

Mr David Simcock
Monmouthshire County Council
Abergavenny Area Office
Town Hall
Abergavenny
NP7 5HD

10 November 2017

Case Reference: ATW-171016-BRC

Dear Cllr Simcock

Thank you for your recent correspondence concerning accessibility onto the station at Abergavenny. Firstly, I would like to apologise for our late response, as I know that on this occasion we have exceeded our usual response target times. As a result of several disruptive incidents so far this year, we have experienced a significant uplift in the number of enquiries we have received lately but are doing our best to ensure everyone gets a reply as quickly as possible.

Our Head of Communications has advised me on this matter and he has said that the original plans to install lifts at the station were declined in favour of maintaining the heritage of the bridge.

However, we remain hopeful that agreements regarding this issue can be made in the future as we attempt discussions with the local authority and Member of Parliament.

I would like to thank you for taking the time to contact us and please let me know if you require any further assistance.

Yours sincerely



Rachel Evans
Customer Relations Advisor
Arriva Trains Wales



03333 211 202



arrivatrainswales.co.uk/contactus



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