

# Cardiff Crossrail

## Phase 1A

Cardiff Central to Cardiff Bay

## Draft Consultation Report



### Cam 1 Cledrau Croesi Caerdydd Cardiff Crossrail Phase 1

Caerdydd Canolog i'r Bae  
Cardiff Central to the Bay



Funded by  
UK Government



Wedi ei ariannu gan  
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## 1. Executive summary

### 1.1. Report objective

1.1.1. Cardiff Council is applying for an Order under the Transport and Works Act 1992 (the TWAO) with the support of Transport for Wales (TfW) to authorise a highways and tramway scheme to Callaghan Square, Cardiff. This report summarises the consultation undertaken during the development of the proposal for the Cardiff Crossrail Phase 1A scheme and the response to this consultation.

### 1.2. Project background

1.2.1. The Cardiff Crossrail project is a joint venture by both Cardiff Council and TfW (referred to in this document as 'us' and 'we').

1.2.2. Cardiff Crossrail Phase 1A will involve the creation of a new tramway between Cardiff Central railway station and Cardiff Bay, connecting the two by rail for the very first time.

1.2.3. The project forms part of the wider Cardiff Crossrail vision presented by Cardiff Council in their Transport White Paper (2019) and is jointly funded by the UK and Welsh governments. Cardiff Council was awarded £50 million from the UK government and a further £50 million from the Welsh Government to design, develop and deliver a solution that will result in improved connectivity between the centre of Cardiff and Cardiff Bay.

1.2.4. The Cardiff Crossrail scheme will align fully with our South Wales Metro aspirations and form part of the Core Valley Lines transformation.

### 1.3. Approach to consultation

1.3.1. Cardiff Council and TfW's approach to consultation on Cardiff Crossrail was undertaken in line with the requirements of the Transport and Works Act 1992<sup>1</sup> (the Act) and associated guidance including the 2006 Transport and Works Act Guide to Procedures (DfT, 2006).<sup>2</sup>

1.3.2. A wide range of stakeholders were identified at the outset of the project as likely to have an interest in the Cardiff Crossrail project, as referenced in the Consultation Commitment<sup>3</sup> document; published in August 2024. This document outlined our plans for consulting on the

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<sup>1</sup> [Transport and Works Act 1992](#)

<sup>2</sup> [The Transport and Works \(Applications and Objections Procedure\) \(England and Wales\) Rules 2006](#)

<sup>3</sup> [Cardiff Crossrail: Phase 1A](#)



scheme, giving the public and stakeholders assurance that there would be a 6-week period for them to learn more about the scheme at this early stage and give their views.

- 1.3.3. The stakeholders defined in the Commitment included: governmental and statutory bodies; transport, travel and equalities groups; the travelling public; business and community groups and organisations; and those potentially more directly affected by the proposed works.
- 1.3.4. A public and stakeholder consultation took place in September and October 2024, lasting six weeks. This Consultation offered the opportunity for stakeholders and communities to share their thoughts and opinions on the proposal and for TfW and Cardiff Council to listen to feedback that will help continue to shape the early proposals.
- 1.3.5. During the consultation, the public was directed to the [haveyoursay.tfw.wales](https://haveyoursay.tfw.wales)<sup>4</sup> platform to provide feedback; with this platform available to access during the consultation period (16 September – 27 October 2024). This was promoted as the official channel for feedback on the proposals – with other methods of submission (emails and written) accepted where online access was not possible.
- 1.3.6. Post-consultation period, the results have been carefully considered, helping to inform decisions to be made by us on proposals to apply for a TWAO to Planning and Environment Decisions Wales in Spring 2025. This TWAO application will seek authorisation for the construction and maintenance of Phase 1A of the Cardiff Crossrail project.
- 1.3.7. Engagement with stakeholders is ongoing and should stakeholders request further discussion or wish to provide further feedback, this would be included in future versions of this report.

#### 1.4. **Response and analysis**

- 1.4.1. There were 25,407 unique visitors to our online platform [haveyoursay.tfw.wales](https://haveyoursay.tfw.wales) and we received 1,589 responses. We received a further 55 written responses from the public or stakeholders (by formal letter or email) via [engagement@tfw.wales](mailto:engagement@tfw.wales) (1,644, in total). No responses were received via post.
- 1.4.2. We also engaged with the public through 20 public engagement events and 7 workshops with 36 key stakeholders. While we encouraged the public and stakeholders who attended these events to then provide a consultation response via the [haveyoursay.tfw.wales](https://haveyoursay.tfw.wales) platform, we also completed events reports

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<sup>4</sup> [Cardiff Crossrail | Have your say by Transport for Wales](https://haveyoursay.tfw.wales)



that captured sentiment.

- 1.4.3. An analysis and summary of quantitative data via [haveyoursay.tfw.wales](https://haveyoursay.tfw.wales) was produced by us and presented using a high-level summary and easy-to-read graphs in section 5.
- 1.4.4. Qualitative responses were transferred to an artificial intelligence (AI) program 'Wordnerds' for initial consolidation of feedback. This was required due to the volume of responses received and to help create a structure for it for more in-depth 'human' review and analysis.
- 1.4.5. Wordnerds explores text data sets and provides a measurable result. The AI product uses 'Sentiment' scores out of 100 to analyse results which are categorised into very negative, negative, neutral and positive results.
- 1.4.6. Sentiment is scored on a scale of 0-100, and assigned at the sentence level, with each sentence given a probability of being within one of the five sentiment categories (from very negative to very positive).
- 1.4.7. The Contextual Word Embedding Model was developed by training an AI supercomputer to analyse all elements of a sentence, including grammar, syntax, word meanings and their interactions. To determine the sentiment of an entire post, the platform calculates the average sentiment score of the individual sentences. For a dataset, Wordnerds aggregates the sentiment scores of individual posts and presents the result on a 0-100 scale. While no sentiment analysis is entirely accurate, Wordnerds achieves an accuracy of approximately 90-95%.
- 1.4.8. The UK Government Planning Inspectorate recognises the potential of AI to support this work and acknowledges that its use can be beneficial when applied transparently.
- 1.4.9. The content supplied to Wordnerds is made up of all qualitative responses from the haveyoursay survey, emails and letters from stakeholders, presentations to stakeholders and event reports. The data in this report was analysed November 2024 and delivered on 17 December 2024. TfW confirm that we are the responsible owners of the data, and it is used lawfully and accurately. Any personal data gathered complies with TfW's data protection statement<sup>5</sup>.
- 1.4.10. The Wordnerds consolidated feedback was then reviewed and analysed in detail by our teams ahead of the preparation of this report.

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<sup>5</sup> [Privacy Statement | Transport for Wales](#)



## 1.5. **Consultation overview**

### 1.5.1. Key themes across all engagement methods were:

- a) Active travel
- b) Tram-train
- c) Highways
- d) Green spaces
- e) Public spaces
- f) Safety
- g) Connectivity (with other modes).

## 1.6. **Summary conclusions**

1.6.1. Cardiff Council and TfW are committed to public and stakeholder engagement to continue to help shape our work and will continue to do so throughout the Cardiff Crossrail TWAO process. Following the initial AI consolidation of feedback, we've reviewed the responses received during the initial public consultation period and all feedback obtained during the continuous stakeholder engagement.

1.6.2. This feedback has helped shape the early scheme design in several areas. Should the TWAO be successful, we are committed to continuing to engage with stakeholders, businesses and residential communities in the vicinity on the proposals further as well as on the construction programme ahead of it commencing.



## 2. Introduction

### 2.1. Project overview

- 2.1.1. The Cardiff Crossrail project is a joint venture by both TfW and Cardiff Council (referred to in this document as 'us' and 'we'). Cardiff Crossrail Phase 1a will involve the creation of a new tramway between Cardiff Central railway station and Cardiff Bay, connecting the two by rail for the very first time.
- 2.1.2. The project forms part of the wider Cardiff Crossrail vision presented by Cardiff Council in their Transport White Paper (2019) and is jointly funded by the UK and Welsh governments. Cardiff Council was awarded £50 million from the UK government and a further £50 million from the Welsh Government to design, develop and deliver a solution that will result in improved connectivity between the centre of Cardiff and the Bay.
- 2.1.3. The Cardiff Crossrail scheme will align fully with our South Wales Metro aspirations and form part of the Core Valley Lines transformation.
- 2.1.4. The scope of the Cardiff Crossrail project is outlined in the original Levelling Up Fund bid as follows:
- a) An extension from the Bay Line to Cardiff Central via Callaghan Square with ramps and raised track to link with existing Bay Line and segregated track connecting through Callaghan Square to Cardiff Central.
  - b) New, two platform station stop at Cardiff Central railway station with interchange at Cardiff Central.
  - c) Additional (third) platform at Cardiff Bay.
  - d) Extensive public realm enhancement works across the route to connect neighbouring communities, places and attractions.
  - e) Ready extendibility to align with further regeneration.
  - f) Phase 1B results in an improved transport link from Cardiff Bay to Pierhead Street and will form part of a separate consultation depending on further funding.



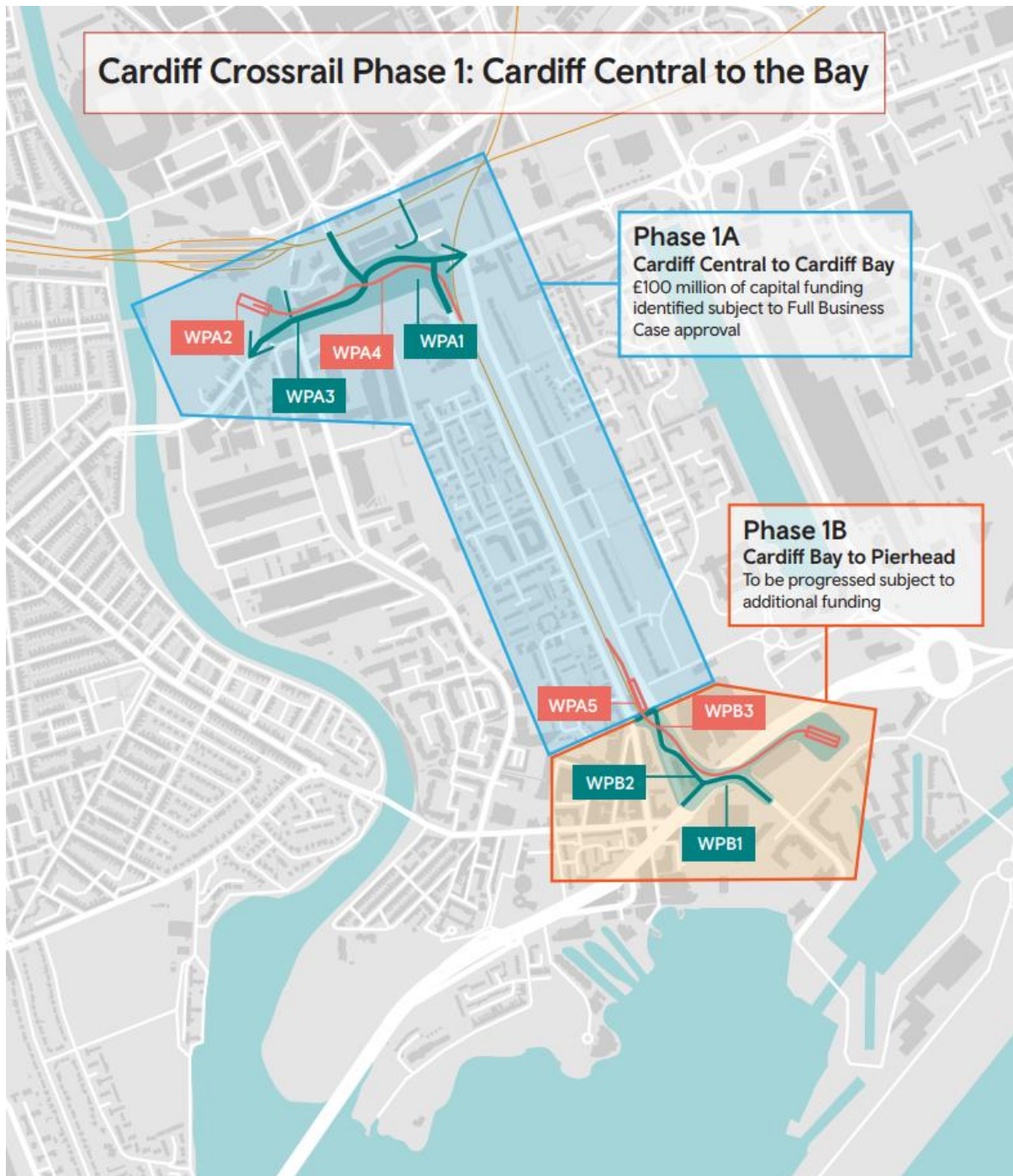


Figure 1: Plan showing the location of the Cardiff Crossrail proposed worksites and route of the tramway

## 2.2. The applicants

- 2.2.1. Cardiff Council is one of the 22 local authorities operating across Wales, with a remit to oversee services such as education, housing, social care, waste management, environmental health and transport (including highways) in the Cardiff area.
- 2.2.2. The council currently focuses on three key themes: stronger, fairer, and greener. These themes have guided its work and direction for



the past decade and will continue to shape its priorities over the next five years. The themes are as follows:

- a) A stronger city, with an economy creating and sustaining well-paid jobs, with an education system that helps our young people reach their potential, with good, affordable housing in safe, confident and empowered communities, all supported by well-resourced, efficient public services.
- b) A fairer city, where the opportunities of living in Cardiff can be enjoyed by everyone, whatever their background, where those suffering the effects of poverty are protected and supported, where a fair day's work receives a fair day's pay, and where every citizen is valued and feels valued.
- c) A greener city which, through the One Planet Cardiff programme, takes a lead on responding to the climate emergency, which celebrates and nurtures biodiversity, with high-quality open spaces within easy reach for rest and play, which are connected by convenient, accessible, safe sustainable transport options.

2.2.3. Transport for Wales (TfW) is a not-for-profit company and wholly owned subsidiary of the Welsh Government. We're responsible for the promotion of sustainable transport options and the provision of a fully integrated and accessible rail network that benefits communities across Wales.

2.2.4. TfW's purpose is to provide sustainable transport services that keep Wales moving. We want more people to choose public transport, walking, wheeling and cycling over using the car. This modal shift in journey planning is supported by Llwybr Newydd: The Wales transport strategy 2021 which has sustainability at its heart and is imperative to respond to the climate emergency.

2.2.5. TfW is committed to working closely with partner organisations, stakeholders, communities, customers and members of the public to ensure that we create a public transport system that is wholly shaped by the needs of the people we serve.

### 2.3. **Compliance with regulatory requirements**

2.3.1. A Transport and Works Act (TWA) Order is a statutory instrument made under the Transport and Works Act 1992. It allows an organisation to apply for an order that grants wide-ranging powers for a railway or tramway project.

2.3.2. TfW confirms that all those named in column (2) of Schedules 5<sup>6</sup> and 6<sup>7</sup> to Transport and Works (Application and Objections Procedure)

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<sup>6</sup> [The Transport and Works \(Applications and Objections Procedure\) \(England and Wales\) Rules 2006](#)

<sup>7</sup> [The Transport and Works \(Applications and Objections Procedure\) \(England and Wales\) Rules 2006](#)



(England and Wales) Rules 2006 (the 2006 Rules), who are relevant to the application have been consulted. Details are provided in [Appendix B, section 8.2.](#)



### 3. Approach to consultation

#### 3.1. Introduction

3.1.1. Prior to the launch of the public consultation, a Consultation Commitment<sup>8</sup> was published. This outlined our commitment to engagement with both stakeholders and the public. Our consultation timeline was as follows:

- a) The publishing of the Commitment document (2 August 2024)
- b) Consultation phase 1A (16 September to 27 October 2024)
- c) Collation of feedback and compilation of a resulting consultation report (28 October 2024 to 13 January 2025)
- d) The submission of this report (circa 13 January 2025).

#### 3.1.2. Timeline



#### 3.2. What did we consult on?

3.2.1. We consulted on a single design option for the proposed tram-train route between Cardiff Central station and the Bay. However, there were multiple elements that TfW and Cardiff Council will require input and opinion regarding. We invited contributions to hear views on, but not limited to, the following elements:

Figure 2: Project timeline

<sup>8</sup> [Cardiff Crossrail: Phase 1A](#)



- a) General feedback on the Cardiff Crossrail scheme and public enthusiasm towards it.
- b) Infrastructure developments (what could this look and feel like for users).
- c) The look, feel and accessibility of the terminus station at Central as well as Cardiff Bay Station Design features (accessibility and how we can design and deliver best practice will be a key theme).
- d) Complementing active travel initiatives (what might encourage further walking, wheeling and cycling in the community and beyond).
- e) Bus connections.
- f) The build proposal and any potential effects of construction.
- g) The impact of road and rail temporary closures.
- h) Understand concerns and objections as well as issues that could affect the proposal that the project team is not already aware of.

3.2.2. As part of the consultation, stakeholders and communities had the opportunity to consider material relating to options previously considered by TfW and Cardiff Council to improve connectivity between Cardiff Central and Cardiff Bay. They also had the opportunity to consider information on the option identified by TfW and Cardiff Council for consideration which was the subject of the current consultation.

3.2.3. We wanted to understand the thoughts and opinions of the community, service users and potential service users, our customers, and key stakeholders on these elements. The consultation will also allow us to understand the impact this and potential future developments in the area will have on the lives of the local communities and businesses present.

### 3.3. **Who did we consult?**

3.3.1. The consultation was open to everyone who has an interest in the Cardiff Crossrail project. TfW and Cardiff Council encouraged a diverse range of views on the project. Many stakeholders were consulted in accordance with specific requirements set out in rules governing the promotion of TWAO. As part of that community engagement, a zone of interest in the project, affecting residents and businesses in Butetown and central Cardiff were identified for targeted consultation – map shown in [Appendix C, section 8.3](#). More generally the following bodies/groups were consulted as part of the consultation process:

3.3.2. Transport for Wales and Cardiff Council, Panels and Forums

3.3.2.1. In Spring 2020, Transport for Wales established its Advisory Architecture because of recommendations made by the Senedd's



Economy, Infrastructure and Skills committee in their report - The Future Development of Transport for Wales (May 2019).

