Searing STARE STARE STARE TO Passengers Searing STARE STARE STARE TO PROM TO Processor STARE STARE <th< th=""><th></th><th></th><th></th><th></th><th></th><th></th><th></th><th></th><th></th><th></th><th></th></th<>											
4 10 Passengers Seating XTake up Passengers Seating XTake up Passengers Seating XTake up Passengers Seating XTake up ST. 99 St. 99 Seating XTake up St. 99 St. 746 St. 746 <th>REWS 11.30 SUNDAY 23rd</th> <th>APRIL</th> <th>SUNDAY 13th A</th> <th>UGUST</th> <th>DEPART</th> <th>ABER13.30</th> <th>SUNDAY 2</th> <th>3rd APR</th> <th>SUNDA</th> <th>SUNDAY 13th AUGUS1</th> <th></th>	REWS 11.30 SUNDAY 23rd	APRIL	SUNDAY 13th A	UGUST	DEPART	ABER13.30	SUNDAY 2	3rd APR	SUNDA	SUNDAY 13th AUGUS1	
bpuol Shrewsbuy IST 112.63 142 268 52.39 bbuy Welshpool 40 134 23.88 69 268 25.75 bbuy Welshpool 40 134 24.63 70 268 25.75 bpool Newtown 47 134 33.58 80 268 23.75 ws Machynlieth 45 134 33.58 80 268 23.75 ynlieth Dovey June 47 134 35.07 67 134 50.00 ynlieth Dovey June 47 134 35.07 67 134 50.00 Abrost Man Aberystwyth 45 134 35.88 77 134 50.00 Abrost Man Caestras 58 134 58.21 134 50.00 Abrost Man Caestras 33 134 58.40 122 134 44.03 Abrost Man Caestras 33 134	Passengers	×	Passengers				Passengers Seating		Take Passengers	gers Seating	7. Take up
sbuy Welshpool 40 134 29.85 63 268 25.75 pool Newtown 33 134 24.63 70 268 25.75 ws Machymleth 45 134 34.33 74 268 25.76 ws Machymleth 45 134 35.07 67 134 50.00 Julineth Docey June 47 134 35.07 67 134 57.46 Julineth Docey June 47 134 35.07 67 134 57.46 Anneth 47 134 35.07 67 134 57.46 17 Anneth 47 134 35.07 77 134 57.46 17 Anneth 40 134 35.88 77 134 57.46 17 Anneth 40 134 35.87 134 57.46 17 140 Anneth 40 135.80 134	Ē	Ħ	142								
pool Newtown 33 134 24.63 70 268 26.12 wn Caersws 46 134 33.58 74 268 29.85 ws Machynlieth 45 134 35.87 77 134 50.00 Julieth Dovey June 47 134 35.07 77 134 57.46 Allow June 47 134 35.07 77 134 57.46 Allow June 47 134 35.07 77 134 57.46 All Dove 400 45 134 35.07 77 134 57.46 Aberystwyth 45 134 38.58 77 134 57.46 Abory 50 134 58.20 134 57.46 57.46 Aberystwyth 78 134 58.40 122 134 47.01 Aberystwyth 73 134 50.75 63 134 47.03 Aberystwyth<	Welshpool 40	22	8			h Borth	₩	134	###	134	58.21
wn Caersws 46 134 34.33 74 268 27.61 ws Machynlich 45 134 35.58 80 268 2985 vulne Borth 47 134 35.07 77 134 57.46 27.46 Aberystwyth 45 134 33.58 77 134 57.46 27.46 Abrool Borth 45 134 33.58 77 134 57.46 27.46 Abrool Borth 45 134 33.58 77 134 57.46 27.46 Abrool Sheevengers Seating 7.18ke up 72 134 57.46 27.46 <t< td=""><td>æ</td><td>5</td><td>92</td><td></td><td></td><td>Dovey Juno</td><td>₩</td><td>134</td><td>###</td><td>134</td><td>58.21</td></t<>	æ	5	92			Dovey Juno	₩	134	###	134	58.21
ws Machynlieth 45 134 33.58 80 268 23.85 Julieth Dovey Junno 47 134 35.07 77 134 50.00 Julinch Dovey Junno 47 134 35.07 77 134 50.00 Abenystwynh 45 134 33.58 77 134 57.46 Mpool Shrewstras Sasting 77 134 57.46 Abenystwynh 45 134 58.21 134 53.73 sbury Aelswar Shool 78 134 53.73 134 sbury Aelswar Shool 78 134 58.21 134 53.73 sbury Aelswar Shool 78 134 68.40 122 134 44.03 sbury Aelswar Shool 134 59.70 127 134 44.03 sbury Aelswar Shool 134 50.75 63 134 44.03 sbury Aelswar Shool 178	8	ĕ	74			Machynlleth	44		### 72	134	53.73
Aberystwyth 47 134 35.07 67 134 50.00 Aberystwyth 47 134 35.07 77 134 57.46 Aberystwyth 45 134 35.07 77 134 57.46 ABTSHREWS13:30 SUNDAY 23rd APRII SUNDAY 13th AUGUST 57.46 57.46 Appool Shrewsbuy 78 134 58.21 134 57.46 Appool Shrewsbuy 78 134 58.21 134 102.99 Abool Shrewsbuy 134 80.60 136 134 101.49 Abool Shrewsbuy 134 80.60 136 134 101.49 Abool Shrewsbuy 134 58.70 127 134 94.03 Abool Shrewsbuy 57 134 50.75 58 134 44.03 Abool Borth 68 134 50.75 134 44.03 Abool Borth 78 <t< td=""><td>5</td><td><i>Ж</i></td><td>8</td><td></td><td></td><td>h Caersws</td><td>8</td><td>134</td><td>901 ###</td><td>134</td><td>79.10</td></t<>	5	<i>Ж</i>	8			h Caersws	8	134	901 ###	134	79.10
