

ICWC Consultation  
Department for Transport  
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1<sup>st</sup> August 2016

Dear Sir,

### **Consultation: InterCity West Coast Rail Franchise**

Railfuture is a national independent voluntary organisation campaigning for a bigger, better railway in Britain, so we welcome the opportunity to provide an informed response to the questions of this consultation.

The response has been coordinated by Trevor Bishop (trevor.bishop@railfuture.org.uk) the Railfuture TOC liaison for this franchise.

Railfuture recognises the importance of the provision of improved rail services offering more journey opportunities to a wider range of travellers by contributing to wider economic, employment and skills, social inclusion and environmental issues.

Our response is attached. If you require any more detail, or clarification, please do not hesitate to get in touch.

Yours sincerely



Chris Fribbins  
Railfuture  
Head of Passenger Group

**[www.railfuture.org.uk](http://www.railfuture.org.uk) [www.railfuturescotland.org.uk](http://www.railfuturescotland.org.uk) [www.railfuturewales.org.uk](http://www.railfuturewales.org.uk)  
[www.railwatch.org.uk](http://www.railwatch.org.uk)**

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InterCity West Coast rail franchise consultation

The Department for Transport is seeking the views of the public and stakeholders on the future of rail services, stations and other supporting services provided in the InterCity West Coast rail franchise.

This comprises of all rail services currently operated by Virgin Train West Coast, which includes long distance inter-city high speed services and stations. The current InterCity West Coast Franchise operates long distance high-speed services, primarily on the West coast Main Line between London, Birmingham, Manchester, Liverpool, North Wales, Glasgow and Edinburgh.

We are now starting the process to select a rail company to operate and develop these services and stations from April 2018.

This gives us the opportunity to look again at the rail services provided by the InterCity West Coast franchise, and ensure they meet the needs and aspirations of the people and areas they serve.

***Our vision for the new franchise is to enable economic growth, support investment and make journeys better for passengers.***

We welcome your views on all aspects of the rail service so we can ensure the new franchise delivers the best possible railway for passengers, communities and business.

Your details

<b>Please indicate whether you are:</b>	
<b>Responding as an individual</b>	
<b>Representing the views of an organisation</b>	<b>Yes</b>
<b>If responding as an individual, to make sure we can make best use of the information you provide and make focused changes where necessary, it would be helpful if you could please provide the following details:</b>	
<b>First name</b>	
<b>Surname</b>	

<b>First half of your postcode</b>	
<b>Your nearest station (not necessarily the one you use)</b>	
<b>Where you normally travel from and to on the train</b>	
<b>The times you most regularly travel on the train i.e between 0600 and 0700 on a weekday</b>	
<b>How frequently you travel on the train i.e. every weekday; several times a week, weekly; several times a month; monthly; several times a year</b>	
<b>The purpose of your most regular rail journey i.e. commuting, leisure or business</b>	
<b>Any specific accessibility needs you have which could include, but is not limited to, wheelchair access, pushchair access, English is not your first language, you are blind or partially sighted, capability impairments</b>	

**If responding on behalf of a larger organisation, please make it clear who the organisation represents and, where applicable, how the views of members were gathered.**

**Name of Organisation:** Railfuture

**Who does this represent:** Rail users across the UK

**Contact details:** [chris.fribbins@railfuture.org.uk](mailto:chris.fribbins@railfuture.org.uk)  
**Chris Fribbins, Head of Passenger Group – Railfuture**  
**42 Quickrells Avenue, Cliffe, Rochester, Kent, ME3 7RB**

**Do these views relate to a particular part or region of the InterCity West Coast route? Please give details.** Views were canvassed from members in the areas that the franchised services run through

**Question Areas**

- 1.1. The following sections contain a series of themes, aligned to our vision for the ICWC franchise (see below) with questions on which we would like your views. The responses will either help provide detail to the specification we issue to bidders or be provided as information to bidders in the Stakeholder Briefing Document to help

inform and improve their bid. For more information on these areas please refer to the ICWC consultation document [add link]

The question themes are:

- A - Passengers:
  - Customer experience and satisfaction
  - Information
- B – Train services:
  - Ensuring train services meet the needs of the areas and passengers they serve
  - Capacity
- C – Communities, heritage and a sustainable railway
  - Supporting the community
  - Stations for passengers and communities
- D - The whole journey:
  - Make the railway more accessible for all
  - Fares, ticketing and paying for your journey
- Other areas not addressed

1.2. We would be grateful if, wherever possible, you could explain why you have given the answer you have and provide any evidence that supports your response. We look forward to receiving your views.

A – Passengers: Customer experience and satisfaction

**Q1: We have listed below examples of areas identified that customers would most like improved on their ICWC journey and would ask you to rank your top five.**

**It would help us analyse this information if you could explain why you think this area warrants/needs improvement, if it relates to a particular station or train service, and what you think the new train operator could do to help.**

<b>Description</b>	<b>Your priority for improvement (1 = highest to 5 = lowest)</b>	<b>Reason why you think this warrants/needs improvement, location if appropriate and example of what you would like to see done.</b>
<b>Availability of seating at train stations</b>	5	<p>This can be more important at terminal stations or at stations where they may be a long wait for connections, between both train and bus. At stations which have a less frequent service, passengers would be more likely to turn up earlier for fear of missing their train.</p> <p>There should be seats both undercover and outside.</p> <p>Priority seating for disabled should be better highlighted.</p> <p>Seating and better waiting facilities for disabled passengers, passengers with young children and the elderly are required urgently at Euston.</p>
<b>Getting a seat on trains</b>	1	<p>On long distance services such as these, passengers expect to get a seat and it's important that families can sit together.</p> <p>Reserved seating could be better indicated, especially on Voyagers. More/longer trains; extend all Pendolinos to 11-car (see also our answer to Question 6).</p> <p>Staff should put more effort into distributing passengers more evenly along trains.</p> <p>Review mix of first and standard class.</p> <p>Permit on-train staff to extend "Weekend First" offer to weekday trains where standard class is busy but first class seats available.</p>

