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Evaluation of the Llandaf and Radyr Train Station Improvements: Final Report

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Evaluation of the Llandaf and Radyr Train Station Improvements: Final Report

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Views expressed in this report are those of the researcher and not necessarily those of the Welsh Government

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Glossary

Acronym/Keyword	Definition
CWL	Cardiff Working Links
CCT	Cross-Cutting Themes
EO&GM	Equal Opportunities and Gender Mainstreaming
ERDF	European Regional Development Fund
KPI	Key Performance Targets
OLT	Operation Logic Table
M&E	Monitoring and Evaluation
MSIP	Metro Station Improvements Programme
SD	Sustainable Development
TfW	Transport for Wales
TP&SE	Tackling Poverty and Social Exclusion
WEFO	Welsh European Funding Office
WG	Welsh Government
WL	Welsh Language

1. Introduction

1.1 This section provides an overview of the scope evaluation and its objectives in relation to the ERDF East Wales Operational Programme.

1.2 The Welsh Government has commissioned Carreg Las Ltd, in partnership with Loxley Consultancy, to complete an evaluation of the Llandaf and Radyr Train Station Improvements Project.

Background

1.3 The **Llandaf and Radyr Train Station Improvements** are a key element in Phase 1 of the **Metro Station Improvements Programme** (MSIP), which is part of the South Wales Metro Programme, now in its second phase. The operation is part-funded by European Structural Funds through the ERDF East Wales Operational Programme.

1.4 The scheme contributes towards the East Wales ERDF Priority 4 output target *'Intermodal facilities created or improved'*

1.5 The station improvements also contribute towards Specific Objective 4.1 (East Wales): *'Increasing urban and labour mobility to and from key urban and employment centres'*, as well as the Cross-Cutting Themes (CCT).

1.6 The scope of the evaluation addresses six specific objectives/research questions:

1. To determine how the project activity reflected the commitments set out in the Business Plan.
2. To assess the project's delivery and achievement against the specific objectives (SO4.1 EW) relevant output indicators and result indicators as outlined in the Business Plan.
3. To establish what the perceived results of the project were from the perspective of the beneficiaries of the improvements made.
4. To address the project's delivery and achievement of the cross-cutting themes, aims, objectives and CCT related indicators outlined in the Business Plan.
5. To establish the perceived results of the separate Access for All Programme from the perspective of the intended beneficiaries.
6. To assess the project management processes used to deliver the project, with the aim of determining any lessons learnt from constraints the project faced and/or

aspects of project delivery that lead to positive outcomes and could be viewed as good practice.

- 1.7 The construction element of the Llandaf and Radyr Train Station Improvements was completed in 2018.

This Report'

This report is structured as follows:

- 1.8 **Chapter 2: Policy Review** - This section provides an overview of the policy context behind the Llandaf and Radyr train station improvements operation and its place in the ERDF East Wales Operational Programme, including Cross-Cutting Theme actions.
- 1.9 **Chapter 3: Methodology** - This section describes the approach and methodology developed to deliver the evaluation. It also provides details on the research tools used and the limitations of data sets created.
- 1.10 **Chapter 4: Findings** - This section provides detailed analysis on each aspect of the evaluation brief, drawing on an appreciation of the operations Logic Model. Quantitative and qualitative assessments are set out to explain evaluation findings.
- 1.11 **Chapter 5: Conclusions** - This section sets out conclusions based on the key evaluation findings and offers a perspective on key lessons learned that have value for similar operations in the future.
- 1.12 **Chapter 6: Recommendations** - This section sets out recommendations resulting from the evaluation findings.

2. Policy Review

2.1 In advance of setting out the key findings from the evaluation, it is important to understand the policy context against which the station improvements were funded, both in terms of the contribution to Welsh Government policy and the ERDF Cross Cutting Themes.

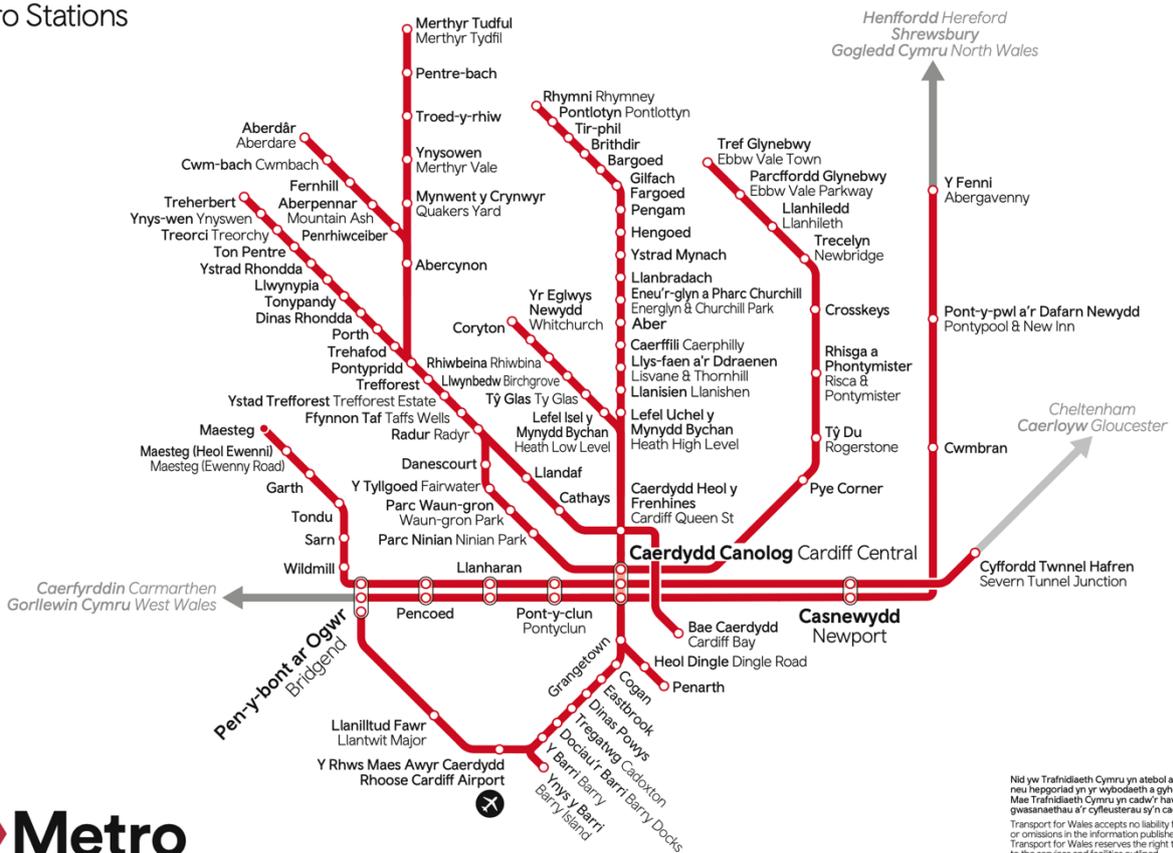
Context

2.2 Welsh Government has long recognised the real need to improve train stations throughout Wales as poor access, unsightly waiting facilities, and the perception of a lack of safety are all barriers to the increased take up of public transport. The station improvements proposed for Llandaf and Radyr respond to that need.

2.3 The local context of rail usage from Llandaf and Radyr has to be seen from a wider perspective linked to the need for the South Wales Metro scheme as a whole.

Figure 2.1: Metro Network

Metro Stations



2.4 Demand for station improvements across the region was originally identified by the South East Wales Transport Alliance, who proposed station improvements and park and ride facilities, which became the more strategically developed Metro Station

Improvement Programme (MSIP). The need was further evidenced in research commissioned to identify the improvements that both train-users and non-users would like to see at the stations. The aim being to provide a lasting legacy, contributing towards long-term sustainability of increased use of public transport, for commuting as well as other journeys.

Relevance to Wales Transport Strategy

- 2.5 The Wales Transport Strategy (March 2010) set out the Welsh Government's policy framework and aspirations for the creation of an integrated transport system to deliver the Governments "One Wales" agenda. The National Transport Plan sits alongside the Regional Transport Plans in delivering the Wales Transport Strategy. These plans took a balanced approach to developing the transport network, so it would continue to support economic growth and promote social inclusion, whilst playing its part in tackling climate change. From a rail perspective the plans prioritised accessibility (e.g., more level boarding), provision for cycles and measures to improve not only the station infrastructure, but also interchange with other modes of transport.
- 2.6 Amongst the schemes listed in the enabling National Transport Finance Plan (2015) was provision for the Access for All programme that included funding for station accessibility improvements at Radyr and Llandaf, which complement those subsequently funded by ERDF that deliver added value through synergy.
- 2.7 Looking towards the future it is clear that Welsh Government recognise the benefits of these schemes and remain committed to strengthening its delivery of similar infrastructure as the Llwybr Newydd – the Wales Transport Strategy 2021 shows.

Relevance to Other WG Policies and National Strategies

- 2.8 The Welsh Government has set out a number of interrelated policies that are encapsulated in its Programme for Government "Taking Wales Forward 2016-2021". In particular, the Welsh Government's long-term aim is to build a Wales that is prosperous and secure, healthy and active, ambitious and learning, and united and connected. The Programme for Government sets out the headline commitments in a long-term context to lay the foundations for achieving prosperity for all (Welsh Government – Prosperity for All – The National Strategy, 2016). This is supported by the Economic Action Plan and Economic Contract.

- 2.9 The aim is to drive a Welsh economy, which spreads opportunity and tackles inequality, delivering individual and national prosperity. This will enable people to fulfil their ambitions and enhance their well-being through secure and sustainable employment. This can be achieved by breaking down the barriers many people face to getting a job, and creating the right environment for businesses to grow and thrive.
- 2.10 The Economic Prioritisation Framework, originally produced in 2013, identified the need for closer alignment between the investment of EU funds and Welsh Government and EU strategies for jobs and growth. The revised version, produced in 2018, gives more prominence to the regional economic opportunities, which is relevant to the MSIP and the Llandaf and Radyr ERDF funded works.
- 2.11 The approach incorporates the concepts embedded in the Well Being and Future Generations Act, 2015 that aims to improve the social, economic, environmental and cultural well-being of Wales. In particular, the Act put in place seven well-being goals:
- A prosperous Wales
 - A resilient Wales
 - A healthier Wales
 - A more equal Wales
 - A Wales of cohesive communities
 - A Wales of vibrant culture and thriving Welsh Language
 - A globally responsible Wales.
- 2.12 The Act also puts in place a 'sustainable development principle', which advises organisations, how to meet their duty under the Act. These goals underpin ERDF actions across Wales and influence the CCT objectives of all operations.
- 2.13 Amongst the CCT objectives is the promotion of the Welsh language in line with the Government's Welsh Language Strategy: Cymraeg 2050, which build on the earlier Welsh Language (Wales) Measure 2011. In response to this policy the station improvement project incorporates actions that ensure the Welsh language is treated no less favourably than the English language (e.g., through new signage).

ERDF Convergence Programme

- 2.14 The Station Improvement Project sits well within the scope of the ERDF East Wales Operational Programme. In particular, the focus of Priority Axis 4 on Connectivity recognises the importance of investing in key infrastructure. Investments in transport and connectivity have a key enabling role in the Welsh economy to promote growth, ensuring that residents are able to take advantage of new opportunities which come as a result of the infrastructure investment.
- 2.15 Support from the ERDF aims to add value to planned transport investments, such as South Wales Metro, by seeking to ensure the greatest impact can be achieved through complementary investments (e.g., ensuring that local connectivity is improved to capture wider economic and social benefits). The Llandaf and Raydr station improvements are a precise match with that goal. Investment in connectivity and enabling infrastructure is one of the most important levers through which the Welsh Government can help to achieve transformational economic change. A well-functioning transport system helps people to access a wider range of jobs and for a wider labour market available to businesses.
- 2.16 Priority Axis 4 also contributes towards a shift to a low-carbon economy. Transport infrastructure projects feed that goal by supporting sustainable multimodal urban connectivity within the Cardiff City Region.