Aberystwyth 47 134 35.07 77 134 57.46 134 134 134 135.8 134 135.8 134 135.8 134 135.8 134 135.46 134 135.46 134 135.46 134 135.46 134 135.46 134 135.46 134 135.46 134 135.46 134 135.46 134 135.46 134 135.46 134 135.46 134 135.46 134 135.46 134 135.46 134 135.46 134 135.46 134 134 135.46 134 135.46 134 134.36 134.36 134 134.36 134.	47	క	29			Newtown	ß		###	134	83.58
Aberystwyth 45 134 38.58 77 134 57.46 57.46	Borth 47	క	2.5			Welshpool	æ	134	###	134	86.57
FITSHEWS 18.30 SUNDAY 23rd APRIL Foundation SUNDAY 13rd APRIL Foundation Sunday 13rd Seating X Take up Passengers Seating Take up Passengers Take up	Aberystwyth 45	8	- 22			Shrewsbury	72	134	### 125	134	93.28
Name											
H TO Passengers Seating X Take up R Seating X Take up T2 134 53.73 sbury Welshpool 78 134 58.21 138 134 62.37 sbury Welshpool 78 134 68.60 136 134 101.49 wn Caersws 33 134 68.60 136 134 91.04 ws Machynlleth 80 134 60.60 53 134 44.03 ynlleth Dovey June 68 134 50.75 63 134 44.03 ynlleth Dovey June 68 134 50.75 63 134 44.03 ynlleth Dovey June 67 134 54.48 59 134 44.03 Aberystwyth 73 134 56.72 141 134 44.03 Aport 105 134 56.72 141 134 68.66 wn Caersws		APRIL	SUNDAY 13th A	UGUST	DEPART	ABER 15.30	SUNDAY 2	3rd APR	SUNDA	SUNDAY 13th AUGUST	
hpool Shrewsbuy 72 134 53.73 rsbury Welshpool 78 134 58.21 138 134 102.99 pool Newtown 108 134 80.60 136 134 101.49 ws Machynlleth 80 134 59.70 122 134 91.04 ws Machynlleth 80 134 50.75 63 134 44.03 ynlleth Dovey Junc 68 134 50.00 59 134 44.03 ynlleth Dovey Junc 67 134 50.00 59 134 44.03 ynlleth Dovey Junc 67 134 54.48 59 134 44.03 Aberystwyth 73 134 58.72 141 134 105.22 hpool Shrewsbuy 76 134 58.72 141 134 68.66 wn Caersws 81 134 60.45 90 134 52.24 ww Machynlleth 70	Passengers		Passengers	H			Passengers Seating		Take Passengers	gers Seating	7. Take up
rsbury Welshpool 78 134 58.21 138 134 102.99 pool Newtown 108 134 69.60 136 134 101.49 wn Caersws 93 134 69.40 122 134 91.04 ws Machynlleth 80 134 50.75 63 134 47.01 ynlleth Dovey Junc 68 134 50.00 59 134 44.03 ynlleth Dovey Junc 68 134 50.00 59 134 44.03 ynlleth Dovey Junc 68 134 50.00 59 134 44.03 Aberystwyth 73 134 54.48 59 134 44.03 Abros 51 14 134 105.22 Abros 55 141 134 105.22 Abros 141 134 101.49 Abros 134 52.24 78 134 52.24 <td< td=""><td>•</td><td></td><td>72</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></td<>	•		72								
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wn Caersws 93 134 68.40 122 134 91.04 ws Machynlleth 80 134 59.70 127 134 94.78 ynlleth Dovey June 68 134 50.75 63 134 47.01 ynlleth Dovey June 68 134 50.75 63 134 44.03 ynluc Borth 67 134 54.48 59 134 44.03 RTSHREWS 15.30 SUNDAY 23rd APPII SUNDAY 13th ALIGUST 44.03 174 44.03 hpool Shrevsbuy 76 134 56.72 134 105.22 174e up rsbuy Welshpool 117 134 56.73 134 101.49 wo Caersws 81 134 60.45 90 134 52.24 ww Machynlleth 70 134 52.24 70 134 52.24 ww Machynlleth 50 134 44.78 </td <td>Newtown 108</td> <td></td> <td>136</td> <td></td> <td></td> <td>Dovey Juno</td> <td>23</td> <td>134</td> <td>###</td> <td>134</td> <td>44.03</td>	Newtown 108		136			Dovey Juno	23	134	###	134	44.03
ws Machynlleth 80 134 59.70 127 134 94.78 Julino Borth 68 134 50.75 63 134 47.01 Julino Borth 67 134 50.00 59 134 44.03 RTSHREWS 15.30 SUNDAY 23rd APRII 54.48 59 134 44.03 An IOL Passengers Seating X Take up Passengers Seating X Take up Passengers Appool Shrevsbuy 76 134 56.73 134 105.22 rsbury Welshpool 117 134 56.73 134 67.16 wn Caersws 81 134 60.45 90 134 52.24 ws Machynlleth 70 134 52.24 70 134 52.24 ynllieth Bovey Junc 70 134 44.78 73 134 52.24 Aberystwyth 60 134 44.78 73 134 52.24	88	89	122			Machynlleth (23	134	###	134	43.28
Pyralleth Doveyuluno 68 134 50.75 63 134 47.01 Juluno Borth 67 134 50.00 59 134 44.03 RTSHREWS 15.30 SUNDAY 23rd APRII 54.48 59 134 44.03 Mool Shrevsbuy 76 Passengers Seating X Take up Passengers Seati	8	83	127			h Caersws	164			268	48.88
