

Date issued: 23 December 2021

## Freedom of Information Request

Thank you for contacting Transport for Wales (TfW). Your request for information was brought to the attention of TfW's Corporate Governance following your initial contact with our Government Relations and Public Affairs Team. Your request has been dealt with under the auspices of the Freedom of Information Act (2000).

### You asked for the following information:

(Following contact received from a constituent concerning the Treherbert Line)  
*'Please look into the data for the last month, and provide an overview of delays/cancellations etc [Q1] and what is causing these [Q2] and what is being done to reduce the frequency of such delays [Q3]'*

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

#### Question 1

The latest figures we have are for Sunday 14 November 2021 - Saturday 11 December 2021:

- punctuality of the Treherbert line was 75.2% - this is the % of services arriving at each station within 3 minutes on its journey; and
- reliability of the Treherbert line was 91.6% - this is % of services that ran against the planned timetable.

#### Question 2

Performance on the Treherbert Line has been significantly impacted in the last month for the following reasons:

- Flooding of the line and adverse weather leading to trees on the line, emergency speed restrictions and damaged units has been our highest delay and cancellation cause, with Storm Arwen and Storm Barra presenting a significant challenge for us.
- We have also experienced traincrew availability challenges (particularly last month) related to seasonal and COVID related absence. Many of our cancellations have been down to on-the-day requirements to self-isolate or test in accordance with government guidelines.

#### Question 3

We've moved to an emergency timetable from Wednesday 22 December. This is to prepare for an expected rise in staff shortages due to the emergence of the Omicron variant of Covid-19 and to ensure the company can continue to provide a reliable service throughout this latest stage of the pandemic.

Whilst the company will continue to offer a significantly greater level of service compared to during the start of the pandemic in 2020, the new timetable will mean a marginal reduction in services. This equates to between 10-15% of the current timetable and is designed to reduce late notice cancellations as much as possible. It is aimed to provide customers with more reliability, allowing them to plan their journeys effectively over this important period. Specifically for Treherbert services, the emergency timetable will mean a reduction of two return services out of the 26 return services delivered previously.

From an operations point of view there is focus to ease congestion at Platform 7 Cardiff, which currently contributes to additional delay across the Core Valley Line services. This is part of a wider project for performance improvement at Cardiff Central, in collaboration with Network Rail and other Operators.

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".