

Date issued: 25 January 2022

## 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.

### Your Questions Answered

- a) **Why has the City Line been changed to run from Coryton to Cardiff Bay - a lamentable decision taken with, seemingly, no consultation? This has resulted in a significantly poorer service making it much more difficult to connect with trains from Cardiff Central. At the risk of stating the obvious, this is a massive disincentive to taking the train and an utterly perverse decision.**

This change was made due to capacity constraints at Cardiff Queen Street Station whilst work continues on Adam Street Bridge. The change is not permanent.

- b) **Why were all trains cancelled yesterday from Rhiwbina to Cardiff Central (4 December). Please answer in the specific and not in general terms as per some of your public comms regarding this issue on Twitter yesterday.**

On the day in question, all services on the Coryton branch were 'pre-cancelled' as opposed to cancelled. By definition, a service that has been 'pre-cancelled' is cancelled prior to 10pm the day before operation and as such, does not enter into the services specified in our 'Plan of the Day'. This is an industry-wide standard. On this occasion, services on the Coryton branch were pre-cancelled as a result of guard shortages. Unfortunately, services in December were severely effected by COVID-related staff shortages, ultimately resulting in the implementation of an emergency timetable on December 22<sup>nd</sup>.

- c) **Please specify how many trains in total were cancelled on the City line during 2021 (1 January-4 December). This element of my request should be treated as a Freedom of Information request under FOIA 2000.**

City Line Cancellations - 2021

Month	Full Cancellations	Part Cancellations
January	8	3
February	1	12
March	0	0
April	4	4
May	5	8
June	16	2
July	2	6
August	2	1
September	22	5
October	56	3
November	105	9
December	53	1

- d) **Please specify how many trains were registered as late in arriving at or from Rhiwbina on the City Line during 2021 (1 January - 4 December) 2021. Again, please treat this request as a Freedom of Information request under FOIA 2000.**

Network Rail is responsible for recording this data, though it does not collect data for every station across our network. Though TfW can access and provide this data where it is available, Network Rail does not collect this information for Rhiwbina. As such, we do not hold this information and are unable to provide it.

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".