Aberystwyth 73 134 50.00 53 134 44.03 134 44.03 134 44.03 134 44.03 134 44.03 134 44.03 134 44.03 134 44.03 134 44.03 134 44.03 134 134 105.22 134 105.22 134 105.22 134 105.22 134 134 105.22 134 134 105.22 134	88	S	8			Newtown	180	588	### 134	268	20.00
Aberystwyth 73 134 54.48 59 134 44.03 HTSHREWS 15.30 SUMDAY 23rd APRIL SUMDAY 13th AUGUST Hood Shrewsbuy 76 134 56.72 141 134 105.22 Hood Shrewsbuy 76 134 87.31 134 101.43 Hood Shrewsbuy 76 134 87.31 134 101.43 Hood Shrewsbuy 76 134 87.31 134 101.43 Hood Shrewsbuy 76 134 60.45 90 134 67.16 Machynlleth 70 134 52.24 70 134 52.24 Aberystwyth 50 134 44.78 73 134 55.24 Aberystwyth 60 134 44.78 73 134 54.48	Borth 67	ᅜ	ස			Welshpool	166	588	### 145	268	54.10
SHEWS 15.30 SUNDAY 23rd APRIL SUNDAY 13th AUGUST TO Passengers Seating X Take up Passengers Seating X Take up Passengers IO Shrewsbuy 76 134 56.72 141 105.22 IV Westpool 177 134 78.36 32 134 101.43 IO Newtown 105 134 60.45 90 134 67.16 Inch Dovey June 70 134 52.24 70 134 52.24 Rh Dovey June 70 134 52.24 70 134 52.24 Aberystwyth 50 134 41.04 70 134 52.24 Aberystwyth 60 134 44.78 73 134 52.24	Aberystwyth 73	\$2	8			Shrewsbury	98	268	###	268	28.58
SUNDAY 13th AUGUST SUNDAY 23th APRIL SUNDAY 13th AUGUST TO Passengers Seating X-Take up Passengers Seating X-Take up TO Passengers Seating X-Take up Passengers Seating X-Take up TO Passengers TO TO TO TO Newtown TOS TO TO TO TO Machynlleth TO TO TO TO TO Machynlleth TO TO TO TO TO TO TO											
10 Passengers Seating X Take up Sesengers Seating X Take up Seating X Take up ToS 22 uxy Welshpool 117 134 56.72 141 134 105.22 uxy Welshpool 117 134 67.31 136 134 101.49 ol Newtown 105 134 60.45 90 134 68.66 Machynileth 70 134 52.24 78 134 58.21 eth Dovey Junc 70 134 52.24 70 134 52.24 nc Borth 55 134 44.78 73 134 52.24 Aberystwyth 60 134 44.78 73 134 52.24		APRIL	SUNDAY 13th A	UGUST	DEPART	ABER 17.30	SUNDAY 2	3rd APR	SUNDA	SUNDAY 13th AUGUST	
ool Shrewsbuy 76 134 56.72 141 134 105.22 Aberystwyth u.y Welshpool 117 134 87.31 136 134 101.43 Aberystwyth ol Newtown 105 134 78.36 92 134 68.66 Borth n Caersws 81 134 60.45 90 134 67.16 Dovey Juno eth Dovey Juno 70 134 52.24 70 134 52.24 Machynlleth eth Dovey Juno 70 134 52.24 70 134 52.24 Newtown no Borth 55 134 41.04 70 134 52.24 Newtown Aberystwyth 60 134 44.78 73 134 54.48 Welshpool	Passengers		Passengers	H		5	Passengers Seating	Seating	Take Passengers	gers Seating	7. Take up
usy Welshpool 117 134 87.31 136 134 101.43 Aberystwyth ol Newtown 105 134 78.36 92 134 68.66 Borth n Caersws 81 134 60.45 90 134 67.16 Dovey Juno Machynlleth 70 134 52.24 78 134 58.21 Machynlleth eth Dovey Juno 70 134 52.24 70 134 52.24 Caersws no Borth 55 134 41.04 70 134 52.24 Newtown Aberystwyth 60 134 44.78 73 134 54.48 Welshpool	92		141								
ol Newtown 105 134 78.36 92 134 68.66 Borth A Schwilleth 70 134 60.45 90 134 67.16 Dovey Juno eth Dovey Juno 70 134 52.24 70 134 52.24 70 134 52.24 Rachynlleth nc Borth 55 134 41.04 70 134 52.24 Newtown A Berystwyth 60 134 44.78 73 134 52.48 Newtown	111		136	Ė		h Borth	8	134	06 ###	134	67.16
Caersws 81 134 60.45 90 134 67.16 Dovey Juno Rhachynlleth 70 134 52.24 78 134 58.21 Machynlleth eth Dovey Juno 70 134 52.24 70 134 52.24 Caersws no Borth 55 134 41.04 70 134 52.24 Newtown Aberystwyth 60 134 44.78 73 134 54.48 Welshpool	105	28	35			Dovey Juno	œ	134	06 ###	134	67.16
Machynlleth 70 134 52.24 78 134 58.21 Machynlleth eth Dovey Juno 70 134 52.24 70 134 52.24 Caersws no Borth 55 134 41.04 70 134 52.24 Newtown Aberystwyth 60 134 44.78 73 134 54.48 Welshpool	20		8			Machynlleth (œ		### 84	134	62.69
eth Dovey Juno 70 134 52.24 70 134 52.24 Caersws no Borth 55 134 41.04 70 134 52.24 Newtown Aberystwyth 60 134 44.78 73 134 54.48 Welshpool	22	22	92			h Caersws	8		###	134	63.43
Juno Borth 55 134 41.04 70 134 52.24 Newtown Aberystwyth 60 134 44.78 73 134 54.48 Welshpool	22	22	22			Newtown	54	134		134	61.19
Aberystwyth 60 134 44.78 73 134 54.48 Welshpool	Borth 55	4	20			Welshpool	SS		###	134	67.91
	Aberystwyth 60	4	73			Shrewsbury	22	134	###	134	72.39



