**Date issued:** 18th of August 2023

**Freedom of Information Request** 112/23

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 US…**

1. **How many times have class 230 trains failed on the wrexham bidston rail line in 2023?**
2. **How many times have bus replacement services have to be used?**

**RESPONSE**

Question 1

Transport for Wales (TfW) have had 37 TRUST delays that have counted towards MTIN but we have had a further 9 that were coded as No Fault Found and a further 8 that were delays/cancellations due to unit availability issues.

Please note:

* TRUST stands for Train Running Under System TOPS. This is a Network Rail system used for monitoring the progress of trains and tracking delays on the rail network. It compares actual train movement events with those planned, allowing delays to be recorded with explanations as to the cause allowing the operation of an incentive scheme to reduce delays. TRUST is used to record when a train passes a measuring point, which can be used to identify delays, and the cause of the delay
* MTIN is Miles per Technical TRUST Incident which is a measure of the engineering reliability of trains expressed as the average mileage between incidents and reported for individual fleets. A 3 Minute Delay (TIN) is counted when a fault on a train causes a total primary delay of 3 or more minutes at any point on one journey for a single root cause, where the root cause is a technical or maintenance defect on the train. This relies on a precise common definition of miles and 3 Minute Delays (TINs).

Question 2

 The 230’s first entered passenger service on April 3rd 2023. Since this time, 49 bus replacements have had to be used in relation to the class 230’s failing.

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".