**Date issued:** 12th of November 2024

**Freedom of Information Request 274/24**

**You asked us…**

**Data relating to the cancellations and delays of trains on their service for 6 months before the June 2024 timetable change, and 6 months after this change.**

**RESPONSE**

**Please find the data requested below.**

Please note: The stations on the Coryton line and mostly ‘not recorded’ by Network Rail so we are unable to provide data on Birchgrove. We have therefore provided the data for Coryton and additionally provided the data for failed to call at the other stations. This will be a fair representation of the service performance at Birchgrove.

Timetable changed was June, P25/03, marked blue.

**Number of cancellations (service cancellations):**

**A screen shot of a graph

Description automatically generated**

**Cancellations percentage (service cancellations):**

**A graph on a screen

Description automatically generated**

**On-time to 3 minutes by period for both Terminus and Origin**

|  |  |  |
| --- | --- | --- |
| **Period** | **Actual Activity** | **OT3 %** |
| **'24/10'** | **ORIGIN** | **89.3%** |
| **'24/10'** | **TERMINUS** | **93.2%** |
| **'24/11'** | **ORIGIN** | **89.3%** |
| **'24/11'** | **TERMINUS** | **90.7%** |
| **'24/12'** | **ORIGIN** | **87.7%** |
| **'24/12'** | **TERMINUS** | **91.9%** |
| **'24/13'** | **ORIGIN** | **88.3%** |
| **'24/13'** | **TERMINUS** | **94.0%** |
| **'25/01'** | **ORIGIN** | **92.7%** |
| **'25/01'** | **TERMINUS** | **95.3%** |
| **'25/02'** | **ORIGIN** | **92.1%** |
| **'25/02'** | **TERMINUS** | **94.7%** |
| **'25/03'** | **ORIGIN** | **70.3%** |
| **'25/03'** | **TERMINUS** | **75.1%** |
| **'25/04'** | **ORIGIN** | **78.6%** |
| **'25/04'** | **TERMINUS** | **82.0%** |
| **'25/05'** | **ORIGIN** | **84.5%** |
| **'25/05'** | **TERMINUS** | **85.8%** |
| **'25/06'** | **ORIGIN** | **78.2%** |
| **'25/06'** | **TERMINUS** | **81.1%** |
| **'25/07'** | **ORIGIN** | **85.1%** |
| **'25/07'** | **TERMINUS** | **85.8%** |

**Fail to call data at intermediate stations.**

**A table with numbers and percentages

Description automatically generated**

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".