**Date issued:** 8th of March 2023

**Freedom of Information Request** 35/23

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:**

Why is the 06:45 Maesteg to Ebbw Vale Town train often late from the depot?

**RESPONSE**

The reason late off depot is given via the customer information screens, and is often the reason for this service. The unit that later forms this service comes off Canton depot during a particularly busy time in the morning, with numerous other units coming off prior to this one. This means any delays from previous units, has the potential to knock on to this service. Common causes of delays off depot at this time include unit faults, infrastructure faults, congestion due to the increase in number of units and unit types we have, and driver shortages (sickness etc.) including shunter drivers.

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".