ERDF Cross Cutting Themes

- 2.17 In accordance with ERDF regulations and WG Policy each operation integrates a range of social, economic, environmental and well-being outcomes through attention to Cross-Cutting Theme (CCT) actions. These focus on:
- Equal opportunities/gender mainstreaming and the Welsh language
 - Sustainable development
 - Tackling poverty and social exclusion
- 2.18 The approach of Transport for Wales (TfW) to sustainable transport infrastructure delivery shows an understanding of the importance of activities that support CCT objectives and the goals of the Well Being and Future Generations Act.

3. Methodology

Overall Approach

- 3.1 In developing an evaluation methodology, we have been aware that works supported under ERDF are part of the wider MSIP and the importance of distinguishing what has been funded through the UK Government's **Access for All Programme**¹, which included improved access for passengers with reduced mobility. Nevertheless, we believe it is important to take a holistic view of the station improvements, since rail user perceptions are unlikely to differentiate the separate elements constructed during the same time period.
- 3.2 We are also cognisant of the fact that the Llandaf and Radyr Train Station Improvements project was underway before ERDF funding was requested, and as such received retrospective ERDF approval. This has impacted on availability of some standard ERDF planning document (e.g., a Logic Model, and Monitoring and Evaluation Plan). Our approach has, therefore, been adapted to address these gaps.
- 3.3 Our approach is based upon use of best practice guidelines and varied tools and techniques to fully understand the operation and its context. These include:
- Desk research of available policy documents and literature related to the operation to establishing a full understanding of the project and to support analysis and project development;
 - Observation assessments of delivery through site visits, which feed into the appraisal of the impact and achievement of objectives;
 - Fieldwork incorporating discussions with key stakeholders and beneficiaries to ascertain a perception of the project to validate objectives, value and expectations of the initiative.
- 3.4 Our understanding of the operation has been greatly improved by open dialogue with the Welsh Government team at inception and early access to project documentation. Those discussions have informed our proposed methodology.

¹ [Access for All: funding to improve accessibility at rail stations](#)

- 3.5 The methodological approach to gather data has used a combination of both qualitative and quantitative methods to give a rounded view of achievement. In particular, quantitative data has been drawn from official statistics (e.g., Office of Rail Regulator) to support longitudinal analysis and establish a robust factual basis for demonstrating growth in station usage. Layered onto this is primary data collected by the evaluation to provide specific qualitative perceptions of beneficiaries. This survey-based method has the benefit of gathering large scale direct user feedback on the station enhancements that would otherwise be lacking from simple observation of facilities through the site visits. However, it is important to note that where total responses are low (e.g., below 100) a cautious approach should be taken to the interpretation of any findings presented as percentages.
- 3.6 The evaluation has sought to open up data collection to as large a group of beneficiaries as possible. This has been achieved by inviting as many rail users as possible at the two stations to take part in the online survey. Due to the lower numbers of train users at the stations (as a result of Government Covid-19 restrictions) it was anticipated that a limited number of responses would be received. A combined target of around 100 responses across both stations was deemed acceptable. Whilst this approach avoids the need for sample frames it does introduce some constraints when analysing the responses. For example, it is important to recognise the potential for self-selection by respondents to introduce bias. In addition, the characteristics and make-up of the rail users on the survey date has been unavoidably influenced by the Covid-19 regulations recommending commuters work from home where possible. If combined with other data sources in future analysis attention should be paid to such factors as the:
- day of the week when the survey occurred
 - stated journey purpose
 - gender and age profile of respondents.
- 3.7 The tables in Section 4 provide details of relevant factors.

3.8 The rail user survey was administered by issuing invitation cards to rail users on platform. The cards contained a QR code, so respondents could easily access the questionnaire on smart phones and laptops. This method enabled the recipients to remain anonymous whilst key characteristics are captured. Keeping respondents anonymous was expected to improve response rates.



3.9 The questionnaire provides data fields that cover awareness of the stations, age, sex, gender, disability status, ethnic background, Welsh language ability, religion, employment status, journey purpose, and perceptions of safety and satisfaction with facilities used (e.g., cycle storage, parking, etc) and the specific station enhancements.

3.10 Analysis of information contained in progress reports has been constrained by only two reports being available, both of which cover periods towards the end of the operation. This limits evidence of any issues being raised during construction and how these challenges were mitigated. To overcome this deficiency the evaluation relies on stakeholder interviews to understand how the project developed and how effective interactions and communication within the delivery team were managed. Selection of stakeholders for interview was based on identification of those most directly engaged in the operation and their availability. Some had moved on, but sufficient remained in post to provide background information. All interviewees were provided with a Topic Guide and Privacy Notice prior to taking part in a videoconference interview to overcome Covid-19 restrictions.

3.11 Information to address questions around the way Cross-Cutting Themes were derived and delivered has been sought through the desk study review of the available information followed by interviews carried out with key stakeholders and perceptions reported by beneficiaries in the online survey.

3.12 In common with all WEFO ERDF funded operations, the CCT focus is on three themes:

- Equal opportunities and gender mainstreaming and the Welsh language

- Sustainable development
- Tackling poverty and social exclusion

3.13 As part of the commitment to deliver the CCT objectives a range of Case Level CCT Indicators were identified during the business planning stage, and these are also included in the evaluation. The Case Level indicators are specified in Table 3.1.

Table 3.1 Case Level CCT Indicators

CCT	Case Level Indicator
Equal opportunities/ gender mainstreaming and Welsh language	Activity supporting speakers of the Welsh language Disability Access Group engagement
Sustainable development	Development of sustainable transport initiatives
Tackling poverty and social exclusion CCT General	No additional indicators identified <ul style="list-style-type: none"> • Stakeholder engagement good practice activity • Developing / engaging CCT Champions • Integration of social clauses

Source: Business Plan

3.14 All material produced for the evaluation (e.g., Topic Guides, Questionnaires and Privacy Notices) to be used in interviews, or surveys was agreed with the Welsh Government contract manager prior to translation into Welsh in accordance with WG Language Policy.

4. Findings

4.1 Overall, the operation has been highly successful in meeting objectives set out in the Business Plan.

4.2 This section provides detailed analysis on each aspect of the evaluation brief, drawing on an appreciation of the operations Logic Model. Quantitative and qualitative assessments are set out to explain evaluation findings.

General Observations

4.3 The Llandaf and Radyr station improvements operation is a capital project creating the necessary infrastructure to realise objectives that feed into the East Wales ERDF Operational Programme², specifically the Priority 4 output target ***‘Intermodal facilities created or improved’***.

4.4 The infrastructure improvements made at Llandaf and Radyr train stations contribute 2 intermodal facilities created or improved towards the Programme’s overall output target. **We, therefore, find this quantitative objective to be met.**

4.5 In addition, the station improvements contribute towards East Wales Specific Objective 4.1: ***‘Increasing urban and labour mobility to and from key urban and employment centres.’*** Evidence to support conclusions on realisation of this objective are presented in the following analysis and are set against that backdrop of Covid-19 restrictions that affect station usage.

Key Challenges

Challenge of COVID-19 Restrictions

4.6 The infrastructure construction phase was not affected by Covid-19, as it was completed in 2018.

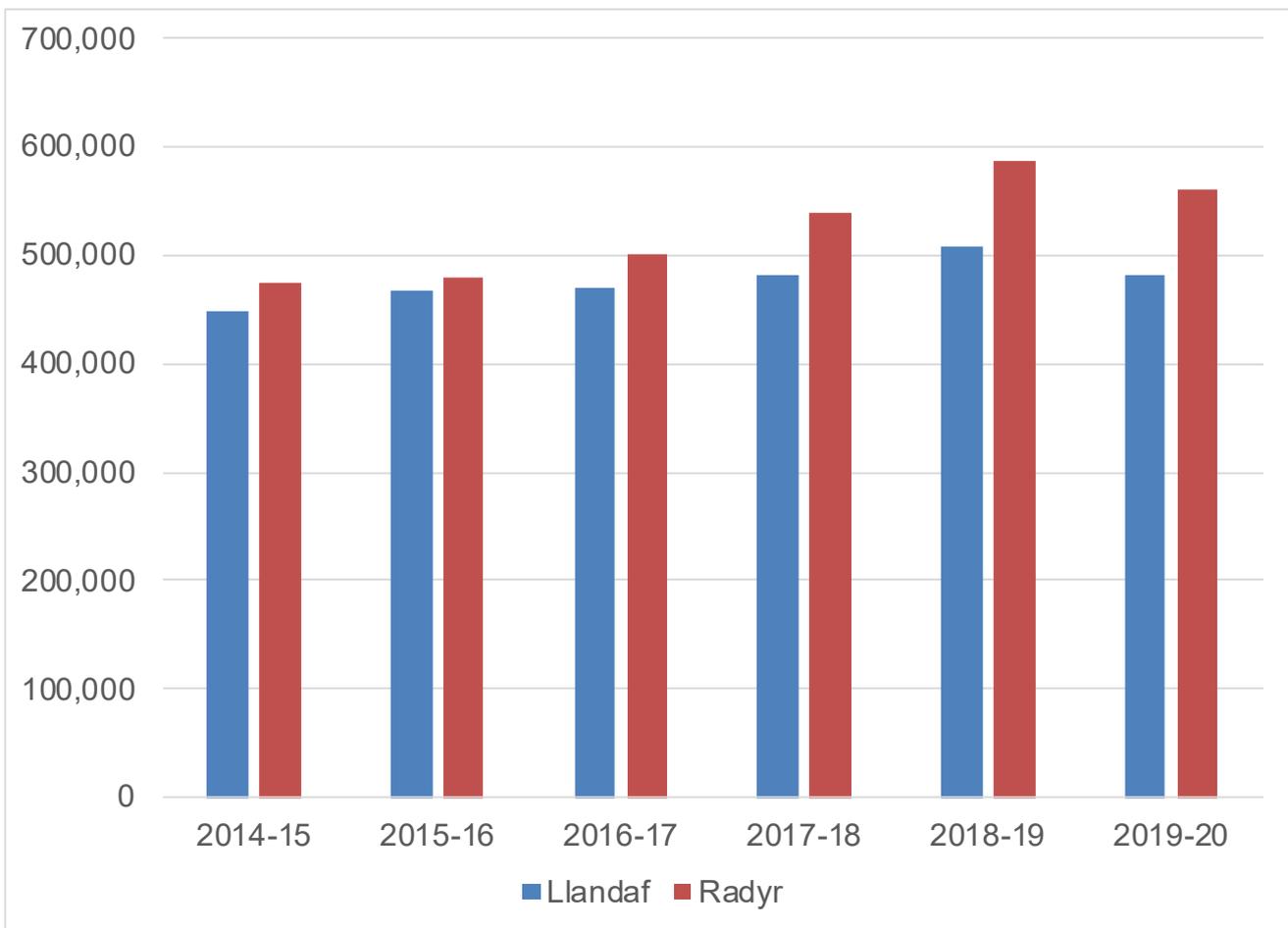
4.7 The main challenge presented to the evaluation is the impact of Covid-19 restrictions with regard to the availability of comparable rail passenger data (i.e., pre- and post-pandemic) to evidence changes in station usage. The Specific Objective 4.1 results indicator references ‘entries and exits’ from stations, as

² [EU Structural Funds programmes 2014 to 2020: operational programmes](#)

estimated by Office of Rail and Road statistics, based on sales of tickets in financial years.