- 3.3.2.2. The Architecture is made up of representatives from customers, government, industry and persons of protected characteristics. Each forum or panel within the architecture provide feedback, scrutiny and advice to Transport for Wales on a wide range of topics and issues, ensuring that we are listening, liaising and receiving steer directly from the user groups and communities across our Wales and borders network.
- 3.3.2.3. The TfW Regional Stakeholder Forum and TfW Accessibility and Inclusion Panel were provided with a presentation and question and answers session as part of the Cardiff Crossrail consultation engagement. Additional stakeholders from all other forums were made aware of the Crossrail project via email correspondence.
- 3.3.2.4. Cardiff Council also have an established architecture for committees, panels and forums. The Cardiff Accessibility and Equality Group (CAEG) is made up of members of protected characteristics. This group was also provided with a presentation and opportunity for questions to be answered during the public consultation period.
- 3.3.3. Rail and transport stakeholders
  - 3.3.3.1. This group of stakeholders were kept informed using various methods of engagement including stakeholder emails, invitations to workshops and staff engagement sessions at Cardiff Central station. Information on the consultation was also shared through our internal channels to engage our colleagues.
- 3.3.4. Westminster and UK government (with interest in the Cardiff Local Authority)
  - 3.3.4.1. As co-funder, UK government have and will continue to be engaged and kept up to date with project developments throughout the full project lifecycle, monthly.
- 3.3.5. Senedd Cymru and the Welsh Government (with interest in the Cardiff Local Authority)
  - 3.3.5.1. We have not directly engaged with the Senedd on this scheme but have provided updates to this stakeholder during public events. We also shared the launch of the consultation with these stakeholders and welcomed follow-up briefings should they require them.



- 3.3.6. Cardiff Council Cabinet and local ward councillors
  - 3.3.6.1. Cardiff Council has and will continue to be kept up to date with project developments throughout the full project lifecycle monthly.
- 3.3.7. Local community and businesses
  - 3.3.7.1. A letter was sent to all residents and businesses in Butetown and large part of central Cardiff, (as specified under the Highways Act 1980) – [see Appendix C, section 8.3.](#)
  - 3.3.7.2. Businesses and community members also had opportunities to engage with us during any of our 20 public and stakeholder drop-in and station ‘pop up’ events – see Appendix A, or 4 stakeholder workshops – [see Appendix B, section 8.2.](#)
  - 3.3.7.3. Some businesses who could potentially be affected more by the scheme attended one-to-one meetings with Cardiff Council.
- 3.3.8. Environmental groups
  - 3.3.8.1. Statutory environmental bodies were mapped and highlighted pre-consultation during our Environmental Impact Assessment screening through Planning and Environment Wales. This information was made publicly available during the consultation via the [haveyoursay.tfw.wales](https://haveyoursay.tfw.wales) platform. This information was also shared with CADW, National Resources Wales, Network Rail and Cardiff Council.
- 3.3.9. Leisure and tourism venues and relevant listed buildings
  - 3.3.9.1. The Environmental Screening process highlighted stakeholders with interest or ownership of listed buildings. The buildings or monuments listed along or near the proposed route include Cardiff Central station, the statue in Callaghan Square, Cart Road Underbridge and the Flat building on Lloyd George Avenue. All listed buildings or monuments are owned or managed by Cardiff Council and CADW. Both stakeholders were engaged throughout the process and invited to respond to the consultation via the platform.
- 3.3.10. Local interest groups: residents’ associations, environmental groups and activists
  - 3.3.10.1. Advice was sought from TfW Active Travel and sustainability team to ensure suitable stakeholders were engaged with across the Wales and borders network. A stakeholder mapping exercise also identified residents’ associations and local interest groups in the southern arc of Cardiff and surrounding areas. Any groups that were not highlighted through this process were captured in our wider public



advertising campaigns. Resident Associations also had direct engagement through presentations and offers of meetings.

- 3.3.11. The wider public: passengers and potential passengers
  - 3.3.11.1. 6 of the 20 public and stakeholder engagement sessions were held at railway or bus stations across Cardiff, to ensure engagement was had with our wider public travelling from outside of Cardiff but may have interest in the scheme. These sessions were promoted through our social media channels. We also wrote to residents to promote the consultation and the drop-ins. A multi-channel advertising campaign was carried out to drive traffic to the consultation platform. The paid for media focused on the catchment area for the scheme and included social media advertising, out of home advertising, digital advertising and mobile advertising. This activity was complemented by organic social media content regularly shared throughout the consultation period. We also monitored comments received on the scheme on our social media channels and encouraged those users to share their comments via the online consultation platform.
- 3.3.12. Specialists, developers, infrastructure owners, utilities
  - 3.3.12.1. Pre-consultation meetings were held with local developers to better understand their requirements and local interests. Developers were offered the opportunity to attend public events and stakeholder workshops, TfW Stakeholder Forum and TfW Communications Working Group.
  - 3.3.12.2. Utility contacts identified through Datamap Wales as utilities within the proposed network area were contacted pre-consultation by email and offered the opportunity to query any proposed plans. Engagement is ongoing with all utilities within the area.
- 3.3.13. Protected characteristic groups
  - 3.3.13.1. The project has undertaken a Disability Impact Assessment as part of this project stage. This has helped to inform decisions which have then been discussed with our Access and Inclusion groups. TfW's Accessibility and Inclusion Panel and Cardiff Council's Accessibility and Equality Group were engaged with throughout the public consultation period. Their responses were recorded under the stakeholder consultation area.
- 3.3.14. Statutory undertakers and other public bodies
  - 3.3.14.1. Under Rule 10 (2) (d) of the TWAO Rules 2006, an applicant for a TWAO is required to confirm, in the consultation report, that the organisations mentioned in Schedules 5 and 6 to the TWAO Rules





2006 has received a copy of the application documents or be served with notice of the making of the application.

3.3.14.2. TfW confirms that all those named in column (2) of Schedules 5 and 6 to the TWAO Rules 2006 have been consulted – [see Appendix B, section 8.2.](#) for engagement with stakeholders. Appendix B highlights which stakeholders fall under Schedules 5 or 6.

3.3.15. Landowners

3.3.15.1. A small group of stakeholders have been engaged pre, during and post consultation to discuss requirements for land transfer that relates to both the highway and tramway elements.

3.3.16. Emergency services

3.3.16.1. A range of emergency services provide services in the area proposed for the project and were provided with the email for consultation launch. In addition, emergency services are engaged through the Metro Central Security Steering Group and Travel Safer meetings.

#### 3.4. **Methods and promotion of consultation**

3.4.1. We wanted to ensure that the consultation reached as wide an audience as possible so that anyone interested in the proposal could have their say on the plans. Evidence of resources can be found in [Appendices C to L, section 8.3. to 8.13.](#) To do this, we used the following promotion opportunities, methods and resources:

- a) haveyoursay.tfw.wales consultation platform – accessible to all – hosted on the TfW 'haveyoursay.tfw.wales website and containing all the above listed materials
- b) Community drop-in sessions at accessible locations showcasing all the above listed material
- c) Online and printed versions of a consultation survey
- d) QR code cards with links to the virtual platform
- e) Stakeholder forums and workshops to brief on the scheme and encourage wider promotion and participation
- f) Use of social media platforms (paid and organic such as Facebook, Instagram, Twitter/X and LinkedIn)
- g) Use of public engagement platforms (such as YouGov)
- h) E-bulletins to stakeholders
- i) Multi-channel advertising campaign with a focus on the scheme catchment area. The campaign included social media advertising, out of home advertising, digital advertising and mobile advertising
- j) Partner organisation resources – Local Authority/Welsh Government, Cardiff business improvement district (BID)ID,



- Community Councils newsletters, website, blogs, social media platforms and elected members networks.
- k) TfW and Cardiff Council media press release
  - l) Direct contact with all lineside neighbours and businesses/properties via letter
  - m) Stakeholder forums and workshops.
- 3.4.2. A large portion of the engagement involved meeting with members of the public in face-to-face community meetings and station 'pop up' events. This offered those interested a chance to ask questions about the project and gain a greater understanding of what we are looking to achieve. The meetings took the form of community 'drop in' sessions and were advertised widely using mainstream and social media options. They were also presented on the dedicated project web page<sup>9</sup> and haveyoursay.tfw.wales page. The drop-in sessions were facilitated and attended by members of the project, design and communications teams of both TfW and Cardiff Council.
- 3.4.3. Station 'pop up' events were largely similar only with less information on display owing to the outdoor nature of some of the events and space constraints. The station events were advertised in the full schedule of events so that those with an interest could plan ahead to visit us, but also offered the opportunity for us to promote the consultation to those outside of the zone of interest by capturing responses of frequent and infrequent passengers to and from the stations listed.
- 3.4.4. Attendees at events and those passing through stations received business-style cards with QR codes to take them through to the haveyoursay.tfw.wales consultation platform and survey where they were able to review all material and supporting information at their leisure and then give their feedback formally.
- 3.4.5. A schedule of the community drop-in and station 'pop up' events can be found in [Appendix A, section 8.1](#). The face-to-face meetings were complemented with paid and organic social media/online engagement which promoted the consultation and encouraged people to visit the haveyoursay.tfw.wales consultation platform to give their response. We used popular social media platforms to ensure that a diverse range of opinions were collected from members of the public. This engagement involved the use of dedicated social media graphics and posts with the survey link embedded.
- 3.4.6. Social media channels were used to provide CGI fly-through animations and interview-style content to engage with users. The platforms also allow for the embedding of the survey link in each post. We worked with mainstream media outlets including print and

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<sup>9</sup> [Cardiff Crossrail phase 1 | Transport for Wales](#)



online newspapers (mentioned above) to ensure those who do not use social media were also informed of the project. This took the form of a press release and paid advertisements.

3.4.7. As part of the continued engagement undertaken throughout the consultation phase, we also hosted four stakeholder workshops and meetings – two online and two in person. The workshops allowed us to work closely with stakeholders to gather their insight on the project and the consultation process, including the consultation commitment and the choice of materials and resources used to capture the thoughts and opinions of all those interested in the work being undertaken.

3.4.8. The workshops provided an opportunity for us to prompt our stakeholder partners to support the consultation process by encouraging wide participation through their networks.

### 3.5. **Equality and diversity**

3.5.1. There are nine protected characteristics as outlined in the Equality Act 2010. The act empowers and protects those who identify as one or more of the protected characteristics, ensuring that they do not face discrimination for a characteristic they possess. TfW and Cardiff Council both have dedicated Accessibility and Inclusion Panels made up of voluntary representatives from across the nine protected characteristic areas. They were engaged with as part of Cardiff Crossrail. We also ensured that our engagement material and activities were as inclusive as possible for members of the wider public. We worked with community stakeholders to ensure we provide opportunities for all input to the consultation, including voices seldom heard.

### 3.6. **haveyoursay.tfw.wales**

3.6.1. haveyoursay.tfw.wales is TfW's digital community engagement hub where the public and stakeholders can share their views and help shape the way Wales travels. It is an online engagement and consultation platform, providing a space to share ideas on our plans and proposals. It can be used to discuss, consult and inform. The platform uses widgets to share information on the plans and tools to help collate users' thoughts through survey responses and interactive tools. The platform is then used to keep the public informed on any major updates to the project.

### 3.7. **Ways to respond**

3.7.1. During the consultation period, feedback could be submitted in the following ways:



- a) The consultation platform via the haveyoursay.tfw.wales survey at haveyoursay.tfw.wales
- b) Paper copies of the survey sent via email to engagement@tfw.wales
- c) Paper copies of the survey sent via Freepost: Transport for Wales, 3 Llys Cadwyn, Pontypridd, Rhondda Cynon Taff, CF37 4TH
- d) The closing date for responses via Freepost, email or via our consultation platform was 27 October 2024. Responses received via social media or via the Tfw contact form were not formally recorded as part of the consultation but were encouraged to complete the haveyoursay.tfw.wales survey.

### 3.8. Public consultation activities

#### 3.8.1. Public campaigns

3.8.1.1. In August 2024, we published our consultation commitment<sup>10</sup> which is a document setting out how we planned to engage communities and stakeholders on this phase of consultation for the scheme. The consultation commitment was shared on Tfw's website, and we promoted this and the public consultation on our social media channels, along with a promotional video, and shared with stakeholders and the community. This content was also re-shared on Cardiff Council's and other partners' social media channels.

3.8.1.2. When we launched the consultation, a publicity campaign was undertaken to drive traffic to the online consultation platform and encourage participation throughout the consultation period.

3.8.1.3. A variety of communications methods were used to raise awareness of the project, consultation and public drop-ins. These included:

- a) 15/09/2024 – web page update with link to consultation platform
- b) 15/09/2024 – press release shared under embargo until the evening of 15 September
- c) 16/09/2024 – media call at Cardiff Bay station with interviews offered with spokespersons of Cardiff Council and Transport for Wales
- d) 16/09/2024 – letter drop to local residents and stakeholders about the launch of the consultation and public drop-ins
- e) 16/09/2024 – organic social media content including video on the consultation launch. Re-shared on Cardiff Council's channels.

3.8.1.4. Throughout the consultation period:

- a) Digital advertising on totems at Cardiff Central station and Cardiff Bus Interchange
- b) Social media posts (including Facebook, X and LinkedIn) to promote the consultation and public drop-ins

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<sup>10</sup> [Cardiff Crossrail: Phase 1A](#)



- c) Internal communications including colleague newsletter, intranet articles, all staff call update via Teams and Viva Engage content
- d) Multi-channel advertising campaign with a focus on the scheme catchment area. The campaign included:
  - Social media advertising
  - Out of home advertising (this element launched week commencing 7 October 2024) including billboards and digital billboards, and a digivan (vehicle with digital advertising screen) on 12 October 2024 that drove around key locations (Splott Road, Grangetown)
  - Digital advertising
  - Mobile advertising.

### 3.9. Public events

3.9.1. We engaged with 326 people through 20 engagement events – see list of events in [Appendix A, section 8.1.](#) These engagements included stall events and drop-in sessions at various locations in Cardiff. The consultation and events were promoted to residents using various methods.

3.9.2. Additional supporting documents included information on:

- a) Project FAQs
- b) Cardiff Crossrail Information Pack
- c) Highway Changes Information Pack
- d) Consultation Commitment
- e) Outline Business Case - Non-Technical Summary
- f) Route Design - Callaghan Square
- g) Cardiff Bay Station Design Drawing
- h) Non-technical summary – Environmental Impacts
- i) Environmental Impact Assessment Screening Decision Request.

## 4. Public consultation

### 4.1. Introduction

- 4.1.1. This section summarises the 1,589 responses received via haveyoursay.tfw.wales platform surveys, and the events reports collated between 16 September and 27 October 2024. Across all methods of engagement an overarching sentiment percentage toward the project produced from qualitative data was 18% positive, 42% neutral, and 41% negative, provided via the AI platform Wordnerds.
- 4.1.2. A summary of the bulk qualitative survey data confirmed key themes. These included that:
- a) 31% of people who use Callaghan Square, do so daily
  - b) 84% of respondents agree that the city centre should have additional greenery
  - c) 66% plan to make use of the new route
  - d) 56% agree that the new route would provide better access to work, education or accessing the arts
  - e) 60% strongly or somewhat agree that the design feels safe for wheeling or cycling and that 54% agree that the crossing locations for tramways, cycle lanes and roads feel safe.
- 4.1.3. We engaged with 326 people throughout 20 engagement events – see list of events in [Appendix A, section 8.1](#). Several stakeholders were also in attendance at public events, including:
- a) Ahmed Saleh Mohammed & Sons
  - b) Cardiff Third Sector Charity (C3SC)
  - c) Butetown Community Centre
  - d) Live Nation
  - e) Atlantic Wharf Association
  - f) Sustrans
  - g) Legal and General
  - h) NCP
  - i) Savilles
  - j) St David's Shopping Centre
  - k) CAVC
  - l) Railfuture
  - m) NAT Travel
  - n) FOR Cardiff
  - o) Sustrans
  - p) Ward Councillors
  - q) Vinci
  - r) GWR
  - s) BTP
  - t) Public Health Wales



- u) Cardiff Bus employees
- v) St Davids Hotel
- w) Senedd
- x) Makers Guild
- y) Norwegian Church
- z) Cardiff Boat Tours
- aa) Wales Millennium Centre
- bb) Red Dragon Centre
- cc) Cardiff Council
- dd) Cogitamus
- ee) Rightacres
- ff) GB Cargo
- gg) RNIB Cymru
- hh) Atlantic Wharf Residents
- ii) Cardiff Bus
- jj) Cardiff Central station employees
- kk) HMRC
- ll) South Wales Islamic Centre
- mm) Vaughan Gething MS
- nn) St Mary's Church
- oo) Alun Michaels (Former First Secretary of Wales (Title First Minster today)).
- pp) St Mary's Primary School
- qq) Cardiff Accessibility and Equality Group (CAEG).

#### 4.2. **Haveyoursay survey summary;**

- 4.2.1. This section summarises the consultation responses received and our response to these.
- 4.2.2. There were 25,407 unique visitors to our online platform [haveyoursay.tfw.wales](https://haveyoursay.tfw.wales) and we received 1,589 responses. We received a further 55 written responses from the public or stakeholders (by formal letter or email) via [engagement@tfw.wales](mailto:engagement@tfw.wales) (1,644, in total). No responses were received via post.
- 4.2.3. We also engaged with the public through 20 public engagement events and held seven engagements with 36 key stakeholders.
- 4.2.4. The survey via our [haveyoursay.tfw.wales](https://haveyoursay.tfw.wales) platform included 15 questions. Every response was reviewed and the individual comments coded to one or more themes as appropriate, using the specialist tool 'Wordnerds'. Most responses include comments on multiple themes and this is reflected in the data shown. Verbatim responses were manually extracted throughout the analysis by Wordnerds and selected due to good examples of trends in insight.



