**Date issued:** 28th of July 2023

**Freedom of Information Request** 128/23

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 US…**

**Once more the 7:51 Ty Glas to Fairwater was cancelled today. This is the train used by a lot of schoolchildren and causes great inconvenience when cancelled. I would like to obtain some data on how many times since September last year this train has either been cancelled or not run at all due to other issues. How can I receive that data please.**

**RESPONSE**

The service in question has been pre-cancelled 13 times since Sept 22. (pre-cancellation means taken out of the plan of the day at least by 22:00 the day before). There are various reasons for this including planned engineering works by our infrastructure provider AIW. These services are therefore not advertised on live timetables.

A screenshot of a computer

Description automatically generated

In addition to that there have been 25 on the day cancellations.

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".