

Tel. 01766 514602.

(21)

MARINE TERRACE,  
PORTHMADOG,  
LL49 9BL.

February 3<sup>rd</sup>/2017.

TO PORTHMADOG TOWN COUNCIL.

02117

For 18 months now, I have been trying to persuade ARRIVA TRAINS WALES to do some minor repairs on Porthmadog mainline station, to improve shelter for waiting passengers.

I enclose copies of my rough notes, and correspondence, to and from Arriva.

I am disappointed and frustrated with the results, so far, and thought I would forward these copies to you, for the record.

You, yourselves, may be able to put your own in to try and get a positive result!

Sincerely,

(323)

Ian R. Hunt.

# ARRIVA TRAIN WALES

Customer Relations  
03333/211202

re. CAMBRIAN COAST LINE + CONWY VALLEY LINE

- (1) LACK of new (May/15) Timetables (FOR Toms & Info Bureau  
+ FR/WHR etc)  
Rang MARKETING MANAGER, Clive Lillie at CARDIFF.  
Direct Tel. No. 02920 720501

None!  
Sent!

She is to arrange for a good supply of Timetables  
(Nos. 1 + 4) to be sent to my address (1 Marine Terrace

(She has my full name, address, and tel. no for future ref.)

- (2) Also, spoke to her about display board for Arriva  
Trains Wales in the Park, at Porthmadog, being  
removed (when line was closed in 2014), and not  
replaced. She is to look into this.

\* I need to write to ARRIVA TRAINS WALES in Cardiff

- (3) TRAIN STATION SHELTERS - PORTHMADOG

Rang Customer relations re above, and their state  
of disrepair due to storm damage

\* I need to write to ARRIVA TRAIN WALES in Cardiff  
and tell them details.

WRITE

11<sup>th</sup> August, 2015.

1, MARINE TERRACE,  
PORTHMADOG,  
GWYNEDD,  
LL49 9BL.

Dear Sir,

First of all, may I say that I, like many others, appreciate the train services you provide, both on the Cambrian Coast line, and on the Conwy Valley line, to Blaenau Ffestiniog.

My observations concern here, in Porthmadog.

Firstly, the station. The repairs to the damaged roof and awning of the main station building (damage done in the storms of early 2014) have, actually, improved the station, as we now have light coming through the awning roof, onto the platform, through the translucent sheet replacement.

There are shelters on each platform, with a bench seat, for inclement weather, and/or those unable to stand for long periods. However, these shelters are regularly damaged, not by the weather—more-like, by the (few) local vandals—to such an extent, that weather protection is often virtually nil. Whilst the down platform (to Pwllheli) needs such a shelter/shelters, as there is no surviving original building on this side, the up platform, (to Machynlleth)

would be perhaps better provided with a couple of traditional benches, under the awning, alongside the part of the building not let to the adjacent Station Inn licensed premises. The existing shelter on this side could then be removed (to save further repairs to damage) OR, perhaps, re-erected, on the other side, to provide 2 shelters on that side (often required at busy times — school children, college students, etc., going to Pwllheli, for instance.)

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My second observation. Prior to the closure of this section of the Cambrian Coast line, in 2014 for a long period (due, initially, to the Bricwet Bridge reconstruction, but then, also, because of some substantial storm damage to the line) there was a display board, "ARRIVA TRAINS WALES" in the Park in the town centre, alongside the High St., and main bus stops in the town, (some  $\frac{1}{2}$  mile from the actual railway station) with relevant information, timetables, etc. AND, importantly, telling of the presence of a mainline station in the town to those, such as visitors and tourists, who might well not be aware! This board has not been replaced, even though the line has been fully re-opened, and the posts are still there, waiting.

### III

My third observation. This also impinges around publicity. There is a dearth of information in this area, about Arriva Trains, Wales — including the actual timetables. I am aware of the call centre, based in Penrhyn-deuduaeth, and I, on occasions, call in at the premises to pick up the odd timetable from the entrance vestibule. However, there appears to be no organised supply of timetables (for both the Cambria line, and the Conwy Valley line) to such places as the Tourist Information Office in Porthmadog, or the Ffestiniog Railway, also in Porthmadog. I would suggest that these two outlets, in particular, should be on Arriva Trains Wales mailing list for a supply of timetables, particularly on the run-up to timetable changes, in May and October each year.

Some of my comments may be the concern of Network Rail. If so, do you pass such comments and observations onto them? Please acknowledge this letter, and tell me if I have to contact Network Rail directly myself with any such points.

Yours sincerely,

Ian R. Hunt.



Arriva Trains Wales/  
Trenau Arriva Cymru Limited  
St. Mary's House  
47 Penarth Road  
Cardiff  
CF10 5DJ

www.arrivatrainswales.co.uk

Mr Ian R Hunt  
1 Marine Terrace  
PORTHMADOG  
Gwynedd  
LL49 9BL

*2 months to reply!*

07 October 2015

**Your Case Reference: ATW-150817-JJ5**

Dear Mr Hunt

Thank you for contacting us about your recent journey. Firstly, I am sorry that my reply to you is not as prompt as we usually endeavour; however we are working hard to ensure that all of our customers receive a response to their complaint as quickly as possible.

I would like to thank you for your observations at a number of our stations and apologise for that our facilities have fallen short of your expectations. I know that our company is pushing to get funding for redeveloping a number of our stations and thank you for bringing this matter to our attention. All of your feedback has been logged with our Property department and referred to the relevant members of our management team. If in the future this is something we are able to address I am confident your findings will be reviewed.

In conclusion, thank you once again for your comments and I am sorry that it was necessary for you to contact us about your findings on this occasion. Please do not hesitate to let me know if I can be of any further assistance to you.

Yours sincerely

**Jennifer McIntyre**  
Customer Relations Advisor  
Arriva Trains Wales

Tel 03333 211 202  
E-mail [Customer.Relations@arrivatrainswales.co.uk](mailto:Customer.Relations@arrivatrainswales.co.uk)  
Web [www.arrivatrainswales.co.uk](http://www.arrivatrainswales.co.uk)  
Address St Mary's House, 47 Penarth Road, Cardiff, CF10 5DJ



10<sup>th</sup> December 2016

1 MARINE TERRACE,

PORTHMADOG,

GWYNEDD,

LL49 9BL.

Dear Sir,

I enclose a copy of a letter I sent to you 16 months ago, with my observations on your branch lines to Pwllheli and Blaenau Ffestiniog. I received an acknowledgement a couple of months later (copy enclosed)

My reason for writing again is in regard to the first observation, about the lack of shelter on Porthmadog Station. Nothing has been done, and we are now into the second winter, since my letter, without adequate shelter on the station. What I originally suggested, still stands, and is relatively minor work, and I am surprised that nothing has been done.

Yours sincerely,  
Ian R. Hunt.