

**Date issued:** 21 December 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 Data and Information Management Policy.

### **You asked for the following information:**

*'I noticed a lot of trains were cancelled/delayed today (Dec 9) due to 'resource availability.'*

*Please may you tell me what you mean by 'resource availability'? [Q1]*

*Also, please may you tell me:*

*- how many trains were cancelled on December 9? [Q2]*

*- how many trains were delayed on December 9?' [Q3]*

## **Your Questions Answered**

### **Q1. What is meant by 'resource availability'?**

'Resource availability' is the reason provided when a cancellation is the result of a Driver, Conductor or a train being unavailable for the service.

### **Q2. How many trains were cancelled on December 9?**

52 TfW services were fully cancelled, whilst a further 75 services had part of their journeys cancelled.

### **Q3. How many trains were delayed on December 9?**

As trains may be delayed at some stations along a particular line but not others, it is most accurate to provide the number of station calls that were delayed on this day. We define "delayed" as being three or more minutes late. Of the 7,198 station calls scheduled on 9 December, services were delayed arriving at 2,394 of these stops.

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".