4.8 The evaluation has utilised ticket data for the two stations to demonstrate the short-term impact of the improvements (seen in 2018 and 2019), but the Covid-19 work from home guidance has prevented any reliable analysis for 2020 and 2021 rail patronage.

Figure 4.1: Number of rail station entries and exits by year



Source: National Rail Trends, Regional User Profiles, Office of the Rail Regulator

4.9 The most recent statistics presented in Figure 4.1 are for financial years covering the period April to March. The upward trend in rail patronage is similar at each station, with Radyr, as an interchange, having higher levels of usage. Station utilisation was growing at a slow rate prior to the station improvements (e.g., in 2016-17 Llandaf by 0.5 per cent and Radyr by 4.8 per cent). Utilisation continued to grow during the construction phase (e.g., in 2017-18 Llandaf by 2.9 per cent and Radyr by 7.4 per cent). This accelerated further after completion in 2018 (e.g.,

2018-19 Llandaf by 5.3 per cent and Radyr by 5.3 per cent). By way of comparison patronage across the whole of Wales only rose by 0.4 per cent in 2018-19.

4.10 The rail patronage figures for 2019-20 remained strong despite the impact of work from home rules and Covid-19 lockdowns, with falls at both stations broadly in line with the 4.4 per cent national decline.

4.11 Based on the raw patronage data it can be seen that there has been a steady increase in mobility to and from key urban and employment centres connected to the stations, which might be attributed to a more attractive service provision.

Therefore, positively contributing to Specific Objective 4.1 result indicator.

'Increasing urban and labour mobility to and from key urban and employment centres.'

4.12 This finding is further supported by our assessment of rail user perceptions of the station improvements.

Challenge of Retrospectively Constructing the Logic Model

4.13 Since the station improvements operation received grant approval as a retrospective project that was close to completion, a conventional ERDF Logic Model had not been developed as part of its Business Case. The evaluation has, therefore, constructed a model to assist our assessment.

4.14 The task of building and verifying the logic model has drawn on the Operation Logic Table (OLT) and business plan developed at grant application. Quantification of expected 'Results' and 'Outputs' is taken from the Operations Grant Agreement. Assessment of success is based on measurable delivery against the Key Performance Targets (KPI), evidenced through site visits and progress reporting to WEFO.

4.15 Following a review of the Station Improvements Operation business case and OLT we have developed the logic model set out in Figure 4.2.

Figure 4.2: Logic Model Llandaf & Radyr Train Station Improvements Operation

Context	Inputs	Outputs	Outcomes	Impact
<p>Assessments of station infrastructure have identified a need to improve station facilities throughout Wales, as poor facilities and parking are perceived to be a barrier that limits the attractiveness of train travel.</p> <p>In particular there is a perceived need to:</p> <ul style="list-style-type: none"> • Improve the attractiveness of facilities. • Enhance safety in and around stations. • Improve accessibility for rail users with reduced mobility. • Improve public transport connectivity to centres of employment and services. • Encourage people to use more sustainable modes of transport. 	<p>ERDF funding of £1,313,073</p> <p>Welsh Government funding to increase total project budget to £2,626,147</p>	<p>Improvement at Llandaf:</p> <ul style="list-style-type: none"> • New surfacing and drainage to car park and paved areas. • Improved traffic access, car bays and passenger pickup area. • 2 New passenger shelters fitted with CCTV cameras. • Improved access to 1 No existing ticket vending machine(TVM) on platform 1 and 1 No new TVM on platform 2. • Reconfigured access to ticket office. • 2 No new cycle stands and 1 No new shelter. • New signage and information boards. <p>Improvements at Radyr:</p> <ul style="list-style-type: none"> • New ticket office. • Additional cycle facilities. • New enclosed platform shelters. • Additional CCTV and lighting. • New 187 space Park & Ride facility next to the station. <p>ERDF Output Indicators:</p> <ul style="list-style-type: none"> • Intermodal facilities created or improved #2. 	<p>Increased Rail Patronage as a result of:</p> <ul style="list-style-type: none"> • Better integration with other modes of transport. • Better connectivity to access employment and services (including those with accessibility needs). • Greater sense of security. <p>In addition:</p> <ul style="list-style-type: none"> • The station improvements will indirectly contribute towards a reduction in CO2 equivalent emissions across the wider South Wales Metro. 	<p>The Metro scheme, of which this operation is a key element, has the potential to contribute to a transformational change in the South East Wales economy and to the growth of the Cardiff Capital Region.</p> <p>This is envisaged through:</p> <ul style="list-style-type: none"> • An increase in passenger demand on the Metro. • Mode shift from car to public transport. • A better public perception of rail travel

4.16 The evaluation finds that the specific quantified outputs for each station, set out in the logic model, have been delivered at both stations.

4.17 Delivery of these outputs has been achieved efficiently with eligible expenditure of £2,626,147 ERDF funding resulting in a £1,313,073 ERDF Grant.

Quality of Facilities and Beneficiary Perceptions of Station Improvements

4.18 The expected outputs from the design and build of new station facilities at both Llandaf and Radyr stations have been assessed through site visits. These include:

At Llandaf Station:

- 2 on platform shelters fitted with CCTV
- Improved access to ticket vending machines on platforms 1 and 2
- Reconfigured access to ticket office
- 2 new cycle sheds and 1 shelter
- Improved traffic access, car bays and passenger pickup areas
- New signage and information boards.

At Radyr Station:

- Enclosed platform shelters
- Additional CCTV and lighting
- New ticket office
- Additional cycle facilities
- 187 space Park & Ride facility.

4.19 The quality of the station improvements can be seen based on observation of the facilities and comparisons with pre-improvement photographic evidence. This is supported by the general opinions expressed by station users in the online survey.

4.20 Delivery of quantified output targets only tells part of the story behind the success of the station improvements. To understand the observed change in rail user behaviour the evaluation has sought the perceptions from station users. Invitations to take part in an online survey were handed out to all passengers joining rail services at Llandaf and Radyr stations in the week beginning Monday 28 February 2022 at the following times:

Monday from 7.00am to 10.30am

Tuesday from 7.00am to 10.30am

Thursday from 9.00am to 12.00am

Friday from 7.00am to 10.30am

Saturday from 7.30am to 11.30am

4.21 The times chosen to hand out invitations were based on when the maximum number of train users would be present at the stations. The low numbers of train users outside of these times did not make it worthwhile to survey for longer periods. It is acknowledged that some alternative views might have been received from times not covered (e.g., late night users may have had opinions regarding feeling safe).

4.22 The weekday times were chosen as peak periods to pick up frequent rail commuters, whilst the weekend survey was included to ensure engagement with leisure users to provide a better picture of the overall rail user population.

General Characteristics of Respondents to the Online Survey

- 4.23 To provide context for the analysis this section provides an overview of the survey response rate and data describing the general characteristics of respondents.
- 4.24 A total of 96 responses to the online questionnaire were received. With the number of responses being less than 100, readers are advised to consider the number of responses, rather than rely solely on percentages. Nevertheless, with the total being close to the threshold it was felt appropriate, for ease of illustrating the results, to also present findings as a percentage. As such, the percentage figure needs to be taken within the context of the number of responses.
- 4.25 Table 4.1 shows total responses and their distribution between stations.

Table 4.1 Response to the Online Survey of Rail Users at Llandaf and Radyr Stations

Station	Invitations Handed Out	Number of Questionnaires Completed	Response Rate Percent
Llandaf	333	51	15.32
Radyr	311	45	14.47
Total	644	96	14.91

Source: Primary data from online survey

- 4.26 To gauge familiarity with the stations respondents were asked, *“How often do you use Llandaf or Radyr train stations?”* Table 4.2 shows that the vast majority (67.72 per cent) of those responding are frequent users (i.e., more than twice a week), whilst 34.38 per cent are potentially still following partial work from home guidance.

Table 4.2 Respondents frequency of use at Llandaf or Radyr train stations

Frequency of use:	Llandaf Station		Radyr Station		Total	
	Number	Percent	Number	Percent	Number	Percent
Every day	6	11.76	5	11.11	11	11.46
4-6 times a week	10	19.61	11	24.41	21	21.88
2-3 times a week	16	31.37	17	37.78	33	34.38
Once a week	3	5.89	3	6.67	6	6.25
Once every two weeks	9	17.69	3	6.67	12	12.50
Once every month	2	3.92	3	6.67	5	5.21
Less than once a month	5	9.80	3	6.67	8	8.33

Source: Primary data from online survey

4.27 When questioned about their journey purpose it was found that the frequent users are commuters, either for work or education. Table 4.3 provides detail on the reason for travel.

Table 4.3 Respondents reasons for travel from Llandaf or Radyr train stations

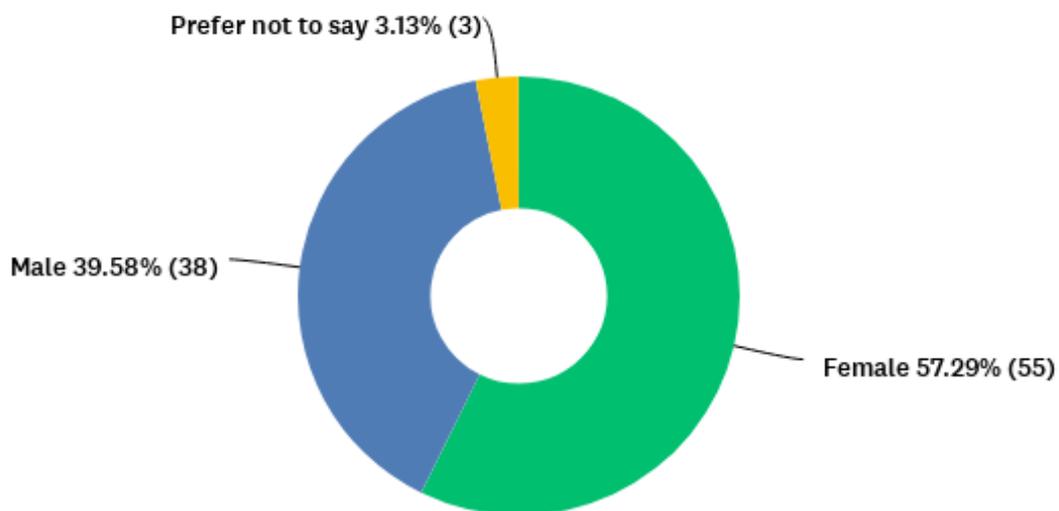
Frequency of use:	Llandaf Station		Radyr Station		Total	
	Number	Percent	Number	Percent	Number	Percent
Commuting to or from Work	32	62.75	29	65.91	61	64.21
Commuting to or from School / Further Education	7	13.7	5	11.36	12	12.63
Leisure trip (e.g. shopping, cinema, visiting friends & relatives, sport)	23	45.10	15	34.09	38	40.00

Source: Primary data from online survey

Note: Respondents could select multiple options so percentages do not total to 100 per cent.

4.28 Over half of respondents shown in Figure 4.3 identify themselves as Female (57.29 per cent). This needs to be born in mind when considering responses to some aspects of station improvements (e.g., perceptions of safety).

Figure 4.3: Gender distribution across respondents.



4.29 The age distribution of respondents, presented in Table 4.4 shows a predominantly pre-retirement population (89.89 per cent) with a spread across generations.

