

[REDACTED]
Sent: 19 September 2018 18:38
To: Town Clerk <info@wem.gov.uk>
Subject: FW: Wem Train Station and Level Crossing

Dear Town Clerk

Please could you forward my email bellow to councilors regarding Wem Train Station and Level Crossing. I am personally aware of two incidents in the last 12 months in which passengers decided to take their lives into their own hands and crossed the tracks between platform, and a third instances where a family were stuck on the wrong side purchasing tickets; they decided it was better to miss their train and give up on their day trip out. There is a perception that a footbridge is just a nice thing to have however I think there is a real safety concern here.

Kind regards

[REDACTED]
[REDACTED]
Sent: 19 September 2018 18:26

To: Contact; [cr](#) [REDACTED]
[REDACTED]

Subject: Re: Wem Train Station and Level Crossing

Dear Transport for Wales (I have copied in Network Rail as I have been told they are responsible for Level Crossing Safety and unauthorized crossing of the line between station platforms in a station.)

Thank you for your response regarding my concerns regarding Wem Train Station and Level Crossing. There are a number of points in your email that suggest you have slightly misunderstood my concerns.

You are correct there is level access between the platforms but this is via the level crossing, the danger arises as passengers get stuck on the wrong side of the station (some times they do not know the level crossing barriers are only down for a proceeding train and they will have access again to the other side before their train arrives and departs), there is no information or method to inform them of this. Some times though they are genuinely stuck as the barriers are down for their train that is standing, or about to arrive at the other platform and there is no other way to cross. Passengers have taken their lives in their hands and crossed the tracks in the station between platforms due to the only access across the track being blocked by the level crossing. A foot bridge would solve this danger.

The problem with the ticket machine is not queue and having to rush between platform but that it means unnecessarily having to cross to the other platform to then become stuck by the barriers. If there were ticket machines on both platforms this would reduce the need to be on the wrong side. This would help some but would not solve the inherently dangerous design of the level crossing and footbridge-less train station.

Please do not turn this issue into tennis, between Network Rail and Transport for Wales. Please decide who is responsible without delay and let us know when these facilities will be put these into place as a matter of urgency before someone is injured crossing the line not merely as a matter of convenience.

Kind regards

[REDACTED]

From: Contact [REDACTED]

Cc: Contact

Subject: RE: Wem Train Station

Dear [REDACTED]

Thank you for your email and your comments regarding Wem station. Please also accept our apologies for not getting back to you sooner – we are dealing with an overwhelming number of enquiries.

Transport for Wales will take over running the Wales and Borders rail service from Arriva Trains Wales on 15th October 2018.

Wem has level access between platforms across the public footpath and currently is unlikely to be considered for a footbridge. We have, however, forwarded the information you provided about safety to Network Rail and have asked Network Rail if any concerns have been raised about the issues at Wem.

However, if there is a specific concern about the safety of the operation of the barriers then it is advisable for you to contact Network Rail which is responsible for level crossings.

With regard to ticket vending machines on both platforms, we recognise the concern of customers queuing to buy a ticket and rushing to get across to the opposite platform. We will add this to the list of potential station improvements at Wem.

We have some exciting future plans for the rail service - all stations will be deep cleaned by December 2019 and will have new or refurbished platform shelters. There will be the installation of improved customer information systems and screens where required. In addition, monitored CCTV systems will be installed at all stations by March 2023 while free Wi-Fi will be installed at all stations by December 2020.

Regards,

Transport for Wales

From: [REDACTED]

[REDACTED]
[REDACTED]
Subject: Wem Train Station

Hello

Can you please advise who should be contacted regarding information on future improvements to Wem Station on the Welsh Borders line north of Shrewsbury? I understand a new operator is due to take over in October from Arriva Trains Wales so I doubt any of my previous correspondence will be acted on.

Wem desperately needs a pedestrian footbridge and a ticket machine on both platforms. Since the level crossing was converted from manual to automatic the barriers stay down much longer. It is one of the most dangerous level crossings in the country and pedestrians can get stuck on the wrong side (sometimes they do not realise that the barriers are only down for a high speed train coming through and will go up before their train comes in. Also because the ticket machine is only on one platform; travellers can get stuck on the wrong side as barriers come down preventing pedestrian access to the other side of the station from which their train is due. In both scenarios the only way to cross the track is to take a huge risk and cross the line (especially as they could be stepping in front of a high speed through train). People have been witnessed doing this. One woman was on her way to her first day in new job and desperately did not want to miss her train.

Please pass on to the relevant authority. I look forward to a response regarding when these vital safety improvements will be made.

Kind regards

[REDACTED]
Wem