

Date issued: 6 September 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:

“Since October 14, 2018, please provide a breakdown of how many Transport for Wales trains have, by financial year:

- 1) Been delayed by up to 15 minutes
- 2) Been delayed by up to 30 mins
- 3) Delayed by up to an hour
- 4) Delayed by more than an hour
- 5) Completely cancelled”

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

Financial Year	Count Trains Booked	Up to 15 Minutes Late	Up to 30 Minutes Late	Up to 60 Minutes Late	Over 60 Minutes Late	No. of Full Cancellations
2018 – 2019 (from 18.10.2018)	149,441	143,415	144,764	145,038	21	1,398
2019 – 2020	336,671	317,419	322,140	323,086	121	5,400
2020 – 2021	217,245	209,903	211,509	211,876	59	2,533
2021 – Present	97,276	92,877	93,975	94,245	25	1,248

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".