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

**Freedom of Information Request** 194/23

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…**

**Pontyclun- Gloucester. I would like to know how many times this service has been cancelled or delayed in the last 12 months and compare to other services on your network. Please treat this as a formal FoI request.**

**RESPONSE**

The number of times a service has be cancelled between Pontyclun and Gloucester is 577. The equates to 10.6% with the network average over the same period at 5.5%. However, in the last 3 periods performance on the route has improved and cancellations have been less that 5% with the last period at 2.9% so now considerably below the 12 month average for the network.

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".