APPENDIX B

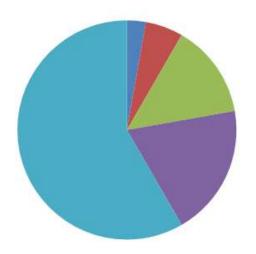
SURVEY RESULTS - COAST LINE

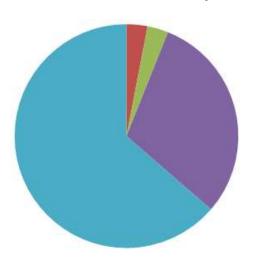
No April or May surveys due to lack of timetabled trains

July and August Surveys - COAST LINE

Ex Machynlleth Thursday

Ex Pwllheli Thursday

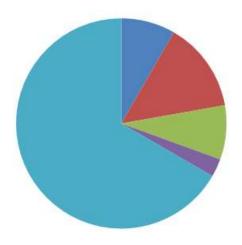


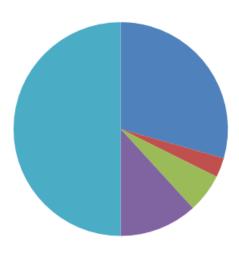


Dark Blue (80% plus seats taken): Brown (70-80% seats taken) Green (60-70% taken): Purple (50-60% of seats taken) and Light Blue (under 50% seats taken)

Ex Machynlleth Saturday

Ex Pwllheli Saturday



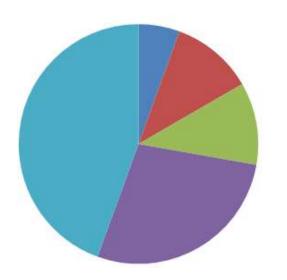


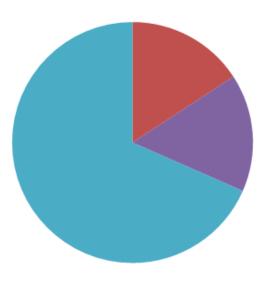
Dark Blue (80% plus seats taken): Brown (70-80% seats taken)
Green (60-70% taken): Purple (50-60% of seats taken)
and Light Blue (under 50% seats taken)



Ex Machynlleth Sunday

Ex Pwllheli Sunday





Dark Blue (80% plus seats taken): Brown (70-80% seats taken) Green (60-70% taken): Purple (50-60% of seats taken) and Light Blue (under 50% seats taken)



COAST LINE TRAIN BY TRAIN & STATION BY STATION PASSENGER NUMBERS

DAY NO 3		COASTAL LINE	NE								
	no trains – winter tim	ther tim	THI IBSDAY 17th ALIGHS OB 43 ex Mac	745 At 151 15 1	16 43 ex Mac		2	No trains - winter ti	THI IBSDAY 17th ALIGHEN 46 ex Pa	26 M 1918	07.46.ev.Pu
FROM			Passengers	Seating X Take up	7. Take up	FROM	2		Passengers Seating X Take up	Seating	% Take up
Barmouth Talybont	*		თ ⊊ 	134 134	6.72	00 60 61 61 61 61 61 61 61 61 61 61 61 61 61	richour na		4	134	2 89
	Боре		īδ	<u>\$</u>	11.13	Fairbourne	Tywyl		4	134	2.39
Porthmadog Cricieth Cricieth Phwelli			- 0 LO	134	3.73	Tywyn Aberdovey	Aberdovey Machynlleth		က ထ	13 5	3.70
	No trains - winter tin	nter tim	THURSDAY 17th AUGUS 08.22 ex Mac	7th AUGUS (08.22 ex Mac		2	No trains - winter ti	THURSDAY 17th AUGUS 09.34 ex Pw	7th AUGUS	09.34 ex Pw
FROM TO			Passengers	Seating	7. Take up	FROM	먇		Passengers	Seating	7. Take up
Machynllet Aberdovey	ovey			134	23.13	Phwelli	Cricieth		32	134	23.88
Aberdovey Tywyn			37	134	27.61	Cricieth	Porthmadog		33	134	24.63
Tywyn Fairbourne	Ine		88	134	61.94	Porthmadog Harlech	1 Harlech		- 23	134	58.96
Fairbourne Barmouth	ıth		98	134	70.15	Harlech	Talybont		62	134	46.27
Barmouth Talybont	*		83	134	47.01	Talybont	Barmouth		- 22	134	55.97
			œ L	134	58.21	Barmouth	Fairbourne		92	134	58.21
Harlech Porthmadog	adog		55	134	55.97	Fairbourne	Tywyn		72	134	53.73
ģ			45	134	33.58	Tywyl	Aberdovey		75	ស	55.56
Cricieth Phwelli			43	134	32.09	Aberdovey	Machynlleth		92	8	47.79
	No trains – winter tin	nter tim	THURSDAY 17th AUGUS 12.52 ex Mad	7th AUGUS	2.52 ex Mac		Z	No trains – winter ti	THURSDAY 17th AUGUS 11.37 ex Pwl	7th AUGUS	11.37 ex Pwl
FROM TO			Passengers	Seating	7. Take up	FROM	므		Passengers	Seating	7. Take up
Machynllet Aberdovey	ovey		3	134	23.13	Phwelli	Cricieth		14	134	30.60
Aberdovey Tywyn			37	134	27.61	Cricieth	Porthmadog		44	134	32.84
Tywyn Fairbourne	ine		88	134	61.94	Porthmadog Harlech	j Harlech		48	134	35.82
Fairbourne Barmouth	£		8	134	70.15	Harlech	Talybont		- 23	134	58.96
Barmouth Talybont	*		83	134	47.01	Talybont	Barmouth		999	134	41.79
Talybont Harlech			92	134	58.21	Barmouth	Fairbourne		94	134	70.15
Harlech Porthmadog	gope		52	134	55.97	Fairbourne	Tywyn		78	134	58.21
gobe			45	134	33.58	Tywyn	Aberdovey		75	र्घ	55.56
Cricieth Phwelli			£43	134	32.09	Aberdovey	Machynlleth		92	8	55.88
80% plus seats taken	70% plus seats taken	aken 60% plus	seats taken	50% plus seats taken	ts taken	Under 505 seats taken	eats taken				
	ı							1	-		İ



