**Date issued:** 16th of February 2022

**Freedom of Information Request** 06/23

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:**

Thank you for the response, as a follow up question - I was more interested on the timeliness of the service arriving at Manchester, rather than the timeliness of departing from Chester.

Of the 262 times, how many arrived in Manchester Piccadilly on time?

**RESPONSE**

There were a total of 304 services booked and of those, 196 arrived on time (within 3 mimnutes).

Please note, we are aware that these figures differ from your original request but have been assured that the revised figure provided is correct.

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](mailto: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".