

Date issued: 17 March 2021

Freedom of Information Request

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 information access policy.

You asked for the following information:

“Can you provide me with a breakdown of the following:

- The percentage of trains that were up to 5, 10 and 30 minutes late in 2019 and 2020 respective,
- The percentage of trains that were cancelled in 2019 and 2020,
- The total number of rail journeys in 2019 and 2020.”

Having reviewed your questions, we are able to provide the following information:

The total number of rail journeys made on TfW services for 2019 and 2020 is available to view online using the Office of Rail and Road Data Portal – the homepage can be found here: [Home | ORR Data Portal](#)

The data shown to cover 2019 and 2020 is separated into the following rail periods:

2018-2019: Quarter 4 – 8,074,387.87 journeys

2019- 2020: Quarter 1 – 8,259,906.27 journeys

2019- 2020: Quarter 2 – 8,335,547.08 journeys

2019- 2020: Quarter 3 – 8,488,515.70 journeys

2019- 2020: Quarter 4 – 6,751,443.52 journeys

2020-2021: Quarter 1 – 343,828.77 journeys

2020-2021: Quarter 2 – 2,112,334.38 journeys

2020-2021: Quarter 3 – 1,706,639.62 journeys

Due to the recording of this data in these rail periods, stand-alone figures for 2019 and 2020 are not isolated.

More information can be found on the following page of the data portal: [Passenger rail usage | ORR Data Portal](#) (please scroll down to the table displaying the passenger journeys graph and select TfW Rail).

A wealth of information concerning Train Operating Company (TOC) statistics can be found on the data portal, including the latest statistical release per quarter and key statistics for

individual TOCs. The latest key statistics for TfW can be found here: [Transport for Wales Rail Key Statistics 2019-20 \(orr.gov.uk\)](#)

The number of trains delayed or cancelled for the period specified can be found on the attached spreadsheet. Please note that TfW work with the exact figures as opposed to percentages. The attached spreadsheet has been formatted in accordance with the Freedom of Information Act, therefore please be aware that you may need to expand the columns to reveal the full headings of each.

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. 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".