<p><b>Car parking facilities at train stations</b></p>		<p>We understand that car park charges are sometimes necessary for maintenance of facilities, but in some cases we feel they are excessive. It is essential that car parking facilities are for rail passengers only and that adequate parking is available especially at railheads serving rural communities. We think bidders should be required to project demand for car parking and show how they'll meet it.</p> <p>Bidders should have more smart ticketing as in use elsewhere for parking.</p> <p>Better pick-up (short stay) and drop-off facilities, clearly in "free" areas.</p> <p>In some places local commuters are priced out of VT car parks in favour of Long distance business travel.</p> <p>Car parking facilities and pricing should encourage sustainable transport.</p>
<p><b>Customer recognition and reward (e.g. loyalty schemes)</b></p>		
<p><b>Increased staff visibility (at train stations or on trains)</b></p>	<p>3</p>	<p>This is important on trains and the location of staff should be made known to passengers. We think that there needs to be a change of culture in station staff, although there are many that do the railway proud, too often they are still hidden in offices.</p>
<p><b>A more proactive approach to customer service at train stations</b></p>	<p>4</p>	<p>The visual help point concept is important and has been developed by ATW in North Wales. We think that there needs to be a change of culture in station staff, although there are many that do the railway proud, too often they are still hidden in offices.</p>
<p><b>Luggage space on trains</b></p>		<p>All new stock to have better luggage space. Passengers prefer to have their luggage in sight. We suggest a review of the interior layout of the current fleet to provide luggage spaces closer to the entrances and in the centre of carriages or perhaps in less obtrusive areas.</p>
<p><b>Overall satisfaction with the station and their cleanliness</b></p>		<p>We don't generally see this as an issue at stations where Virgin operates or is the main operator</p>
<p><b>Getting between the train and station concourse</b></p>		<p>Abolish the Euston Sprint! The situation which exists on returning services from</p>

		<p>Euston, whereby platform numbers for trains are often only announced at the last minute, leading to a stampede from the concourse, needs to be addressed. This particularly seems to apply to longer distance trains.</p> <p>Can trains be made available for boarding earlier? Ramps to platforms don't have enough space to hold a large number safely for a long period, so make better use of space on concourse. Introduce a "Go to Gate" call when the platform is known, even if the train is not immediately ready for boarding, and put a queuing system for individual trains in place on the concourse at busy times and access for earlier trains can be blocked.</p> <p>We think that now ticket gates have been installed at Euston station, queuing can be at the platform gates and this will become particularly important when works start at Euston for HS2 as crowding issues will no doubt be worse, blocking access for earlier trains.</p>
<b><i>Toilet facilities on train</i></b>		<p>There needs to be a better standard of fully functioning and clean toilets on all trains, at the moment this seems to be woefully low.</p> <p>There should be at least one per coach and adjacent to disabled seating and each on board toilet to have a method of contacting the train manager to report a fault or need for cleaning.</p>
<b><i>Being kept informed about delays</i></b>	2	<p>On board trains, this is still too dependent on the train manager or the information they receive. At Euston in particular it's rare that passengers are informed why a train is prepared late. Passengers should be informed within 2 minutes if a train is brought to a stand en route, not just when it gets to the next station late. Information about any changed/possible onward connections should be made available quickly and effectively</p>
<b><i>Access to catering and refreshments on board</i></b>		<p>Catering is particularly important on the longer distance services on the route and we want to see it available throughout on London - Glasgow services, not stopping at Warrington and</p>

		restarting north of Lancaster. Some trains via Birmingham also have catering starting from Wolverhampton on through trains from London which can mean journey of two hours without any catering. Catering should be available on all Holyhead/Chester to London services
<b><i>If there are other areas for improvement not included in the above table, please explain what these areas are and why you think this area could be improved.</i></b>		



<b>Q2: What type/method of communication do you find most effective to:</b>	
<p><b>a) <i>Enable you to plan your end to end train journey?</i></b></p>	<p>A wide range of delivery mechanisms is required as not all passengers have, or want to use smart devices/internet. For people with smart devices free Wi-Fi at stations and on the train is essential – as well as ongoing connections from other operators (including metro services in cities). Access to this information should be available to others through touch-screen facilities at the stations – with an option to speak to somebody in person to navigate this where necessary,</p>
<p><b>b) <i>Be informed in advance about known disruptions such as planned engineering works?</i></b></p>	<p>It is essential that the franchisee works with local authorities and major employers in advance of planned disruptions to discuss local transport options. Develop and improve the information architecture to make this information available to 3<sup>rd</sup> parties for further distribution of information. Journey planning facilities that take the disruption into account should be available.</p>
<p><b>c) <i>Be informed during unplanned disruptions both before you travel and during the journey?</i></b></p>	<p>It should be a prerequisite for the new franchise holder that when a delay or cancellation is announced, there should not just be an apology for inconvenience caused, but details of alternative travel options should be given. Develop and improve the information architecture to make this information available to 3<sup>rd</sup> parties for further distribution of information. Journey planning facilities that take the disruption into account should be available.</p>
<p><b><i>This could include, but is not limited to, talking to customer services, notices at stations, leaflets, voice announcements, information on websites or social media.</i></b>  <b><i>Where possible please provide reasons for your answers.</i></b>            All communication channels should be used, recognising that different people prefer and use different media, and that the media used may well vary at different stages of the end-to-end journey. It is essential that the messages given out across the different media are consistent. One, easy to use location to plan (and book) other public transport either side of the train journey, available via internet or telephone.            Frequent announcements by train managers to keep passengers informed as circumstances change. Also, if delays become extreme, advice on alternatives to missed connections.</p>	

B – Train services: Ensuring train services meet the needs of the areas and passengers they serve

**Q3: Are there any direct journeys currently provided by ICWC that you would want to see protected at a minimum level (e.g. 1 train every 2 hours)?**

**Please say where would this be and your reasons why where possible.**

**Comments:**

There is a need for more inward services during the day for the benefit of leisure travellers at tourist destinations and major cities where there might be events going on.

WCR250 considers that the Train Service Requirement (TSR) will be set out as “x trains to/from London Euston/Birmingham New Street in time band yy:00-zz:59.” This would protect the key flows to/from London Euston and the Birmingham – North West and Scotland flows served by ICWC. The TSR should generally maintain existing direct journeys and capacity as a minimum, noting that the current timetable is likely to remain until 2021/2 because of the HS2 works at London Euston.

Effective industry engagement on priorities is necessary when capacity changes occur.

It is important to protect local services where ICWC provides the only service between station pairs, or where it complements other operators’ services, especially north of Crewe. ICWC is the only operator between Crewe, Warrington and Wigan, and provides the only service between Crewe, Warrington and Preston. The train service specification north of Lancaster should be co-ordinated with TPE to ensure the overall service level meets local as well as long distance requirements.

