



Date issued: 11 November 2019

## Delay Repay

Thank you for your Freedom of Information (FOI) Act request of 4 November 2019. You requested the following information:

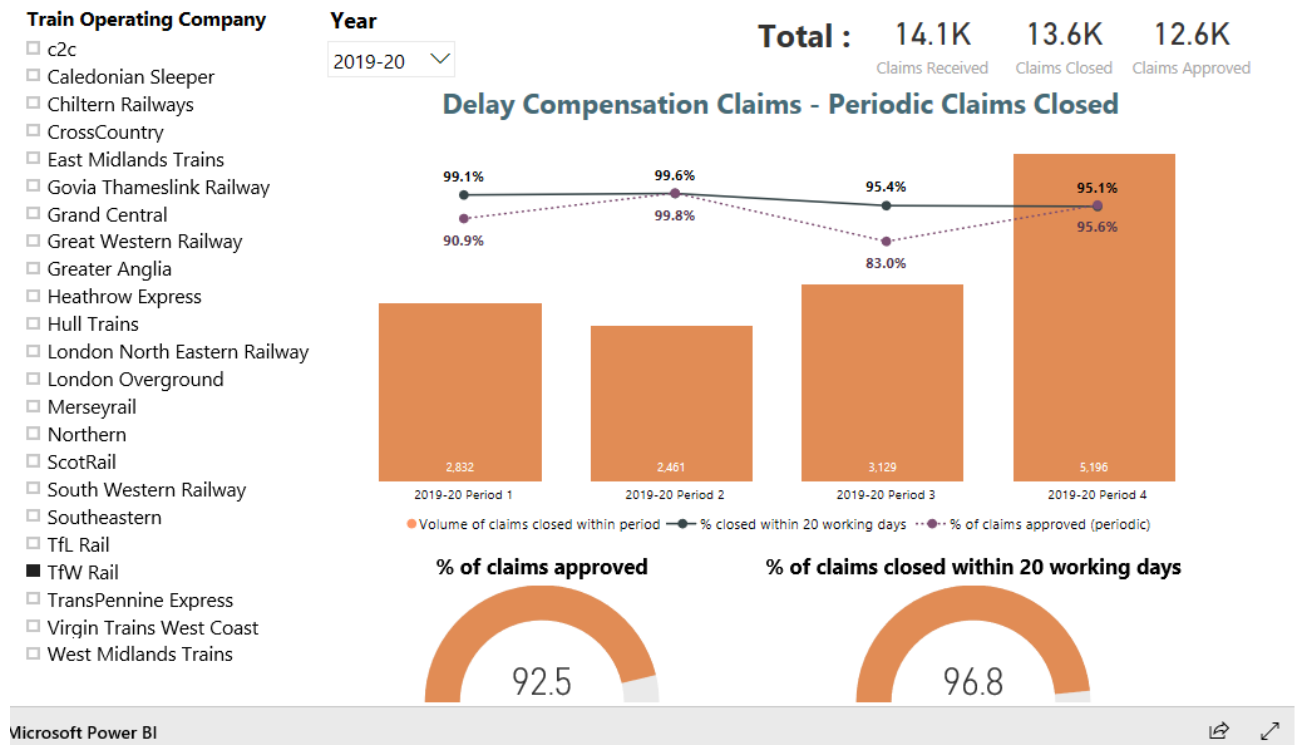
- How many applications and how many successful applications there were for the delay repay scheme in the last 6 months?
- How many journeys in Wales were delayed enough for passengers to be eligible to apply for the 'delay repay' scheme in the last 6 months?

We are writing to confirm that your request has been considered under the Freedom of Information Act 2000 (the Act) and that Transport for Wales (TfW) has completed its search for the information requested. The data provided below is the latest data available.

For information, the data requested is readily available in the public domain and can be viewed and analysed on the Office for Road and Rail's Data Portal (<https://dataportal.orr.gov.uk/>).

Data can be compared with other Train Operating Companies but should be treated with caution. This is due to different thresholds to claim compensation between each delay compensation scheme and the different number of services and passengers for each train operator.