### 4.3. Demographics

4.3.1. It is important to us that our consultation was accessible to all. We therefore promoted the consultation widely and proactively sought contribution from a diverse range of respondents and voices seldom heard. This is reflected in our additional (optional) equality and diversity questions within the survey.

Age	Those aged 25 - 29 were the age range most responsive and those over 80 years old were least responsive. Engagement sessions were offered at different times of the day, in various locations. Stakeholder workshops were offered both online and in-person to ensure it was accessible for all demographics. Figure 3 (below) demonstrates the age of survey responses against the percentage of population living in Butetown. This analysis helps to demonstrate that our responses relatively reflect the age of the targeted location, however, does demonstrate a higher number of responses between the ages of 35 – 64, in comparison to local ages.
Gender	61% identified as male, 33% as female, 3% non-binary and 4% preferred not to say or provided additional information.
Disability	Out of 895 responses, 17% considered themselves disabled or another definition under the Equality Act 2010 and 3% preferred not to say.  This number may be reflective of the targeted community engagement undertaken to provide tactile maps and accessible information via the haveyoursay.tfw.wales platform and via workshops held with protected characteristic groups.
Ethnicity	The majority of respondents (81%) identified as White English, Welsh, Scottish, Northern Irish or British.  To encourage responses from diverse communities, we included the additional top three spoken languages from Butetown in our core consultation material and offered the surveys in additional languages, upon request. Engagement was completed in all communities within Butetown, Grangetown, Adamsdown, Riverside and Splott and was promoted via local councillors, social media and through local community Facebook hubs.
Location	Those who responded to the question relating to where they resided were predominately from within Cardiff and its neighbouring authorities (78%). The additional 22% of responses were from seven other local authorities in Wales and one local authority in England. A further breakdown of local authority and sub-locations can be found in Figure 3, below.
Welsh speaker	72% of respondents were not Welsh speakers, 24% were fluent Welsh speakers and 4% preferred not to say. The haveyoursay.tfw.wales platform was launched in Welsh and English. It was promoted bilingually on all promotional materials. There were 24 surveys completed in Welsh and the Welsh landing page was visited 2,248 times.



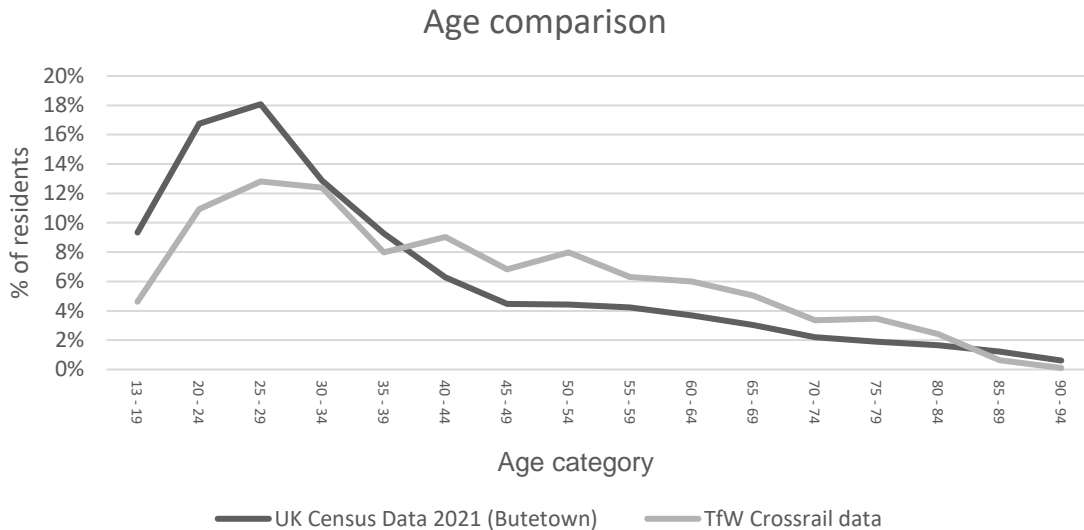


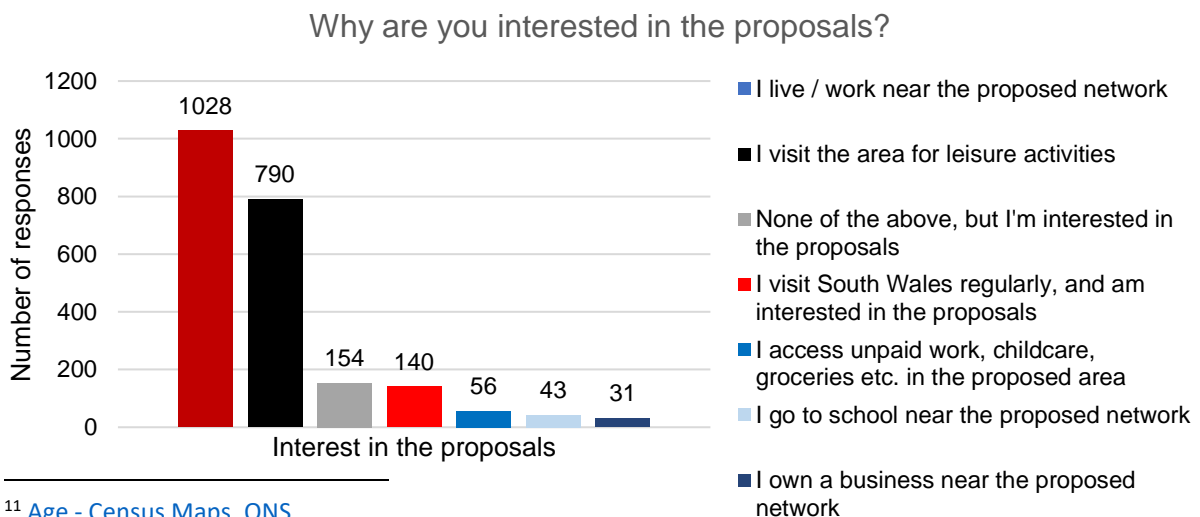
Figure 2: Age of respondents as a comparison to age UK Census data 2021<sup>11</sup>

#### 4.4. Response summary – Quantitative data

4.4.1. This data includes responses from both the public and responses via the haveyoursay.tfw.wales survey on behalf of organisations. Consultation feedback received via other methods e.g. letters, drop-in events, workshops and emails will be under ‘Stakeholder Summary’, section 6. The survey questions are highlighted in bold and below it is a summary of the response to that survey question.

4.4.2. Why are you interested in these proposals?

4.4.3. 65% of respondents (1,589 responses) live or work near the proposed network, with 50% visiting the area for leisure activities. Only 8% of respondents stated that they were interested due to owning a business, attending school or accessing things such as unpaid work, childcare or groceries in the area.



<sup>11</sup> [Age - Census Maps, ONS](#)

Figure 3: 1,589 responses



4.4.4. To what extent do you agree that the city needs a direct mass transit link, which could eventually run from northwest of the city, all the way to the east of the city connecting with the proposed Parkway railway station, to connect some of the most deprived communities in Cardiff

4.4.5. 76% of respondents (1,571 responses) either strongly or somewhat agree that a mass transit link was needed within the city. 19% strongly or somewhat disagree.

To what extent do you agree that the city needs a direct mass transit link

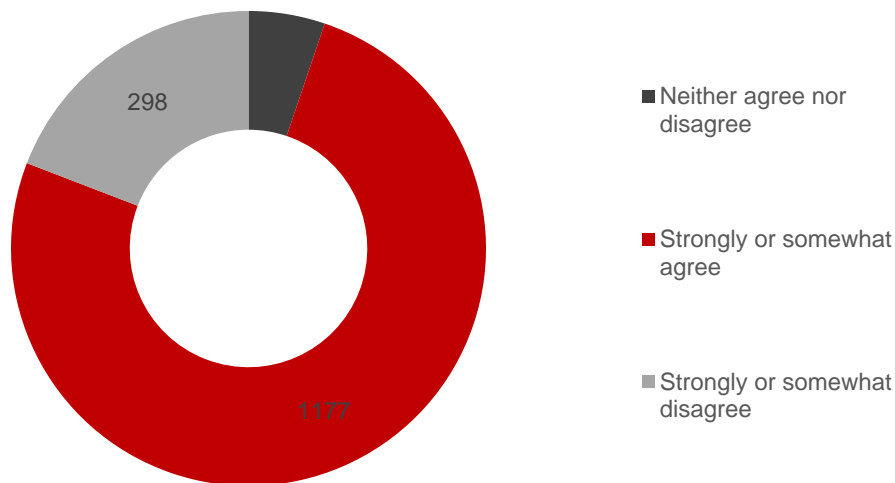


Figure 4: 1,571 responses

4.4.6. To what extent do you agree with the following aspects of the proposals

4.4.7. 84% of respondents (1,573 responses) strongly or somewhat agree that the city centre should add additional green spaces. 72% strongly or somewhat agree that improved pathways and increased public realm will benefit the city. 63% of respondents strongly or somewhat agree with a new segregated cycleway across Callaghan Square, with 27% strongly or somewhat disagreeing.



### To what extent do you agree with the following proposals

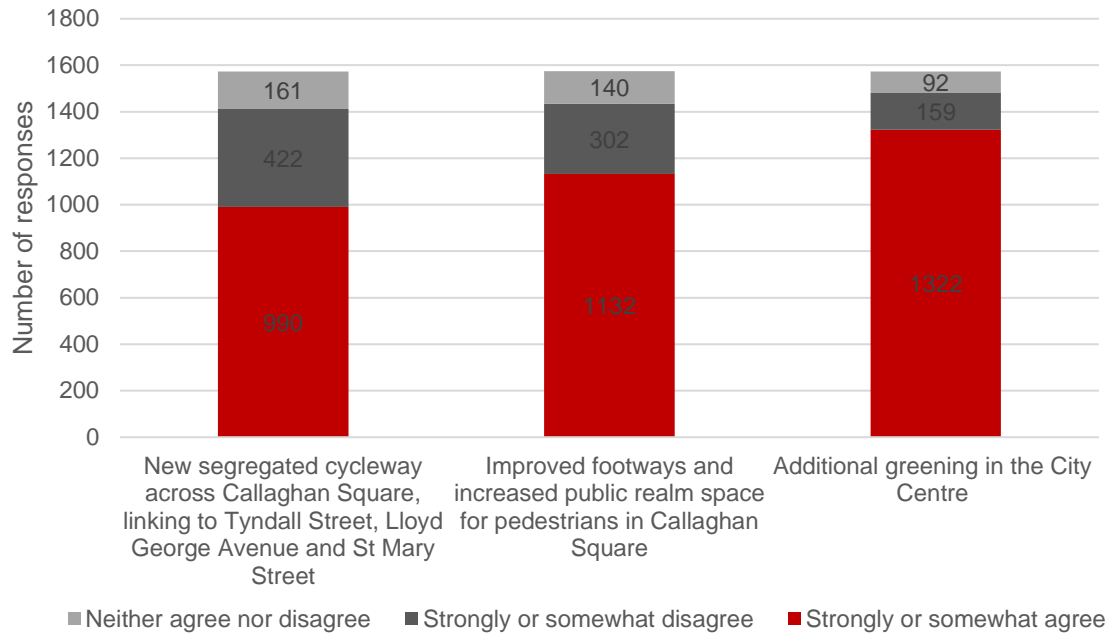


Figure 5: 1,573 responses

#### 4.4.8. Do you use any of the roads affected by the proposals?

4.4.9. The roads most used by respondents (1,472 responses) were Penarth Road, with 65% who use this road, followed by 64% of respondents who use Callaghan Square, 58% who use Bute Street and 58% who use St Mary Street.

### Do you use any of the roads affected by the proposals?

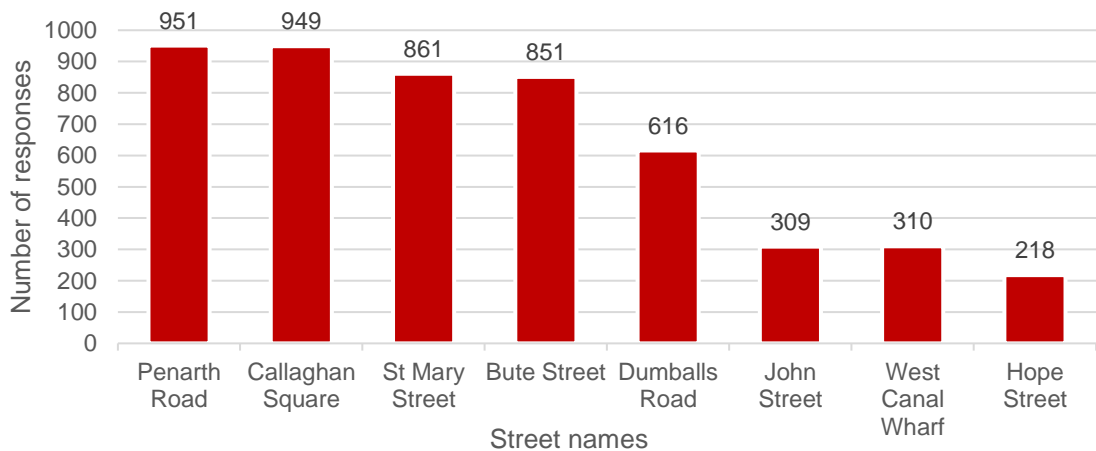


Figure 6: 1,472 responses



4.4.10. How regularly do you use these roads?

4.4.11. 60% of respondents (885) use these roads either once a week or daily. 16% use the roads a few times per year.

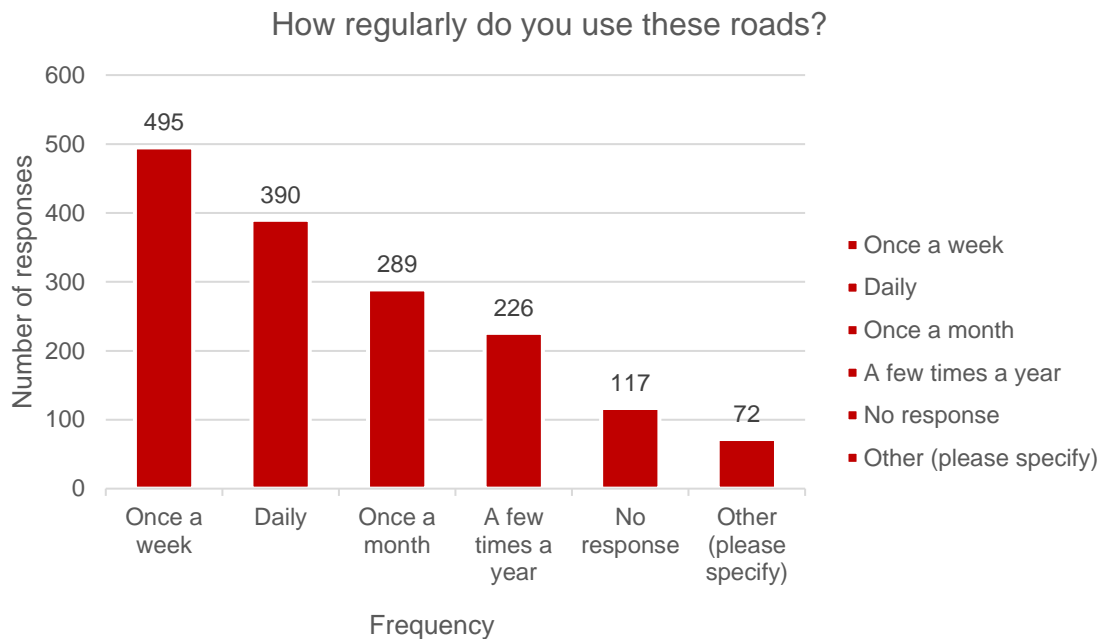


Figure 7

4.4.12. To what extent would you agree with the following statements: "From the design I have seen..."

4.4.13. All statements received at least 54% of respondents strongly or somewhat agreeing with the statements.

4.4.14. 66% (1,564 total responses) strongly or somewhat agree that they plan to make use of the route. 65% strongly or somewhat supported the proposals. 64% strongly or somewhat agree that it'll improve the visual impact of the area. 63% strongly or somewhat agree that it appears accessible and easy to navigate.

4.4.15. The statement most disagree with was that it would improve their access to work education and the arts, with 31% strongly or somewhat disagreeing. 28% of respondents strongly or somewhat disagree that they support the proposals or that the proposals appear well integrated with the local community.