	No trains – winter tim		THURSDAY 17th AUGUS 16.56 ex Mad	16.56 ex Mac			No trains - winter ti		17th AUGUS	THURSDAY 17th AUGUS 15,57 ex Pwl
FROM TO		Passengers	ers Seating	% Take up	FROM	10		Passengers	5 Seating	7. Take up
Machynllet Aberdovey	ovey	44	134	32.84	Phwelli	Cricieth		23	134	17.16
Aberdovey Tywyn		43	134	32.09	Cricieth	Porthmadog		52	134	18.66
Tywyn Fairbourne	The	82	134	61.19	Porthmadog Harlech	g Harlech		37	134	27.61
Fairbourne Barmouth	듄	8	134	62.69	Harlech	Talybont		22	134	58.36
Barmouth Talybor	=	节	134	85.82	Talybont	Barmouth		88	134	41.79
Talybont Harlech		74	134	55.22	Barmouth	Fairbourne		88	134	64.18
Harlech Porthm	gobe	82	134	46.27						
Porthmadog Cricieth		48	134	35.82						
Cricieth Phwelli		22	134	16.42						
	No trains – winter tim		THURSDAY 17th AUGUS 16.55 ex Mao	16.55 ex Mac			No trains - winter ti	THURSDAY	THURSDAY 17th AUGUS 17.42 ex Pw	17.42 ex Pwl
FROM TO		Passengers	ers Seating	7. Take up	FROM	10		Passengers	5 Seating	7. Take up
					Phwelli	Cricieth		21	134	15.67
					Cricieth	Porthmadog		ਲ	134	23.13
Tywyn Fairbourne	The	βg	134	26.12	Porthmadog Harlech	g Harlech		88	134	49.25
Fairbourne Barmouth	듄	8	134	62.69	Harlech	Talybont		8	134	44.03
Barmouth Talybont	J.	92	134	56.72	Talybont	Barmouth		23	134	39.55
Talybont Harlech		89	134	50.75						
							() ()			
80% plus seats taken	70% plus seats taken	60% plus seats taken	50% plus seats taken	ats taken	Under 505 seats taken	seats taken	□ (Ctrl) •			
	ı									



no tr	no trains – winter tim	SATURDAY1	9th AUGUST	SATURDAY 19th AUGUST 06.43 ex Mac		No trains	- vinter ti	SATURDAY.	SATURDAY 19th AUGUST 06.29 ex Pw	06.29 ex P
FROM TO		Passengers	Seating	7. Take up	FROM	으		Passengers	Seating	7. Take up
Machynllet Aberdovey					Phwelli	Cricieth				
Aberdovey Tywyn					Cricieth	Porthmadog				
					Porthmadog Harlech	Harlech				
ē					Harlech	Talybont				
		e	134	2.24	Talybont	Barmouth				
Talybont Harlech		4	134	2.99	Barmouth	Fairbourne		8	134	22.39
Harlech Porthmadog		00	134	5.97	Fairbourne	Tywyn		<u>ب</u>	134	23.13
þ		유	134	7.46	Tywyn	Aberdovey		34	135	25.19
Cricieth Phwelli			134	5.97	Aberdovey	Machynlleth		თ	136	6.62
	No trains – winter tim	SATURDAY1	SATURDAY 19th AUGUST 08.53 ex Mad	08.53 ex Mac		No trains - winter t	- winter ti	SATURDAY	SATURDAY 19th AUGUST 09.34 ex.P.	09.34 ex
FROM TO		Passengers	Seating	7. Take up	FROM	10		Passengers	Seating	% Take up
Machynllet Aberdovey		ত	134	38.06	Phwelli	Cricieth		- 17	134	12.69
Aberdovey Tywyn		43	134	32.09	Cricieth	Porthmadog		8	134	13.43
Tywyn Fairbourne		25	134	38.81	Porthmadog Harlech	g Harlech		4	134	30.60
Fairbourne Barmouth		29	134	50.00	Harlech	Talybont		99	134	49.25
Barmouth Talybont		23	134	39.55	Talybont	Barmouth		160	134	119.40
Talybont Harlech		42	134	31.34	Barmouth	Fairbourne		179	134	133.58
Harlech Porthmadog		54	134	40.30	Fairbourne	Tywyn		170	134	126.87
Porthmadog Cricieth		32	134	23.88	Fairbourne	Tywyn		250	134	186.57
Cricieth Phwelli		28	134	20.90	Tywyn	Aberdovey		Ħ	135	82.22
					Aberdovey	Machynlleth		88	136	61.03
no tr	no trains - winter tim	SATURDAY 19th AUGUST		12.52 ex Mac		No trains	- winter ti	SATURDAY:	SATURDAY 19th AUGUST 11.37 ex Pwl	11.37 ex F
FROM TO		Passengers	Seating	% Take up	FROM			Passengers	Seating	% Take up
Machynllet Aberdovey		88	134	61.94	Phwelli	Cricieth		25	134	42.54
Aberdovey Tywyn		130	134	97.01	Cricieth	Porthmadog		77	134	52.39
Tywyn Fairbourne		107	134	79.85	Porthmadog Harlech) Harlech		127	134	94.78
Fairbourne Barmouth		105	134	78.36	Harlech	Talybont		147	134	109.70
Barmouth Talybont		183	134	136.57	Talybont	Barmouth		212	134	158.21
Talybont Harlech		99	134	44.78	Barmouth	Fairbourne		Þ	134	75.37
Harlech Porthmadog		44	134	32.84	Fairbourne	Tywyn		88	134	63.43
ρφ		83	134	17.16	Tywyn	Aberdovey		F	135	82.22
Cricieth Phwelli		32	134	23.88	Aberdoveu	Machunlleth		88	38	61.03