Table 4.4 Age of respondents at Llandaf or Radyr train stations

Age Range:	Llandaf Station		Radyr Station		Total	
	Number	Percent	Number	Percent	Number	Percent
16 - 24	7	13.73	7	15.56	14	14.58
25 - 34	18	35.29	7	15.56	25	26.04
35 - 44	8	15.69	9	20.00	17	17.71
45 - 54	9	17.65	11	24.44	20	20.83
55 - 64	5	9.80	5	11.11	10	10.42
65 - 74	3	5.88	4	8.89	7	7.29
75 - 84	0	0.00	2	4.44	2	2.08
85+	0	0.00	0	0.00	0	0
Prefer not to say	1	1.96	0	0.00	1	1.04

Source: Primary data from online survey

4.30 When asked about their employment status respondents confirmed they were economically active or in full-time education, as shown in Table 4.5.

Table 4.5 Employment status of respondents at Llandaf or Radyr train stations

Employment Status:	Llandaf Station		Radyr Station		Total	
	Number	Percent	Number	Percent	Number	Percent
Employed full time (35+ hours per week)	30	58.82	30	66.67	60	62.50
Employed part time (less than 35 hours per week)	9	17.65	4	8.89	13	13.54
Employed, Zero hours contract	1	1.96	1	2.22	2	2.08
Self Employed, with employees	3	5.88	0	0.00	3	3.13
Full-time student	4	7.84	3	6.67	7	7.29
Retired	2	2.92	7	15.56	9	9.38
Unemployed / seeking work	0	0.00	0	0.00	0	0.00
Other	2	3.92	0	0.00	2	2.08
Prefer not to say	0	0.00	0	0.00	0	0.00

Source: Primary data from online survey

4.31 To better understand any physical or mental ability issues within the respondent population two questions were posed:

- Do you have a physical or mental health condition or illness lasting or expected to last 12 months or more?

- Do any of these conditions or illnesses affect you in any of the following areas?
(Tick all that apply).

4.32 Overall, 13.54 per cent (13 respondents) indicated they had health issues. Table 4.6 details of the conditions. Note, respondents could report multiple health issues.

Table 4.6 Identified health conditions

Health issue:	Llandaf Station		Radyr Station		Total	
	Number	Percent	Number	Percent	Number	Percent
Hearing	1	2.38	1	2.50	2	2.44
Mobility	2	4.76	2	5.00	4	4.89
Dexterity	2	4.76	1	2.50	3	3.66
Memory	1	2.38	0	0.00	1	1.22
Mental Health	2	4.76	3	7.50	5	6.10
Stamina or Breathing or Fatigue	2	4.76	6	15.00	8	9.76
Social or Behavioural	2	4.76	1	2.50	3	3.66
Other	1	2.38	2	5.00	3	3.66

Source: Primary data from online survey

Perceptions of the Station Improvements

4.33 This section provides details of rail user perceptions to each aspect of the station improvements. It is important to note that the opinions expressed reflect current (2022) perceptions, which may differ from what might have been reported at the completion of the works in 2018. Specific examples are given below.

4.34 Respondents were asked to express their level of satisfaction or dissatisfaction with each of the following aspects of the station facilities:

- Signage
- Travel Information
- Access to the ticket office and ticket machines
- Personal security at the station (e.g., CCTV coverage)
- Lighting
- Waiting and shelters
- Availability of toilets
- Level access to and within the station
- Lifts between platforms
- Bicycle parking at the station

- Car parking at the station
- Interchange with other modes of travel (e.g., Bus, Park & Ride, etc.).

4.35 In accordance with WG language policy **signage and information boards** at both Llandaf and Radyr stations give equal prominence to Welsh and English. Recognition of ERDF funding is also clearly signed.

Figure 4.4: Multilingual Signage



4.36 In general **respondents expressed high levels of satisfaction with signage** (63.83 per cent N=60), with only 13.83 per cent (N=13) dissatisfied. Observation of signage on site confirms it is of good quality and in the standard multilingual format for stations in Wales. Nevertheless, signage did elicit some notable feedback from respondents.

4.37 At **Radyr** respondents commented that:

- *“The signs in the car park stating the conditions of car parking could be clearer to confirm if cars can stay parked overnight for 24 hours?”*
- *“On the bridge users would find it easier to find their platform if the signs were clearer. Also, the text on the digital boards is much smaller than on the old boards, so is difficult to read from a distance to confirm which platform to use.”*
- *“Electronic signs not working on platform into town for over a year. No announcements.”*

4.38 At **Llandaf** respondents commented that:

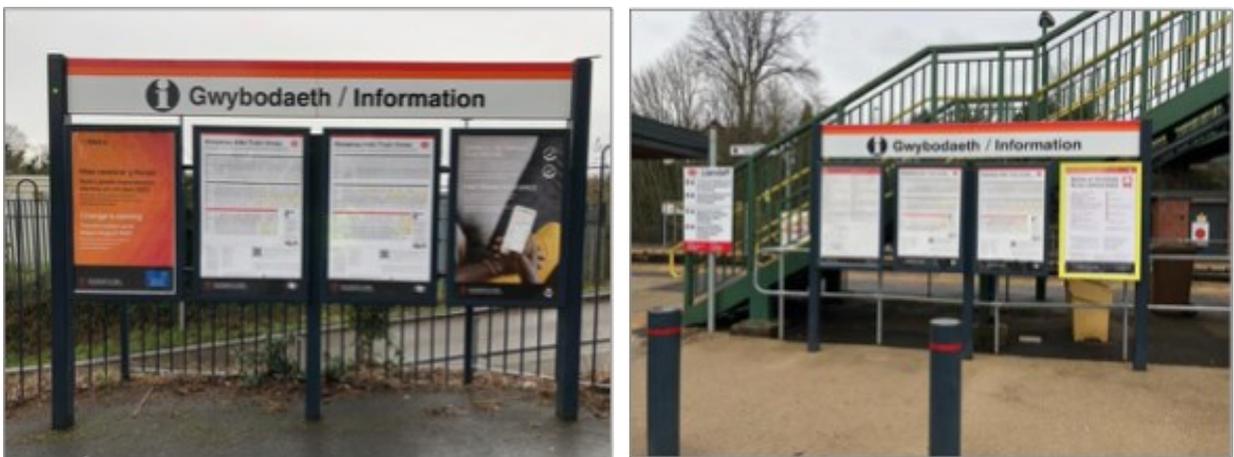
- *“It would be good to have signage on both ends of the station. Especially if you’re not sure where you’re going or new to the area.”*

- *“There is no platform signage, so I don’t know if I am on platform one or two.”*
- *“There aren’t many signs to use.”*
- *“There is no digital sign showing times available on the side entering the town”.*

4.39 Overall, **respondents expressed high levels of satisfaction with Travel Information** (58.34 per cent N = 56), with only 21.88 per cent dissatisfied (N = 21). Dissatisfaction with travel information and electronic signs is more strongly expressed at Llandaf station (29.41 per cent N = 15).

4.40 Standard travel information boards are located at the station entrances.

Figure 4.5: Travel Information Boards.



4.41 At **Llandaf** respondents commented that:

- *“The platform with the trains into town does not have a live departure board and has been under construction for 2 years. You cannot see departure or updates for trains going into Cardiff.”*
- *“Electronic signs not working on platform into town for over a year. No announcements.”*
- *“Be good to have signage on both end of the station. Especially if you’re not sure where you’re going or new to the area.”*
- *“Platform 1 does not have a travel board to say when the next train is.”*
- *“There isn’t an electronic service board for the side of the track I use, therefore I have to check times and expected arrivals online.”*
- *“No visible sign of live train times due to engineering works covering majority of the station, need to use online app to find out when next train is/ if it is delayed.”*

4.42 At **Radyr** respondents commented that:

- *“It would be helpful to have train times displayed at the foot of the stairs by the ticket office which is closed in the afternoons and evenings.”*
- *“On arrival at the station there is no way of knowing info until you are on the platform, use the app or wait to talk to the ticket office. An arrival/departure info board by the ticket office would massively help.”*
- *“The live time boards often glitch and don’t have the correct information.”*

4.43 More and **improved facilities for ticket purchasing** (seen in Figure 4.6) are another aspect of the station improvements that has enhanced passenger experience and the efficient operation of the stations.

Figure 4.6: Ticket Office and ATM Facilities at Llandaf & Radyr Stations



4.44 Overall, **respondents expressed high levels of satisfaction with Access to the ticket office and ticket machines** (85.42 per cent N = 82), with only 3.12 per cent being dissatisfied (N = 3). In particular, staff were highly praised for their support.

4.45 At **Radyr** respondents commented that:

- *“Staff friendly. Ticket machines easily accessible and easy to use.”*
- *“Ticket station at Radyr regularly occupied and open.”*
- *“There's no machine with paying with cash option in Radyr station.”*

4.46 At **Llandaf** respondents commented that:

- *“When it's open, staff very helpful, but the new machines aren't user friendly.”*
- *“The ticket office is on the wrong platform for the amount of passengers heading towards Radyr.”*
- *“For me, the station is easy to access but I could imagine those with mobility issues coming from the north would find it difficult to get to and from the ticket office, especially if the lifts are out of order.”*

4.47 The use of **CCTV on poles, embedded into roofs and around lift entrances** enhance passenger safety, as does the improved lighting. Examples can be seen in Figure 4.7.

Figure 4.7: CCTV at Llandaf & Radyr Stations



4.48 Overall, **respondents expressed moderately high levels of satisfaction with Personal security at the station (e.g., CCTV coverage)** (47.37 per cent N = 45), with only 3.16 per cent being dissatisfied (N = 3). A substantial 34.74 per cent took a neutral stance on the topic and a further 14.74 per cent had no opinion.

Nevertheless, there were interesting perceptions around safety, particularly from females which come through in comments below:

- *“Happy to see CCTV. Keeps me feeling safer when it’s dark.”*
- *“I would not use the station in the dark on my own.”*
- *“I use the station primarily as a commuter, with plenty of people around. I would find it off putting to travel at quieter times, especially in the dark, as a lone female. Perhaps the CCTV is so discreet I’ve not noticed it.”*
- *“Didn’t know there was any [CCTV].”*
- *“No CCTV in car park.”*
- *“Not aware of there being any security here [at Llandaf].”*

4.49 It is clear that the discrete CCTV enhancements are welcomed, but for some have gone unnoticed. If crime prevention (rather than prosecution after a crime) is the driving force behind use of CCTV then more thought should be given to prominent signs alerting users to the installations.

4.50 Overall, **respondents expressed moderately high levels of satisfaction with Lighting around the stations** (66.67% N = 64), with only 8.33% being dissatisfied (N = 8). Appropriate levels of lighting are connected to feelings of safety.

4.51 Respondents commented that:

- *“Good bright lighting throughout station [at Llandaf].”*
- *“Good enough lighting to see in the evenings/early mornings.”*
- *“Helps with feeling safe.”*
- *“More lighting on the walk to the main car park would be preferred. [at Radyr]*
- *“There are too many dark corners there at night.”*
- *“The station [Llandaf] is quite dark during the winter, early dark evenings travelling home, makes me feel unsafe.”*
- *“Think could have more lighting especially during the dark nights.”*

4.52 The exposed open nature of the station platforms makes provision for passenger shelters an important consideration. The design concept for the station schemes was reviewed by specialist planning consultancy The Urbanists who developed a unified pallet of materials and range of furniture was developed with the aim of

giving transport infrastructure in Wales a national identity. The new shelters, illustrated in Figure 4.8 have since become the model for others throughout the rail network in Wales.

Figure 4.8: Passenger Shelters at Llandaf & Radyr Stations



4.53 Overall, respondents expressed mixed levels of satisfaction with **Waiting Areas and Shelters around the stations** (48.96 per cent N = 47), whilst 36.46 per cent were dissatisfied (N = 34). Much of the dissatisfaction is focussed on the apparent unfinished nature of bad weather protection, particularly at Llandaf station where 62.75 per cent were dissatisfied (N = 32).

4.54 Interviews with the contractors identified the old listed shelter at Llandaf as an issue. Planning approval to remove the structure was not received, so the area around the shelter is inaccessible and ugly. This limits circulation on the platform and obstructs views of train departure signs.