### To what extent would you agree with the following statements: "From the design I have seen..."

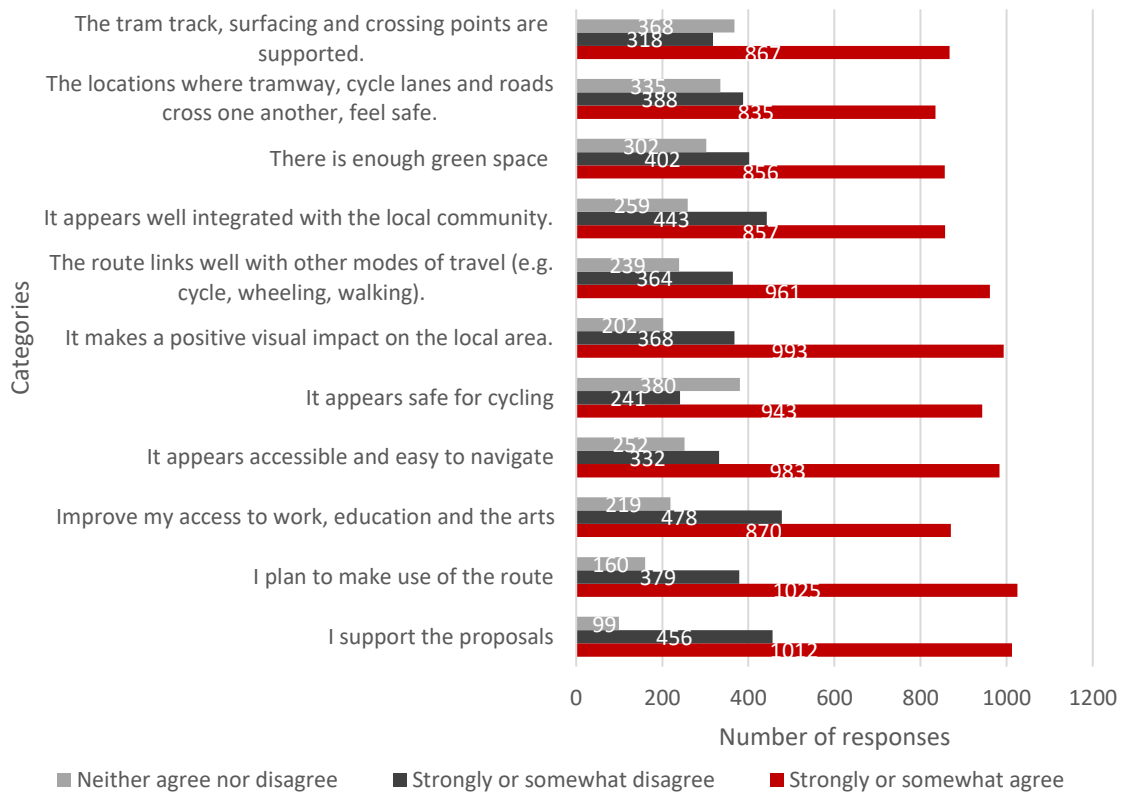


Figure 8: 1,564 responses

#### 4.5. Qualitative data

4.5.1. The following quantitative questions were asked in the survey and have been summarised using recurring themes. There were 4,106 free text survey responses. The overall sentiment was 60% being positive or neutral and 40% being negative. The questions included:

- a) What other features or amenities would you like to see on the route?
- b) Do you have any comments on the walking, wheeling and cycling provisions?
- c) Do you have any further comments about the tramway route proposals?
- d) Do you have any suggestions for us to consider minimising disruption whilst delivering the project?
- e) Is there anything we need to consider in our plans that would enable you to use this public transport link?
- f) How will the proposal affect the sustainability of Welsh speaking and other non-English language communities (both positive and/or adverse effects)?



g) Do you have any further concerns or comments?

4.5.2. Our Wordnerds data provided a summary of the responses per theme and includes a selection of verbatim feedback. TfW and Cardiff Council will issue a response to each theme based on respondent's feedback, sentiment and comments.

### A. Highways and roads

4.5.3. Road layout

4.5.3.1. A large volume of responses includes a mention of road layouts. Within these, 34% of respondents discussed the impact on traffic and congestion, 22% on cycling and 19% on walking. Respondents noted the importance of cyclists and pedestrians having appropriate access during road closures (cyclists should not have to dismount) and that these changes are clearly communicated, and diversions signposted to them.

4.5.4. Verbatim responses include:

4.5.4.1. "There needs to be better provision for driving in to town. The imposition of cycle lanes and bus lanes has exacerbated the traffic situation."

4.5.4.2. "I think limiting the capacity on the road will become a bit of an issue for congestion in the area and the possibility of cars blocking the trams in some ways. The road is already quite busy being dual lanes so there is concern reducing this will only cause more congestion in the area."

4.5.4.3. "Make sure there are enough lanes for the cars without having to cause too much traffic."

4.5.4.4. "I am also concerned about road access (for pick-up and drop-off) to Cardiff Central station, which seems complex and will lead to congestion."

4.5.5. Parking

4.5.5.1. 72% of the responses related to parking were on 'road layouts' and 37% to leisure. Specifically, respondents were concerned about access to car parks at St David's and John Lewis and congestion that queuing cars could cause. There were calls for improved or new Park and Ride services, as part of a co-ordinated traffic-control project. Some people would also like to see improved or free parking at Cardiff Bay to allow people to take the tram into the city centre.



- 4.5.6. Verbatim responses include:
  - 4.5.6.1. “Free parking in Cardiff Bay, which would encourage more people to use the tramway as a route into the city rather than driving.”
  - 4.5.6.2. “Consider the wider Impact to the city, as forcing traffic to access to St David car park from one road will cause tailbacks across the city and further exacerbate the traffic issues caused by the car park location.”
  - 4.5.6.3. “...through-traffic is going to get caught up in the John Lewis car park queue, causing gridlock - but having looked in more detail it appears that traffic won't actually be able to reach the car park...where exactly is all this displaced traffic expected to go?”
  - 4.5.6.4. “Car parking in central Cardiff is already at a premium and many people use the station car park when travelling any distance.”
  - 4.5.6.5. “Maybe have some cycle parking at strategic points, e.g., the main platforms at central station?”
- 4.5.7. Penarth Road
  - 4.5.7.1. Some respondents recommended that cycle lanes should continue through Penarth Road and further north to avoid any abrupt ending of cycle lanes. It was also recommended that cycle lanes are clearly segregated on one-way roads and potentially given two-way lanes where possible, with the widening of pavements for pedestrian safety.
- 4.5.8. Callaghan Square
  - 4.5.8.1. Callaghan Square is mentioned in 16% of responses related to roads, raising issues over the reduction in lanes in an already very busy area. Worries were expressed over the temporary and permanent impact of this on traffic for residents and impact on accessing car parks for visitors that use this area. The connection between the Square and Bute Street is key for traffic flow. Walking and cycling routes clearly defined as the square is a busy space and all modes of transport will intersect here.
- 4.5.9. Bute Street
  - 4.5.9.1. The proposed closure to vehicles drives the Bute Street data, with 60% of this data referring to road closure. The connection with Bute Street is raised in 15% of these responses.
- 4.5.10. Verbatim responses include:



- 4.5.10.1. "I would say I'm a little concerned as to what impact closing off the exit from Bute Street to Callaghan Square would have on traffic in the area, and whether it would make the area more difficult to navigate in peak times with high traffic across the rest of the city from this."
  - 4.5.10.2. "The closure of Bute Street North/John Street from the junction with Penarth Road will cause chaos for drivers trying to get to/from the city centre car parks."
  - 4.5.10.3. "The bike lanes are a massive improvement...it would be better if there were also these bike lanes along Bute Street."
  - 4.5.11. Dumballs Road
    - 4.5.11.1. Respondents noted services for Dumballs Road, referring to a proposed coach interchange, or re-routing the tramway here. We see a few mentions of safety in this area also highlighted.
  - 4.5.12. Verbatim responses include:
    - 4.5.12.1. "Cardiff Councils large tract of land between Bute St & Dumballs Rd which has been mentioned in council as a possible site for an integrated coach interchange - has access to this been explored?"
    - 4.5.12.2. "Also, at the end of Dumballs Rd as you approach the station, it feels very unsafe, particularly for women travelling at late/early hours."
  - 4.5.13. **Feedback has been acknowledged by Cardiff Council and TfW. Our response is currently in review and this document will be updated ahead of the TWAO application.**
- A. Modes of transport (tram-train, cycles, wheeling, pedestrians, bus, train, taxi)**
- 4.5.14. When respondents reference 'trains', 37% of them discuss the current routes, and feel they are already serviced by public transport through Queen Street and direct trains and buses between the city centre and Cardiff Bay. Many suggest that future phases of these plans and potential expansions are more important and will have a bigger impact.
  - 4.5.15. The current reliability of train and bus services is highlighted as a concern within responses, suggesting the money would be better spent on improving current services. The frequency of the new tram service is viewed as critical to its success. Due to the short distance, if they are not running very frequently then they will not be used.
  - 4.5.16. The integration of the tram platforms to the rest of central station should be considered. 11% of respondents felt it would improve links





to access the wider city centre to other areas of Cardiff.

- 4.5.17. 10% of respondents said the project will only make an impact once a station is added in east Cardiff and that it should be prioritised within this phase and 4% discussed the need for linking more 'deprived' areas to the centre of Cardiff.
- 4.5.18. Respondents often wrote about bus and train services interchangeably with comments focusing on the proposed route, existing services and ticketing. Respondents reference that a third form of transport is unnecessary, and that time and money should be spent on improving existing bus and train services (for example, smooth connectivity between services and increasing services). In addition, the tram will only add to traffic and congestion.
- 4.5.19. Verbatim responses include:
- 4.5.19.1. “We need to spend the money on improving the public transport we already have. More efficient buses and bus routes are what we need. There is already a direct train from Cardiff Bay into the City Centre.”
- 4.5.19.2. “TfW need to ensure this is integrated into the wider rail network. There is a view amongst many people that this amounts to a Bay-centric project...”
- 4.5.19.3. “Cardiff bay is already connected well, with buses and the existing train. Surely connecting other areas of the city such as the north and west parts of Cardiff, would encourage people to start using the tramway into the city centre, reducing the number of cars coming into city centre.”
- 4.5.20. Some respondents were keen to point out that true connectivity lies in frequent tram services, that run late into the night. Suggestions included the ability to purchase integrated tickets for travel within Cardiff, but also for travel into Cardiff. Single tickets, zonal and day passes are also all mentioned.
- 4.5.21. Smart tickets and contactless methods are encouraged as being cost effective and easier for visitors to the area to navigate. Services should also be affordable to ensure the service is a success, with 9% stating it should be free. Of the responses relating to modes of transport, 13% of respondents mentioned Cardiff Central station. The comments related to ticketing and respondents said National Rail tickets should be accepted.
- 4.5.22. Verbatim responses include:
- 4.5.23. “Single ticket for bus rail and tram from the valleys.”



- 4.5.24. "Train tickets need to be interconnected with national rail tickets"
- 4.5.25. "A monthly ticket system for all public transport in Cardiff, one ticket that could be used on the tram, bus, train etc"
- 4.5.26. "A one for all ticket, bus, tram and train similar to London network."
- 4.5.27. Respondents focused on the frequency of services and having a timetable that is on a regular servicing pattern.
- 4.5.28. Verbatim responses include:
- 4.5.28.1. "Frequent trams. If the trams are frequent then I could definitely see myself using the amenities down the bay, e.g. bars/pubs and then coming back into town. Currently, however, due to low frequency of trains it just ends up taking too long."
- 4.5.28.2. "Really really simple and obvious timetabling is crucial...knowing that EG a tram leaves Cardiff Bay at exactly every 10 minutes, would make things so much simpler - Lining up schedules and making it really really simple to transfer from one system to another would also be great."
- 4.5.29. **Feedback has been acknowledged by Cardiff Council and TfW. Our response is currently in review and this document will be updated ahead of the TWAO application.**

## B. Active travel

- 4.5.30. Cycling was the biggest theme in this category and accounted for 10% of all survey responses. Respondents often used cycling and walking interchangeably. Primarily, they are concerned about the safety of these two groups and how they intersect.
- 4.5.31. Some respondents criticised the addition of lanes, citing lack of use by current cyclists on existing cycleways. The reduction of car lanes for cycle lanes is not universally well received with 23% respondents expressing concerns over congestion. Respondents also note that cycle lanes are not currently well connected in the city.
- 4.5.32. Verbatim responses include:
- 4.5.32.1. "Yes, a waste of money as have been all the other cycle lanes, how can you have cycle lanes which are hardly used, only used by delivery riders on electric bikes riding faster than cars taking up lanes as big as cars"
- 4.5.32.2. "I support segregated bike paths in principle, and I will definitely be using them, but the bike paths in the proposal are too far removed from the roads they correspond with. I worry that if the bike path is



not adjacent to the road, then cyclists will continue to cycle on the road rather than the bike path.”

- 4.5.33. 34% of responses mention the need to include segregated routes for safety. The separation of cyclist and pedestrians is viewed as key to safety and should be enforced. They also feel that separating cyclists from vehicles is welcomed. Respondents want to know more about the routes. Suggestions include that cycle paths connect well with the rest of the city, do not create a less direct route and safety should be considered.
- 4.5.34. Verbatim responses include:
  - 4.5.34.1. “More segregated cycle paths are exactly what Cardiff needs to modernise itself, this is a huge step in the right direction.”
  - 4.5.34.2. “I like the wider pavement areas for walking and the segregation of cycle lanes is good as it will keep cyclists away from cars.”
  - 4.5.34.3. “Safe lighting, better connectivity of cycle ways that don't cross pedestrian routes.”
  - 4.5.34.4. “Make sure the cycle lanes are linked up to each other well, as some of Cardiff's cycle lanes struggle for this”
  - 4.5.34.5. “The disconnection of the bay to the city centre for bikes is something that really really needs fixing.”
  - 4.5.34.6. “You can currently walk and cycle between central and the bay, but you wouldn't want to because it's perceived as a rough area. What will be done to make the route feel safe?”
- 4.5.35. **Feedback has been acknowledged by Cardiff Council and TfW. Our response is currently in review and this document will be updated ahead of the TWAO application.**

### C. Accessibility

- 4.5.36. In terms of percentage volumes, safety issues are slightly more prevalent in the responses from those identified as being disabled.
- 4.5.37. Respondents write about their safety in terms of getting wheelchairs caught in tram lines and how people with visual impairment will cross safely. This relates to 13% of responses that mention crossings.
- 4.5.38. Respondents also commented on the fact that trams are very quiet and/or silent and the possible safety implications this may have for disabled people, particularly individuals who are visually impaired or have slow mobility.



4.5.39. 15% of respondents who mention safety discuss wheelchair access. These comments relate to the need for level boarding. There are also additional worries over disabled or elderly people crossing tram areas and cyclists not sticking to designated lanes and routes.

4.5.40. Verbatim comments include:

4.5.40.1. "I love the train way, but don't like the high floor trams. I feel this would be better is the tran [sic] are more European style with low floor and bus style tram stops."

4.5.40.2. "Flat transfers for buggies/wheelchairs/less abled."

4.5.41. **Feedback has been acknowledged by Cardiff Council and TfW. Our response is currently in review and this document will be updated ahead of the TWAO application.**

#### **D. Safety**

4.5.42. Respondents commented that the crossing points are too far apart, which will encourage dangerous crossing at other points on the route. Pedestrian considerations should include walkways on both sides of the road to minimise unsafe crossing areas.

4.5.43. Respondents questioned whether the plans demonstrate enough bike storage. They want to ensure that bike storage is secure enough, suggesting that 'bike garages' are the best solution.

4.5.44. Verbatim responses include:

4.5.44.1. "The more you can safely accommodate cycling the better. It's unsafe to leave your bike in this area as crime is very high. Prevent it from happening by giving provision for safe bike garages. Bike stands won't cut it im [sic] afraid as they use bolt cutters."

4.5.45. There were concerns around crime and anti-social behaviour. Respondents noted that the proposed route takes tram-travellers through areas of high crime. Respondents want to feel safe when using the tram in these areas, as well as on the train. Respondents were keen to see effective lighting plans, especially as the tram route is likely to be used at night. Respondents also commented on mitigating the risk of fare evasion.

4.5.46. Verbatim responses include:

4.5.46.1. "It's no use having these "spot checks" where revenue staff stand at one station all day. The trans [sic] will need onboard staff who have REAL powers to deal with fare evaders."



- 4.5.46.2. “Will there be security on the trams as they are travelling through a rough part of Cardiff?”
- 4.5.46.3. “CCTV and actions taken to make people feel safe in this area of street drug use.”
- 4.5.47. 51% of the safety data relates to cycling with concerns about cyclists, pedestrians and trams all interacting in the same area. To improve their feelings of safety while using various modes of transport, responses have suggested the use of well-lit, signposted walkways and cycleways. Respondents also listed a need to protect pedestrians from bicycles (specifically e-bikes), easily and consistently identifiable cycle tracks and tram tracks to avoid unnecessary or unsafe crossing and visual or sound alerts when trams are crossing.
- 4.5.48. Verbatim responses include:
- 4.5.48.1. “As a pedestrian, I wouldn’t trust cyclists not to cut across pedestrian areas, and as a driver I would feel slightly on edge watching out for trams, pedestrians and cyclists all moving in the same area at the same time in different directions.”
- 4.5.48.2. “Cycle lanes are always tricky, because cyclists very rarely seem to stop at traffic lights for pedestrians. I don’t know how safe it would be...especially if the the pedestrian traffic involves large crowds of people...after large events in the city centre.”
- 4.5.48.3. “Please ensure segregated cycle paths are wide enough as pedestrians will inevitably walk on them so wide enough that cyclists can pass safely.”
- 4.5.49. The key issues were who will have right of way (particularly at crossing points), how people will know who has right of way and how will it be enforced. Suggestions for mitigating concerns around cyclists being a danger to other users included cycle lanes and walkways being wide enough for bikes and pedestrians.
- 4.5.50. Verbatim responses include:
- 4.5.50.1. “People will be cutting across the green reservations as the crossings are so far apart. The cycle lanes appear to cross tram tracks and the road frequently with no bridge / underpass. Bear in mind, the trams will be quiet if not silent.”
- 4.5.50.2. “Please plan the bike crossings so it’s really obvious who has priority, other road users will tend to assume they have priority over bikes at all times because bikes can stop easily.”



- 4.5.50.3. “...it would be helpful if traffic signals prioritised pedestrians and cyclists to avoid extremely long waits for crossing lights, which simply encourages jaywalking and dangerous crossing.”
- 4.5.50.4. “...the existence of tram lines in the road at points I may need cross the road frankly as a blind person scares me. Without knowing how I could walk in the area safely, the tramway would make me actively avoid the area completely.”
- 4.5.51. The data does suggest that respondents want to see visible staff at stops, stations and on trams. Some respondents do recognise that the tram will be a safe alternative to walking in some areas along the route, again identifying the safety of women specifically.
- 4.5.52. Verbatim responses include:
- 4.5.52.1. “Staff present in stations to help women feel safe, especially at night.”
- 4.5.52.2. “It would give women a way to travel between areas alone / in the dark / etc. more safely, avoiding having to walk unsafe roads such as Bute Street and Dumballs Road.”
- 4.5.52.3. “Well-lit and signposted walkways and crossings and segregated, well-lit and signposted cycle ways.”
- 4.5.53. **Feedback has been acknowledged by Cardiff Council and TfW. Our response is currently in review and this document will be updated ahead of the TWAO application.**

## E. Green spaces

- 4.5.54. Some respondents would prefer to see green spaces over retail development. Respondents wrote broadly about the Crossrail plans and the need to ensure that negative environmental impact is minimal and for consideration of the environment during the construction phase. Respondents highlighted that plans should consider the environmental harm and loss of green space and ensure it does not outweigh the proposed environmental benefits.
- 4.5.55. There was no consensus around the issue of trees, with some respondents suggesting that the plans go far enough or too far while others want to see more trees, bushes and hedges. Respondents wanted to see more greenery in general to support climate issues, make the area more attractive, reduce noise, provide shade and help to differentiate between different ‘tracks’ for safety. Several comments related to the upkeep of the new spaces, ensuring that weeds are not allowed to grow uncontrolled and that rain gardens do not become littered. Some respondents also requested that the



tramway should be a green track rather than concrete.

