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Cyngor Tref Porthmadog
Mrs Glenda Burke – Clerk

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10/17

18 September 2017

Dear Clerk

RE: lack of use and priority for the Welsh language by Arriva Trains Wales

Thank you for your letter dated 31 July 2017, which was discussed at the Council's regular meeting on 12 September 2017.

The Council has been working with One Voice Wales regarding this issue for some time, and here is the response received from Ken Skates AM for your information.

Dear Glyn

Thank you for your e-mail dated 30 May regarding the bilingual policy associated with the new railway contract.

We expect the new operator to have written and oral contact with the public and passengers in Wales through the medium of Welsh and English. Communication with customers about train inquiries, and in response to contact made via social media is available in Welsh and English.

Where Welsh speaking staff are available, service through the medium of Welsh will be available at stations' receptions and ticket offices. Where there are no Welsh speaking staff available, Welsh speaking staff will be available over the phone or through remote presence technologies. We also expect the operator to offer Welsh language training for all its staff.

Yours sincerely,

Ken Skates AC/AM

Ysgrifennydd y Cabinet dros yr Economi a'r Seilwaith
Cabinet Secretary for Economy and Infrastructure

Yours sincerely,

Glyn E Roberts

Clerk