**Date issued:** 28th of February 2023

**Freedom of Information Request** 34/23

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:**

**1.    The time that the 17:14 service from Cardiff Central to Holyhead ("the Service") has departed from Cardiff Central each week night from 2nd January 2023 to 14th February 2023 inclusive;**

**2.    For each occasion that your response to question 1 discloses that the Service did not depart from Cardiff Central at 17:14, please confirm:**

**a.    the reason that the Service did not depart from Cardiff Central on time or at all;**

**b.    the time that the Service did depart from Cardiff Central (where applicable);**

**c.    the time that TfW / TfWR was first aware that the Service would not depart on time or at all; and**

**d.    the time that the passengers were informed that the Service would not depart on time or at all;**

**3.    The average number of passengers that travel on the Service on a week night; or**

**4.    If the information requested in question 3 is not recorded, the number of passengers that the Service can accommodate.**

**RESPONSE**

**Questions 1 & 2**

Please see the below table which provides information to answer this part of your request.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Journey Date | Location | Planned Dept. | Actual Dept. | Minutes Lateness | Delay Reason |
| 02/01/2023 | Cardiff Central | 17:14 | 17:19 | 5 | Fleet Equipment Defect |
| 05/01/2023 | Cardiff Central | 17:14 | 17:14 | 0 |  |
| 09/01/2023 | Cardiff Central | 17:14 | 17:21 | 7 | Trespass on line |
| 10/01/2023 | Cardiff Central | 17:14 | 17:35 | 21 | Diagramming error off depot |
| 11/01/2023 | Cardiff Central | 17:14 | 17:14 | 0 |  |
| 12/01/2023 | Cardiff Central | 17:14 | 17:14 | 0 |  |
| 13/01/2023 | Cardiff Central | 17:14 | 17:14 | 0 |  |
| 16/01/2023 | Cardiff Central | 17:14 | 17:17 | 3 |  |
| 17/01/2023 | Cardiff Central | 17:14 | 18:07 | 53 | Reactionary delay from other service |
| 18/01/2023 | Cardiff Central | 17:14 | 17:27 | 13 | Driver Delay |
| 19/01/2023 | Cardiff Central | 17:14 | 17:23 | 9 | Equipment Failure |
| 20/01/2023 | Cardiff Central | 17:14 | 17:15 | 1 |  |
| 23/01/2023 | Cardiff Central | 17:14 | Cancelled | Started at Chester | 67014 Unit failed with power issues |
| 24/01/2023 | Cardiff Central | 17:14 | 17:42 | 28 | Unit defect (broken switch) |
| 25/01/2023 | Cardiff Central | 17:14 | 17:14 | 0 |  |
| 26/01/2023 | Cardiff Central | 17:14 | 17:17 | 3 |  |
| 27/01/2023 | Cardiff Central | 17:14 | 17:18 | 4 | Signaller error |
| 30/01/2023 | Cardiff Central | 17:14 | 17:15 | 1 |  |
| 31/01/2023 | Cardiff Central | 17:14 | 17:14 | 0 |  |
| 01/02/2023 | Cardiff Central | 17:14 | 17:16 | 2 |  |
| 02/02/2023 | Cardiff Central | 17:14 | 17:16 | 2 |  |
| 03/02/2023 | Cardiff Central | 17:14 | 17:20 | 6 | Passenger Disorder |
| 06/02/2023 | Cardiff Central | 17:14 | 17:42 | 28 | Diagramming error off depot |
| 07/02/2023 | Cardiff Central | 17:14 | Cancelled |  | Fault on unit |
| 08/02/2023 | Cardiff Central | 17:14 | 17:33 | 19 | Fatality/injury on route |
| 09/02/2023 | Chester | 20:01 | 20:02 | 1 |  |
| 10/02/2023 | Cardiff Central | 17:14 | Precancelled | Started at Chester |  |
| 13/02/2023 | Cardiff Central | 17:14 | 17:33 | 19 | Late off Depot due to set change |
| 14/02/2023 | Cardiff Central | 17:14 | 17:25 | 11 | Set swap at station |
|  |  |  |  |  |  |

**Question 2 (c)**

This information is not recorded by Transport for Wales.

**Question 3**

This information is not recorded by Transport for Wales.

**Question 4**

This service is booked to operate on weekdays using our MKIV loco and coaches. The capacity for this unit is 174 seats with a further 41 first class seats.

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".