**Date issued:** 22 August 2019

**Holyhead to Cardiff service**

Thank you for your Freedom of Information (FOI) Act request from 26 July 2019. You requested the following information:

* **any passenger number data you have on this route for the past two years;**
* **clarification on the lack of rolling stock used on the route between north Wales and Cardiff stations; and**
* **details of the number of passenger complaints received in respect of this service over the last two years.**

Your request has been considered in accordance with the requirements of the Freedom of Information Act. We can confirm that we do hold some of the information you require.

**Passenger number data you have on this route for the past two years**

We do not hold passenger numbers for this route.

**Clarification on the lack of rolling stock used on the route between north Wales and Cardiff stations**

Short Formation data measures the percentage of services that operate below the capacity required in the timetable, i.e. where trains are formed of less carriages than planned. The attached data provides details of the percentage of short formed services for the Holyhead to Cardiff and Cardiff to Holyhead routes between 6 January 2019 and 20 July 2019.



**Number of passenger complaints received in respect of this service over the last two years**

Transport for Wales does not currently categorise complaints received by location or destination of their services. Therefore, we do not hold information on the number of passenger complaints received in respect of the Holyhead to Cardiff service. However, we are currently working on a new complaints management system that will have this functionality.

If you have any queries, please do not hesitate to contact Transport for Wales.

Yours sincerely

Transport for Wales