- 4.5.56. Verbatim responses include:
- 4.5.56.1. “The design here...makes the park areas far more accessible by removing the overly complex and isolating road network. Nice cooling tree cover looks very prevalent too.”
- 4.5.56.2. “Walking provision requires good shade / tree cover from the sun. This area gets very very hot in full sun in summer.”
- 4.5.56.3. “The amount of trees seems a little excessive and may be somewhat of a visual blocker for different types of traffic. Spreading and thinning the amount of trees (in the diagram for example, maybe only use one every other tree?), replacing them with smaller fauna such as bushes or flowers might be better.”
- 4.5.56.4. “Other methods such as using bushes and fencing to effectively separate the tracks from the pedestrian realm/road could be employed.”
- 4.5.56.5. “Callaghan Square looks very empty - more greenery is needed there to avoid it becoming a bare, grey, wind tunnel like Central Square.”
- 4.5.56.6. “Use native trees, not just whatever’s cheap and fast growing (American sequoia, spruce, et cetera) as this will better protect local ecosystems.”
- 4.5.56.7. “The use of grass around/on the tram tracks will deter people from walking on them and enable higher tram speeds as well as safer operation.”
- 4.5.56.8. “Rain gardens have proved to be a sore subject in areas where these have been implemented being unmaintained and generally becoming traps for litter.”
- 4.5.57. **Feedback has been acknowledged by Cardiff Council and TfW. Our response is currently in review and this document will be updated ahead of the TWAO application.**

## F. Public spaces

- 4.5.58. Comments about leisure drive the public spaces category and, almost without exception, this relates to skateboarding. Other smaller issues raised are that the tram could link better to the sports villages and arena to support crowds traveling to events.
- 4.5.59. In a wider look at public spaces, 26% of comments relate to the layout of the tram line in relation to the road. Respondents suggest



that, if these two tracks were to run parallel, then more useable areas could be created and developed into public spaces with a purpose.

- 4.5.60. Often referred to as Bute Square, Callaghan Square has always been part of skateboarding's historical and cultural heritage in Cardiff. It is famous for its skateboarding community, with large-scale events and regular visitors. Some respondents are passionate about keeping this alive. There are calls to develop Callaghan Square so that it can be enjoyed safely by skateboarders and pedestrians. Suggested developments include seating, food stalls, market stalls and a tram stop.
- 4.5.61. Verbatim responses include:
- 4.5.61.1. "Bute Square is a popular spot for the skateboarding community, drawing enthusiasts from outside of Wales and serving as a central hub for the active skateboarding scene in South Wales. These proposals significantly disrupt this space without offering any alternative options."
- 4.5.61.2. "Bute square has always been a hub for the younger generation to hang out/skateboard and ride bmx. The lack of pedestrians passing or spending time there has made it safe to do so whilst not bothering shoppers or security. It would be a huge lose to the Skate and Bmx community of Cardiff to lose this spot completely. We would like to see it still open for these activities at the same time as it evolves, maybe with new skateable features still out of the public's way where it is safe for everyone."
- 4.5.61.3. "Callaghan Square is the main Cardiff attraction for skaters all across the UK to come to. There has been numerous events in Callaghan Square with extremely large turnouts so this should be considered in the planning."
- 4.5.61.4. "I visit Cardiff from Germany, just to come and skate and visit the young subcultural scenes and communities. I really think it is sad and it will make Cardiff less livable and less inviting to visit."
- 4.5.62. Respondents noted that they would like to see multi-purpose space to support both pedestrians and skateboarding, with open space for seating and temporary food and retail stalls. Retail spaces should be small businesses and local to Cardiff.
- 4.5.63. Some additional comments suggested the need to include play areas, art, sculpture and planting to the area.
- 4.5.64. Some respondents commented that if the tramway route were to hug the road alignment at Callaghan Square, then it would free up more land to the south, adjacent to the current disused site that could





promote future development. This would also reduce the corridor for smaller public open spaces, which are usually left with no purpose.

4.5.65. Verbatim responses include:

4.5.65.1. “It’s a shame the plans don’t extend over to the ice hockey arena/sports village. This part of the bay is extremely lacking in public transport, and I strongly believe that a tramway connecting this part of the bay would help to enhance the overall experience of Cardiff Bay.”

4.5.66. **Feedback has been acknowledged by Cardiff Council and TfW. Our response is currently in review and this document will be updated ahead of the TWAO application.**



## 5. Stakeholder responses

### 5.1. Introduction

5.1.1. Of the 34 responses received from stakeholders via formal letter or during our stakeholder workshops, 88% referenced highways. The sentiment of the highways theme was 52, indicating a neutral sentiment.

5.1.2. Safety was the second most discussed topic (71% of respondents), with a neutral sentiment of 49. The most positive sentiment scores were related to reliability, accessibility and cost.

5.1.3. The themes below summarise the data received via formal stakeholder letters, workshops, presentations and email. When analysing stakeholder specific data, 55% commented on the need for more detail and resources to understand the proposal, including visuals and maps which will be actioned as a result on this report, prior to the TWAO application.

#### A. Highways and roads

5.1.4. Overall, feedback relating to highways concluded that stakeholders wanted further information on traffic management procedures and to be able to input into the design and proposed options. This would include

- a) input for major city centre event days
- b) the construction period to mitigate concerns around safe, effective and efficient operation to businesses in central square.

5.1.5. Comments also related to the closure of Bute Street, with concerns for residents, taxi drivers and church visitors and the impact this may have on congestion and access. Stakeholders also mentioned the use of cycle lanes and their impact on car travel, with a reduction of car lanes to create more cycle lanes not being universally welcomed.

5.1.6. Road layout

5.1.6.1. Road layouts are a key theme for stakeholders, with 65% of respondents who mention tramway routes also mentioning the disruption to road layouts. Stakeholders with an interest in 'leisure' also reference the impact road layouts can have on parking opportunities and how this can impact access to retail. A couple of suggestions reference that an additional tram stop at Callaghan Square would support retail customers.



### 5.1.7. Parking

5.1.7.1. Stakeholder responses noted that access to retail parking is fundamental to a successful tramway route, with the two needing to complement each other. Due to current traffic management procedures, many vehicles use city centre car parks to access retail units, such as John Lewis, St David's 2 and St David's. A designated car park access route will need to be considered and continuous discussion with relevant stakeholders to be undertaken.

5.1.7.2. While stakeholders understand and support the decision to put restrictions in place to limit car usage, it was suggested that many disabled people rely on cars and taxis to travel into the centre of Cardiff safely.

### 5.1.8. Verbatim responses include:

5.1.8.1. "A very large flow of vehicles gains access to the John Lewis car park and other city car parks by the link from Bute Street North under the railway. Closing that route would risk the viability of John Lewis."

5.1.8.2. "The suggestion that we use the link road ignores the inconvenience this creates for those living in NW Cardiff wishing to access the two most important car parks in the City Centre."

5.1.8.3. "Why close off Bute Street near John Lewis? You are asking for total traffic chaos! It's bad enough when people try and park in John Lewis car park at the moment, you are now going to make it even worse, but creating a bottle neck."

5.1.8.4. "There needs to be a designated car park access route (which was shown in the presentation) as there will be heavy congestion to John Lewis car park in the future, due to the scheme with various proposed road closures."

5.1.8.5. "Changes to the highway network as part of Cardiff Crossrail proposals would also impact access to the John Lewis and St David's car parks."

### 5.1.9. Penarth Road

5.1.9.1. Due to the changes in road layouts, stakeholders raised concerns about displaced traffic and the impact this will have on the Penarth Road, Clare Road and more broadly the communities of Grangetown and wider South Cardiff area. This displaced traffic may place pressure on other services if there is no mitigation in place, particularly at construction stages.

5.1.9.2. Stakeholders also noted that the current underpass will need to be improved to service future provisions and services due to the varied



groups using the area. For example, bus users, pedestrians and cyclists. Stakeholders largely agree with the plan to make Penarth Road a one-way system from the north but do suggest using a contra-flow lane for bicycles.

#### 5.1.10. Bute Street

5.1.10.1. The partial closure of Bute Street raised concerns, due to its link to communities and areas outside of Cardiff city centre, increasing the amount of traffic in and out of the city and reducing access.

5.1.10.2. It is also recommended that, to avoid the complexities of the cycle route passing through the tramline on Bute Street, the cycle route through Callaghan Square could continue on A4160, towards Herbert Street and the turn on to the top of Lloyd George Avenue.

#### 5.1.11. Verbatim responses include:

5.1.11.1. "From the drawings is not clear that the access to Bute Street, south of Callaghan Square, is maintained. It appears that it will become one-way, or some other form of restriction, that will mean it will not be possible to offer a service to and from the city centre from Bute Street to the Butetown area."

5.1.11.2. "Bute street tunnel allows visitors several options when leaving the city centre, you now think only have one option (a left turn) is the answer? You already have traffic lights there, so why not keep them and work around the new tram tracks."

5.1.11.3. "I feel I must highlight some outstanding flaws in your plans that will impact the wider Cardiff area concerning increased emissions, reduced access and manoeuvrability for journeys, and a potential increase in traffic throughout the city"

#### 5.1.12. Callaghan Square

5.1.12.1. When linking with bus services, there was some concern around the changes to accessing Callaghan Square from north of the railway line and the inability to enter and exit Bute Street from the north of Callaghan Square.

5.1.12.2. An additional stop at Callaghan Square was also welcomed due to the distance between Cardiff Central station and the new Butetown station being longer than optimal distance for an urban transit service.

#### 5.1.13. St Mary Street

5.1.13.1. It was raised that bus parking facilities on St Mary Street will be lost and this will therefore operationally impact bus services and journey



times.

5.1.13.2. It was also noted that vehicle tracking measures should be undertaken from St Mary Street to Custom House Street to demonstrate manoeuvrability of 18.5m lorries due to the requirement of deliveries.

5.1.14. Bute Terrace

5.1.14.1. Several stakeholders support the need to reduce car dependency from Bute Terrace to Callaghan Square and they see a positive improvement. A traffic or vehicle management strategy would be required to understand queuing traffic impact on Central Link, into Bute Terrace and any impact this may have on bus flow.

5.1.14.2. It is suggested that a signal-controlled right-turn could be provided from Bute Terrace to delivery areas of retail units.

5.1.14.3. Considerations for deliveries to local retail units should be thought on, due to the area largely being used as a retail, contractor and residential delivery zone. Large lorries in particular use the area and therefore a manoeuvrability measure should be undertaken. Additionally, a secondary access route should also be considered for emergencies and planned road closures.

5.1.15. Herbert Street

5.1.15.1. It is recommended that there should be a seamless extension of the cycleway along Herbert Street and Tyndall Street, connecting to the existing segregated cycleway and the Smart Bridge over the South Wales Main Line.

5.1.15.2. Stakeholders see the benefit of reducing traffic congestion at the Herbert Street junction underbridge section, allowing for widened footways and the introduction of a bidirectional cycleway under the bridge. This would join up the network with a direct route while improving safety and convenience for cyclists and pedestrians alike.

5.1.16. **Feedback has been acknowledged by Cardiff Council and TfW. Our response is currently in review and this document will be updated ahead of the TWAO application.**

## **B. Modes of transport (tram-train, cycles, wheeling, pedestrians, bus, train, taxi)**

5.1.17. Stakeholders would like to seek further understanding how taxis and buses will interface with the Crossrail project at the southern side of the railway station and any measures of mitigation.



- 5.1.18. Stakeholders have also noted that there are Hostile Vehicle Mitigation measures in places on the northside of the station and would like further clarification on how this will be managed should taxis move due to the Crossrail project.
- 5.1.19. Cardiff City centre through to Cardiff Bay is currently serviced by the baycar bus service, with other routes within the area that link much of south Cardiff to retail, health and employment opportunities. The current bus service provides a financially sustainable approach and is value for money, with stakeholders querying if the tramway route can provide the same flexibility for demand.
- 5.1.20. Concerns were raised whether journeys that people are not able to be made by rail may be lost to the public transport network, having significant impact on communities, particularly the south Cardiff network.
- 5.1.21. Stakeholders have indicated that current integration with the rest of the public transport network is limited. Stakeholders would be keen to work with TfW and Cardiff Council to improve this. Bus operators are willing to discuss options to reintroduce previous services, withdrawn post-pandemic. The plans require further integration with the local bus network. Without this, stakeholders feel the current service could be at risk.
- 5.1.22. Stakeholders would like to see appropriate physical and visual connection between the Cardiff Central station, the tram stop and 'Brains Bridge' underpass. Although this sits somewhat outside of the consultation scope, the placement of the tram platforms will influence the long term placemaking and viability potential of both Central Quay and the Network Rail site between the railway line and the tram stop.
- 5.1.23. **Feedback has been acknowledged by Cardiff Council and TfW. Our response is currently in review and this document will be updated ahead of the TWAO application.**

### C. Active travel

- 5.1.24. Stakeholders specialising in active travel, highlighted the potential the active travel proposals have on a re-alignment of the National Cycle Network and would be a vast improvement to the current network which leads to a shared user path (SUP).
- 5.1.25. The proposed cycling infrastructure is noted to be generally well-connected by respondents and offers a strong network for active travel. However, a few adjustments could further enhance the cycling experience. The Crossrail route was noted as a great opportunity in the area but concerns were also raised about how it could have a negative effect on the route if the intersections are not well



designed.

5.1.26. An active travel bridge is proposed over the River Taff alongside the Brewery Quarter development. Although it does not form part of the plans considered in this consultation, stakeholders note that it is important that active travel routes align with those plans. The new bridge should be shared use for all active travel modes, not just for pedestrians.

5.1.27. There is a concern that cycle storage has not been referenced in the proposals and stakeholders are keen to ensure that Cardiff Central station and the proposed tram stop include considerations for this.

5.1.28. **Feedback has been acknowledged by Cardiff Council and TfW. Our response is currently in review and this document will be updated ahead of the TWAO application.**

#### **D. Accessibility**

5.1.29. 57% of accessibility themed responses referenced pedestrian safety and for pavements to be pedestrian use only (including those in wheelchairs and mobility scooters). Welcoming the light rail option, one suggested it was more accessible for wheelchair users than other modes of public transport.

5.1.30. Stakeholders noted that some sections of the mapped location appear narrow in parts for pedestrians. Visually impaired individuals often walk in straight lines to navigate their surroundings. This response outlined the potential conflict between an Environmental Impact Assessment and an Equality Impact Assessment.

5.1.31. Recommendations were made by stakeholders on how to ensure proposals are accessible for older, blind and partially sighted people. These recommendations included:

- a) The importance of pre-notification and good publicity of any disruptions to public transport services or road closures, with information being both online and offline, to prevent digital exclusion.
- b) Lighting and contrasted colours to enhance wayfinding for those with low levels of vision. This plays a crucial role in distinguishing cycle tracks from footways.
- c) Having staff at tram stops to support people with accessibility requirements could mitigate potential barriers to access.
- d) Audio announcements.
- e) Physically detectable kerbs (shorelining) and different forms of tactile paving (such as blister and corduroy) that can be felt underfoot and with mobility aids. These signify to blind and partially sighted pedestrians that they are at a crossing point or that they are approaching a hazard, such as steps. Detectable



kerbs are needed to separate areas for pedestrians from all areas where vehicles are moving, including cycleways and roads. However, with the interface of multiple modes of transportation in the same area, the project will need to ensure the tactile environment does not become confusing.

- f) A green light, a rotating cone and / or audible cues at signal-controlled crossings to indicate it is safe to cross.
- g) Step-free access and the provision of good quality waiting rooms, shelters, lighting, adequate seating and accessible toilet facilities.

5.1.32. RNIB Cymru also suggested the use of their recently launched 'Key Principles for Inclusive Street Design'<sup>12</sup> tool, which provides a checklist of considerations. This checklist is recommended for use in street design to ensure safe pedestrian spaces, detectable kerbs, uncluttered pavements and accessible crossings.

5.1.33. Stakeholders also note that there is a legal requirement under the Equality Act 2010 Public Sector Equality Duty that councils assess the impact of all their schemes through an Equality Impact Assessment.

5.1.34. Verbatim responses include:

5.1.34.1. "Incorporate accessible design features, such as ramps, wide pedestrian pathways, and effective lighting to support visibility and safety. These additions will create a welcoming environment for people of all ages and abilities."

5.1.34.2. "We would like to see signal-controlled crossings at all crossings over cycleways and roads."

5.1.34.3. "We recommend that the team responsible for the Cross Rail project uses RNIB Cymru's Key Principles to test whether proposed designs are accessible and seek further specialist advice from RNIB where required."

5.1.34.4. "Crossings would be controlled and if so, how long people would have to cross using these, as certain demographics may take longer to cross especially complex crossings with several modes."

