



Ein cyf/Our ref ATISN 10971

Michael Edwards  
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16 December, 2016

Dear Mr Edwards

### Request for Information – ATISN 10971

Thank you for your request for information which I received on 7 December, 2016. In your request you have asked for:

- Any information about complaints regarding the overcrowding on Arriva Trains Wales services from Wales to Birmingham International and also anything held about the alleviation of this overcrowding, such as discussions about the provision of more seats, additional services, more rolling stock, etc. Information to cover the calendar year, 2015.

Please let me know if this is not an accurate description of the information you have requested.

You will receive a response by 6 January 2017. If you have any queries about this request, please do not hesitate to contact me at the address below. Please remember to quote the reference number above in any future correspondence.

The request you sent me contains personal information about you - for example, your name and address. I will only use this personal information in accordance with the Data Protection Act 1998 to deal with your request and any matters which arise as a result of it. I will keep your personal information and all other information relating to your request for three years from the date on which your request is finally closed. Your personal information will then be disposed of securely.

Any information released under the Freedom of Information Act 2000 or Environmental Information Regulations 2004 will be listed in the Welsh Government's Disclosure Log (at <http://wales.gov.uk/about/foi/responses/?lang=en>).

Yours sincerely



BUDDSODDWYR | INVESTORS  
MEWN POBL | IN PEOPLE

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Rydym yn croesawu derbyn gohebiaeth yn Gymraeg. Byddwn yn ateb gohebiaeth a dderbynnir yn Gymraeg yn Gymraeg ac ni fydd gohebu yn Gymraeg yn arwain at oedi.

We welcome receiving correspondence in Welsh. Any correspondence received in Welsh will be answered in Welsh and corresponding in Welsh will not lead to a delay in responding .

**Simon Pickering**  
**Rail Franchise Manager**