**Date issued:** 15th of January 2024

**Freedom of Information Request** 284/23

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…**

**Since 2018,**

**a) How many delays have you recorded across all TFW train services?  
b) Can you provide a breakdown of how long each train delay was? Please provide the figures under the following categories: under 15, 15-29, 30-59, 60-119, 120 minutes or longer.**

**Please provide the figures from 2018 - present, in calendar years not fiscal.**

**RESPONSE**

Unfortunately, due to the sheer size of the data requested without making multiple manual downloads, we have not been able to get the required data in the requested format (without engaging the section 12 fees exemption) but we can provide the following:-

|  |  |
| --- | --- |
| Year | Delay Minutes |
| 2018 | 677,945 |
| 2019 | 818,778 |
| 2020 | 490,743 |
| 2021 | 654,113 |
| 2022 | 937,182 |
| 2023 | 1,163,459 |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Year | Ontime or under  15 mins late | 15 - 29 | 30 - 59 | 60 - 119 | 120 minutes or longer |
| 2018 | 98.3% | 1.3% | 0.3% | 0.0% | 0.0% |
| 2019 | 97.9% | 1.7% | 0.3% | 0.0% | 0.0% |
| 2020 | 98.7% | 1.0% | 0.3% | 0.0% | 0.0% |
| 2021 | 97.9% | 1.6% | 0.4% | 0.0% | 0.0% |
| 2022 | 97.0% | 2.3% | 0.6% | 0.1% | 0.0% |
| 2023 | 95.6% | 3.4% | 0.9% | 0.1% | 0.0% |

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 Cadwyn, 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".