

Rhodri,

Thank you for the opportunity to comment on the petition submitted by Mr Bjorn Rödde, with regard to commuter train services between Swansea and Cardiff. Passenger Focus was consulted prior to the May 2011 timetable change and did raise some points relating to service imbalance and reduction in stops. My colleague, David Beer, has met with the Franchise Manager at Arriva Trains Wales, Mike Vaughan to discuss the issues raised by this petition.

I understand that the May timetable has provided service improvements, which are supported by an increase to ATW's passenger numbers. However some passenger concerns remain with services west of Cardiff, highlighted by this petition. ATW have met with Mr Rödde to address these and have agreed a number of points for their Train Planning Team to evaluate and also for some direct passenger consultation regarding changes to future services, with support from local Community Rail Officers.

We are pleased to see ATW's proactive response in working directly with passengers in this way and will continue to monitor progress. We also note that ATW have opened consultations for their December timetable changes and we are currently assessing these alongside the issues raised in this petition and directly by some rail user groups and will be compiling our response in due course.

Best wishes

David

David Sidebottom
Passenger Team Director
Passenger Focus
The independent passenger watchdog