		No trains - winter tin		SATURDAY 19th AUGUST 14,56 ex Mac	14.56 ex Mac			No trains - winter ti	SATURDAY1	SATURDAY 19th AUGUST 15.37 ex Pw	5.37 ex Pw
FROM	10		Passengers	s Seating	% Take up	FROM	10		Passengers	Seating	7. Take up
Machynllet Aberdovey	berdovey		98	134	64.18	Phwelli	Cricieth		ល	134	38.06
Aberdovey Tywyn	- LKMK		104	134	77.61	Cricieth	Porthmadog		89	134	48.51
Tywyn F	Fairbourne		8	134	73.88	Porthmadog Harlech	Harlech		8	134	59.70
Fairbourne Barmouth	armouth		88	134	63.43	Harlech	Talybont		74	134	55.22
Barmouth T.	alybont		141	134	105.22	Talybont	Barmouth		98	134	49.25
Talybont Harlech	arlech		82	134	61.19	Barmouth	Fairbourne		103	134	81.34
Harlech P.	Porthmadog		49	134	38.57	Fairbourne	Tywyn		8	134	59.70
Porthmadog Cricieth	ricieth		98	134	26.87						
Cricieth	Phwelli		21	134	15.67						
		no trains - winter tim		SATURDAY 19th AUGUST 16.55 ex Mac	16.55 ex Mac			No trains - winter ti	SATURDAY 1	SATURDAY 19th AUGUST 17.42 ex Pw	7.42 ex Pwl
FROM	T0		Passengers	s Seating	7. Take up	FROM	T0		Passengers	Seating	7. Take up
						Phwelli	Cricieth		83	134	17.16
						Cricieth	Porthmadog		24	134	17.91
	Fairbourne		48	134	35.82	Porthmadog Harlech	1 Harlech		58	134	20.90
Fairbourne B.	Barmouth		20	134	37.31	Harlech	Talybont		47	134	35.07
Barmouth Ta	Talybont		103	134	76.87	Talybont	Barmouth		ਨ	134	38.06
Talybont H.	Harlech		48	134	35.82						
80% plus seats taken	taken	70% plus seats taken	60% plus seats taken	50% plus seats taken	is taken	Under 505 seats taken	eats taken				



DAY NO 1	COASTAL	L LINE								
e e	no trains – winter tim	SUNDAY 13th AUGUST Passengers Seating 71 134 71 134 72 134 52 134	AUGUST Seating 134 134 134	10.10 exmack 7. Take up 50.00 52.39 31.34 38.81	FROM	No tr.	No trains – vinter ti	SUNDAY 13th AUGUST Passengers Seating		71.28 ex Pwlf
Barmouth Talybont Talybont Harlech Harlech Porthmadog Porthmadog Cricieth Cricieth Phwelli		86 76 32 27	134 134 134 134	64.18 56.72 37.31 23.88 20.15	Barmouth Fairbourne Tywyn Aberdovey	Fairbourne Tywyn Aberdovey Machynlleth		55 4 4 4 8 5 2 5 2 5 2 5 5 5 5 5 5 5 5 5 5 5 5 5	135 135 136	41.04 34.33 34.81 38.24
FROM TO Machynllet Aberdovey Aberdovey Tywyn Tywyn Fairbourne Fairbourne Barmouth Barmouth Talybont Talybont Harlech Harlech Porthmadog Cricieth Phwelli	No trains – vinter tim	SUNDAY-13th AUGUST Passengers Seating 67 134 42 134 42 52 134 56 134 76 134 32 134 27 134	AUGUST Seating 134 134 134 134 134 134 134 134 134	14.52 ex Mad 7. Take up 50.00 52.99 31.34 38.81 56.72 37.31 23.88 20.15	FROM TO Phwelli Cricieth Cricieth Porthma Porthmadog Harlech Harlech Talybort Talybort Barmout Barmouth Fairboun Fairboune Tywyn	9 e	No trains – winter ti	SUNDAY 13th AUGUST Passengers Seating 8 134 22 134 53 134 105 134 101 134	Seating Seating 134 134 134 134 134 134 134 134	13.48 ex Pwl 7. Take up 5. 97 9.70 18.42 38.55 78.36 75.37
					FROM TO Phwell Cricieth Cricieth Porthma Porthmadog Harlech Harlech Talybont Talybont Barmouth Fairbourne Tywyn Tywyn Aberdovy Aberdovey Machynl	ورگ م مرح م	No trains – winter ti	Bullowy 13th Auticus	Auricust Seating 134 134 134 134 134 135 135 136 136	7.36 ex Pwl 7. Take up 2.39 11.19 20.30 22.39 22.39 30.60 23.88 28.83 38.24