4.55 At **Radyr** station respondents voiced few negative concerns and generally felt that *“on the whole [there were an] appropriate number of shelters”* but that *“There is a possibility to extend the covered waiting shelter for use in adverse weather conditions.”*

4.56 At **Llandaf** station respondents were more vocal in commenting that:

- *“Whilst the improvements were great, subsequent stalled work has taken the large historic canopy on the Cardiff platform out of use for two years which makes waiting for a train pretty awful.”*
- *“Old buildings still barriered off when will they be finished.”*
- *“No waiting area at the moment and works seem to be ongoing.”*
- *“Though there are benches on platform 2, there aren’t any on platform 1.”*
- *“There is little available seating (especially for cover when it is raining).”*
- *“Would like more undercover waiting areas.”*
- *“Nowhere warm to sit.”*
- *“On the side of the track I use there isn’t an official waiting area. I feel an improvement on this is the most important of all. I sit on the stairs even when wet I have seen the elderly and less mobile are left to stand. Since working in the area for 2years I’ve noticed a shelter, which was labeled “temporary”, has stayed the same.*
- *“There is a broken down shelter on the platform I use and no seating anywhere. On the other side of the track and on the other platform there are TWO shelters and TWO seating areas. It makes no sense!*
- *“Main platform shelter/roof cordoned off. Inadequate shelter, hazardous building site.”*

- 4.57 Although not covered in the Station Improvements a question on the provision of toilet facilities was included in the online survey to assess need, given these facilities are not currently offered at either station. Unsurprisingly, **respondents expressed high levels of dissatisfaction with the lack Toilet facilities at both stations** (53.12 per cent N = 51), with only 3.13 per cent satisfied (N = 3).
- 4.58 Examples of respondent comments include:
- *“Train station toilets are usually a mess so better not to have them.”*
 - *“I don't think toilets are essential but facilities like baby changing stations or toilets for those with disabilities seem more important.”*
 - *“No toilets at either station, only queen street and central. Toilets on the train are irrelevant when you really need to go, so a toilet for while you're waiting would be great !!!”*
 - *“Have needed to use a toilet on numerous occasions whilst at the station [Llandaf], however, the only one I have seen is for staff and disabled I believe. Again another critical improvement needed.”*
 - *“I think for some users, station toilets would be very beneficial.”*
- 4.59 In parallel with the ERDF Station Improvement project Network Rail also undertook works to enhance accessibility around the station and in particular facilities for passengers with reduced mobility. The works were funded through the complementary Access for All programme. These included provision of new bridges between the platforms with lifts and level access for boarding. Tactile surfaces were also provided to aid mobility for the blind. Although not strictly part of the ERDF evaluation we feel it is important to recognise the synergy of the related works, as passengers cannot be expected to differentiate between the funding streams when expressing their opinions on the improvements.
- 4.60 Overall, **respondents expressed high levels of satisfaction with Level Access to and within the station** (71.87 per cent N = 69), with only 6.25 per cent dissatisfied (N = 6). Additional comments were limited to observations related to Radyr station, for example:
- *“There is no level access within the station- access to platforms is only by lift which are constantly out of order.”*

- *“If catching the first or second carriages on platform one there seems to be quite a considerable gap between the train and platform which causes me anxiety each time I am having to get on the train. However I do understand the curvature of the track running on platform one so preferably if 4 carriages are running I always try to get on the last 2 where the gap is considerably less.”*

4.61 Figure 4.9 shows how the bridges and lifts at Radyr fit well into the station infrastructure and the quality of the provision for all passengers is good. The same design is used at Llandaf.

Figure 4.9: Bridges and Lifts funded by the Access for All Programme.



4.62 Overall, **respondents expressed moderately high levels of satisfaction with Lifts between platforms** (58.59 per cent N = 56), with only 10.53 per cent dissatisfied (N = 10). Nevertheless, there were some strong opinions about the reliability of the lifts as evidenced in the respondents’ comments.

4.63 It should be noted that in the week before the survey the TfW website contained a message on this topic stating *“The lifts will be out of order between Platform 2 and Platform 3 from now until further notice at Radyr station”*. At the time of conducting the online survey all lifts were operational.

4.64 Respondents commented that:

- *“Lifts are often out of order which is completely unsatisfactory.”*
- *“There is a bridge required to access the platforms [at Radyr] however the lift to platform 1 is out of order.”*
- *“The lifts are constantly out of order. I have reduced mobility and really struggle taking the stairs- there is rarely a time when at least 1 of the three lifts aren’t out*

of order. I am an occasional wheelchair user and would never even consider bringing my chair to Radyr as I know I wouldn't be able to use the lift."

- *"Would much prefer a ramp than the lifts. Ramps feel far safer than lifts, and are much more straightforward to use for pushchairs and cyclists. Also, a ramp can't break down so easily!"*
- *"When they're working they're fine but several times they've been out of order which isn't very fair for people with mobility issues or prams."*

4.65 With sustainability in mind, the push to increase uptake of cycling as a way of reaching the station has been facilitated by provision of secure cycle storage (see Figure 4.10).

Figure 4.10: Cycle Storage Facilities at Radyr Station



4.66 Overall, **respondents expressed satisfaction with Bicycle parking at both stations** (31.25 per cent N = 30), compared with only 3.13 per cent dissatisfied (N = 3). Almost two thirds of respondents had a neutral opinion (26.04 per cent) or no opinion (39.58 per cent) on the issue, which reflects the low number of respondents who typically cycle to the train station (see Table 4.7).

Table 4.7 Usual mode of transport to the train station

Transport:	Llandaf Station		Radyr Station		Total	
	Number	Percent	Number	Percent	Number	Percent
Car or van driver	13	25.49	20	44.44	33	34.38
Car or van passenger	0	0.00	2	4.44	2	2.08
Bus, minibus or coach	0	0.00	0	0.00	0	0.00
Train	1	1.96	3	6.67	4	4.17
Cycle	1	1.96	1	2.22	2	2.08
Taxi	0	0.00	0	0.00	0	0.00
Motorbike or moped	0	0.00	0	0.00	0	0.00
Walk or run	35	68.63	18	40.00	53	55.21
Other	1	1.96	1	2.22	2	2.08

Source: Primary data from online survey

4.67 Respondents' additional comments on bicycle parking were limited, but positive with a focus on security concerns:

- *“Good to have but somewhat limited. Are there CCTV cameras on the bike racks? Prominent notices to this effect would be helpful.”*
- *“Not enough and don't think it would be safe to leave a bike, would need better security.”*
- *“Could do with some racks on the parade side.”* [at Llandaf]
- *“Good to see active travel links.”*

4.68 **Interchange with other modes of travel** (e.g., Bus, Park & Ride, etc.) was incorporated in the station improvements. Adequate, free parking is offered, with a park & ride facility just a short distance from Radyr station. Overall, respondents were neither satisfied nor dissatisfied, or had no opinion (72.92 per cent N = 70), with another 18.75 per cent being satisfied. This outcome should be read in conjunction with the very positive response to car parking provision, suggesting interchange to rail is perceived as parking the car, which is also supported by data in Table 4.7 on mode of travel to the station.

4.69 Respondents' additional observations mentioned:

- *“There is no interchange between bus and train other than the current rail replacement busses.”*
- *“No clear direction to nearby bus stops.”*
- *“The closest Cardiff bus stop is at the very top of the hill.”*
- *“No Next bikes at [Llandaf] station.”*
- *“Interchange with Active Travel is poor and could be enhanced by a direct link to the Taff Trail - which there is plenty of room for alongside the track. It’s not obvious from within the station [Llandaf] where the bus stops are.”*

4.70 At Radyr station Welsh Government redeveloped the road traffic circulation and parking facilities to create a Park & Ride facility. Figure 4.11 shows the extent of the facilities developed.

Figure 4.11: Park & Ride Facilities with Radyr Station in Background



4.71 The resurfacing of car parking facilities and improved traffic circulation at the stations is a success from the rail user perspective. Overall, **respondents expressed very high levels of satisfaction with car parking at both stations** (76.05 per cent N = 73), compared with only 6.25 per cent dissatisfied (N = 6). Adequate provision for disabled drivers is offered close to the station entrance.



4.72 At **Radyr** respondents commented that:

- *“Closure of the car park directly adjacent to the station [at Radyr] during the day is ridiculous.”*
- *“Main car park at Radyr is closed for construction work.”*
- *“I hear there are plans to develop the overflow car park [at Radyr], which would be a huge mistake as parking used to be a real pain.”*
- *“Would like to be updated on when the car parking facility will open again closer to the platform instead of using the other car park, which incidentally I have no issues with. This is purely based on laziness and convenience.”*
- *“It’s ok at the moment but pre Covid both car parks would fill up. With plans to build on a car park, increase housing in the Radyr areas likely to increase use and a possible return to pre Covid travel levels parking may be insufficient.”*
- *“It’s wonderful to have free parking and it’s a large area so usually plenty of room to park.”*
- *“Reduced spaces in old car park, pre-covid new car park would be full very early on each weekday.”*
- *“Since the engineering works the main car park is not in use instead one around the corner unless you have a blue badge- many people have mobility problems without having a blue badge and at a train station many people may be lugging heavy luggage from their cars- this is a long winded route now from the normal car park.”*
- *“Cars driving into Radyr increased because of better (more) parking, but doesn’t work, because train tickets are still cheaper than Tongwynlais. PLEASE adjust Tongwynlais prices and same as RADYR! In this way No reason to drive into Radyr! Saving traffic and parking in the future!”*
- *“Before the pandemic parking space was extremely tight.”*
- *“CCTV in car park would be better.”*

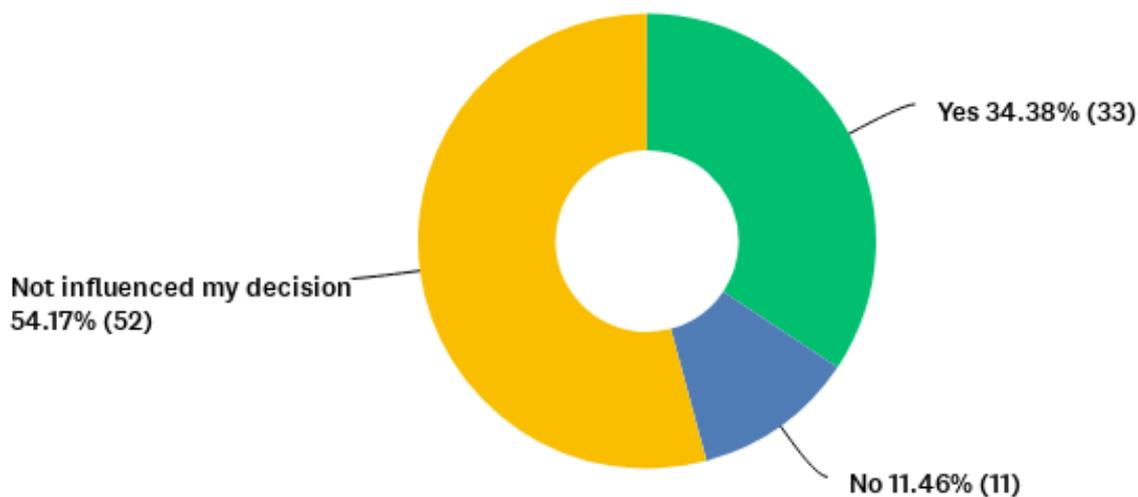
4.73 At **Llandaf** respondents commented that:

- *“This is great, there are plenty of spaces and it’s very useful. It’s well lit, there are cameras around too - no complaints here.”*
- *“Really good to have parking especially when getting off the train late at night.”*
- *“There is plenty of parking which is free to use.”*

- *“Lots of great free parking. Please keep it that way.”*
- *“Would appear to be much improved from the last car park, in terms of spaces.”*
- *“I don't use the parking, but it is much better laid out for a pedestrian who needs to navigate to get to the platform.”*
- *“This is a brilliant facility at the station and a big reason why I use Llandaf/ get the train.”*

4.74 To gain a holistic opinion on the station improvements respondents were asked if the enhanced facilities made it more likely they would use rail travel. Figure 4.12 shows that **for over a third of the respondents the station improvements represent a positive inducement to use rail services**. From the remaining respondents over half indicated the changes would not influence their use of the stations (possibly because it is the most viable option for a journey to work).

