**Date issued:** 8th of February 2024

**Freedom of Information Request** 17/24

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…**

**With regards to trains on the Conwy Valley line (Llandudno Junction to Blaenau Ffestiniog), can you confirm how many train services have been cancelled between December 2022 – December 2023. Can you also confirm how many of the cancelled services have been because of diverted trains to other services?**

**RESPONSE**

On the Conwy Valley line (Llandudno Jnc – Blaenau Ffestiniog) there have been 178 cancellations from a total booked services of 3702, so 4.8%.

It’s not possible to confirm how many were cancelled due to the rolling stock being diverted elsewhere as we do not store this information however, we can confirm there were 36 cancellations due to unit shortages / unit not kept to diagram (20% of the cancelled services or <1% of all booked services).

So 36 would be a maximum number of cancellations with units being diverted elsewhere.

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".