

## Rail Passenger Feedback Form

#33



**COMPLETE**

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IP Address: [REDACTED]

PAGE 2: Can you please provide us with some details of what you would like to tell us about:

**Q1: Do you want to tell us about a train journey?Where did you catch the train:**

From?

Wolverhampton

To?

Aberystwyth

**Q2: When did you catch the train?**

DD/MM/YYYY 28/08/2015

**Q3: What time train did you catch?**

HH:MM 2:43 PM

**Q4: Do you want to tell us about a train station?**

Station Name

Aberystwyth

## Rail Passenger Feedback Form

**Q5: Please provide some information about your experience, for example does your feedback relate to accessibility, cleanliness, facilities, punctuality, rail staff**

The train out of Wolverhampton was crowded, with many passengers having to stand in the vestibules. There was no refreshment trolley service, perhaps because the level of crowding made it impossible to move the trolley through the train. Additionally, this train was formed of a 2-car class 150 unit plus a 2-car class 158; it should have been a pair of class 158 units. The class 150 is an inner-suburban design inappropriate for limited-stop journeys and for journeys longer than an hour. Also, the Cambrian lines (from Shrewsbury to Aberystwyth and Pwllheli) require units equipped with ETCS, which is currently only fitted to the class 158 units. Because our train contained a class 150 the service was therefore terminated at Shrewsbury with the crowds having to change onto a pair of class 158s at Shrewsbury. I believe these 158s arrived on an Aberystwyth to Birmingham service, meaning passengers on that service would also have had an unexpected change (onto the 150+158 combination we had just disembarked).

Passengers who had reservations on the Birmingham to Aberystwyth service found that their seats were not reserved in the replacement train.

Between Wolverhampton and Shrewsbury I was travelling in the class 158 unit (number 158836). This had its windows open, suggesting an air-conditioning failure. The windows on the unit which eventually took me to Aberystwyth (number 158828) were also open. Since I was travelling to Aberystwyth, I do not know the occupancy level of the rear two coaches (which are detached at Machynlleth for the Pwllheli route) but passengers were standing in my carriage until Newtown. We never saw a refreshment trolley either.

The above illustrates that:

1. The current regime of 4-car trains between Machynlleth and Birmingham is not sufficient for passenger numbers during peak season but off-peak hours
2. There are insufficient high-quality units (class 158s and class 175s) to provide a reliable service, meaning unsuitable class 150 units deputise
3. The fact at least two class 158 units had their windows open suggests that reliability of the class 158 air-conditioning system is dubious and perhaps requires improvement

On arrival at Aberystwyth, there was a significant wait for onward travel by the TrawsCymru T5 bus departing at 18:10. Unfortunately, the ticket office closes at 17:30 along with the station waiting room and toilets. In my opinion, a waiting room and toilets are essential facilities for decent bus-rail interchange, and such facilities should be available at all times while services are running.

PAGE 3

**Q6: Did you raise this with railway staff at the time?** No

**Q7: If yes, what was the response you received and how did you feel about it?** Respondent skipped this question

**Q8: Are you happy for the Welsh Government to share your feedback with the rail industry?** Yes

## Rail Passenger Feedback Form

**Q9: Please use this section if there is anything else you would like to tell us about the railway in Wales.**

Given the planned electrification of the mainline to Swansea, it seems likely that the current through services from Carmarthen and Milford Haven to Manchester will cease at that time. This will hopefully allow Swansea/Cardiff to Manchester services to be formed of longer trains than at present. However, it would also mean the loss of through trains from Pembrokeshire and Carmarthen to Cardiff, which is an important link.

I would suggest that the best solution post-electrification is to provide a new service of through trains to Cardiff at a similar frequency (hourly from Carmarthen and every two hours from Milford Haven) but have these services use the Swansea District Line and omit all stops between Carmarthen and Cardiff except Llanelli and Port Talbot Parkway. This service would provide significantly faster journeys to Cardiff than the current trains which continue to Manchester and mean that the short trains appropriate to Pembrokeshire services are not filled with shorter-distance passengers travelling between Swansea and Cardiff. Such a service would be IN ADDITION to services from Fishguard Harbour, Pembroke Dock and Milford Haven to Swansea.

**Q10: If you'd like us to contact you to discuss this further, please provide us with your email address:**

[REDACTED]