



Date issued: 04 March 2020

**Radyr Station**

I am 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 information access policy. I can confirm that we hold the information you require. You asked for:

- data/ statistics regarding the punctuality, delays and customer satisfaction for Radyr station? If this is not possible please could you let me know what data is available to use for comparing Radyr station? For example, data for the train lines that stop at Radyr.

Punctuality data for Radyr station is shown below:

Location	Route	Count Trains Run	Within 3 Mins	On Time %	No. of Full Canc.	No. of Part Canc.
Radyr	Treherbert Line	8,777	6,013	68.5%	234	349
Radyr	Aberdare Line	7,955	5,967	75.0%	91	554
Radyr	Merthyr Line	9,653	8,015	83.0%	174	574
Radyr	City Line (Radyr - Coryton)	3,897	3,370	86.5%	60	130
<b>Total:</b>		<b>30,282</b>	<b>23,365</b>	<b>77.2%</b>	<b>559</b>	<b>1,607</b>

Satisfaction data from our the Customer Satisfaction Survey (CSS) for P4 )23 June 2019) to P11 (05 January 2020) is as follows:

For Radyr as station of origin, 64% of customers were satisfied with the station overall. Where Radyr was station of destination, 43% were satisfied with the station (see breakdown below).

NB: Low sample sizes for these (11 station as origin/14 as destination)

GIN_6_ORIG_NAME	Radyr
Row Labels	Count of STX_14_OVERALL_RATE_STATION
Fairly satisfied	54.55%
Neither satisfied or dissatisfied	36.36%
Very satisfied	9.09%
<b>Grand Total</b>	<b>100.00%</b>

GIN_7_DEST_NAME	Radyr
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<b>Row Labels</b>	<b>Count of STX_14_OVERALL_RATE_STATION</b>
Fairly satisfied	35.71%
Neither satisfied or dissatisfied	50.00%
Very dissatisfied	7.14%
Very satisfied	7.14%
<b>Grand Total</b>	<b>100.00%</b>

If you have any queries, please do not hesitate to contact Transport for Wales.

Yours sincerely

Transport for Wales