**Q4: Please rank the options below to indicate your priority for potential changes you would like to see to ICWC train services. Please say where would this be and your reasons why where possible.**

<i>Issue</i>	<i>Please rank these options (1 = highest priority to 5 = lowest priority)</i>	<i>Please say where would this be and where possible your reasons why</i>
<b><i>Speed up service for long-distance passengers for example by changing stops at low-use stations.</i></b>	1	As TPE providing an hourly service between Preston and Glasgow, calling at all stations, we think there is scope to better plan the existing stops at intermediate stations on ICWC services to provide connections with services to/from London. This would prevent the need for two changes for passengers on those branch lines which connect north of Preston.
<b><i>Introduce new stops to provide services to destinations not currently directly served by the ICWC franchise.</i></b>		Direct fast trains between London and main Trent Valley towns (Nuneaton, Tamworth, Lichfield & Rugeley) and direct services to the North West. Also stops at Rugby for connections northwards without having to travel via Birmingham. We believe this

		could be best provided by, for instance, hourly Liverpool trains all calling at (say) Nuneaton, one hourly Manchester at (say) Lichfield and so on. These stops should be timed to provide good connections with local trains.
<b>Swap an existing stop for another to increase destinations not currently directly served by the ICWC franchise.</b>		We would look for additional stops at Watford for the Birmingham service of three trains per hour with one stopping at Rugby the next at Milton Keynes and the third at Watford seems an adequate solution for places in the North such as Manchester and elsewhere.
<b>Adjust the level of service (e.g. evening, weekend) to better match demand.</b>	3	<p>Later evening services are needed on Saturdays, especially where ICWC provides the local service between towns north of Crewe. Earlier Sunday morning services north of Crewe also. There is more demand for short distance than long distance travel at these times.</p> <p>The fast service between the Midlands and Milton Keynes should be improved to provide at least two trains per hour throughout the normal day. In the peak hours the morning southbound trains should be set-down only and the evening northbound trains pick-up only.</p> <p>Provide through trains between London and Shrewsbury to at least one every two hours.</p>
<b>Better support the economic development of the towns and cities served by the franchise for example by increasing/reducing services for seasonal travel (e.g. tourism, holidays) or for a major event (e.g. concert or sporting event).</b>	2	<p>The current franchise holder's response to sporting events in the capital and elsewhere is wholly inadequate; their response, when there are engineering works at the same time, is to advise passengers not to travel with them. We think there should be more co-operation with other TOC's at these times to offer alternative routes, and/or additional rolling stock when engineering works prevent the operation of additional services on the normal routes. This could perhaps be extended to have a small "emergency stock" fleet held for all Intercity operators to access or perhaps a pool of some other TOC's fleets that could be made available at weekends.</p> <p>Tourism, e.g. North Wales, Lake District, Liverpool, Blackpool. Rail should support economic development in rural areas as well as cities. The Overview and Vision document notes 66% of ICWC market is leisure.</p>

		<p>When the electrification of the lines to Blackpool and Windermere are complete, a new service could run a 5 car Windermere to London with a 5 car Blackpool to London splitting/joining at Preston. (This would require a passing loop on the Windermere line.)</p> <p>Passenger surveys undertaken by local rail user groups on the Lakes Line indicate nearly 20% came from London.</p> <p>Currently there seems to be a trade-off between engineering access at Bank Holiday weekends and demands of tourism; should more consideration be given to the leisure market?</p> <p>An analysis of how many travel to these tourist destinations would probably reveal that the majority travel by car because of the inconsistent availability of train services, but we feel this can't be sustainable in the long run and there should be requirement of the franchise holder to join with Network Rail in looking at alternative solutions.</p> <p>We think that recent times have shown that there is an unmet demand for services to run on Boxing Day, as it's a major holiday and passengers want to travel for family, shopping, events etc.</p>
<p><b><i>Improve/connections with other trains services as part of longer-distance journeys.</i></b></p>	<p>4</p>	<p>Connectivity between services is essential. Someone in industry must take a lead; recommend that the new ICWC franchisee should ensure provision of services for their passengers to stations "off route," working with other operators to improve connections. Connections must be robust with comfortable waiting areas and good facilities at connectional hubs. Where practicable connections should be same-platform or cross-platform. Review advertised connectional margins.</p> <p>Define key connections – what, when and where?</p> <p>Should London ICWC services always be "first on the graph," rather than inter-regional services which are harder to path? It may be easier to rotate ICWC services around the clock to optimise connections with regional services.</p>

		<p>As an example, we think connections are important at Chester, Crewe and Birmingham International with ATW services. Where services run along the same routes as ATW services, they should be well spaced and not bunched.</p> <p>We also see potential for calls at Watford Junction now that this station is a useful connection for North London (Overground) and South London (Southern). An extension of Metropolitan line extension (Croxley Link) is due to open in December 2020.</p> <p>Connectivity of the Wrexham-Bidston line with the rest of the UK rail network at Liverpool Lime Street (via Bidston) could improve, for example weekday connections from stations south of Bidston into Liverpool Lime Street arrive <u>just after</u> the hourly service to London has left</p> <p>The Crewe-Chester-Holyhead line (connecting through Shotton) and at Wrexham General could be improved. If West Coast trains served Shotton (as well as or instead of Flint), a significant improvement in regional connectivity would be realised because there is a significantly larger population within 5km of Shotton station and an interchange between the Wrexham-Bidston line and West Coast services stopping at Shotton would afford people from a large area of NE Wales and West Wirral easy access to West Coast services.</p>
<p><b><i>Holding trains at stations for connecting trains</i></b></p>	<p>5</p>	<p>The current policy of not holding connections (even with the franchise holder's own trains) is not very passenger friendly and needs revision. This review could look at advertised connectional margins to deliver more robust and reliable connections.</p> <p>Our members tell us that this has inconvenienced them on many occasions.</p> <p>"Last of the day" service connections should always be maintained.</p> <p>When connections are broken, treat passengers considerately, regardless of which ticket or combination of tickets they hold.</p>

B – Train services: Capacity

<p><b>Q5: Based on your journey, please could you state whether you consider any priority should be placed on either:</b></p>	
<p><b><i>Protecting long distance capacity on trains; or</i></b></p>	<p>Protecting long distance capacity is important. There are times when long distance flows justify a full train, e.g. 1900 Euston – Manchester and 1907 Euston – Liverpool could be first stop Stockport and Runcorn respectively.</p> <p>In the West Midlands, ICWC provides necessary capacity between Coventry, Birmingham and Wolverhampton. Pendolinos are essential for provision of sufficient capacity to shift short distance passengers into and out of the cities at peak times.</p> <p>Most short distance passengers just want to get on the first train that comes, using the ticket they hold, regardless of operator. A choice of operator is not a priority.</p> <p>The practice of pick-up/set-down only as a device to protect long-distance capacity as seen as Watford Junction and Milton Keynes is supported.</p>
<p><b><i>Providing maximum choice of operator over short distance journeys.</i></b></p>	
<p><b><i>Where possible, please provide reasons for your answer.</i></b></p> <p>We think that given the varied nature of the routes, towns and cities covered by this franchise, a “one size fits all” answer to this question is not possible and this means that each area and station needs to be considered individually</p>	