Figure 4.12 Overall Impact of Station Improvements on use of Rail



4.75 Comments received on the overall station improvements were mainly positive, for example:

- *“Overall good improvements.”*
- *“It's much better and hugely valued.”*
- *“It's an excellent urban station [Radyr], as is Llandaf.”*
- *“It looks very smart and clean. Much more contemporary feel.”*

- *“Good to have lifts and car parking is much better.”*
- *“The station and improvements are good. We are really keen to increase our use of public transport and leave our car at home, but the general service is frustrating and the information provided could definitely be improved. The park and ride has been good for those of us who live nearby, reducing traffic and parking.”*
- *“Better access to the platforms for push chairs and disabled.”*
- *“Very good improvements made more accessible for people with disabilities and travelling with large suitcases. Station looks a lot nicer.”*

4.76 Some responses focussed on specific aspects where deficiencies were still evident, for example:

- *“Overall good, but insufficient longer term parking in face of new developments in area.”*
- *“The lifts great idea but the confidence in whether they are in use is low. They are also often dirty.”*
- *“Good, but a missed opportunity to link with other forms of transport, especially cycle, as there are very poor cycle paths into the village. When the overflow car park was built they could have made King’s Road double yellow line and added a cycle lane etc.”*
- *“Good, but frustrating that the new bridge was built for car users and not locals - the steps face the wrong way for active travelers to and through the station and make a walking journey longer. So frustrating that active travel was clearly secondary to car travel. Would have loved a ramp up the bridge - as a female I just don’t feel safe using the lifts sometimes but a nice open ramp for pushchairs and cycles would have been brilliant.”*
- *“Platform is still under construction ????? after all this time”. [Llandaf response]*
- *“It seemed as if the works to the main structure on the to Cardiff side were part of the improvements- in which case they seem to be incomplete!” [Llandaf response]*
- *“What improvements? The car park is in better condition, but the town address platform is still half closed.” [Llandaf response]*
- *“Llandaf Station will be nice when it's finished.”*

- *“I hoped they would put seating and shelter on both sides and install toilet facilities.”*
- *“Good but marred by the two year stalled project on the canopy which really needs to be restored ASAP.”*

Stakeholder Perceptions of Station Improvements

4.77 The evaluation carried out interviews with a range of stakeholders identified by WG to better understand expectations of the operation and how it was managed. These encompassed representatives from:

- Rail Programme in WG
- ERDF Priority Control in WG
- Chandler KBS responsible for management of delivery
- Transport for Wales.

4.78 A challenge faced by the evaluation has been availability of key personnel involved in the planning and delivery of the Station Improvement project, since most have moved on. Nevertheless, those approached have been most informative and have enabled a well-rounded view of the operation to be achieved.

Stakeholder Perceptions on Objectives

4.79 All stakeholders interviewed were clear on the objectives of the station improvements operation, not just in terms of the quantified targets (e.g., number intermodal facilities created or improved), but also the goal to improve aspects of the infrastructure and enhance the look and feel of the stations for customers.

4.80 All stakeholders agreed that the objectives had been successfully delivered and that the stations are now well used following a massive improvement in appearance of both stations.

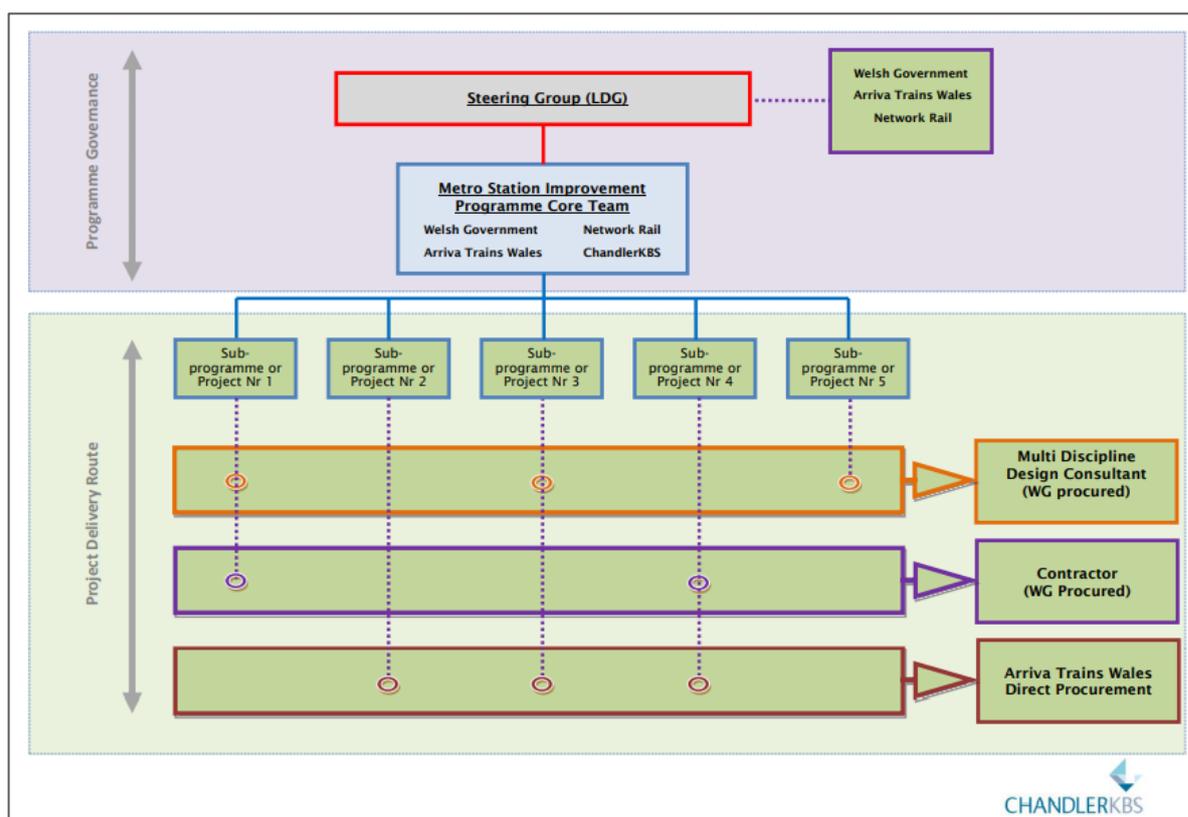
4.81 Stakeholders commented that passengers were now able to access the rail infrastructure easier, resulting in more rail users and hence less cars on the road. Within weeks of opening, the car parks were seen to be full, which aligns with the observed increase in the number of rail journeys.

- 4.82 Stakeholders felt that Radyr station in particular is now heavily utilised. This was reflected in the well-used bicycle racks immediately after their installation (pre pandemic). Stakeholders attributed some of this to access to the Taff Trail. The on-platform shelters were also perceived to make travel a more pleasurable experience for passengers.
- 4.83 Stakeholders commented that the experience at Llandaf station was similar to Radyr with an extension to the car park. Here emphasis was more about providing adequate facilities. The original temporary car park surface has now been greatly improved with a well-defined layout. Other improvements include new lighting, new fencing between residents and station, an extension to the car park and new shelters. The perception is of a safer improved experience for passengers.
- 4.84 The station improvements ensured that the stations were now 'Disability Discrimination Act 2005' compliant for persons with reduced mobility.

Stakeholder Perceptions on Governance and Project Management

- 4.85 ChandlkerKBS, who managed the scheme, established a robust governance structure with clear lines of responsibility and communication was established for the Station Improvements Operation. This is illustrated in the Project Delivery Organisational Chart (see Figure 4.13).

Figure 4.13 Project Delivery Organisational Chart



- 4.86 The governance structure facilitated good reporting and decision making, which enabled the management team to control the operation effectively on a day-to-day basis and to deal with changes in a timely manner. Nevertheless, there were some resource issues in the rail team, which resulted in project staff being overstretched at times.
- 4.87 **Overall, the evaluation finds project management to have been effective.** The Project Execution Plan defines and described how the operation was organised and managed, including: project strategy, organisation, control measures, roles, responsibilities and relationships between key project personnel and stakeholders. This framework ensured successful delivery of the scheme.
- 4.88 Communication between the project teams was efficient with open and regular dialogue between all parties that shows good flexibility to meet emerging need. Contractor meetings initially occurred on a monthly schedule, but moved to fortnightly meetings to discuss changes and any escalation in costs. As the contract progressed, additional meetings were held to deal with slippage in the programme

delivery and moved to weekly risk reduction meetings. One stakeholder commented *‘We needed several meetings a week to keep moving.’*

- 4.89 There were issues with Procurement at the design stage where invitations to tender for the main contract were issued prior to finalisation and approval of the scheme by Network Rail. Subsequent changes to the design during the tender period and beyond resulted in many amendments, complicating the costing and award of the work.
- 4.90 Network rail required many detailed design changes, which were difficult to manage and which pushed the contract price above the original budget. Some programme slippage inevitably occurred as the scope of works increased.
- 4.91 An example of delays that occurred was the availability of the new shelters being piloted. The method of shelter installation was unsuitable (e.g., the method statement was not relevant) as it required the rail line to be blocked and rail possessions were not easy to come by. In addition, shelters had to meet Network Rail specifications, which proved difficult to agree. However, despite these difficulties the success of the shelters being piloted has meant that the design will now be rolled out throughout the Metro scheme.
- 4.92 A lengthy snagging list resulted in further delays during the handover period. For example, Network Rail estates department had a very stringent specification, which proved difficult to meet in some areas. Another example was the need to rectify ponding issues that occurred in the car park when it rained. As a result of these delays, the operation was delivered slightly late.
- 4.93 Throughout the operation passengers and station neighbours were kept well informed through continuous dialogue and local meetings. A communications officer was appointed to engage with the public (e.g., this meant there was no late-night working, residents were kept informed of working hours and noise was kept to a minimum). This resulted in good relations with passengers and neighbours.
- 4.94 Because the Station Improvements project became an ERDF operation at a late stage the additional reporting conditions had not been built into the contractor agreements. For the main contractor (Alun Griffiths) this meant additional guidance

was required from Welsh Government to ensure correct cost claims were generated.

- 4.95 A further shortcoming of the ERDF Grant Award being retrospective was that some costs became ineligible for funding. A prime example being consultant design fees and other unforeseen early-stage costs.

Cross-Cutting Themes

- 4.96 In accordance with ERDF regulations and WG Policy the Business Plan highlights a set of actions that the operation will undertake to contribute to the Programme Cross Cutting Themes of Equal Opportunities and Gender Mainstreaming (EO&GM), Sustainable Development (SD), and Tackling Poverty and Social Exclusion (TP&SE).
- 4.97 We can confirm that the objectives and indicators closely reflect the guidance recommended in the WEFO CCTs Matrix documentation and that the operation has successfully implemented and delivered the objectives of the WEFO Cross Cutting Themes. Our assessment of the success of the operation in meeting these objectives and associated Case Level CCT Indicators (see Table 3.1) is discussed below.

