**Date issued:** 7th of February 2024

**Freedom of Information Request** 16/24

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…**

**I would like to know the number of trains cancelled between rhoose and Cardiff central during 2023 and the reasons behind these cancellations.**

**RESPONSE**

Re below FOI, number of trains cancelled on the route were 545 (4.85%).

**Leading TfW causes**

During the early part of the year a large number of cancellations due to fleet shortages originating from the withdrawal of the class 175 fleet. (158 cancellations)

Driver shortages due to training on the new class 197 fleet (34 cancellations)

Unit defects (53 cancellations)

**Leading NR causes**

Severe flooding in P2311, P2409  and P2410 (41 cancellations)

Earthslips (20 Cancellations)

Trespass (20 cancellations)

Vandalism / cable theft (25 cancellations)

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. 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".