<p><b>Q6: What methods do you think could enable more people to travel and improve the railway’s ability to cater for passenger growth?</b></p> <p><b><i>Where possible, please provide reasons for your answer.</i></b></p> <p><b>Comments:</b></p> <p>Pricing – more flexible (what’s the point of a 20-minute service if your ticket’s only valid on 1 train?), lower or smoother peak/off-peak differential (why should it cost several times more to leave Euston at 1833 than on the next train at 1907?), better offer for “walk-up” full-fare passengers (why should they be forced to stand when someone paying half the price has a reserved seat?).</p> <p>Very few passengers understand rail fares, but many passengers believe that the person sitting next to them has paid half what they have for the same journey (and has a reserved seat as well).</p> <p>Internet-only fares: people without access to internet have to pay much higher fares. Poor broadband links in many areas. Best fares should be available to all.</p> <p>Differential between peak and off-peak fares; Off-peak up 60%, Peak up 180%. This does not compare favourably with other operators such as Chiltern.</p> <p>Nominate some carriages as non-reservable and ensure these are announced at stations and on train as such, so that walk-on passengers have a better chance of finding a seat without having to look at the Reservation displays and get in the way of other passengers (especially those with luggage).</p>
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If the new franchisee was to retain the existing fleet, we would like to see all Pendolinos extended to be 11 coaches and all super Voyagers to run as 2x5, this would give people more chance of a seat. Also any new stock to be the same size. We understand that trains longer than this would mean platform extensions at many stations along the route.

The new franchisee could look at co-sponsoring the re-engineering of platform 7 at Preston to take up to 8 coaches. this could then be used for Northern turn back services so they do not block up the long 11 coach platforms for about 30 to 40 minute – and this would also help when open access services start from Blackpool to London Euston

<b>Q7: Based on your knowledge of your local area/station, how could the new ICWC train operator:</b>	
<b>a) <i>Improve rail services (including all the support functions it needs) in a way that respects and helps to maintain the environment?</i></b>	<p>Support infrastructure investments to bring un-modernised parts of WCML to current standards, including electrification extensions and electrification of diversionary routes.</p> <p>Work with local authorities and LEPs to improve stations, their environs and approach routes.</p> <p>Residual value mechanism: Consultation document weaker than Overview &amp; Vision. Need residual value mechanism which will incentivise the ICWC operator to invest.</p>
<b>b) <i>Better support the economic growth of the areas it serves?</i></b>	<p>Commit to use local suppliers, offer employment in areas of high deprivation (especially for functions where location isn't critical). Best way ICWC can support economic growth at any location it serves is to get the train service and fares offer right. Offer apprenticeships.</p>
<b>c) <i>Improve its support and development of its workforce?</i></b>	<p>Reward staff with varying types of award for different types of service, and ideas for improvements/innovations; allow some paid time to work with station adopters and community rail partnerships. Ensure best practice is identified, recognised and spread through the operation (and other operators)</p>
<b>d) <i>Play a greater role in supporting and improving the community it serves, the heritage of the railway and help develop their stations into hubs for the community?</i></b>	<p>ICWC should co-operate with Community Rail Partnerships who have services using its stations, make space available in station buildings for community and voluntary groups, develop each station into a focal point for the town served and promote the community lines on its website. Be sensitive to the heritage of each station when improving facilities and when applying corporate colours and branding, especially at historic stations like Carlisle.</p> <p>Hold regular regional stakeholder forums, promote links with RUGs (Rail User Groups)</p>
<b>e) <i>Improve the services offered to reduce discrimination and advance equality of opportunity for people from protected groups<sup>1</sup>?</i></b>	<p>Regularly assess every train, station and service from the perspective of visually- and aurally-impaired people and take appropriate remedial measures, including indicators in all communications material, notices etc. to sources of information and advice for non-English speakers.</p>

<sup>1</sup> A list of the protected groups can be viewed using this link <http://www.equalityhumanrights.com/private-and-public-sector-guidance/guidance-all/protected-characteristics>



C – Communities, heritage and a sustainable railway: Stations for passengers and communities

<p><b>Q8: Please list, in priority order, the top five facilities you would like to see either improved or introduced at the station(s) served by the ICWC Franchise</b></p> <p><b>Please provide the name of the station(s) and why you think these improvements are needed:</b></p>	
<p><b><i>a) you use; or</i></b></p>	<ul style="list-style-type: none"> <li>• Priority 1: Stations need sufficient capacity to accommodate passenger growth, for example Stafford, Preston and Watford Junction.</li> <li>• Priority 2: Station forecourt management: taxis, drop-off/pick-up, and parking. Resolve conflicts between private and public transport.</li> <li>• Priority 3: Free toilets within ticket gates.</li> <li>• Priority 4: Free Wi-Fi at stations, with charging points.</li> <li>• Priority 5: Cycle parking.</li> </ul> <p>Other important items:</p> <ul style="list-style-type: none"> <li>• Retail offer meeting customer expectations, including catering.</li> <li>• ATMs.</li> <li>• Consistent provision across all ICWC stations.</li> <li>• Wherever possible (and always outside peak-time travel) provide refreshment trolley services in standard class.</li> <li>• Provide a greater proportion of 4 seat bays (approx. 50%) with seats aligned to windows</li> <li>• Staff gate-lines from first to last train each day, to improve revenue protection, passenger assistance and to convey an impression of the franchisee actively managing their railway.</li> </ul>
<p><b><i>b) as a non-user would encourage you to use the rail network.</i></b></p>	<p>Avoid any impression of neglect and convey a positive impression of activity and care, adopt a principle that all station accommodation should be in use for either railway, commercial or community purpose; no more bricked- or boarded-up windows, grill covered doors.</p>

D – The whole journey: Make the railway more accessible for all

<b>Q9: Thinking of the journeys you make or have made on the ICWC, or a journey you could make by the ICWC but where you decide to use an alternative transport mode instead.</b>	
<b>What specific changes could be made to make the railway easier to access and therefore more attractive to use; and</b>	<p>Potential passengers consider the whole journey, not just the train service. Access to the station and the ease of onward journey are important factors.</p> <p>Suppressed demand; passengers are put off by previous bad experience, perception, “only as good as last journey.”</p> <p>Staff training to ensure awareness of all types of ‘impairment’ to a seamless journey e.g. physical, aural, mental, language with station staff, in particular, briefed to pro-actively look out for passengers showing any kind of hesitancy/lack of confidence/difficulty, including TVMs.</p>
<b>Why do you think these changes would help?</b>	<p>Projecting a sense of a caring service, focussed on meeting customer’s needs whatever they are with staff acting as Station Hosts, mobile Help Points will increase the attractiveness and operational effectiveness of the operator. Tailoring the service to specific needs when necessary.</p>

