

Yate Station ~ Update

✦ **January 2010 Edition**

IN THIS ISSUE...

➔ Join the Friends of Yate Station



➔ Contact First Great Western with any problems and issues with overcrowding

First Great Western

➔ Online rail journey planner at National Rail Enquiries website

 **National Rail Enquiries**

➔ Reducing fare evasion at Yate Station

➔ New Information System at Yate Station

➔ Entrance/access road to Yate Station

➔ Revised Bus Service linking Yate Station

➔ Bristol Parkway Cycle City Project


South Gloucestershire Council

➔ Join the Friends of Yate Station

The Friends of Yate Station group consists of members from Yate Town Council, Severnside Community Rail Partnership, First Great Western, South Gloucestershire Council, local residents and station users.

Issues regularly raised at meetings include:

- Train overcrowding
- Reduced rolling stock
- Fare evasion/evaders
- Maintaining ticket sales
- New timetabling
- Communication
- Bicycle storage/security
- Platform development
- Ticket Machine usability
- Revised bus provision
- Vehicle access/parking

Please attend the next meeting to find out what progress has been made with these and other issues.

Further details can be found at: www.yatetowncouncil.gov.uk

➔ Contact First Great Western with any problems and issues with overcrowding

The Friends of Yate Station are working in partnership with First Great Western's Linda Swainger, to ensure a safe, clean, dependable and professional service is provided.

This allows the Friends of Yate

Station to air views of Station users regarding safety and security of passengers, customer information during disruption, service reliability and train crowding.

First Great Western

First Great Western actively seeks views from customers as regular feedback can help to plan improvements to services.

Comments can be made by contacting the Customer Services team on 08457 000 125. Lines are open from 0700 to 2200 daily.

You can also email your concerns to: fgwfeedback@firstgroup.com

All written comments from customers should be sent to:

**Customer Services Team
FREEPOST SWB40576
Plymouth, PL4 6ZZ**

For further information, visit: www.firstgreatwestern.co.uk

➔ Online rail journey planner

The National Rail Enquiries website has a useful journey planner that can be used to design a personalised timetable. It can be found at this link: <http://ojp.nationalrail.co.uk/en/pj/jp>

 **National Rail Enquiries**

[CLICK FOR
YATE STATION
LIVE TRAIN TRACKER](#)

➔ Reducing fare evasion at Yate Station

FGW are very concerned at the number of passengers who travel from Yate Station without purchasing a ticket. Revenue Protection carried out unannounced spot checks at Yate and Filton Abbey Wood during morning and evening peak hours in October 2009. Further checks will be carried out over the coming weeks. The details of any persons travelling without a ticket will be noted and a warning issued. If the same passenger is found on a second occasion travelling without a ticket, formal action will be taken that may result in a fine.

➔ New Information System at Yate Station

Yate Station will receive two new help points to be installed early 2010. Platforms 1 & 2 will have screens and PA relaying up-to-date and accurate train running information.

The help points will have one button that goes to National Rail enquiries and connects to a specialist help point desk. A second button will connect to British Transport Police for emergency calls. The help points will also have the ability to be called by a member of FGW staff to broadcast announcements or talk to people on the platform.

➔ Entrance/ access road to Yate Station

Waiting restrictions (double yellow lines) have recently been installed on the access road to Yate Station car park. Therefore, there should not be any access difficulties.

➔ Revised Bus Service

The 'round Yate' bus service was explored as an option in the original South Glos. Council Travel Plan (2007), to accompany the planning application. The subsequent evolution of the Travel Plan has been based on council staff consultation. The Travel Plan is now delivering the most popular options with staff, to include enhancement of the 686 bus service and a shuttle bus from Emerson's Green to Yate.

➔ Bristol Parkway Cycle City Project

South Gloucestershire Council together with FGW are planning to extend the cycle path from the University of West of England through to Bristol Parkway Station. Plans have been submitted to FGW for approval and a risk assessment has been carried out. It is hoped work will start on extending the cycle path early in the New Year.



In June 2008 South Gloucestershire and Bristol City were chosen as England's first official Cycling City - making it the country's premier national and international showcase city for promoting cycling as a safe, healthy and practical alternative to the private car for commuting, home-to-school and leisure journeys.



Government funding totalling £11.4 million has been awarded to the Greater Bristol area to transform cycling infrastructure and to pioneer innovative ways of making cycling a real transport option for more residents. This funding will be matched by Bristol and South Gloucestershire councils and their partners creating a total scheme value of £22.8 million over two and a half years. To find out more, visit:

<http://www.southglos.gov.uk/TransportandRoads/Cycling/CyclingCityTopic/>

If you would like to get involved with the Friends of Yate Station Group or contribute to this Update, please contact Yate Town Council either by telephone on 01454 866506 or by email: info@yate-town-council.gov.uk