General Observations

- 4.98 Due to the retrospective nature of this operation, the project had already been designed, contracts awarded, and work commenced on site before ERDF funding had been finally approved. As a result, CCT activities were not built into the operation at an early stage. We learnt through stakeholder interviews that there were no specific discussions on CCTs within the project team throughout the course of the works.
- 4.99 Some contractors were not familiar with CCT requirements on ERDF contracts and there was little expected of them in this area.
- 4.100 Although the EU Rail Programme Manager was responsible for the implementation and monitoring of the CCT indicators, the operation did not benefit from the early identification of CCT champions that could have supported the co-ordination and delivery of CCT activities.

4.101 Nevertheless, as many CCT actions (e.g., sustainable development practices) were already embedded in contractor actions there has been some good evidence of CCT successes on the project despite the limitations of expectations.

Equal Opportunities and Gender Mainstreaming

4.102 Overall, the Operation has taken appropriate actions to address Equal Opportunities and Gender Mainstreaming requirements.

4.103 The operation complements and adds to the foot bridges and lifts construction that was undertaken under the 'Access for All' funding by providing additional accessibility as exemplified by the realignment of car parks at Radyr and Llandaf, improved pedestrian thoroughfare and the provision of spaces for vehicles for those with mobility impairments and then level access to the platforms and new lifts.

4.104 The design of the scheme was developed in accordance with the Accessible Train and Station Design for Disabled People: Code of Practice (March 2015 edition) and in line with the Equality Impact Assessment which was undertaken in 2016 to assess the needs of end users.

4.105 Account was taken of feedback received from engagement activities that highlighted the need for better 'drop off' facilities at the stations, improved walking access, signage and improved shelters.

4.106 Alun Griffiths contractor was very active with community links. Examples of effective community engagement can be seen in:

- Three public drop-in-sessions being held at Lews Coffee Shop, Llandaf and the 'Old Church Rooms' where a good relationship was built with the community.
- A good relationship was also developed with Llandaf North Allotments where the works have taken place at the allotments, including (a) large section of earth moved and formed in a 50 metre 'bund' to protect a wildlife area, (b) one abandoned and overgrown allotment cleaned, flattened and prepared for a new member, (c) section of roadway covered with earth and general rubbish cleansed, and (d) area of grass and general rubbish cleansed, 10 tonnes of ground-fill installed and rolled to act as a member's car park.

- Engagement with representatives of both Radyr and Llandaf Train Station 'Adopter Scheme', with a view to construct and install 2 wooden raised planters for display at the Stations.
- Building tasks undertaken for the community of Hailey Court.
- Together with Radyr staff, 26.3 kgs of food has been donated to the Cardiff Foodbank 2017.
- Good relationship had been developed with Radyr Cricket Club where help was given to prepare a new site for a storage shed including laying foundations and help with moving the shed.
- Assistance was given to Friends of The River Taff to remove a discarded full size portable toilet from the river at Radyr Station.
- School engagement included several educational visits to Hawthorn Road Primary School Llandaf and Radyr Primary School, linking in with the school's curriculum and delivering the Institute of Civil Engineers 'Bridges to Schools' presentation.
- In addition to the work undertaken by Griffiths, ChandlerKBS organised a Champions League children's Painting competition where a selection of the best paintings were printed and displayed on hoardings around the station. This was very successful.

4.107 Provisions for **Welsh Language** CCT actions are appropriately addressed within the Operation Business Cases.

4.108 The requirements to comply with Welsh language (Wales) standards 2011 and to ensure that station announcements and signage do not treat the Welsh language less favourably than the English language was included in the contract requirements for the construction. The work has also seen previously English only signs on the stations being replaced by bilingual signs.

4.109 Other than the statutory requirements, very little evidence was found of activities that supported speakers of the Welsh language.

Sustainable Development

- 4.110 Evidence taken from site visits and survey responses confirm that the operation contributed to the **development and promotion of integrated transport** including:
- The improved Customer Information Systems that increased the attractiveness and ease of use for passengers.
 - Additional stands for bicycles at each location with CCTV for greater security to encourage integration between travel modes and active travel.
- 4.111 Although the new bicycle shelters were relatively empty during our visits to site, the interviewees confirmed that the bicycle racks were full in the short period between the facilities being open and the start of the pandemic, so increased bicycle use has succeeded in encouraging active travel.
- 4.112 Evidence from site visits confirm that the operation contributed to the **construction new physical links with other transport services/routes** including:
- The creation of safer routes for pedestrians to the rail station, utilising new CCTV, step free access, and better lighting.
 - The Radyr station scheme provision of a new 187 space free park and ride facility to encourage a modal shift from the car to public transport.
- 4.113 LED lighting close to the Taff Trail encourages people to feel safer when cycling from Taff Trail to Radyr Station.
- 4.114 The Park and Ride car parks were reasonably full during our visits to site and interviewees confirmed that this was the case within a week or so of the facility opened. This facility has reduced the number of car journeys required and although not quantified as part of the operation, it is clear that the reduced car journeys will result in a saving in CO₂ emissions; a key goal of sustainable development.
- 4.115 We understand from the business plan that CO₂ emissions will be confirmed for Metro scheme as a whole.
- 4.116 Although not listed as a CCT requirement, the implementation of sustainable waste management procedures by Alun Griffiths contractor as part of their Key Performance Indicators, has resulted in waste being successfully diverted from landfill, this contributing to WG waste targets. This has not been quantified.

4.117 There was also a requirement written into the delivery contract that ensured all timber was to be procured from sustainable sources and from well-managed forests and / or plantations in accordance with the Forest Stewardship Council (FSC).

Tackling Poverty and Social Exclusion

4.118 The 'Intermodal facilities created or improved' indicator is noted as a relevant indicator for the Tackling Poverty and Social Exclusion Theme in WEFO's CCT guidance.

4.119 The works at both stations have been subject to extensive consultation with local community groups and an Equality Impact Assessment process.

4.120 Public consultation included 'drop-in' events where the public could learn more about the schemes.

4.121 The Welsh Government subsidises the Wales and Borders Rail Franchise to ensure affordable fares for travellers. Provision of free car parking at both stations supports efforts to move commuters from the car to public transport.

4.122 Evidence provided by the Community Liaison Officer for the scheme confirms work experience opportunities were offered through Cardiff Working Links (CWL) to three candidates at Llandaf, however, offers were declined. Nevertheless, work experience was taken up by a 16-year-old pupil who spent five days assisting with various processes of construction.

4.123 At Radyr, in partnership with CWL, four unemployed men were interviewed for the post of cleaner at Radyr. Adverts were placed locally, and a previously unemployed woman took up the post. In addition, a previously unemployed local man was employed full time as a gateman at Radyr.

4.124 An effort was made to attract long-term unemployed candidates to some of the posts, but this proved unsuccessful.

5. Conclusions

5.1 This section sets out conclusions based on the key evaluation findings and offers a perspective on key lessons learned that have value for similar operations in the future.

5.2 The evaluation has found evidence that the **Llandaf and Radyr Train Station Improvements** operation has succeeded in meeting all the commitments, the specific objectives (SO4.1 EW), relevant output indicators and result indicators outlined in the Business Plan. In particular, we find:

- The infrastructure improvements contribute 2 intermodal facilities created or improved towards the Programme's overall output target. **We, therefore, find this quantitative objective to be met.**
- The station improvements contribute towards East Wales Specific Objective 4.1: *'Increasing urban and labour mobility to and from key urban and employment centres.'* Based on the raw patronage data (from Office of the Rail Regulator) it is evident that there has been a steady increase in mobility to and from key urban and employment centres connected to the stations, which might be attributed to a more attractive service provision. **We, therefore find the Specific Objective 4.1 results indicator to be met.**
- That from the perspective of the beneficiaries (station users) **the improvements made are highly appreciated.**
- That although CCT activities were not formally implemented from the outset they have been carried out effectively, because contractors had already embedded these practices in their operations as a result of learning from previous ERDF contracts. **We, therefore, find achievement of the cross-cutting themes, aims, objectives and CCT related indicators outlined in the Business Plan to be met.**
- That the **ERDF station improvements have benefited from synergy with the Access for All programme** that installed new bridge and lift facilities at the stations to improve accessibility around the station. From a beneficiary perspective station users are overall very satisfied with the enhancements.

5.3 **Project management of the works has gone well** and has led to useful lessons for future initiatives.

Lessons Learned

- 5.4 Observation of the operation's delivery together with feedback from both stakeholders and station users has identified a variety of lessons learned, both what went well and things that didn't work well.
- 5.5 Key lessons include:
- It is clear from the discussions with stakeholders that the retrospective nature of engagement with ERDF introduced operational challenges that would not have been faced had the project followed the conventional approval process.
 - A good relationship between the contractors and the delivery team was a key factor in successful delivery.
 - Effective engagement with the public should always be encouraged, enabling the main contractor can mitigate concerns during construction. It helped that a communications officer was appointed to engage with the public (e.g., this meant there was no late-night working, residents were kept informed of working hours and noise was kept to a minimum).
 - Operations can provide a pilot for the design and installation of state-of-the-art facilities (e.g., the on-platform shelters, which were unique at the time). The material specifications created challenges that were resolved; establishing a design standard for wider rollout across the rail network.
 - The importance of good scheduling from inception to completion is critical. Procurement at the design stage did not work well, since invitations to tender were issued prior to finalisation and approval of the scheme by Network Rail. Subsequent changes to the design during the tender period resulted in many amendments, complicating the costing and award of the work.
 - The importance of avoiding a protracted handover period on completion should not be overlooked. On this operation the scope and specification of the work continued to be increased by the station owner Network Rail resulting in a lengthy snagging list, which consumed almost all of the budget contingency. Although the budget was increased the timescale was not unduly affected.
 - Construction periods that are very long become a source of frustration for the public. In addition, long sign off periods delay access to facilities. Llandaf and Radyr are open stations and passengers were getting wet.

- The importance of CCT aspects was insufficiently considered from the outset. Without early planning operations will struggle to fulfil CCT requirements.
- Because the operation received retrospective ERDF funding ongoing external evaluation was inadequately incorporated. This meant formal opportunities to remedy any potential deficiencies were not available to stakeholders.

6. Recommendations

6.1 This section sets out recommendations resulting from the evaluation findings. As the Station Improvements are complete, we have chosen to focus recommendations on aspects that are generic and would benefit future initiatives.

- **Recommendation 1** – Retrospective grant funding applications should be avoided, as these inevitably create unexpected difficulties for the delivery team (e.g., introducing additional reporting requirements and identification of eligible costs).
- **Recommendation 2** – Wide community engagement should be strongly encouraged from the scheme design stage and throughout the construction phases. The Station Improvement contractor was very active in establishing community links that helped smooth the progress of the development and mitigated potential issues.
- **Recommendations 3** – Procurement procedures need to be properly integrated into scheme development and onward project management. The Station Improvement operation has demonstrated the negative impact of issuing tender documentation prematurely, creating an unstable specification, resulting in additional costs.
- **Recommendation 4** – Although EU structural fund programmes such as ERDF will no longer be accessible to Welsh Government the practices developed within those operations and the lessons learned should be carried forward by teams such as WEFO within replacement UK programmes.
- **Recommendation 5** – ERDF has made good use of evaluation throughout the lifecycle of each operation. Welsh Government should continue to require Monitoring and Evaluation plans on every scheme to ensure accountability is acknowledged and corrective actions / mitigation is identified at an early stage.

Annex A – Stakeholder Interviews Topic Guide

Evaluation of the Llandaf and Radyr Train Station Improvements

Background

The Welsh Government has commissioned Carreg Las, in partnership with Loxley Consultancy to complete an evaluation of the Llandaf and Radyr Train Station Improvements Project.

