**Date issued:** 21st of August 2023

**Freedom of Information Request** 163/23

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…**

The 06:23/06:26 Cardiff Central service is the most unreliable service due to the amount of times it has been cancelled.

I now have to wait for over 20 minutes at Radyr for the next service, which will now make me late for work again.

Please provide me details of how many times this service has appropriated to schedule in the last three months.

**RESPONSE**

The service in question is 2F00 Pontypridd to Cardiff Central departing Radyr 06:26.

Between 16 /05/2023 and 16/08/2023, there have been 53 booked services, 43 of them have run as planned, 10 services cancelled.

The cancellations were primarily due to a shortage of fleet (cl 150 units being used to cover long distance services in place of cl175s)

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".