**Date issued:** 27 September 2022

**Freedom of Information Request**

Thank you for contacting Transport for Wales. Your query was brought to the attention of TfW’s Corporate Governance team, who have dealt with your query under the auspices of the Freedom of Information Act 2000. Your request has been considered in accordance with the requirements of the Act and our Data and Information Management Policy.

**Your query:**

*“This is not a complaint!!!!*

*A question from my wife.*

*My wife and I are waiting for a train in cardiff central as and we’re observing the amount of passengers compared to the amount of seats available on your services.*

*I understand that TFW are responsible for the train services but I don’t understand why we don’t have the rolling stock available to service the public*

*Is this a lack of rolling stock?*

*If the rolling stock is available is there a shortage of staff?*

*Is it because of a lack of funding from the Welsh assembly?*

*If not because of any of the above could you please explain why and more importantly what is your vision for the future of train services in Wales?”*

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

Without the details of the train in question, we cannot provide specific information in order to explain the why overcrowding was witnessed onboard that service, and can only speak in general terms.

Services can be adversely affected for a host of reasons; from damage suffered by rolling-stock whilst in service that requires repair, to resource availability (this was particularly challenging amid COVID restrictions, and we continue recovering from impact this had on the rate at which we have been able to train new drivers). We are doing everything we can to provide as much capacity on board our trains as possible, ensuring every available carriage is in service. Whilst outdated Pacer trains were retired in 2020, we are introducing a new fleet of trains across the network, with an £800m investment from 2023 to ensure that 95% of journeys are made onboard new trains.

There is a wealth of information available about or vision for the future of train services in Wales on our website. Information concerning the introduction of our new fleet and can be found here:

[Our new trains | TfW](https://tfw.wales/info-for/young-travellers/magnificent-train-journey/our-new-trains)

[New Transport for Wales trains on show (tfw.wales)](https://news.tfw.wales/news/new-transport-for-wales-trains-on-show)

Information concerning creation of the South Wales, Swansea Bay and West Wales, and North Wales Metros can be found here:

[Metro | Transport for Wales (tfw.wales)](https://tfw.wales/projects/metro)

[Presentation Title (tfw.wales)](https://tfw.wales/sites/default/files/inline-files/Detailed%20Briefing.pdf) (with additional information concerning introduction of our new fleet found on p.39)

Information concerning our ambitious vision for a fully-integrated, multi-modal transport network that is fit for future generations, and of which Wales can be proud, can be found here:

[Transport for Wales: Annual Report 2020/21 (tfw.wales)](https://tfw.wales/sites/default/files/2022-08/TfW%20Annual%20Report%202021-22.pdf) (p.22-57 in particular)

[What's happening | TfW](https://tfw.wales/about-us/whats-happening)

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".