The operation is joint Welsh Government and European Regional Development Fund (ERDF) funded and comprise a range of works to improve train station facilities. A key aspect of the infrastructure improvements was the installation of lifts to improve access for passengers with reduced mobility which was funded under the separate Access for All Programme outside ERDF / Welsh Government funding. The work is part of the wider Metro Stations Improvement programme of capital investment in public transport infrastructure across the Cardiff Capital Region that is expected to be a catalyst for a range of social, economic, environmental and wellbeing outcomes, including:

- Direct economic benefits through easier access to employment across the region
- Agglomerative benefits
- Development and regeneration benefits on key corridors and around key stations
- Environmental and sustainability benefits.

In addition, it is anticipated that the enhanced connectivity provided by the scheme will be needed to support population growth and to tackle increasing road congestion, especially in Cardiff.

This Evaluation

The evaluation of the Llandaf and Radyr Station Improvements Operation will not only examine delivery of the works to establish the economy, efficiency and effectiveness of the project in achieving its objectives, but also assess social, economic, environmental and wellbeing outcomes.

“We have been given your contact details as someone who has played a key role in the Station Improvements Operation who could assist us in clarifying its delivery and outcome.”

In line with our **Privacy Policy** any information you provide will not be attributed to you in our report without your prior agreement. The semi-structured interview will be free flowing, so we can explore any aspects of the work that emerges in the discussion. It is envisaged the interviews will be of short duration (e.g., maximum 30 minutes).

Key questions and issues Welsh Government are seeking findings on, include:

- How effective were project management and monitoring arrangements?
- Has communication between partners been effective? If so then how and if not then why?

- What difference has the project made at each station? Have the differences made, led to the intended outcome and if yes, how and if not, why?
- Has project delivery achieved a good fit with project objectives?
- What worked well / what didn't work, any problems identified and how these were addressed?
- How and to what extent the operation provided opportunities to promote the Welsh language?
- How the operations contributed to the goals of the Well Being of Future Generations Act?

Within that framework we particularly want to understand how Cross Cutting Themes (CCTs) listed in Appendix A were addressed. We are keen to know:

- If CCT activity was delivered in the way it was anticipated, if not why and how?
- If CCT activity met budgetary expectations and were there any unforeseen costs?
- What experience did staff / contractors have in delivering the CCTs and how did they feel about the delivery?
- How might the approach to implementing CCTs be improved or refined?

Section 1 Overview of objectives and success of the operation

As background we would like to establish your understanding of the Station Improvements Operation and your specific role:

1. Please briefly explain **your involvement** to ensure we understand your role in the operation?
2. From **your perspective** what are the key objectives, which you hoped the Station Improvements Operations would deliver and were these key objectives delivered/ under delivered/ delivered beyond expectations?
3. To what extent have the Station Improvements delivered on the CCTs as outlined in the business plan and inception report to date. The four themes are:
 - Equal opportunities and gender mainstreaming
 - Sustainable development
 - Tackling poverty and social exclusion, and
 - Welsh language.

In particular, we are keen to focus your response in terms of:

- Co-ordination, e.g. were the requirements for CCTs communicated to all involved and if so how;
- Explanation of the method of delivery; and
- Lessons learnt to date. For example:

- Were the goals and targets set for Station Improvements Operation realistic and achievable? If yes then how and if not then why?
- Do you feel there are opportunities being missed to enhance the delivery of the CCTs?

Section 2 Overall opinion on management of the operation

Finally, we would like to explore **your views** on how the activities were managed.

1. Were there any challenges that you faced in delivering the work and if so why?
2. How efficient do you feel the overall coordination and management of the work has been (e.g., was sufficient guidance/instruction provided, were CCTs adequately communicated to subcontractors, and were CCT Champions identified)?
3. What do you think worked very well and what do you think was less effective? What would you do differently? Were there any constraints to achieving your goal?

Summary of BENEFITS from activities

- What are the **most important benefits achieved**, both for your organisation (e.g., any procedures developed such as social clauses included in procurement documents, opportunities for Welsh speaking enhanced etc.) and the general public (e.g., any public engagement events)?
 - What are the **least successful** aspects of delivery and why? Were there any attempts made to overcome these difficulties, or to mitigate consequences?
4. How (if at all) could the activities of the CCT delivery be improved?

Annex A - Operation CCT Activity

In accordance with ERDF requirements, each Operation integrates a range of social, economic, environmental and wellbeing outcomes through attention to CCT actions. These focus on:

- Equal opportunities and gender mainstreaming
- Sustainable development
- Tackling poverty and social exclusion
- Welsh language

A range of Case Level CCT Indicators, specific to this operation, will be given attention in the evaluation. These are specified below.

Case Level CCT Indicators

Main CCT Indicator	Case Level Indicators
Equal opportunities and gender mainstreaming	Activity supporting speakers of the Welsh Language Disability Access Group engagement
Sustainable development	Development of sustainable transport initiatives
CCT General	Stakeholder engagement good practice activity Integration of Social Clauses Developing / engaging CCT Champions

Annex B - Online Questionnaire



Llandaf and Radyr Train Station Improvements Evaluation

[Our Privacy Notice can be viewed here](#)

The Welsh Government has commissioned Carreg Las, in partnership with Loxley Consultancy to complete an evaluation of the Llandaf and Radyr Train Station Improvements Project, which is joint Welsh Government and European Regional Development Fund (ERDF) funded.

As someone who uses one of the stations, we would welcome your views on the station improvements. These comprise a range of works to improve station facilities including improved access for passengers with reduced mobility.

We take every reasonable precaution to ensure the privacy and security of your information. Our privacy notice can be found at the link above.

The survey should take less than 8 minutes to complete.

1. Which train station did you use today?

- Llandaf
- Radyr

2. How often do you use Llandaf or Radyr train stations?

- Every day
- 4-6 times a week
- 2-3 times a week
- Once a week
- Once every two weeks
- Once every month
- Less than once a month
- Rarely / never

3. What mode of transport do you typically use to get to this train static

- Car or van driver
- Car or van passenger
- Bus, mini bus or coach
- Train
- Cycle
- Taxi
- Motorbike or moped
- Walk or run
- Other (please specify)

4. Improvements were undertaken in 2018 at Llandaf and Radyr train stations. We would like to understand your perception of the facilities now. For each aspect of the station, please indicate your level of satisfaction or dissatisfaction. **Tip; if you are short of time you can skip over the comment boxes and only complete those where you have a strong opinion.**

	Very Satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very Dissatisfied	No opinion
Signage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

5. Would you like to comment further on why you gave that answer?

6. Please indicate your level of satisfaction or dissatisfaction.

	Very Satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very Dissatisfied	No opinion
Travel information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

7. Would you like to comment further on why you gave that answer?

8. Please indicate your level of satisfaction or dissatisfaction.

	Very Satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very Dissatisfied	No opinion
Access to ticket office and ticket machines	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

9. Would you like to comment further on why you gave that answer?

10. Please indicate your level of satisfaction or dissatisfaction.

	Very Satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very Dissatisfied	No opinion
Personal security at the station (e.g. CCTV coverage)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

11. Would you like to comment further on why you gave that answer?

12. Please indicate your level of satisfaction or dissatisfaction.

	Very Satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very Dissatisfied	No opinion
Lighting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

13. Would you like to comment further on why you gave that answer?

14. Please indicate your level of satisfaction or dissatisfaction.

	Very Satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very Dissatisfied	No opinion
Waiting areas and shelters	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

15. Would you like to comment further on why you gave that answer?

16. Please indicate your level of satisfaction or dissatisfaction.

	Very Satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very Dissatisfied	No opinion
availability of toilets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

17. Would you like to comment further on why you gave that answer?

18. Please indicate your level of satisfaction or dissatisfaction.

	Very Satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very Dissatisfied	No opinion
Level access to and within the station	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

19. Would you like to comment further on why you gave that answer?

20. Please indicate your level of satisfaction or dissatisfaction.

	Very Satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very Dissatisfied	No opinion
Lifts between platforms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

21. Would you like to comment further on why you gave that answer?

22. Please indicate your level of satisfaction or dissatisfaction.

	Very Satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very Dissatisfied	No opinion
Bicycle parking at the station	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

23. Would you like to comment further on why you gave that answer?

24. Please indicate your level of satisfaction or dissatisfaction.

	Very Satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very Dissatisfied	No opinion
Car parking at the station	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

25. Would you like to comment further on why you gave that answer?

26. Please indicate your level of satisfaction or dissatisfaction.

	Very Satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very Dissatisfied	No opinion
Interchange with other modes of travel (Bus, Park & Ride, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

27. Would you like to comment further on why you gave that answer?

28. Have the train station improvements in 2018 made it more likely that you will use rail travel?

- Yes
- No
- Not influenced my decision

29. What is your overall perception of the improvements made in 2018?

30. What type of journey do you mainly use the train station for?

- Commuting to or from Work
- Commuting to or from School / Further Education
- Leisure trip (e.g. shopping, cinema, visiting friends & relatives, sport)

31. What is your Sex

- Female
- Male
- Prefer not to say

32. Is the gender you identify with the same as your sex registered at birth?

- Yes
- No - enter gender identity in comment box below
- Prefer not to say
- If you answered No above, would you like to enter your gender identity here.

33. Which of the following age bands do you fall into?

- 16-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65-74
- 75-84
- 85+
- Prefer not to say

34. Do you have a physical or mental health condition or illness lasting or expected to last 12 months or more?

- Yes
- No
- Don't know
- Prefer not to respond

35. Do any of these conditions or illnesses affect you in any of the following areas? (Tick all that apply)

- Vision (for example blindness or partial sight)
- Hearing (for example deafness or partial hearing)
- Mobility (for example walking short distances or climbing stairs)
- Dexterity (for example lifting and carrying objects, using a keyboard)
- Learning or understanding or concentrating
- Memory
- Mental health
- Stamina or breathing or fatigue
- Socially or behaviourally (for example associated with autism spectrum disorder (ASD) which includes Asperger's, or attention deficit hyperactivity disorder (ADHD))
- Prefer not to respond
- Other (please specify)
- None of the above

36. How would you describe your national identity? Please choose all that apply.

- Welsh
- English
- Scottish
- Northern Irish
- British
- Irish
- Other (please specify)

37. What is your ethnic group?

White - Welsh / English / Scottish / Northern Irish / British
White - Irish
White - Gypsy or Irish Traveller
White - Any other White background (please describe in the comment box below)
Mixed / Multiple ethnic groups - White and Black Caribbean
Mixed / Multiple ethnic groups - White and Black African
Mixed / Multiple ethnic groups - White and Asian
Mixed / Multiple ethnic groups - Any other Mixed / Multiple ethnic background (please describe in the comment box below)
Asian / Asian British - Indian
Asian / Asian British - Pakistani
Asian / Asian British - Bangladeshi
Asian / Asian British - Chinese
Asian / Asian British - Any other Asian background (please describe in the comment box below).
Black / African / Caribbean / Black British - African
Black / African / Caribbean / Black British - Caribbean
Black / African / Caribbean / Black British - Any other Black / African / Caribbean background (please describe in the comment box below)
Arab
Other ethnic group (please describe in the comment box below).

38. If you answered 'Any other ethnic group' in Q37 then please describe in the comment box

39. What is your religion?

- No religion
- Christian (all denominations)
- Buddhist
- Hindu
- Jewish
- Muslim
- Sikh
- Any other religion, please describe (please specify)

40. What is your employment status? Please click 'Done' when finished.

- Employed full time (35+ hours per week)
- Employed part time (less than 35 hours per week)
- Employed, Zero hours contract
- Self-employed, with employees
- Full-time student
- Retired
- Unemployed / seeking work
- Other (please write in)
- Prefer not to say