5.1.35. **Feedback has been acknowledged by Cardiff Council and TfW. Our response is currently in review and this document will be updated ahead of the TWAO application.**

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<sup>12</sup> ['Key Principles for Inclusive Street Design'](#)





## E. Safety

- 5.1.36. Responses relating to safety largely overlap with the responses received which relate to accessibility. These responses have been noted in both sections, where relevant.
- 5.1.37. Responses largely related to the safety of crossings also related to accessibility. Crossings which create level surfaces or continuous footways are deemed not safe or accessible for people with sight loss, due to the appearance and feel of a pavement over a road. This means that pedestrians cannot always tell when they are sharing an area with moving vehicles. One stakeholder recommends signal-controlled crossings, with push button boxes allowing pedestrians to request traffic to stop.
- 5.1.38. Dropped kerbs and red blister tactile paving help people with sight loss work out where these crossing points are. Zebra crossings and courtesy crossings are much less safe for pedestrians who cannot negotiate with approaching vehicles they may be unable to see, hear, or move away from. Where pedestrians cross, it is recommended that there are accessibly designed crossing points and audio announcements to indicate a tram is approaching.
- 5.1.39. Verbatim responses include:
- 5.1.39.1. "We would like to see signal-controlled crossings at all crossings over cycleways and roads."
- 5.1.40. The inclusion of segregated cycleways in the draft plans were welcomed. It is imperative to one stakeholder that cycle tracks in all forms are clearly distinguishable from the footway. This ensures the safety and accessibility of these routes for all users, particularly for those who are visually impaired. According to feedback from visually impaired people, a level difference between the cycle track and the footway is the most easily detectable form of separation. This physical distinction significantly aids in the identification and navigation of the respective paths.
- 5.1.41. Shared-use spaces (where pedestrians, cyclists, micro-mobility vehicles and other users all mix freely on one level) are not accessible or safe for blind and partially sighted people. One stakeholder noted that in the last few years, new designs have emerged in Cardiff city centre whereby cycleways run parallel to bus stops and a live cycle track must be crossed to board or alight from the bus. These designs lack the necessary accessibility features to keep people with sight loss safe.



5.1.42. **Feedback has been acknowledged by Cardiff Council and TfW. Our response is currently in review and this document will be updated ahead of the TWAO application.**

#### F. Green spaces

5.1.43. Stakeholder responses are in support of the work underway to make communities more sustainable and understands that there are certain features that need to be implemented into the built environment to promote sustainability. However, design considerations are to be made to ensure designs do not prevent people with sight loss from being able to access the area safely and independently, due to the potential for sustainable drainage (SuDS) to cause trip hazards for blind and partially sighted people. Likewise, if placed too close to a crossing, they can diminish visibility or the ability to approach the crossing and pick up the tactile paving associated with the crossing.

5.1.44. Careful consideration must be given to how to utilise the remaining space in Callaghan Square after the installation of the rail line and changes to the road's layout. Suggestions for urban green infrastructure, with a focus on heat reducing measure, to help cities stay cooler with ongoing climate change challenges.

5.1.45. Recommendations from stakeholders included:

- a) A consistent design of SuDS is developed to allow people with sight loss to understand how SuDS are integrated into the public realm.
- b) SuDS should only be implemented where there is sufficient width along the pavement.
- c) SuDS must not diminish other wayfinding features within the surroundings they are placed.
- d) SuDS should be continuous. This will help reduce the difficulty for people with sight loss using such spaces. Where they are discontinued, texture or tactile features should be used to continue the border line of the planters across the gap. This will enable people with sight loss to maintain their orientation and navigation on the pavement
- e) SuDS must be accessible with good colour and tonal contrast to enable identification, tactile/textured features to enable detection
- f) Regular maintenance of any installed planters should be carried out to maintain a good level of visibility along the pedestrian route

5.1.46. **Feedback has been acknowledged by Cardiff Council and TfW. Our response is currently in review and this document will be updated ahead of the TWAO application.**



## G. Public spaces

- 5.1.47. Stakeholders welcomed the inclusion of public seating in the placemaking vision. They noted that, for some older people, public seating can be the difference between living a full life and feeling cut-off and isolated. Without adequate seating and places to rest, accessing community areas and facilities can present a substantial challenge for older people. In Age Cymru's annual national survey (2024) some older people noted that public spaces were becoming increasingly inaccessible for older people due to the disappearance of public toilets, benches and dropped pavements.
- 5.1.48. **Feedback has been acknowledged by Cardiff Council and TfW. Our response is currently in review and this document will be updated ahead of the TWAO application.**



## **6. Contractor engagement**

- 6.1. Engagement with the contractor was not possible during the public consultation period due to coinciding with the tender timeframe. However, Cardiff Council has now appointed GRAHAM as the contractor.
- 6.2. Cardiff Council is committed to its Procurement and Social Value policies and sees Cardiff Crossrail Phase 1a as an opportunity to provide benefit for Cardiff, in particular Butetown and the surrounding areas. The project team, Cardiff Council Procurement, GRAHAM and other appointed consultancies will be working together to ensure social value is coordinated, targeted, monitored and maximised during the project delivery phase.
- 6.3. The tender process allowed the bidders to use their expertise, knowledge and innovation to reduce project cost and risk and increase benefits. It created innovative solutions by allowing pre-tender collaboration between client, contractors, designers and suppliers.

## **7. Conclusion and next steps**

- 7.1. The consultation has provided a clear summary of the concerns, needs and values relating to highway and tramway elements of Cardiff Crossrail and has gathered views of perceived challenges and barriers associated.
- 7.2. At present, information about the proposal is available at <https://haveyoursay.tfw.wales/cardiff-crossrail>. This platform includes background information on the project as well as a copy of the TWAO Order application documents and Environmental Statement.
- 7.3. Updates will be sent to stakeholders on the project's mailing list at key stages of the project's development, and to other respondents to the public consultations who provided their details and asked to be kept informed.
- 7.4. We will continue to undertake discussions with the owners, managers and occupants of the properties potentially directly affected by the proposal. These discussions will aim to identify and agree methods of mitigating the effects of construction and operational activities as far as practicably possible.
- 7.5. A TWAO is the usual way in which a new railway or tramway is authorised in England and Wales. The TWAO process allows any interested person to share their thoughts on the proposal through a consultation process and give feedback on specified elements of the project that are yet to be made final. Should the TWAO be successful, Cardiff Council and TfW are committed to continuous engagement with the business and residential communities in the vicinity and other interested parties once construction is underway.
- 7.6. To gain permission for compulsory purchase of land and buildings, undertake construction work and operate the new section of tramway, TfW has applied to the Welsh Government for a TWAO. If approved, TfW anticipates that construction will begin in early 2028.
- 7.7. As we work towards the TWAO application, Cardiff Council and TfW will work together to review responses to each theme within this report. We will then produce a public facing document and response to our stakeholders summarising our findings and actions, based on their feedback.



## 8. Appendices

### 8.1. Appendix A - Programme of Engagement

Date	Community group	No. of people engaged	Engagement type
16 September 2024	Stakeholders	6	Workshop (in-person)
16 September 2024	Butetown Community Centre	12	Community drop-in
17 September 2024	Cardiff Central station	71	Employee (and public) drop-in
18 September 2024	Norwegian Church	16	Stakeholder workshop
18 September 2024	Cardiff Bus Interchange	15	Information stall and leaflets
18 September 2024	HMRC	64	Information stall and leaflets
24 September 2024	Cardiff Queen Street station	n/a	Information stall and leaflets
24 September 2024	Cardiff Bay station	n/a	Information stall and leaflets
25 September 2024	Stakeholders	8	Workshop (virtual)
25 September 2024	Makers Guild	8	Community drop-in
27 September 2024	Cardiff Bay station	n/a	Information stall and leaflets
30 September 2024	Councillors	2	Meeting
01 October 2024	Cardiff Central station	n/a	Information stall and leaflets
02 October 2024	Future Inn, Cardiff Bay	7	Community drop-in
04 October 2024	South Wales Islamic Centre	46	Community drop-in
08 October 2024	Stakeholders	7	Workshop (in-person)
09 October 2024	St Mary's Church	19	Community drop-in
10 October 2024	Cardiff Queen Street station	n/a	Information stall and leaflets
14 October 2024	Cardiff Accessibility and Equality Group	5	Presentation
14 October 2024	Future Inn, Cardiff Bay	12	Community drop-in
18 October 2024	South Wales Islamic Centre	14	Community drop-in
21 October 2024	Cardiff Central station	n/a	Information stall and leaflets
21 October 2024	Butetown Community Centre	17	Community drop-in
23 October 2024	Stakeholders	4	Workshop (virtual)
24 October 2024	TfW Accessibility Panel	4	Presentation
24 October 2024	Cardiff Bus Interchange	15	Information stall and leaflets
24 October 2024	Cardiff Central Station	10	Information stall and leaflets
Total		362	



**8.2. Appendix B - Programme of Stakeholder Engagement**  
**\* listed in Schedule 5 and 6 of the TWAO**

Stakeholder	Dates	Engagement Type	Stakeholder group
Association of British Port*	09 September 2024	Email	Rail and transport stakeholders Statutory undertakers and other public bodies
Academy Coffee	09 September 2024	Email	Local community and businesses
Adventures Quay Residents	09 September 2024	Email	Local interest groups; residents' associations, environmental groups and activists
Age Cymru	09 September 2024	Email Letter by email	Protected characteristic groups
Ahmed Saleh Mohammed & Sons Butchers	16 September 2024	Drop-in session	Local community and businesses
Atlantic Wharf Association	09 September 2024 02 October 2024 21 October 2024	Email Drop-in session Drop-in session	Local interest groups; residents' associations, environmental groups and activists
Auto-Cycle Union*	09 September 2024	Email	Statutory undertakers and other public bodies
BBC Wales	09 September 2024	Email	Local community and businesses
BCBC		Response via survey	
British Transport Police	09 September 2024 24 October 2024	Email Drop-in session	Rail and transport stakeholders
BT Openreach	08 February 2024	Email	Specialists; developers, infrastructure owners, utilities
Butetown Community Centre	09 September 2024 16 September 2024	Email Drop-in session	Local community and businesses
CADW	09 September 2024	Email	Environmental groups
Campaign for better transport	09 September 2024	Email	Rail and transport stakeholders
Cardiff Accessibility and Inclusion Group (CAEG)	16 September 2024 14 October 2024	Email Presentation	Transport for Wales and Cardiff Council, Panels and Forums
Cardiff and Vale College	09 September 2024 08 October 2024	Email Workshop	Local community and businesses
Cardiff and Vale University Health Board	09 September 2024	Email Response via survey	Local community and businesses
Cardiff Bay Warriors	09 September 2024	Email Drop-in session	Local community and businesses
Cardiff Boat Tours	18 September 2024	Workshop	Local community and businesses
Cardiff Bus	09 September 2024	Email Letter by email	Rail and transport stakeholders
Cardiff Bus Interchange employees	09 September 2024	Email	Rail and transport stakeholders



		Drop-in session	
Cardiff Capital Region	09 September 2024	Email	
Cardiff Central station employees	17 September 2024	Drop-in	Rail and transport stakeholders
Cardiff City Housing Association (CCHA)	09 September 2024	Email	Local interest groups; residents' associations, environmental groups and activists
Cardiff Civic Society	09 September 2024	Email	Local interest groups; residents' associations, environmental groups and activists
Cardiff Conservation	09 September 2024	Email	Environmental groups
Cardiff Council (Active Travel team)	09 September 2024	Email	Transport for Wales and Cardiff Council, Panels and Forums
Cardiff Council Environmental Committee	09 September 2024	Email	Transport for Wales and Cardiff Council, Panels and Forums
Cardiff Councillors	09 September 2024	Email	Cardiff Council Cabinet and local ward councillors
Cardiff Cycle City	09 September 2024	Email	Rail and transport stakeholders
Cardiff Cycling Campaign	09 September 2024	Email	Rail and transport stakeholders
Cardiff Local Nature Partnership	09 September 2024	Email	Environmental groups
Cardiff Skateboard Club		Response via survey	Local community and businesses
Cardiff Third Sector Charity	09 September 2024 16 September 2024	Email Drop-in session	Local community and businesses
Cardiff University	09 September 2024 22 October 2024	Email Presentation	Local community and businesses
Cellnex Cell Site	12 March 2024	Email	Specialists; developers, infrastructure owners, utilities
Celsa UK	09 September 2024	Email	Rail and transport stakeholders
Chartered Institution of Highways and Transportation (CIHT)	09 September 2024	Email	Rail and transport stakeholders
Citizen Cardiff	09 September 2024	Email	Local community and businesses
Cogitamus	09 September 2024	Email	Local community and businesses
Cross Country Trains	09 September 2024	Email	Rail and transport stakeholders
Cycling UK	09 September 2024	Email	Rail and transport stakeholders
DB Cargo	09 September 2024	Email	Rail and transport stakeholders
Deloitte	09 September 2024	Email	Local community and businesses
Department for Transport	09 September 2024	Email	Rail and transport stakeholders
Departures		Response via survey	Local community and businesses





Design Commission for Wales*	19 July 2024	In person design review workshop with correspondence prior.	Statutory undertakers and other public bodies
Dwr Cymru	31/01/2024	Email	Specialists; developers, infrastructure owners, utilities
DWS Alternatives GmbH		Letter by email	Local community and businesses
Emergency Management	09 September 2024	Email	Local community and businesses
Eversheds Sutherland	09 September 2024	Email	Local community and businesses
First Group	09 September 2024	Email	Rail and transport stakeholders
FOR Cardiff	09 September 2024 16 September 2024	Email Workshop Response via survey	Local community and businesses
Freightliner Ltd	09 September 2024	Email	Rail and transport stakeholders
Future Generations Office	09 September 2024	Email	Senedd Cymru and Welsh Government (with interest in the Cardiff Local Authority)
GB Cargo	09 September 2024	Email	Rail and transport stakeholders
GB Railfreight Ltd	09 September 2024	Email	Rail and transport stakeholders
Global Mutual		Response via survey	Local community and businesses
Grainger		Letter by email	Local community and businesses
Great Western Railway	09 September 2024 24 October 2024	Email Drop-in session	Rail and transport stakeholders
HMRC	09 September 2024 18 September 2024	Email Drop-in	Local community and businesses
Hodge Bank	09 September 2024	Email	Local community and businesses
Hugh James	09 September 2024	Email	Local community and businesses
Institution of Civil Engineers Wales Cymru	09 September 2024	Email Response via survey	Statutory undertakers and other public bodies
Land Sec (St Davids)	09 September 2024 08 October 2024	Email Workshop	Local community and businesses
Legal and General	09 September 2024	Email Letter by email	Local community and businesses
Live Nation	02 October 2024 08 October 2024	Drop-in session Workshop	Local community and businesses
Living Streets	09 September 2024	Email	Local interest groups; residents' associations, environmental groups and activists
Llanbedr Bypass		Response via survey	Local interest groups; residents' associations, environmental groups and activists
Makers Guild	09 September 2024	Email	Local community and businesses



	18 September 2024 25 September 2024	Workshop Drop-in session	
Manager Edwards	09 September 2024	Email	Local community and businesses
Morgan Quarter, Cardiff		Response via survey	Local community and businesses
Mott Macdonald	09 September 2024	Email	Local community and businesses
National Assembly for Wales*			Statutory undertakers and other public bodies
National Car Park (NCP)	08 October 2024	Workshop	Local community and businesses
National Express	09 September 2024	Email	Rail and transport stakeholders
National Power	31 January 2024	Email	Specialists; developers, infrastructure owners, utilities
National Rail	30 June 2024	Email	Rail and transport stakeholders
National Travel	09 September 2024 16 September 2024	Email Workshop	Rail and transport stakeholders
Natural Resources Wales	09 September 2024	Email	Specialists; developers, infrastructure owners, utilities
Network Rail*	09 September 2024	Email	Statutory undertakers and other public bodies Rail and transport stakeholders
Newport Bus	09 September 2024	Email	Rail and transport stakeholders
NHS Wales	09 September 2024	Email	
Norwegian church	18 September 2024	Workshop	Local community and businesses
Office of Rail and Road*			Statutory undertakers and other public bodies Rail and transport stakeholders
One Central Square	09 September 2024	Email	Local community and businesses
Pedal Power	09 September 2024	Email	Rail and transport stakeholders
Pinnacle Power	09 September 2024	Email	Specialists; developers, infrastructure owners, utilities
Public Health Wales	09 September 2024 24 October 2024	Email Drop-in session	Local interest groups; residents' associations, environmental groups and activists
Queens Arcade, Cardiff		Response via survey	Local community and businesses
Rabble Coworking Studio Ltd		Response via survey	Local community and businesses
Railfuture Cymru / Wales	09 September 2024 16 September 2024	Email Workshop Response via survey	Rail and transport stakeholders
Railfuture Severnside	09 September 2024 16 September 2024	Email Workshop Response via survey	Rail and transport stakeholders
Railway Heritage Trust	09 September 2024	Email	Rail and transport stakeholders



Ramblers*	09 September 2024	Email	Statutory undertakers and other public bodies Environmental groups
Red Dragon Centre	18 September 2024	Workshop	Leisure and tourism venues and relevant listed buildings
Rightacres		Letter by email	Specialists; developers, infrastructure owners, utilities
RNIB Cymru	21 October 2024	Drop-in session Letter by email	Protected characteristic groups
Robertsons	02 October 2024	Drop-in session	Specialists; developers, infrastructure owners, utilities
Savilles	08 October 2024	Workshop	Local interest groups; residents' associations, environmental groups and activists
Senedd	18 September 2024	Workshop Letter by email	Leisure and tourism venues and relevant listed buildings
Sight life	09 September 2024	Email	Protected characteristic groups
South Wales Fire	09 September 2024	Email	Emergency services
South Wales Police	09 September 2024	Email	Emergency services
St David's 2 Shopping Centre	08 October 2024	Workshop Letter by email	Local community and businesses
St Davids Hotel	18 September 2024	Workshop	Local community and businesses
St Marys Church	09 September 2024	Email	Local community and businesses
St Marys Primary School	09 October 2024	Drop-in	Local community and businesses
Stagecoach	09 September 2024	Email	Rail and transport stakeholders
Stridetreglown	09 September 2024	Email	Specialists; developers, infrastructure owners, utilities
Sustrans Cymru	09 September 2024 16 September 2024 08 October 2024	Email Workshop Workshop Letter by email	Rail and transport stakeholders
Taff Housing	09 September 2024	Email	Local interest groups; residents' associations, environmental groups and activists
TfW Accessibility and Inclusion Panel	09 September 2024	Email Presentation / workshop	Transport for Wales and Cardiff Council, Panels and Forums
TfW Communications and Engagement Group	09 September 2024	Email Presentation / workshop	Transport for Wales and Cardiff Council, Panels and Forums
TfW Regional Stakeholder Forums	09 September 2024	Email	Transport for Wales and Cardiff Council, Panels and Forums
The British Horse Society*	09 September 2024	Email	Statutory undertakers and other public bodies



