**Date issued:** 10th of August 2023

**Freedom of Information Request** 144/23

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…**

**I write under the Freedom Of Information Act to request a list of all instances in the past ten years where a train has failed to call at a station.**

**The list should include the following:**

**• The date of the incident.**

**• The time of the incident.**

**• The service that failed to call at the station (the time and the origin and destination of it or just the headcode would be great instead).**

**• The station that the train failed to call at.**

**• The reason that the train failed to call there.**

**Please note that i am solely asking you about unplanned accidental failures to call at stations. So for example the driver forgetting to call at a station or the driver being given an incorrect timetable or anything like this.**

**I am not asking you about trains being authorised and planned to skip stations. So for example to make up time because they are running late or because the station is closed or anything like this.**

**Please provide me with this information for the period of the past ten years. If you do not hold it that far back or it would exceed the cost limits to provide it that far back then just provide me with the data for as far back as you can.**

**RESPONSE**

Please see the attached document which provides information to answer your questions.

Please note: Transport for Wales (TFW) only hold this information from when TfW Rail was established.

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".