APPENDIX C

Schedule of comments from Focus Groups

Focus Groups

Focus Groups were held as per the following:

WELSHPOOL

Ref	Item	Report
1	Report by	Robert Robinson
2	Location of Focus Group	Welshpool Town Hall
3	Comments – timetable	 i) Impressed with new timetable. ii) Would like to see more bus integration. iii) Connections at Shrewsbury not well advertised. iv) Retention of through trains to Birmingham International essential.
4	Comments – services	 i) More luggage space needed. ii) More space for cyclists needed. iii) Need for 4 cars on each train. iv) Simpler ticket and fares system. v) Train indicators on board not always showing correct information. vi) Trolley service very good. vii) Staff very good, particularly with disabled.
5	Comments – infrastructure & Stations	i) Lifts for disabled needed at Welshpool. ii) Second shelter needed urgently. iii) Would like to see more spaces created in front existing car park.



NEWTOWN

Ref	Item	Report
1	Report by	Robert Robinson
2	Location of Focus Group	Elephant and Castle Newtown
3	Comments – timetable	i) Retention of through trains to Birmingham International essential. ii) From the perspective of those working in Newtown the new timetable does not meet the needs of those on shifts or those starting at 9am.
4	Comments – services	 iii) More luggage space needed. iv) More space for cyclists needed. v) Wi Fi needed on all trains. vi) Use of iPads etc for train information at stations being called at. vii) Limited waste bins on trains. viii) Need for 4 cars on each train. ix) Simpler ticket and fares system. x) Train indicators on board not always showing correct information. xi) Bus replacement service information often not well issued. xii) Trolley service very good. xiii) Staff very good, particularly with disabled.
5	Comments – infrastructure & Stations	xxiii) Lifts for disabled needed at Welshpool. xxiv) Second shelter needed urgently. xxv) Welcome extra car parking. xxvi) Would like to see more spaces created in front existing car park.



CAERSWS

Ref	Item	Report
1	Report by	Robert Robinson
2	Location of Focus Group	Village Hall Caersws
3	Comments – timetable	 1.Impressed with new timetable.2 2. Retention of through trains to Birmingham International essential. 3. From the perspective of those working in Newtown the new timetable does not meet the needs of those on shifts or those starting at 9am.
4	Comments – services	5.More luggage space needed. 6.Need for 4 cars on each train. 7.Simpler ticket and fares system. 8. Carno Station re-opening needs to be taken forward or rejected.
5	Comments – infrastructure & Stations	9.Welcome extra car parking.



TYWYN:

TIMETABLE COMMENTS

Sunday Services: Poor Sunday Service on the Coast. 2 trains a day is simply not enough and is not good for local business, local tourism, local people. 4 trains is the minimum aspiration.

Timetable: 7 DAY A WEEK service please. It would be well used and would simplify the entire understanding of timetables and encourage ad-hoc journeys.

Connections at are now very good, excellent off the new services into Shrewsbury.

SERVICES COMMENTS

Stock, Seating, Overcrowding: 2 carriages from Birmingham simply not enough.

Train Staff praised.

Stock, Overcrowding: Lack of stock is a problem. Where is the cascading effect that should release more 158 units for use by the Cambrian.

Overcrowding: Not good for tourism. Very off-putting. Word of mouth gets around and people do tell friends to avoid the overcrowded Cambrian trains.

Shrewsbury, Announcements, Communication: The Shrewsbury issue – front two carriages to Aber, rear two carriages up the coast. Why can't the internal CIS screens on train not make this clear. It would be most helpful as not everyone is able to hear announcements over the PA system.

Cleanliness: A general improvement has been noticed in the past few years, however the toilets still remain an issue.

INFRASTRUCTURE AND STATIONS COMMENTS

Connections, Marketing: the ability to make good connections between Aberystwyth and the Coast is confusing. Need more clarity on what trains connect within minutes at Mach/Dyfi Junction.

Parking, Machynlleth (and other locations): There needs to be more control of parking at stations where car parking is limited.

Carno: The Welsh Government should make clear its intentions with regards to the reopening of this station.

Trackside, Station, Cleanliness: Lack of catch tanks on 158 unit toilets mean that excrement is frequently left on the tracks at stations, in clear view.



PORTHMADOG:

TIMETABLE COMMENTS

Sunday Service, Timetable: We need more Sunday services on the coast so that we can 'get back' after having been somewhere on the train. Lack of a return service (or a 3rd service on Sundays) means train is simply not a viable option.

Express service: What about a Direct Cambrian to Cardiff service? (to OUR capital).

SERVICES COMMENTS

Electrical sockets: Wonderful idea, can we have more and ensure the existing ones work.

Toilets: Toilets on trains have taken a turn for the worse recently.

General cleanliness: General cleanliness of trains good, particularly on the Cambrian Coast trains.

Toilets / on board conveniences: Please make sure there's water, soap, and dryers. Some experienced a lack of water AFTER rubbing hands with soap. Nothing to rinse the soap off!

