**Date issued:** 10th of October 2024

**Freedom of Information Request 260/24**

**You asked us…**

**I would like to know why trains have failed to stop on multiple occasions at Fairwater station in the past six weeks - presumably because they are running late from Aberdare? I would like an assurance that customers at every station are important enough to stop for.**

**I'm now asking you for a Freedom of Information request relating to decisions not to stop at Fairwater station in the past six weeks please**

**RESPONSE**

There were 44 instances of failure to stop at Fairwater Station within the specified timeframe. The primary reasons for these incidents were

1. Point failures
2. Temporary speed limits imposed

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".