**Date issued:** 23 February 2022

**Freedom of Information Request**

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:**

*“When can we expect a reasonably reliable service on the Manchester-Cardiff route?*

*I used to travel this a lot in British Rail days and the service then was very good. Arriva were 'meh'.  Today it is abysmal.  What is going wrong?*

*Please can you let me have the train reliability data that you have for this route for 2020.”*

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

Train reliability data for the Manchester-Cardiff Route during 2020 is as follows:

The number of services cancelled, and what percentage of all journeys this amounts to :-

* There were 492 cancellations during 2020, where a full cancellation is equal to 1, and a part cancellation to 0.5. This amounts to approximately 3.5% of all journeys.

The number of services delayed, and what percentage of all journeys this amounts to :-

* There were 86,158 delay minutes recorded for this line during 2020, meaning that approximately 82.0% of services ran on time during 2020 (as per the industry definition of arriving within 3 minutes).

It is our understanding that TfW’s Customer Relations Team provided information concerning what work is ongoing to improve service along the Manchester-Cardiff line.

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".