Announcements, Communication: BILINGUAL ANNOUCNEMENTS PLEASE! In proper Welsh. We've had enough of Penny-Chain (Penychain) and other poor pronunciations. We should not have to put up with this on a company based in Wales, funded by the Welsh Government. This includes aural and visible announcements.

INFRASTRUCTURE AND STATIONS COMMENTS

Stations: Easy to spot which stations are 'cared for' and which ones are 'left to nature'.

OTHER COMMENTS

Tickets, Marketing: We need more awareness of advance purchase offers and special offers. What better way to get people interested in filling empty seats than to really push these offers publicly.



ABERYSTWYTH:

TIMETABLE COMMENTS

Timetable, New Services: Hugely welcomed, the extra services have transformed how we perceive the rail network and we're using them a lot more. A Full hourly would make it better still.

Timetable, New Services, Hourly: A later train from Shrewsbury towards Aberystwyth (existing last train is 2150) would be particularly welcomed during summer holidays.

Hourly Service: We NEED a full hourly service. The current peak-hourly should be proving that people do want/need more frequent trains. It's already changing people's attitudes and we're seeing new rail habits coming to the fore with the added convenience and practicality of the extra services.

Timetable: Last train back from Birmingham to Aberystwyth is too early for many people returning to B'ham International from their holidays. An extra service would help massively particularly for families with young children.

Routing, timetabling, services: Need to secure the existing service to B'ham International, and a better connection to Cardiff.

Integration: Need better integration between bus and rail at all stations please. It feels as though the bus people aren't talking to the rail people at all!

SERVICES COMMENTS

On board service: Guards are particularly friendly and helpful.

INFRASTRUCTURE AND STATIONS COMMENTS

Welshpool station comment, Integration: People with mobility issues need better options at Welshpool station to get into the town, which is a fair walk away. No buses here at present to help.

Station facilities (Aber): The canopy is too short for a 4 or 6 car. The guttering is also blocked again leading to 'waterfalls' over the carriage when it's in the station and raining heavily.

Car-parking: Car parking at Aberystwyth is poor. Can no deal be done with the Vale of Rheidol car park, or the Parking Eye car park(s) nearby or some other solution.

Station and train announcements (aural and visible): Bilingual at all times please. Pronunciation of welsh place names sometimes terrible and patronising to us as local people.



MACHYNLLETH:

TIMETABLE COMMENTS

Timetabling, peak hourly: The new services have made huge improvements. Much better access to healthcare at Aber and Shrewsbury.

SERVICES COMMENTS

Overcrowding: Often the Wolverhampton train (approx. 1645) to Aberystwyth is overcrowded, air-conditioning not working, which is causing problems. Some people are fainting on the service when it's particularly bad.

INFRASTRUCTURE AND STATIONS COMMENTS

Announcements: Bilingual announcements please, both on PA system and on screens (on trains and on platforms).

Conveniences/Toilets: At Aberystwyth station they have been closed at 3:30pm occasionally. Wetherspoons is not a suitable alternative for young children (Noted by RM that this could have been a one-off due to staff sick leave at Aber recently?)



BARMOUTH:

TIMETABLE COMMENTS

Timetabling/Sundays/Integration: A serious lack of Sunday Services on the coast, and a total lack of an integrated transport system (buses and trains). We are trying to persuade people to visit the area but by public transport there simply isn't the opportunity for them to stay later as there's no train service home. Lack of Sunday services not helping local businesses either.

SERVICES COMMENTS

Overcrowding: Trains overcrowded in summer – where is all the stock? People crammed into 2 carriages where it used to be 4.

Staff: Staff generally very helpful

INFRASTRUCTURE AND STATIONS COMMENTS

Fares/ticketing: How are train fares calculated? What is the formula? Seems to be a mystery equation which makes no sense at all!

Harrington Humps: Absolutely Brilliant. Has made the railway far more accessible to people with mobility issues. A massive improvement.



UNIVERSITY AT ABERYSTWYTH:

TIMETABLE COMMENTS

Timetabling/Sundays/Integration: A serious lack of Sunday Services on the coast, and a total lack of an integrated transport system (buses and trains). We are trying to persuade people to visit the area but by public transport there simply isn't the opportunity for them to stay later as there's no train service home. Lack of Sunday services not helping local businesses either.

Generally: it is essential for there to be a full hourly train service on the line to Aberystwyth.

SERVICES COMMENTS

Overcrowding: Trains overcrowded in summer into 2 carriages.

Staff: Staff generally very helpful

DISABLED

TIMETABLE COMMENTS

None

SERVICES COMMENTS

Overcrowding: Trains overcrowding has issues for wheelchair users when you have to change trains. Particularly with little Guard or Station Staff help.

Toilets: The toilet provision on most trains is not wheelchair friendly.

Staff: Staff generally very helpful

INFRASTRUCTURE AND STATIONS COMMENTS

Access: There is a need for better access for wheelchair users, particularly at Welshpool.

BUSINESS:

TIMETABLE COMMENTS

Timetabling/Sundays/Integration: There was much praise for the revised train service. However the need for a full hourly train service was high on the agenda.

SERVICES COMMENTS

Overcrowding: Overcrowding an issue which inhibits people being able to work on the trains.

INFRASTRUCTURE AND STATIONS COMMENTS

Car Parking There is a need for more car parking at almost all stations on the main line.



Signatures to the Report

Cllr Trevor Roberts
Chair

Cllr Michael Williams
Vice Chair

Robert A Robinson FRICS FILCM
Secretary

Dated.....

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