**Date issued:** 14 April 2022

**Freedom of Information Request**

Thank you for contacting Transport for Wales (TfW). 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:**

Please tell me over the last 12 months how many of your first class Cardiff Holyhead Cardiff services were disrupted – i.e. cancelled or terminated before completing the journey

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

From 2 April 2021 to 12 September 2021, we did not offer a first class service as we removed the Mark III fleet at the start of the pandemic.

The Mark IV's which are the only fleet which provides the first class Holyhead to Cardiff service entered into service on 13 September 2021. With six services per day/ five days a week that means a total of 804 potential services up to and including 1 April 2022.

Of those 804 services, 485 services ran with no issues on the Mark IVs, 54 were cancelled or terminated before completing the journey but 265 services ran using alternative fleet. This meant there was no first class offering on those 265 services.

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".