**Date issued:** 23 May 2022

**Freedom of Information Request**

We are writing in response to your Freedom of Information request. Your request has been considered in accordance with the requirements of the Freedom of Information Act and our Data and Information Management Policy.

**You asked for the following information:**

*‘I should be grateful if you would provide me with data on the current and proposed configuration of the number of carriages on each train in each direction, say between Crewe and Newport on weekdays, and any other comments on my constituent’s email.’*

*I know the new franchise proposed significant upgrading of the rolling stock, including more carriages to reflect more passengers using the service. So comment on progress with introduction of this rolling stock, some of which I have seen in service, would be helpful.’*

**Having reviewed your questions, we are able to provide the following information:**

*The current configuration of the number of carriages on each train between Crewe and Newport, in both directions, on weekdays:*

**Newport - Crewe**

|  |  |  |  |
| --- | --- | --- | --- |
| Origin | Destination | Arr. Time | LTP Diagram\* |
| Cardiff Central | Manchester Picc. | 07:24 | Class. 175 (**3** Car) |
| Cardiff Central | Manchester Picc. | 08:24 | Class. 175 (**2** Car Mon-Thur, **3** Car Fri) |
| Cardiff Central | Manchester Picc. | 09:24 | Class. 175 (**2** Car) |
| Carmarthen | Manchester Picc. | 10:25 | Class. 175 (**3** Car) |
| Milford Haven | Manchester Picc. | 11:27 | Class. 175 (**3** Car) |
| Milford Haven | Manchester Picc. | 12:27 | Class. 175 (**3** Car) |
| Cardiff Central | Manchester Picc. | 13:28 | Class. 175 (**3** Car) |
| Milford Haven | Manchester Picc. | 14:27 | Class. 175 (**3** Car) |
| Carmarthen | Manchester Picc. | 15:28 | Class. 175 (**3** Car) |
| Milford Haven | Manchester Picc. | 16:27 | Class. 175 (**3** Car) |
| Carmarthen | Manchester Picc. | 17:27 | Class. 175 (**3** Car) |
| Milford Haven | Manchester Picc. | 18:27 | Class. 175 (**3** Car) |
| Carmarthen | Manchester Picc. | 19:34 | Class. 175 (**2** Car) |
| Milford Haven | Manchester Picc. | 20:21 | Class. 175 (**3** Car) |
| Llanelli | Chester | 20:43 | Class. 175 (**2** Car) |
| Carmarthen | Manchester Picc. | 21:21 | Class. 175 (**3** Car) |
| Cardiff Central | Crewe | 01:04 | Class. 153 (**1** Car) |

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| Origin | Destination | Dept. Time | LTP Diagram\* |
| Crewe | Carmarthen | 08:42 | Class. 175 (**3** Car) |
| Manchester Picc. | Milford Haven | 09:39 | Class. 175 (**3** Car) |
| Manchester Picc. | Carmarthen | 10:33 | Class. 175 (**3** Car) |
| Manchester Picc. | Milford Haven | 11:22 | Class. 175 (**3** Car) |
| Manchester Picc. | Carmarthen | 12:37 | Class. 175 (**2** Car) |
| Manchester Picc. | Milford Haven | 13:29 | Class. 175 (**2** Car) |
| Manchester Picc. | Carmarthen | 14:30 | Class. 175 (**3** Car) |
| Manchester Picc. | Milford Haven | 15:29 | Class. 175 (**3** Car) |
| Manchester Picc. | Tenby | 16:45 | Class. 175 (**3** Car) |
| Manchester Picc. | Milford Haven | 17:30 | Class. 175 (**3** Car) |
| Manchester Picc. | Carmarthen | 18:41 | Class. 175 (**3** Car) |
| Manchester Picc. | Milford Haven | 19:32 | Class. 175 (**3** Car) |
| Manchester Picc. | Cardiff Central | 20:42 | Class. 175 (**3** Car) |
| Manchester Picc. | Carmarthen | 21:56 | Class. 175 (**3** Car) |
| Manchester Picc. | Cardiff Central | 22:50 | Class. 175 (**3** Car Mon-Thur, **2** Car Fri) |
| Manchester Picc. | Cardiff Central | 00:03 | Class. 175 (**2** Car Mon-Thur, **3** Car Fri) |

**Crewe - Newport**

*The proposed configuration of the number of carriages on each train between Crewe and Newport, in both directions, on weekdays following introduction of the new fleet:*

This data is currently unavailable as we are still in the process of planning our unit diagrams following the deployment of our new fleet. The services to and from Manchester - South Wales will consist of a mix of three and five car Class. 197 services and MKIV services with 5 coaches.

*Progress made introducing our new fleet:*

The first of the new class 197 CAF Civity trains should be appearing on services between Newport and Crewe by the end of this year.

From the December timetable, our Mark 4 (MKIV) sets will take over on some services between South Wales and Manchester. These will be 5-car trains, so will provide much greater capacity and will also offer comfortable first class accommodation with catering and a buffet service.

By autumn 2023, virtually all services between Crewe and Cardiff should be operated by MKIV sets or class 197s.

*Why TfW have allocated two carriages on this line (Crewe-Newport) and what is being done to address this, as this is described your constituent as being ‘simply inadequate’:*

Some services are booked 2-car (see table above). In addition to this, there were a number of short formations (trains running with fewer carriages planned) for 91 of the approximately scheduled 660 services shown in the table above for April. As such, ~86% of services operated with the correct number of carriages. All instances of short formations on this line consisted of booked 3-car services being reduced to 2; whilst all were short formed as a result of the correct unit being unavailable due to unplanned maintenance or disruption.  Going forward, over the summer we are looking to strengthen services on the Marches route where possible, being flexible with the units we have available, and trying to alleviate crowded services with additional capacity. We are also looking to utilise standby buses so we can alleviate overcrowding where necessary.

*Why service on this line was particularly poor around Easter time:*

A service is considered as being ‘on time’ if it arrives at a station within three minutes of the time stated on the timetable. This performance metric is referred to as ‘on-time to 3’. We saw an on-time to 3 score of 64.1% over the Easter Weekend (15th – 18th April) on the Marches route, with 13 cancellations (6 full, 7 partial). There were several large disruptive incidents, including a fatality on Thursday 17th April which led to subsequent issues the following day; several fleet failures including an incident at Nantwich which resulted in 104 delay minutes and 2 cancellations; and delays as a result of overcrowding. It is also important to note that Cross Country Rail recently suspended its services between Manchester and Bristol. This has likely pushed some customers onto our services via the Marches, possibly leading to some overcrowding on our services, though this is anecdotal. Cross Country are reintroducing 3 services in the May 2022 timetable.

We hope this information is of use to you.

Yours sincerely,

**Transport for Wales**

**Appeal Rights**

If you are unhappy with the way your request has been handled and wish to make a complaint or request a review of our decision, please write to the Head of Freedom of Information at either Transport for Wales, 3 Llys Cdwyn, Pontypridd, CF37 4TH or [freedomofinformation@tfw.wales](mailto:freedomofinformation@tfw.wales). Your request must be submitted within 40 working days of receipt of this letter. If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision.

The Information Commissioner (ICO) can be contacted at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or you can contact the ICO through the 'Make a Complaint' section of their website on this link: <https://ico.org.uk/make-a-complaint/>

The relevant section to select will be "Official or Public Information".