D – The whole journey Fares, ticketing and paying for your journey

<b>Q10 – What do you think the future ICWC train operator could do to modernise and improve the ticketing experience for customers? Please include your views on the elements or parts of service the train operator should consider when developing their ticketing and ticket retailing plans.</b>
<p><b>Comments:</b></p> <ul style="list-style-type: none"> <li>• All ticket types available to all passengers, including those who cannot use the internet.</li> <li>• Smart/Mobile ticketing – readers, automated delay/repay provision too ICWC registered account holders e.g. season ticket holders and advance purchasers who have paid online, to reduce use of paper travel vouchers, cheques and manual processing of claims.</li> <li>• Issue boarding cards rather than seat reservations with advance tickets; charge separately for a reserved seat, making a reserved seat into more of a premium product (which would reduce the number of “phantom reservations” on trains).</li> <li>• Integrated ticketing with local suburban services including tram services, Glasgow Underground and feeder bus services (and/or promote PlusBus better).</li> <li>• Offer taxi pick-up/drop-off as alternative to station car parking.</li> <li>• Integrated payments for car parking, taxis (challenging?), bike hire, other modes.</li> <li>• Participate in regional ticketing schemes – West Midlands Rail, Rail North and Transport Scotland.</li> <li>• Revenue protection very poor. Participate in penalty fares regime in urban areas (West Midlands. To counter poor revenue collection on trains, especially when crowded, extend ticket gates to more ICWC stations and have them properly staffed from first to last train every day.</li> <li>• Provide an online link between the specific ticket and the conditions that apply to the ticket (QR code?)</li> </ul> <p>The current franchise holder Virgin’s draconian Off-Peak Return time restrictions on Monday</p>

to Friday trains from London to the West Midlands, Liverpool and Manchester lead to gross overcrowding on the first train from Euston after 18.45 (particularly on Fridays).

Virgin's "walk on" Anytime fares are ridiculously high, in particular where there is little competition from other TOC's e.g. Manchester – London, Liverpool - London.

There should be more promotion of Off-Peak Return fares rather than just focussing on Advance singles which tie passengers to particular trains.

Peak fare restrictions should apply only in peak period. "Cliff edge" pricing puts off potential passengers. Spread range of tickets – better tiered walk-on fares. Fares structure is too complex. Improve perception so that the occasional traveller feels valued. "Sort out mistakes, not treated as a criminal."



**Q11: If there are any additional areas that you think it is important for us to consider that have not already been addressed in this consultation please explain them here.**

**Comments:**

Train services to NE Wales and the northern Marches. The one train a day to/from Wrexham and the few to Shrewsbury are welcome, but the existing service pattern does not deal with the needs of this area for a regular service to/from London. Virgin already has experience of splitting / joining separate Voyager units at Chester and Wolverhampton. Towns such as Telford, Shrewsbury, Oswestry, and Wrexham are growing in population and economic development and need a better London service to service these trends. Our suggestion to provide for such growth is to provide a regular interval double Voyager unit to run from Euston to Stafford fast via the Trent Valley line, possibly stopping at either Milton Keynes or Watford Junction. At Stafford the train is to divide. The front portion then stopping at Crewe, Chester, Wrexham, Gobowen, Shrewsbury, Wellington, Telford and then fast back to Stafford via the Oxley chord to await the other unit which has run the other way around the loop. Units to recouple and return to Euston. A potential source of Voyager units could be those current involved with the Euston – Chester service.

Additional Pendolinos should be purchased to replace the use of Voyagers on the London-Birmingham-Scotland service as soon as possible, and the London-Blackpool and London-Chester services once these are electrified. (The Voyagers can then be redeployed to Cross Country to strengthen their services).

There are examples of Voyagers being used Euston <> Glasgow when there are no engineering works and for long distances 'under the wire'. Dual-mode Voyagers should be developed.

More use of diversion routes when line closed, not just put coach replacement on. esp. use via Manchester when Crewe - Preston is closed and either via Alsager or via Shrewsbury when services are not available direct from Birmingham to Crewe.

No reduction in service level on all routes.

Railfuture has submitted separately its Wales Rail Development Plan (WRDP), but we include here the relevant points where these cross or could include access to West Coast Main Line Services.

- 1) On the North Wales Coast Line, we think that the West Coast, other long-distance and local services should be co-ordinated such that a half-hourly service is maintained between Bangor and Chester with alternate trains originating at Holyhead to give an hourly frequency on Anglesey.
- 2) In that plan, Railfuture have suggested the re-opening of lines from Bangor to Caernarfon, and beyond to Afon Wen as well as Gaerwen to Llangefni on the island of Anglesey, and we think that a future WCML franchise holder should be thinking of including these destinations in their future development plans, in co-ordination with the Wales and Borders franchise holder.
- 3) The rail network in North Wales has significant gaps and we proposed an integrated bus/coach network to fill those gaps, bus/coach routes proposed relevant to the North Wales Coast Line stations are; Llangollen - Ruthin - Denbigh – Rhyl and Denbigh - Mold – Chester. We think the new franchise should include a requirement to ensure good connections and physically easy access are part of their plans at those stations.

## What happens next

Following the close of this consultation, we will publish a report summarising stakeholder views on the franchise and our conclusions on them. This will be provided to potential bidders to consider when submitting their proposals to operate the ICWC rail franchise. We plan to publish this report on our website in November 2016, at the same time that the Invitation to Tender (ITT) is planned to be issued. We will not reply individually to each consultation response.

## Freedom of Information and Data Protection

Information provided in response to this consultation, including personal information, may be subject to publication or disclosure in accordance with the Freedom of Information Act 2000 (FOIA) or the Environmental Information Regulations 2004.

If you want information that you provide to be treated as confidential, please be aware that, under the FOIA, there is a statutory Code of Practice with which public authorities must comply and which deals, amongst other things, with obligations of confidence.

In view of this it would be helpful if you could explain to us why you regard the information you have provided as confidential. If we receive a request for disclosure of the information, we will take full account of your explanation, but we cannot give an assurance that confidentiality can be maintained in all circumstances. An automatic confidentiality disclaimer generated by your IT system will not, of itself, be regarded as binding on the DfT.

DfT will process your personal data in accordance with the Data Protection Act 1998 (DPA) and in the majority of circumstances this will mean that your personal data will not be disclosed to third parties. Individual consultation responses may be shared with bidders in an anonymised format as part of the franchise competition.

By providing personal data in response to this consultation, you consent to the DfT, or third parties contracted to the DfT, processing your personal data for the purpose of analysing responses to this consultation.

It would be very helpful to DfT if, as part of its analysis of responses to this consultation, it was able to take into account certain sensitive personal data that you may wish to provide in response to this consultation.

Please indicate if you consent to the DfT or third parties contracted to the DfT, processing your sensitive personal data for this purpose and to your consultation response being shared with bidders in an anonymised format as part of the franchise competition.	
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<ul style="list-style-type: none"><li>• I consent</li></ul>	I consent
<ul style="list-style-type: none"><li>• I do not consent</li></ul>	

## Ymgynghoriad ar Ryddfrait Rheilffordd InterCity Arfordir y Gorllewin

Mae'r Adran Drafnidiaeth yn dymuno cael barn y cyhoedd a rhanddeiliaid ar ddyfodol gwasanaethau a gorsafoedd rheilffordd ynghyd â gwasanaethau cefnogol eraill a ddarperir yn y Rhyddfrait Rheilffordd InterCity Arfordir y Gorllewin.

