



Transport Focus work in Wales

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Michelle Roles, stakeholder manager Wales

- Keeping stakeholders focused on addressing the key issues important to passengers
- Sharing our insight – ensuring Wales-specific issues are highlighted
- Engaging with Network Rail on passenger information ahead of engineering works
- During coronavirus: working closely with Transport for Wales Rail and key stakeholders on clarity of travel information
- Pressing for reintroduction of stops at stations with short platforms and services for schools and colleges
- Sharing best and innovative practice from rail operators across UK and beyond
- Representing the passenger voice at regional forums



Wider strategic work

David Beer, senior manager Wales

- Working with Network Rail and operators through Wales Route Supervisory Board, holding to account
- Engaging with rail timetable planning – pressing on issues of implementation and weather resilience
- Working with Transport for Wales developing stakeholder engagement structure – currently chair of Advisory Panel
- Including Wales in our research – programme underway asking people across Britain about bus services including Wales, with financial contribution from Welsh Government
- Providing evidence to the Senedd committee on a range of transport issues including their Covid-19 inquiry in September
- During coronavirus: using our research to provide advice to Welsh Government on clear messaging during restrictions

Sharing views from our Transport User Community



What do passengers think about the future?

Things will be different

- Working in pyjamas?
- Different working patterns will need more flexible tickets and services
- But what about revenue?

Building confidence to travel will be crucial

Big decisions on future transport policy

We welcome the Wales Transport Strategy consultation



Three key points for the Wales Transport Strategy

1. Priorities at the heart to attract modal shift

- Joined-up network with better connectivity
- Better punctuality and reliability
- Better value for money, flexible and innovative ticketing

2. Understanding barriers and issues from robust evidence gathered across modes

- Addressing barriers to travel: cost, convenience, complexity
- Issues for young people and those with disabilities
- Benchmarking measures with other nations and regions – sharing best practice

3. Independent representation of transport users

- Holding to account for service delivery and challenging providers
- Across all modes and across Wales

Transport Focus stands ready to assist