The British Driving Society*	09 September 2024	Email	Statutory undertakers and other public bodies
The Byways and Bridleways Trust*	09 September 2024	Email	Statutory undertakers and other public bodies
The Coal Authority*	09 September 2024	Email	Statutory undertakers and other public bodies
The Environment Agency*	09 September 2024	Email	Statutory undertakers and other public bodies
The Open Spaces Society*	09 September 2024	Email	Statutory undertakers and other public bodies
The Welsh Trail Riders Association*	09 September 2024	Email	Statutory undertakers and other public bodies
Tiger Bay Boxing	09 September 2024	Email	Local community and businesses
Transport Focus	09 September 2024	Email	Rail and transport stakeholders
United2change	09 September 2024	Email	Local community and businesses
Urbanist	09 September 2024	Email	Specialists; developers, infrastructure owners, utilities
Vaughan Gethin MS	04 October 2024	Drop-in session	Senedd Cymru and Welsh Government (with interest in the Cardiff Local Authority)
Victorian Society	09 September 2024	Email	Local interest groups; residents' associations, environmental groups and activists
Vinci	25 September 2024	Drop-in session	Local community and businesses
Virgin Media	31 January 2024	Email	Specialists; developers, infrastructure owners, utilities
Wales Council for Deaf People	09 September 2024	Email	Protected characteristic groups
Wales Extremism and Counter Terrorism Unit (WECTU)	09 September 2024	Email	Emergency services
Wales Millennium Centre	09 September 2024 18 September 2024	Email Workshop	Leisure and tourism venues and relevant listed buildings
Ward Councillors	09 September 2024 30 September 2024	Email Meeting	Cardiff Council Cabinet and local ward councillors
Welsh Ambulance Service	09 September 2024	Email	Emergency services
Welsh Cycling	09 September 2024	Email	Rail and transport stakeholders
Welsh Government	09 September 2024	Email	
Welsh Government Active Travel Board	09 September 2024	Email	Rail and transport stakeholders
Welsh Trail Riders Association*	09 September 2024	Email	Statutory undertakers and other public bodies
Western Wales Utilities	31 January 2024	Email	Specialists; developers, infrastructure owners, utilities



### 8.3. Appendix C – Letter to residents and neighbouring businesses outlining proposals, including map of distribution zone

**Cam 1 Cledrau Croesi Caerdydd** Caerdydd Canolog I'r Bae  
Cardiff Crossrail phase 1 Cardiff Central to the Bay

Funded by UK Government Wedi ei ariannu gan Llywodraeth y DU

11 September 2024

Dear neighbour,

**Ref: Have your say on Cardiff Crossrail: Cardiff Central to Cardiff Bay tramway**

We're pleased to write to you to introduce the first phase of Cardiff Crossrail. Cardiff Council and Transport for Wales (TfW) are working together on developing and delivering a brand-new tramway from Cardiff Central to Cardiff Bay.

We're committed to giving everyone a voice in the development of the Cardiff Crossrail aspirations to connect Cardiff Central to the Cardiff Bay line.

We've launched a public consultation, which will run for 6 weeks until **27 October 2024**. Please visit [haveyoursay.tfw.wales/cardiff-crossrail](https://haveyoursay.tfw.wales/cardiff-crossrail) to find out more about the proposals and have your say. This webpage also lists the details of our drop-in sessions where you can talk to us and learn more.

We published our **Cardiff Crossrail Consultation Commitment** in the summer, which sets out how we plan to engage with you and the wider public on the scheme in partnership with Cardiff Council, which you can view here: [tfw.wales/cardiffcrossrail](https://tfw.wales/cardiffcrossrail).

As a member of the community, we would be delighted if you could take part in the consultation.

**About Cardiff Crossrail**

Cardiff Council, in partnership with TfW, secured £100 million of funding for the Cardiff Crossrail project. £50 million was secured from the UK Government, with the Welsh Government match funding a further £50 million for the project. The new tramway is part of the wider Cardiff Crossrail vision presented in the Transport White Paper published by Cardiff Council in July 2019.

The scheme will deliver:

- A new two-platform station stop with easy interchange at Cardiff Central station
- An additional third platform at Cardiff Bay station (in addition to the second, which is currently being built)
- A new tramway from the southern car park at Cardiff Central station, crossing through Callaghan Square to join the existing Cardiff Bay line
- Enhancing public spaces alongside the tramway to better connect neighbouring communities, places and attractions

**Cam 1 Cledrau Croesi Caerdydd** Caerdydd Canolog I'r Bae  
Cardiff Crossrail phase 1 Cardiff Central to the Bay

Funded by UK Government Wedi ei ariannu gan Llywodraeth y DU

- The scheme is in addition to the work already underway in Cardiff Bay, which involves us installing new track for us to run brand new tram-trains.

To enable the implementation of the first phase of Cardiff Crossrail, there will be changes to the road layout on Callaghan Square and traffic routing in the area. There will also be improvements to active travel (walking, cycling and wheeling) links with new sections of segregated cycleway and improved footways for pedestrians. Further information can be found at the weblink above.

**Have your say**

Your views are important to us and will help us shape the project before we finalise our plans.

We encourage you to take a look at the weblink above and visit our events, before giving us your feedback via the online survey.

Kind regards,

Community and Stakeholder Engagement Team  
Transport for Wales



[tfw.wales/cardiff-crossrail](https://tfw.wales/cardiff-crossrail)






### 8.4. Appendix D – Stakeholder correspondence

<p>Prynhawn da,</p> <p>Rwy'n ysgrifennu atoch i'ch hysbysu y bydd ein hymyngoriad cyhoeddus ar gyfer prosiect Cledrau Croesi Caerdydd yn lansio ddydd Llun 16 Medi.</p> <p>Rydym yn awyddus i glywed eich barn, eich sylwadau a'ch cwestiynau ynglŷn â'r cynigion ac felly rydym wedi trefnu Gweithdai i Raddelliaid drwy gydol y cyfnod ymgynghori er mwyn i chi gyfarfod â'n harweinywyr prosiect a'n harweinywyr technegol.</p> <p><b>Y gweithdai sydd wedi'u cynllunio i raddelliaid yw:</b></p> <ul style="list-style-type: none"> <li><b>16 Medi, 09:00 – 10:30</b> Coleg Caerdydd a'r Fro <a href="https://www.eventbrite.co.uk/e/cardiff-crossrail-consultation-stakeholder-workshop-in-person-tickets-10006156172477aff-oddtdtcreator">https://www.eventbrite.co.uk/e/cardiff-crossrail-consultation-stakeholder-workshop-in-person-tickets-10006156172477aff-oddtdtcreator</a></li> <li><b>25 Medi, 17:00 – 18:30</b> Sesiwn rithiol <a href="https://www.eventbrite.co.uk/e/cardiff-crossrail-consultation-stakeholder-workshop-virtual-tickets-10006169612677aff-oddtdtcreator">https://www.eventbrite.co.uk/e/cardiff-crossrail-consultation-stakeholder-workshop-virtual-tickets-10006169612677aff-oddtdtcreator</a></li> <li><b>08 Hydref, 13:00 – 14:30</b> Coleg Caerdydd a'r Fro <a href="https://www.eventbrite.co.uk/e/cardiff-crossrail-consultation-stakeholder-workshop-in-person-tickets-10006156172477aff-oddtdtcreator">https://www.eventbrite.co.uk/e/cardiff-crossrail-consultation-stakeholder-workshop-in-person-tickets-10006156172477aff-oddtdtcreator</a></li> <li><b>23 Hydref, 12:00 – 13:30</b></li> </ul>	<p>Good afternoon,</p> <p>I am writing to inform you that our public consultation for the Cardiff Crossrail project will launch on Monday 16 September.</p> <p>We're keen to hear your thoughts, opinions and questions on the proposals and have therefore organised Stakeholder Workshops throughout the consultation period for you to meet with our project and technical leads.</p> <p><b>Our planned stakeholder workshops are:</b></p> <ul style="list-style-type: none"> <li><b>16 September, 09:00 – 10:30</b> Cardiff and Vale College <a href="https://www.eventbrite.co.uk/e/cardiff-crossrail-consultation-stakeholder-workshop-in-person-tickets-10006156172477aff-oddtdtcreator">https://www.eventbrite.co.uk/e/cardiff-crossrail-consultation-stakeholder-workshop-in-person-tickets-10006156172477aff-oddtdtcreator</a></li> <li><b>25 September, 17:00 – 18:30</b> Virtual session <a href="https://www.eventbrite.co.uk/e/cardiff-crossrail-consultation-stakeholder-workshop-virtual-tickets-10006169612677aff-oddtdtcreator">https://www.eventbrite.co.uk/e/cardiff-crossrail-consultation-stakeholder-workshop-virtual-tickets-10006169612677aff-oddtdtcreator</a></li> <li><b>08 October, 13:00 – 14:30</b> Cardiff and Vale College <a href="https://www.eventbrite.co.uk/e/cardiff-crossrail-consultation-stakeholder-workshop-in-person-tickets-10006156172477aff-oddtdtcreator">https://www.eventbrite.co.uk/e/cardiff-crossrail-consultation-stakeholder-workshop-in-person-tickets-10006156172477aff-oddtdtcreator</a></li> <li><b>23 October, 12:00 – 13:30</b> Virtual session <a href="https://www.eventbrite.co.uk/e/cardiff-crossrail-consultation-stakeholder-workshop-virtual-tickets-10006169612677aff-oddtdtcreator">https://www.eventbrite.co.uk/e/cardiff-crossrail-consultation-stakeholder-workshop-virtual-tickets-10006169612677aff-oddtdtcreator</a></li> </ul>
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<p>2024, 16:57</p> <p>Sesiwn rithiol <a href="https://www.eventbrite.co.uk/e/cardiff-crossrail-consultation-stakeholder-workshop-virtual-tickets-10006169612677aff-oddtdtcreator">https://www.eventbrite.co.uk/e/cardiff-crossrail-consultation-stakeholder-workshop-virtual-tickets-10006169612677aff-oddtdtcreator</a></p> <p>Cofrestrwch ar gyfer y sesiwn ar Eventbrite. Sylwch, dim ond trwy wahoddiad uniongyrchol i raddelliaid y mae modd cael mynediad at y gweithdai hyn, nid yw'r rhain yn addas i'w rhannu gyda'r cyhoedd.</p> <p>Os na fyddwch yn gallu mynychu, rydym hefyd yn cynnal amrywiaeth o <a href="#">ddiwyddiadau gwbl hebio'r cyhoedd</a> (<a href="#">public drop-in events</a>), sy'n agored i bawb. Rydym yn eich annog i hyrwyddo'r rhain ar draws eich cymuned.</p> <p>Ar ôl mynychu'r gweithdai a'r diwyddiadau, rydym yn croesawu ymatebion y cyhoedd a rhandelliaid trwy ein platform <a href="#">Dwafud Eich Ddwyf (Have Your Say)</a>.</p> <p>Rydym yn edrych ymlaen at weithio gyda chi ar y prosiect hwn yn fuan iawn.</p> <p>Os oes gennych unrhyw gwestiynau yrrghylch prosiect Cledrau Croesi Caerdydd, cysylltwch â ni drwy e-bostio <a href="mailto:engagement@trf.wales">engagement@trf.wales</a></p> <p>Cofion cynnes</p>	<p>Cardiff Crossrail Stakeholder Workshops - Ales Bryant-Evans - Outlook</p> <p>Please sign up to the session on Eventbrite. Please note, these workshops are accessed by direct stakeholder invitation and not suitable for sharing with the general public.</p> <p>Should you be unable to attend, we are also hosting a range of <a href="#">public drop-in events</a> which are open to all. Please do promote these across your community.</p> <p>Following attendance at the workshops and events, we welcome both public and stakeholder responses via our <a href="#">Have Your Say</a> platform.</p> <p>We look forward to engaging with you on this project very soon.</p> <p>If you have any questions about the on the Cardiff Crossrail project, please do not hesitate to contact us at <a href="mailto:engagement@trf.wales">engagement@trf.wales</a></p> <p>Kind regards,</p>
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Communications and Engagement Team  
Transport for Wales

### Review of the message sent

This was sent to you by Trafnidiaeth Cymru, Transport for Wales

Dear Stakeholder,

We look forward to welcoming you to our Cardiff Crossrail stakeholder in-person workshop on Tuesday, 07 October, 13:00 - 14:30. The workshop will be held in One Canal Parade, Dumballs Road, Cardiff CF10 5BF. Please report to reception on arrival.

A presentation will be delivered by Cardiff Council, Transport for Wales and Mott MacDonald on the proposals for the scheme, followed by an opportunity to ask questions to our project and technical leads. The presentation will take place on Microsoft Teams (details to join below).

In advance of the workshop, please think about the following questions: Will any of the proposed road layout changes or closures have any impact on your organisation / delivery of service? Will the proposed design have impact on your employees and their access to or from work? Will there be any benefits? Do you have any suggestions for how we should minimise future disruption? Do you have suggestions for any features of amenities in the area which may positively impact your organisation and employees?

Please note, the consultation launched on Monday, 16 September and we would therefore encourage you to respond formally to the consultation via our [haveyoursay.trf.wales](https://haveyoursay.trf.wales) platform by the closing date on 27 October 2024.

**Cardiff Crossrail Consultation - Stakeholder Workshop (In-person)**

Monday, September 16, 2024 at 9:00 AM - Tuesday, October 8, 2024 at 2:30 PM (BST)

Cardiff and Vale College  
Dumballs Road  
Cardiff CF10 5FE  
United Kingdom

[View Order](#)

Organized by Trafnidiaeth Cymru, Transport for Wales



### 8.5. Appendix E – Consultation event promotional material

We've got a vision.  
**You've got a say.**

**Cardiff Crossrail: Cardiff Central to Cardiff Bay drop-ins**

Location	Date	Time
Butetown Community Centre	Monday 16 September	1200 - 1700
Cardiff Bus Interchange	Wednesday 18 September	1600 - 1800
Cardiff Queen Street station	Tuesday 24 September	0800 - 1000
Cardiff Bay station	Tuesday 24 September	1500 - 1700
Makers Guild	Wednesday 25 September	1000 - 1530
Cardiff Bay station	Friday 27 September	0800 - 1000
Cardiff Central station	Tuesday 1 October	1200 - 1400
Future Inn, Cardiff Bay	Wednesday 2 October	1500 - 2000
South Wales Islamic Centre	Friday 4 October	1200 - 1600
St Mary's Church	Wednesday 9 October	1300 - 1800
Cardiff Queen Street station	Thursday 10 October	1600 - 1830
Future Inn, Cardiff Bay	Monday 14 October	1500 - 2000
South Wales Islamic Centre	Friday 18 October	1200 - 1600
Cardiff Central station	Monday 21 October	0800 - 1000
Butetown Community Centre	Monday 21 October	1200 - 1700
Cardiff Bus Interchange	Thursday 24 October	0800 - 1200
Cardiff Central Station	Thursday 24 October	1400 - 1700

tfw.wales/cardiff-crossrail



TRAFNIDIAETH CYMRU  
TRANSPORT FOR WALES



Mae gennym ni weledigaeth.  
**Mae gennych chi lais.**

Trac ymru / cledrau - croesi - caerdydd

We've got a vision.  
**You've got a say.**

tfw.wales/cardiff-crossrail

Waxaan leenahay aragti. waxaad haysataa hadal.

لدينا رؤية. لديك رأي

ہے یہک تاب کی اے ن پ آ۔ ہے ن ژو کی ا ساپ ے رامہ

TRAFNIDIAETH CYMRU  
TRANSPORT FOR WALES

Format	Planned Impacts	Delivered Impacts
Roadside D6s – 10 Panels – Clear Channel	168,192	186,693
Roadside D48 – 1 Panel - Emerge	37,360	50,062
Digivan - MMG	24,000	24,000
Roadside 48 Sheet – 2 Panels - Global	39,238	39,238
Roadside 48 Sheet – 2 Panels - Maximus	107,446	107,446
Roadside 48 Sheet – 1 Panel - Emerge	44,679	44,679
<b>Total</b>	<b>420,915</b>	<b>452,118</b>





### 8.6. Appendix F - Engagement HQ platform



#### Cardiff Crossrail



Consultation has concluded

##### Have your say on the Cardiff Crossrail project

Cardiff Council and Transport for Wales (TfW) are working together to deliver a new tramway from Cardiff Central to Cardiff Bay, the first phase of Cardiff Crossrail. It'll enhance connectivity between the city centre and the Bay, benefiting the wider city and region.

Subject to funding, the Cardiff Crossrail will eventually run from the northwest of the city all the way to the east of the city connecting with the proposed Parkway railway station.

To start this process, the first phase of the scheme must be built between Cardiff Central and Cardiff Bay. This will finally ensure that Butetown is properly connected to the city centre, though the new tramway, providing further capacity for residents and visitors to access the wide range of attractions that Cardiff has to offer.

We're running a consultation so that you can have your say on the proposals before we submit the final plans as part of a Transport and Works Act Order (the planning process for a project like this).

You have until 27 October to give us your views. You can view the proposals and consultation materials on this page, and respond to the survey by clicking the button below.

Have your say

**Consultation period**  
16 September – 27 October 2024

**Public Drop-in Events**

- Butetown Community Centre**  
16 September 2024
- Cardiff Duffry interchange**  
18 September 2024
- Cardiff Green Street station**  
24 September 2024
- Cardiff Bay station**  
24 September 2024

**Survey** **Map**

All unpublished surveys are shown as "Draft". Only admins will be able to see it in the preview mode. Please note that you can save the survey in draft mode to test it, but submissions will NOT be saved.

**Have your say - Draft**

**This survey will be open until 11:59pm on 27 October.**

Please share your views by taking part in this survey. It should take you no more than 10 minutes to complete.

