**Date issued:** 07 June 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 on relation to the Cardiff – Rhymney service:**

1. How many times in the past six months have the trains been delayed or cancelled.
2. What interventions will be put in place to operate a more successful service.
3. Is it correct that there is a Diesel based at Rhymney on long term hire due to trains continually breaking down.

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

**Question 1**

See attached spreadsheet.

**Question 2**

From the data (column E), On Time to 3 minutes has been improving. We’ve had a marked improvement on Class 769 reliability of late due to many variables such as the increased exposure of our workforce on this newly cascaded fleet and modifications, the Upgraded Cooling Modification replacement delivering the greatest gains and also introduced a sixth unit for additional availability. We will be introducing the new Class 231s during 2022/23.

**Question 3**

No. When the Class 769 fleet was delivered they were not compatible to couple together so posed a risk to TfW Rail’s ‘Rescue & Recovery’ programme in the event of a failed train. Therefore to mitigate this risk a Class 37 Loco was stabled at Rhymney to rescue any failed Class 769 trains and minimise the impact to our passengers. Due to further modifications carried out to these Class 769 units, we can now couple them to each other and therefore no longer require this Cl37 Loco.

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".