Mae hyn yn cynnwys yr holl wasanaethau rheilffordd a weithredir ar hyn o bryd gan Virgin Trains Arfordir y Gorllewin, sy'n cynnwys gwasanaethau cyflym dros bellter mawr inter-city a gorsafoedd. Mae Rhyddfrait Rheilffordd InterCity Arfordir y Gorllewin yn gweithredu gwasanaethau pellter mawr, cyflym, yn bennaf ar Brif Linell Arfordir y Gorllewin rhwng Llundain, Birmingham, Manceinion, Lerpwl, Gogledd Cymru, Glasgow a Chaeredin.

Rydym yn awr yn cychwyn ar y broses o ddewis cwmni rheilffordd i weithredu a datblygu'r

gwasanaethau a'r gorsafoedd hyn o fis Ebrill 2018.

Mae hyn yn rhoi cyfle i ni edrych eto ar y gwasanaethau rheilffordd a ddarperir gan Ryddfraint Rheilffordd InterCity Arfordir y Gorllewin, a sicrhau eu bod yn bodloni gofynion a dyheadau'r bobl a'r ardaloedd a wasanaethir ganddynt.

**Ein gweledigaeth ar gyfer y rhyddfraint newydd yw galluogi twf economaidd, cefnogi buddsoddiad a gwneud teithiau yn well i deithwyr.**

Rydym yn croesawu eich barn ar bob agwedd o'r gwasanaeth rheilffordd fel ein bod yn gallu sicrhau bod y rhyddfraint newydd yn darparu'r rheilffordd orau posibl i deithwyr, cymunedau a busnesau.

Eich manylion

<b>Nodwch a ydych:</b>	
<b>Yn ymateb fel unigolyn</b>	
<b>Yn cynrychioli barn sefydliad</b>	

<b>Wrth ymateb fel unigolyn, i sicrhau ein bod yn gallu gwneud y defnydd gorau o'r wybodaeth y byddwch yn ei rhoi a gwneud newidiadau mewn meysydd penodol pan fydd angen, byddai o gymorth os gallech roi'r manylion canlynol:</b>	
<b>Enw cyntaf</b>	
<b>Cyfenw</b>	
<b>Rhan gyntaf eich cod post</b>	
<b>Eich gorsaf agosaf (ddim o angenrheidrwydd yr un yr ydych yn ei defnyddio)</b>	
<b>I ble yr ydych yn arfer teithio iddo ac oddi yno ar y trê</b>	
<b>Yr amseroedd y byddwch yn teithio ar y trê yn fwyaf rheolaidd</b>	
<b>Pa mor aml yr ydych yn teithio ar y trê h.y. Pob dydd o'r wythnos; Sawl gwaith yr wythnos; Yn wythnosol; Sawl gwaith y mis; Yn fisol; Sawl gwaith y flwyddyn</b>	
<b>Pwrpas eich taith fwyaf rheolaidd ar y trê h.y. cymudo, hamdden neu fusnes</b>	
<b>Unrhyw anghenion penodol o ran hygyrchedd sydd gennych a all gynnwys, ond nad ydynt wedi eu cyfyngu i, fynediad i gadair olwyn, mynediad i gadair wthio, nid</b>	

<b>Saesneg yw eich iaith gyntaf, eich bod yn ddall neu â nam ar eich golwg, amhariadau ar eich gallu i symud</b>	
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<b>Os ydych yn ymateb ar ran sefydliad mwy, gwnewch hi'n glir pa sefydliad yr ydych yn ei gynrychioli a, phan fydd hynny'n berthnasol, sut y casglwyd barn aelodau</b>
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**Enw'r sefydliad:**

**Pwy sy'n cael ei gynrychioli ganddo?**

**Manylion cyswllt:**

**A yw'r barnau hyn yn ymwneud â rhan neu ardal benodol o lwybr InterCity Arfordir y Gorllewin? Rhewch fanylion.**

#### Meysydd y Cwestiynau

1.3. Mae'r cwestiynau canlynol yn cynnwys cyfres o themâu, sy'n cyd-fynd â'n gweledigaeth ar gyfer rhyddfrait yr ICWC (gweler isod) gyda chwestiynau y byddem yn hoffi cael eich barn amdanynt. Bydd yr ymatebion naill ai yn sail i'r hyn y byddwn yn gofyn amdano ar gyfer y rhyddfrait yn y fanyleb y byddwn yn ei rhoi i ymgeiswyr neu yn cael ei roi fel gwybodaeth i ymgeiswyr yn y Ddogfen Briffio Rhanddeiliaid i helpu i fod yn sail i'r cais a'i wella. Am ragor o wybodaeth am y meysydd hyn cyfeiriwch at ddogfen ymgynghori'r ICWC.

Themâu'r cwestiynau yw:

- A - Teithwyr:
  - Profiad y cwsmeriaid a'u bodlonrwydd
  - Gwybodaeth
- B – Gwasanaethau Trên:
  - Sicrhau bod gwasanaethau trên yn bodloni anghenion yr ardaloedd a'r teithwyr y maent yn eu gwasanaethu
  - Capasiti
- C – Cymunedau, treftadaeth a rheilffordd gynaliadwy
  - Cefnogi'r gymuned
  - Gorsafoedd i deithwyr a chymunedau
- D - Y daith gyfan:
  - Gwneud y rheilffordd yn fwy hygyrch i bawb
  - Prisiau, tocynnau a thalu am eich taith
- Meysydd eraill heb eu trafod

1.4. Byddem yn gwerthfawrogi pe gallech, pryd bynnag y bydd hynny'n bosibl, esbonio

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pam eich bod wedi rhoi'r ateb a roddwyd a darparu unrhyw dystiolaeth sy'n cefnogi'ch ymateb. Edrychwn ymlaen at gael eich barn.