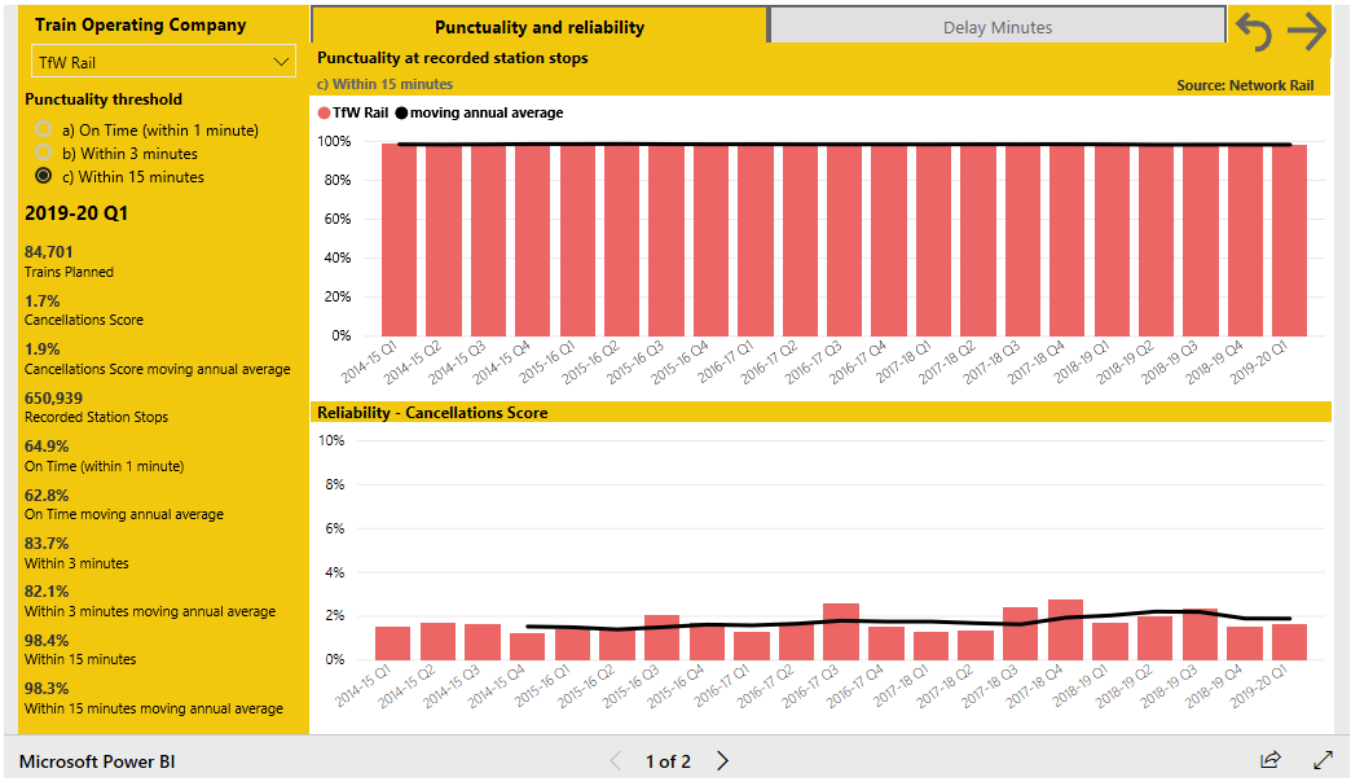
The data available (see below) shows that for the first four rail periods of 2019-20 (1 April 2019 to 20 July 2019), Transport for Wales received 14,100 Delay Repay claims, of which 12,600 were approved.



[continues...]



The data available (see below) shows that of the 84,701 trains planned in Q1 of 2019-20 2019-20 (1 April 2019 to 20 July 2019), 1,355 (1.6%) arrived 15 minutes or more late and were therefore eligible for Delay Repay compensation. The data also shows that 1,440 (1.7%) trains were cancelled and therefore eligible for Delay Repay compensation. Therefore, 2,795 (3.3%) of TfW journeys in Q1 of 2019-20 were eligible for Delay Repay compensation, compared with a national average of 4%.



Yours sincerely

Transport for Wales