

## Appendix E

### Copy Email from C2C

#### Case Reference C2C 121005-BDZ

Dear Ms Turkson

Thank you for your email regarding the number of trains in operation during the morning and evening peak periods.

We currently use 71 of the 74 carriages available to us during each peak period and therefore we do not have additional carriages that we can add. The three separate carriages being those which are rotated for maintenance throughout the day.

Our train planning department do monitor the numbers of people travelling on each service on average and will make minor amendments where possible to improve the timetable as a whole. Bearing in mind that removing a set of four carriages from one service to another will have an affect on the services formed by that train throughout the day.

I have registered your comments on our system and have made them available to the train planning department for their information.

Once again, thank you for taking the time to contact us.

Yours Sincerely  
Aaron White  
Customer Services Manager  
c2c Rail