A –Teithwyr: Profiad y cwsmeriaid a'u bodlonrwydd

<p><b>C1: Isod rydym wedi rhestru enghreifftiau o feysydd a ddynodwyd fel y rhai y byddai cwsmeriaid yn hoffi eu gweld yn cael eu gwella fwyaf ar eu taith ar ICWC a gofynnwn i chi nodi eich pump uchaf.</b></p> <p><b>Byddai o help i ni ddadansoddi'r wybodaeth hon os gallech esbonio pam eich bod yn meddwl bod y maes hwn yn haeddu/angen ei wella, os yw'n ymwneud â gorsaf neu wasanaeth trên penodol, a beth yr ydych chi'n ei feddwl y gallai'r gweithredwr newydd ei wneud i helpu.</b></p>		
<b>Disgrifiad</b>	<b>Eich blaenoriaeth o ran gwelliant (1 = uchaf i 5 = isaf)</b>	<b>Y rheswm pam eich bod yn meddwl bod hyn yn cyfiawnhau/angen ei wella lleoliad os yn addas ac, enghraifft o'r hyn y byddech yn hoffi ei weld yn cael ei wneud.</b>
<b>Argaeledd seddi mewn gorsafoedd trên</b>		
<b>Cael sedd ar drenau</b>		
<b>Cyfleusterau parcio mewn gorsafoedd trên</b>		
<b>Cydnabyddiaeth a gwobrwyo i gwsmeriaid (e.e. cynlluniau teyrngarwch)</b>		
<b>Staff yn fwy gweladwy (mewn gorsafoedd trên neu ar drenau)</b>		
<b>Dull mwy rhagweithiol o ymdrin â gwasanaeth cwsmeriaid mewn gorsafoedd trên</b>		
<b>Gofod i baciau ar drenau</b>		
<b>Bodlonrwydd cyffredinol â'r orsaf a'i glanweithdra</b>		

<i>Mynd rhwng yr orsaf a'r man Ymgynnull</i>		
<i>Cyfleusterau toiled ar y trê</i>		
<i>Cael gwybodaeth pan fydd oedi</i>		
<i>Mynediad at arlwy a lluniaeth ar fwrdd y trê</i>		
<i>Os oes meysydd eraill i'w gwella nad ydynt yn cael eu cynnwys yn y tabl uchod, esboniwch pa feysydd yw'r rhain a pham yr ydych yn meddwl y gellid gwella'r maes hwn?</i>		

A – Teithwyr: Gwybodaeth

<b>C2: Pa fath/ddull o gyfathrebu ydych chi yn ei weld yn fwyaf effeithiol i:</b>	
<b>d) Eich galluogi i gynllunio eich taith ar y trê o un pen i'r llall?</b>	
<b>e) Gael gwybod ymlaen llaw am amhariadau sy'n hysbys fel gwaith peiranyddol a gynlluniwyd?</b>	
<b>f) Gael gwybodaeth yn ystod amhariadau heb eu cynllunio cyn i chi deithio ac yn ystod y daith?</b>	
<p><b>Gall hyn gynnwys, ond nid yw'n cael ei gyfyngu i, siarad â gwasanaethau cwsmeriaid, hysbysiadau mewn gorsafoedd, taflenni, cyhoeddiadau llais, gwybodaeth ar wefannau neu gyfryngau cymdeithasol.</b></p> <p><b>Pan fydd hynny'n bosibl rhowch y rhesymau am eich atebion.</b></p>	

B - Gwasanaethau Trên: Sicrhau bod gwasanaethau trên yn bodloni anghenion yr ardaloedd a'r teithwyr y maent yn eu gwasanaethu

**C3: A oes unrhyw deithiau uniongyrchol a ddarperir gan ICWC ar hyn o bryd y byddech am eu gweld yn cael eu diogelu ar lefel gofynnol isaf (e.e. 1 trên bob 2 awr)?**

**Dywedwch ble y byddai hyn a'ch rhesymau pam pan fydd hynny'n bosibl.**

**C4: Gosodwch y dewisiadau isod yn nhrefn pwysigrwydd i nodi'r flaenoriaeth a rowch i newidiadau posibl yr hoffech eu gweld i wasanaethau trên ICWC. Dywedwch ble y byddai hyn a'ch rhesymau pam pan fydd hynny'n bosibl**

<b>Problem</b>	<b>Nodwch eich barn ar gyfer y ewisiadau hyn (1 = mwyaf o flaenoriaeth i 5 = lleiaf o flaenoriaeth)</b>	<b>Dywedwch ble y byddai hyn a'ch rhesymau pam pan fydd hynny'n bosibl</b>
<b>Cyflymu'r gwasanaeth i deithwyr teithiau pell er enghraifft trwy newid yr aros mewn gorsafoedd prin eu defnydd</b>		
<b>Cyflwyno arosiadau newydd i ddarparu gwasanaethau i gyrchfannau nad ydynt ar hyn o bryd yn cael eu gwasanaethu yn uniongyrchol gan y rhyddfrait ICWC.</b>		
<b>Cyfnewid arosfan bresennol am un arall i gynyddu'r cyrchfannau nad ydynt yn cael eu gwasanaethu'n uniongyrchol gan y rhyddfrait ICWC.</b>		
<b>Addasu lefel y gwasanaeth (e.e. min nos, penwythnos) i</b>		

<i>gyfateb yn well â'r galw.</i>		
<i>Cefnogi datblygiad economaidd y trefi a'r dinasoedd a wasanaethir gan y rhyddfrait yn well er enghraifft trwy gynyddu/gostwng gwasanaethau ar gyfer teithio tymhorol (e.e. twristiaeth, gwyliau) neu ar gyfer digwyddiad pwysig (e.e. cyngerdd neu ddigwyddiad chwaraeon).</i>		
<i>Gwella cysylltiadau gyda gwasanaethau trên eraill fel rhan o deithiau pellach.</i>		
<i>Dal trenau yn ôl mewn gorsafoedd ar gyfer trenau sy'n cysylltu.</i>		

B - Gwasanaethau Trên: Capasiti

<b>C5: Ar sail eich taith, a allwch chi nodi a ydych yn ystyried y dylid rhoi blaenoriaeth i naill ai:</b>	
<i>Diogelu capasiti pellter maith ar drenau; neu</i>	
<i>Ddarparu'r dewis mwyaf o weithredwyr ar deithiau pellter byr.</i>	
Pan fydd hynny'n bosibl rhowch y rhesymau am eich ateb	

<b>C6: Pa ddulliau ydych chi'n feddwl allai alluogi rhagor o bobl i deithio a gwella gallu'r rheilffordd i ddarparu ar gyfer cynnydd yn nifer y teithwyr?</b>
<b>Pan fydd hynny'n bosibl rhowch y rhesymau am eich ateb.</b>

C - Cymunedau, treftadaeth a rheilffordd gynaliadwy: Cefnogi'r gymuned

<b>C7: Ar sail eich gwybodaeth am eich ardal/gorsaf leol, sut y gall y gweithredwr trên ICWC newydd:</b>	
a) <i>Wella gwasanaethau rheilffordd (gan gynnwys yr holl swyddogaethau cefnogi y bydd arnynt eu hangen) mewn modd sy'n parchu a helpu i gynnal yr amgylchedd?</i>	
b) <i>Gefnogi twf economaidd yr ardaloedd y mae'n eu gwasanaethu yn well?</i>	
c) <i>Wella ei gefnogaeth i'w weithlu a'i ddatblygu?</i>	
d) <i>Chwarae mwy o ran wrth gefnogi a gwella'r gymuned y mae'n ei gwasanaethu, treftadaeth y rheilffordd a helpu i datblygu gorsafoedd yn ganolfannau i'r gymuned?</i>	
e) <i>Wella'r gwasanaethau a gynigir i leihau gwahaniaethu a hybu cyfartaledd cyfle i bobl o grwpiau sy'n cael eu diogelu<sup>2</sup>?</i>	