If you're unable to complete our survey, please submit your response to us in writing to **Cardiff Crossrail Engagement Team, Transport for Wales, 3 Llys Cadwyn, Pontypridd, Rhondda Cynnon Taf, CF37 4TH.**

Or email us at [apopem@tforwales](mailto:apopem@tforwales)

Please note, survey findings may be made publicly available after the engagement has closed. This would typically be in the form of a report on the results of the engagement exercise, but any personal information will be kept confidential. Your personal information will be properly safeguarded and processed in accordance with the requirements of privacy and data protection legislation. For further information, please visit our [Privacy Policy](#).

We want to make it easier for everyone to travel more sustainably. Whether it's seeing friends or family, getting to and from work, getting to school, college or university, or travelling in your leisure time.

Cardiff Council is working with Transport for Wales (TfW) on developing and delivering the first phase of Cardiff Crossrail, which will deliver a tramway from Cardiff Central to Cardiff Bay.

Find the **information pack here**, which will help you complete this survey.

**Cam 1 Cledrau Croesi Caerdydd**  
Cardiff Crossrail phase 1

Caerdydd Canolog i'r Bae  
Cardiff Central to the Bay

**Consultation Commitment (5.22 MB) (pdf)**

**Outline Business Case - Non-technical Summary (397 KB) (pdf)**

**Route Design - Callaghan Square (282 KB) (pdf)**

**Cardiff Bay Station Design Drawing (7.15 MB) (pdf)**

**Non-technical summary - Environmental Impacts (140 KB) (pdf)**

**Environmental Impact Assessment Screening Discussion Request (622 KB) (pdf)**

**Flyover video**





### 8.7. Appendix G – Social media campaigns





## 8.8. Appendix H – Social media results

Campaign name	Ad set name	Post comments	Post shares	Page likes	Post saves	Post engagements
Cardiff Crossrail Consultation - English - 87121832/7	English - Feed-only	64	5	2	4	1,379
Cardiff Crossrail Consultation - English - 87121832/7	English - Feed/Story	236	27	8	14	12,361
Cardiff Crossrail Consultation - Welsh - 87121832/8	Welsh - Feed-only	0	0	0	1	344
Cardiff Crossrail Consultation - Welsh - 87121832/8	Welsh - Feed/Story	1	0	2	2	1,889
<b>Grand total</b>		<b>301</b>	<b>32</b>	<b>12</b>	<b>21</b>	<b>15,973</b>

Campaign name	Ad set name	Ad name	Link clicks	Impressions
Cardiff Crossrail Consultation - English - 87121832/7	English - Feed-only	Carousel	1,243	158,554
Cardiff Crossrail Consultation - English - 87121832/7	English - Feed/Story	Image	11,832	1,326,821
Cardiff Crossrail Consultation - Welsh - 87121832/8	Welsh - Feed-only	Carousel	329	68,807
Cardiff Crossrail Consultation - Welsh - 87121832/8	Welsh - Feed/Story	Image	1,850	453,396
<b>Grand total</b>			<b>15,254</b>	<b>2,007,578</b>

Session source / medium	Landing page	Total users	Active users	New users	Engaged sessions	Engagement rate
facebook / cpc	/cardiff-crossrail	1,058	1,050	1,048	112	10.34%
google / organic	/projects/metro/south-wales-metro/cardiff-crossrail	600	600	428	532	80.73%
t.co / referral	/cardiff-crossrail	235	233	209	93	36.9%
(direct) / (none)	/projects/metro/south-wales-metro/cardiff-crossrail	224	224	213	190	78.51%
(direct) / (none)	/cardiff-crossrail/surveys/survey	158	158	144	139	88.54%
bing / organic	/projects/metro/south-wales-metro/cardiff-crossrail	128	128	81	124	89.21%
(direct) / (none)	/cardiff-crossrail	108	107	98	44	34.38%
google / organic	/cardiff-crossrail	77	75	32	63	63.64%



## 8.9. Appendix I – Engagement HQ supporting documents

### What we're proposing

Tell us your thoughts on our plans for a new tramway and tram service between Cardiff Central railway station and Cardiff Bay, connecting the two directly by rail for the very first time.

Cardiff Council was awarded £50 million from the UK Government and a further £50 million from the Welsh Government to design, develop and deliver a solution in partnership with Transport for Wales (TFW) that will result in improved connectivity between the centre of Cardiff and the Bay. The phase 1A scope of the Cardiff Crossrail project is outlined in the original Levelling Up Fund bid as follows:

- An extension from the Bay Line to Cardiff Central via Callegan Square with ramps and raised track to link with the existing Bay Line and segregated track connecting through Callegan Square to Cardiff Central
- A new, two platform station stop at Cardiff Central railway station, with easy interchange at the station
- Additional third platform at Cardiff Bay
- Extensive public realm enhancement works and active travel routes across the tramway to connect neighbouring communities, places and attractions
- Ready extensibility to align with further regeneration.

Phase 1B, which could result in an improved transport link from Cardiff Bay to Pierhead Street, is not included in this consultation, as this requires additional funding.



2

[Information Pack](#)



Funded by UK Government

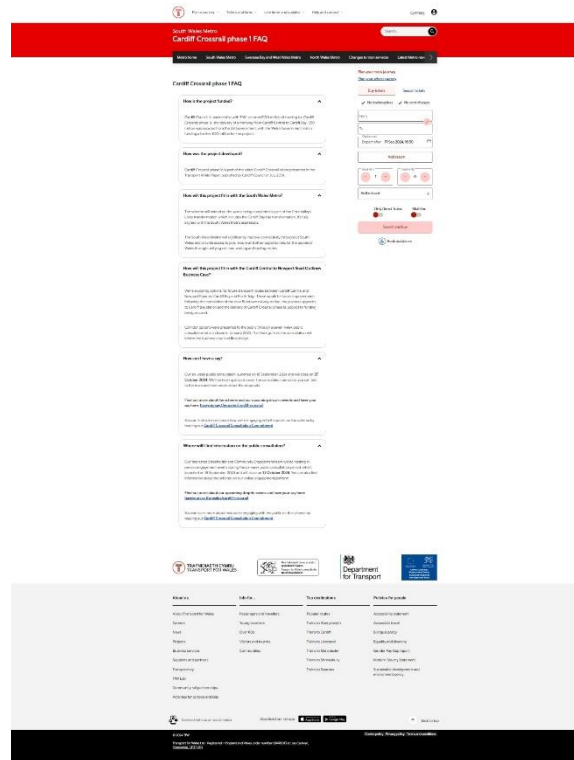
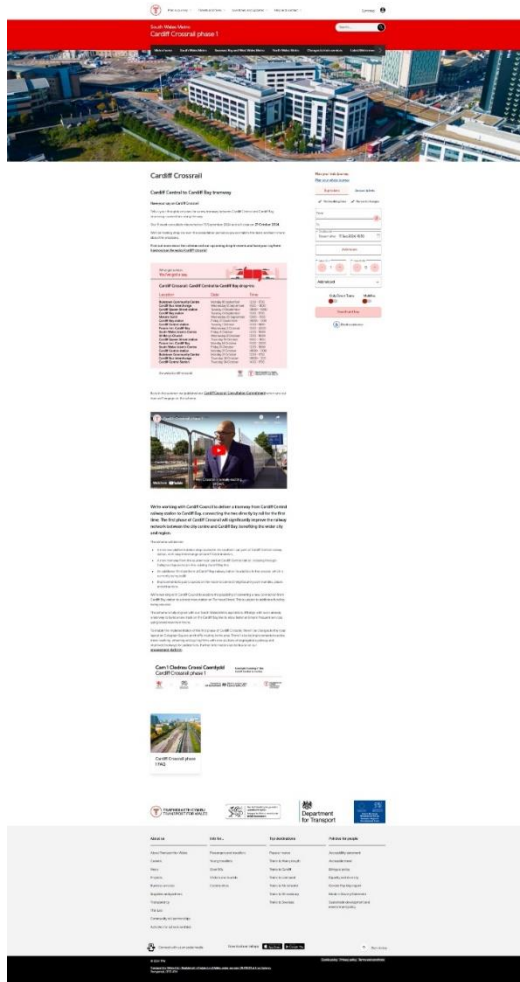


Wedi ei ariannu gan Llywodraeth y DU

TRANSPORTH Y WALES



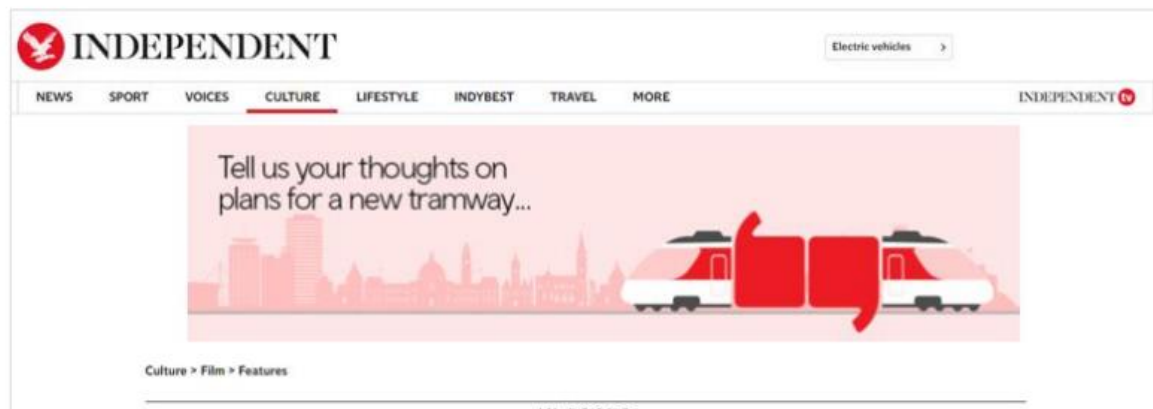
# 8.10. Appendix J – Engagement HQ supporting documents continued



[Youtube promotional video](#)

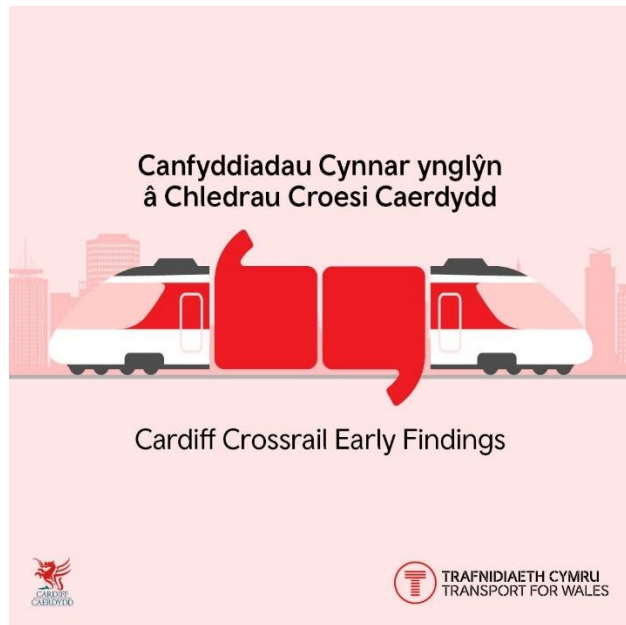


## 8.11. Appendix K – Display ads

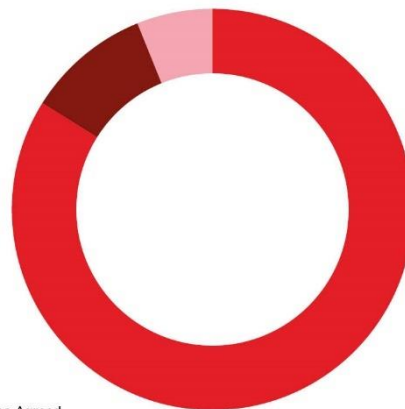




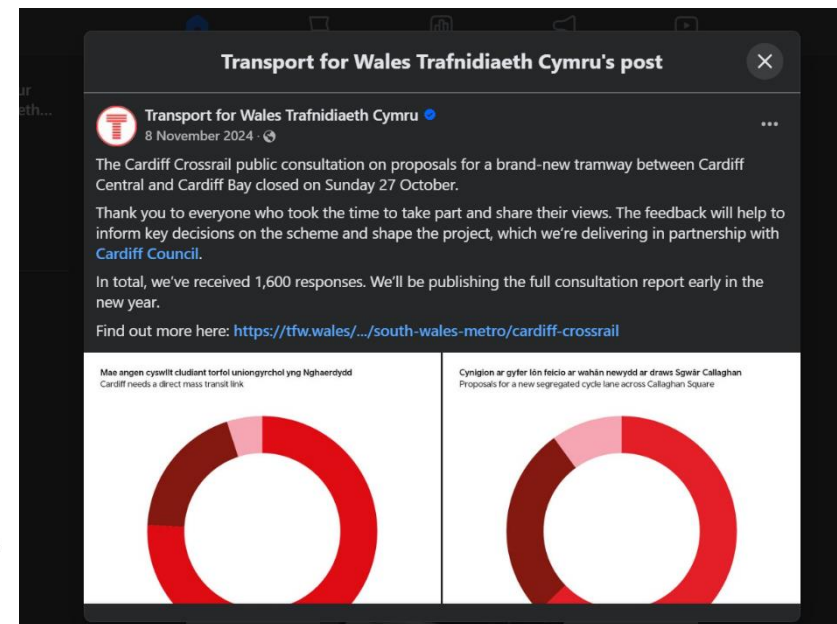
### 8.12. Appendix L – Early findings posted to social media



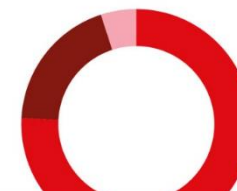
Cynigion ar gyfer mannau gwyrdd ychwanegol yng nghanol y ddnas (coed, plannu, draenio cynalladwy)  
Proposals for additional greening in the city centre (trees, planting, sustainable drainage)



- Cytuno Agreed
- Anghytuno Disagreed
- Ddim yn cytuno nac yn anghytuno Neither



Mae angen cyswllt cludiant torfol uniongyrchol yng Nghaerdydd  
Cardiff needs a direct mass transit link



Cynigion ar gyfer lôn feicio ar wahân newydd ar draws Sgwâr Callaghan  
Proposals for a new segregated cycle lane across Callaghan Square



\*1,575 o ymatebion i'r cwestiwn  
1,575 responses to question



## 8.13. Appendix M – Media coverage

Outlet	Date	Link	
Western Mail	16 September 2024	<a href="#">Designs revealed for new £100m tram line in Welsh capital</a>	
BBC		<a href="#">New city tram could span across Wales' capital (Web)</a>	
ITV		<a href="#">What is Cardiff Crossrail and when will it be built? (Web)</a>	
Barry & District News		<a href="#">Cardiff Central could be connected to Cardiff Bay via tram (Web)</a>	
Wales Online		<a href="#">First images show the £100m new tram route that will run through the middle of Cardiff (Web)</a>	
Wheels Within Wales		<a href="#">Trams planned for Cardiff Crossrail (Web)</a>	
South Wales Echo	17 September 2024	<a href="#">Designs revealed for £100m tram line from central station</a>	
Sky News		<a href="#">Cardiff Crossrail: First look at new city tram plans (Web)</a>	
3FM		<a href="#">Cardiff Crossrail: First look at new city tram plans (Web)</a>	
Black Country Radio		<a href="#">Cardiff Crossrail: First look at new city tram plans (Web)</a>	
Business Live UK		<a href="#">First images of £100m tram scheme in Wales to 'encourage people to leave their cars at home' (Web)</a>	
Business Like UK		<a href="#">The £100m tram line linking Cardiff city centre with the Bay (Web)</a>	
Capital FM		<a href="#">Cardiff Crossrail: First look at new city tram plans (Web)</a>	
Coast FM News		<a href="#">Cardiff Crossrail: First look at new city tram plans (Web)</a>	
Daily Post		<a href="#">First images of £100m tram scheme in Wales to 'encourage people to leave their cars at home' (Web)</a>	
Goldradio		<a href="#">Cardiff Crossrail: First look at new city tram plans (Web)</a>	
Heart		<a href="#">Cardiff Crossrail: First look at new city tram plans (Web)</a>	
Kingdom FM		<a href="#">Cardiff Crossrail: First look at new city tram plans (Web)</a>	
Leader Live		<a href="#">Teachers, nurses and other NHS staff will get a 5.5% rise. (Web)</a>	
Liverpool World		<a href="#">Merseyrail passengers fume at 'mad' train ticket price increase (Web)</a>	
Manx Radio		<a href="#">Cardiff Crossrail: First look at new city tram plans (Web)</a>	
Nation Cymru		<a href="#">Plans revealed for a new tramway between Cardiff Central and Cardiff Bay (Web)</a>	
Original 106 FM		<a href="#">Cardiff Crossrail: First look at new city tram plans (Web)</a>	
Rail Business Daily		<a href="#">Plans revealed for a new tramway between Cardiff Central and Cardiff Bay (Web)</a>	
Rail Business Daily		<a href="#">In The News   16th September 2024   Latest Rail News (Web)</a>	
Railway Gazette		<a href="#">Cardiff Central to Bay tramway consultation begins (Web)</a>	
Star Radio		<a href="#">Cardiff Crossrail: First look at new city tram plans (Web)</a>	
VIBE 107.6		<a href="#">Cardiff Crossrail: First look at new city tram plans (Web)</a>	
Yahoo News UK		<a href="#">First images of £100m tram scheme in Wales to 'encourage people to leave their cars at home' (Web)</a>	
Rail		18 September 2024	<a href="#">Public consultation launched for Cardiff Crossrail project (Web)</a>
Rail Technology Magazine			<a href="#">New Cardiff Tramway: Connecting Cardiff Central to Cardiff Bay (Web)</a>
The Herald Wales			<a href="#">Plans revealed for a new tramway between Cardiff Central and Cardiff Bay (Web)</a>
Wales 247			<a href="#">Plans revealed for a new tramway between Cardiff Central and Cardiff Bay (Web)</a>
Railway Pro	19 September 2024	<a href="#">TfW reveals plans for new tramway in Cardiff (Web)</a>	
Britishtramonline.co.uk		<a href="#">Plans unveiled for tramway in Cardiff (Web)</a>	
Express	22 September 2024	<a href="#">The incredible new train station that will completely transform huge UK city   UK   News   Express.co.uk</a>	