

Dear Councillor, Elwyn Jones

Thank you for your letter in which you have brought to our attention the motions raised at a meeting of Cygnor Gwynedd. Please accept my apologies for the delay in responding to you.

We appreciate the concerns raised in relation to our train services in Gwynedd. We are aware of the detrimental affect recurring delays have on the customer experience and would like to assure you that operating a punctual train service with sufficient capacity on all our routes that is good value for the cost of the tickets is very important to us. We continually review and monitor the root cause of all disruption to our trains, to help us reduce instances of delays and cancellations and also ensure any issues are addressed.

Our train planning and operational teams work incredibly hard to ensure as much capacity as possible is available and when major events, such as international rugby fixtures, are taking place we provide extra sets of carriages on as many of our services as possible to meet the increased demand. However, we only have a limited number of carriages available to operate the hundreds of services we run daily across our network. With this in mind, adding an extra carriage in one area can directly impact another, and we have to balance this carefully. Due to operational restrictions, not every train in our fleet can operate services on every route, which is another factor that impacts how we allocate resources. You may already be aware that we have invested in new trains to increase the capacity and help with faster journey times for our passengers, including between Bangor and Cardiff. We're also working on plans to add more services in future timetable updates with the introduction of brand new trains.

I am sorry to learn that there is concern over the standard of customer service and availability of some types of tickets. It may help if I explain that certain ticket types such as Advance tickets are limited in availability. These tickets are released in batches with the cheapest fares sold first and there are a limited number of tickets in each pricing bracket. As soon as the cheapest batch of tickets is sold, the next price batch of tickets is released and so forth. The tickets get progressively more expensive until they match the price of the standard single ticket and are sold out. Nevertheless, appropriate action will be taken to improve the standard of customer service as we expect our staff to be helpful at all times.

I hope that I have been able to address the concerns raised about Transport for Wales services and I'd like to assure you that we are committed to improving train services in Gwynedd. Please feel free to contact me should you have any remaining concerns or have anything further to add, that I may not have considered already.

Yours sincerely,

**Gail Jones**

**Teitl Swydd | Job Title:** Stakeholder Manager (Mid and North Wales)

**Trafnidiaeth Cymru | Transport for Wales, 3 Llys Cadwyn, Pontypridd, Rhondda Cynon Taf, CF37 4TH**

**TEL: 07956 709 882**