C - Cymunedau, treftadaeth a rheilffordd gynaliadwy: Gorsafoedd i deithwyr a chymunedau

<b>C8: Rhestrwch, os gwelwch yn dda, yn nhrefn blaenoriaeth, y pum cyfleuster y byddech yn dymuno eu gweld yn cael eu gwella neu eu cyflwyno yn yr orsaf/y gorsafoedd a wasanaethir gan Ryddfraint ICWC</b>	
<b>Rhowch enw'r orsaf/ y gorsafoedd a pham eich bod yn meddwl bod angen y gwelliannau yma.</b>	
a) <i>yr ydych yn eu defnyddio; neu</i>	
b) <i>fel rhywun nad yw'n eu defnyddio fyddai yn eich annog i ddefnyddio'r rhwydwaith rheilffyrdd.</i>	

<sup>2</sup> Gellir gweld rhestr o'r grwpiau sy'n cael eu diogelu trwy ddefnyddio'r ddolen hon <http://www.equalityhumanrights.com/private-and-public-sector-guidance/guidance-all/protected-characteristics>

D - Y daith gyfan: Gwneud y rheilffordd yn fwy hygyrch i bawb

<b>C9: Wrth feddwl am y teithiau a wnewch neu yr ydych wedi eu gwneud ar ICWC, neu ar daith y gallech ei gwneud ar yr ICWC ond eich bod wedi penderfynu defnyddio dull teithio arall yn hytrach na hynny:</b>	
<i>pa newidiadau penodol y gellid eu gwneud i wneud y rheilffordd yn haws i gael mynediad iddi ac felly yn fwy deniadol i'w defnyddio; a</i>	
<i>pham eich bod yn meddwl y gallai'r newidiadau hyn helpu?</i>	

D - Y daith gyfan: Prisiau, tocynnau a thalu am eich taith

<b>C10: Beth yn eich barn chi allai gweithredwr trenau ICWC yn y dyfodol ei wneud i foderneiddio a gwella profiad y cwsmeriaid o ran tocynnau? Rhowch eich barn ar yr elfennau neu rannau o'r gwasanaeth y dylai gweithredwr y trên eu hystyried wrth ddatblygu eu cynlluniau tocynnau a gwerthu tocynnau.</b>

Meysydd eraill heb eu trafod

<b>C11: Os oes unrhyw feysydd ychwanegol yr ydych yn meddwl eu bod yn bwysig i ni ystyried materion nad ydynt wedi cael eu trin yn yr ymgynghoriad hwn, esboniwch nhw yma os gwelwch yn dda.</b>

Beth fydd yn digwydd nesaf?

Ar ôl i'r broses ymgynghori ddod i ben, bydd DfT yn dadansoddi'r holl ymatebion ac yn eu defnyddio fel sail ar gyfer yr hyn y byddwn yn ei gynnwys yn y fanyleb – y ddogfen sy'n nodi

beth yr ydym am i weithredwr y rhyddfrait ICWC newydd ei ddarparu. Byddwn yn cyhoeddi adroddiad ar wefan GOV.UK a fydd yn crynhoi barn y cyhoedd a rhanddeiliaid a sut y maent wedi cael eu bwydo i'r fanyleb. Bydd hon yn ddogfen gyfeirio allweddol i'r ceiswyr, a disgwylir iddi gael ei chyhoeddi ym mis Tachwedd 2016.

## Rhyddid Gwybodaeth a Diogelu Data

Gellir cyhoeddi neu ddatgelu gwybodaeth a ddarperir mewn ymateb i'r ymgynghoriad hwn, yn cynnwys gwybodaeth bersonol, yn unol â'r Ddeddf Rhyddid Gwybodaeth 2000 neu'r Rheoliadau Gwybodaeth Amgylcheddol 2004.

Os ydych am i wybodaeth a ddarparwch aros yn gyfrinachol, dylech fod yn ymwybodol fod yna God Ymarfer dan y Ddeddf Rhyddid Gwybodaeth y mae'n rhaid i awdurdodau cyhoeddus gydymffurfio ag o ac sy'n delio â rhwymedigaethau cyfrinachedd, ymysg pethau eraill.

O ganlyniad, byddai'n ddefnyddiol pe gallech esbonio i ni pam yr ydych yn ystyried fod yr wybodaeth yr ydych wedi ei darparu i ni yn gyfrinachol. Os byddwn yn derbyn cais i ddatgelu'r wybodaeth, byddwn yn rhoi ystyriaeth lawn i'ch esboniad, ond ni allwn roi sicrwydd y gellir cynnal cyfrinachedd dan bob amgylchiad. Ni ystyrir ymwadiad cyfrinachedd awtomatig a gynhyrchir gan eich system TG, ynddo'i hun, i fod yn rhwymol i'r DfT.

Bydd y DfT yn prosesu eich data personol yn unol â'r Ddeddf Diogelu Data 1998 a, gan amlaf, bydd hyn yn golygu na ddatgelir eich data personol i drydedd plaid. Gall ymatebion unigol gael eu rhannu gydag ymgeiswyr ar ffurf ddiennw fel rhan o'r gystadleuaeth am y rhyddfrait.

Trwy ddarparu data personol i ymateb i'r ymgynghoriad hwn, eich bod yn cydsynio i'r DfT, neu drydydd plaid dan gontract i'r DfT, sy'n prosesu eich data personol ar gyfer diben dadansoddi ymatebion i'r ymgynghoriad hwn.

Bydd o gymorth i'r DfT, petai fel rhan o'i dadansoddiad o'r ymatebion i'r ymgynghoriad hwn, yn gallu ystyried data personol penodol y gallwch ddymuno ei roi wrth ymateb i'r ymgynghoriad. Wrth roi eich ymateb i'r DfT trwy e-bost neu'r post dynodwch a ydych yn caniatáu i'r DfT, neu drydydd plaid dan gontract i'r DfT, brosesu eich data personol ar gyfer diben dadansoddi ymatebion i'r ymgynghoriad hwn.

Nodwch a ydych yn caniatáu i'r DfT neu drydydd partïon a gontractir i'r DfT brosesu'ch data personol sensitif er y diben hwn ac i'ch ymateb i'r ymgynghoriad gael ei rannu gydag ymgeiswyr ar ffurf anhysbys fel rhan o'r gystadleuaeth rhyddfrait.	
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|---|--|
| <ul style="list-style-type: none"><li>• Rhoddaf fy nghaniatâd</li></ul>   |  |
| <ul style="list-style-type: none"><li>• Ni roddaf fy nghaniatâd</li></ul> |  |