



Llywodraeth Cymru
Welsh Government

Ein cyf/Our ref ATISN 11803

15 December 2017

Dear ,

Request for Information – ATISN 11803

I wrote to you on 8 December regarding your request for information. You asked for:

1. The total hours in delays on trains in Wales since January 2016.

The Welsh Government does not hold the information you have requested. There are four Train Operating Companies who provide passenger rail services in Wales along with a number of Freight Operating Companies. The Welsh Government holds performance and delay data for Arriva Trains Wales, but this is not disaggregated to split out delays in Wales compared to the whole franchise area. The Welsh Government does not hold performance and delay data for Great Western Railway, Virgin Trains, Cross Country Trains or the Freight Operating Companies who operate within Wales.

The Welsh Government believes this information will be held by Network Rail. Information about how to contact Network Rail can be found at <https://www.networkrail.co.uk/who-we-are/transparency-and-ethics/freedom-information-foi/>.

If you are dissatisfied with the Welsh Government's handling of your request, you can ask for an internal review within 40 working days of the date of this response. Requests for an internal review should be addressed to the Welsh Government's Freedom of Information Officer at: Information Rights Unit, Welsh Government, Cathays Park, Cardiff, CF10 3NQ or FreedomOfInformationOfficer@gov.wales. Please remember to quote the ATISN reference number above.



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You also have the right to complain to the Information Commissioner. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. However, please note that the Commissioner will not normally investigate a complaint until it has been through our own internal review process.

Yours sincerely