



Ein cyf/Our ref KS/37/19

Russell George AM

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13 November 2019

Dear Russell,

Thank you for the Written Assembly Questions that you tabled on the 22 October regarding Delay Repay, complaints to Transport for Wales (TfW) and timeliness of trains on the Cambrian line. I apologise for the delay in responding.

I can now advise that, as at the latest figures of 12 October, there has been 40,368 Delay Repay claims, since its launch. Of these, 34,437 were approved and 5,931 were rejected.

There have been 1,855 complaints received specifically regarding overcrowding since the start of the franchise. However, 4,903 complaints reference busy trains amongst other things within the complaint.

With regards to understaffing, TfW has not received feedback specifically relating to this issue. While understaffing may be an underlying reason for the customer's complaint, the customer is unlikely to complain about the lack of staffing, but rather the impact (e.g. delays.)

Defining 'late' as being a service arriving 3 minutes or more later than scheduled, there were a total of 2,478 trains that did not arrive within this time period on the Cambrian line in the last 4 months. This compares to 6,047 that were on time. 88% of trains run within this time period arrived within 10 minutes of the time scheduled.

Period 4: Trains were late 579 times

Period 5: Trains were late 775 times

Period 6: Trains were late 588 times

Period 7: Trains were late 536 times

In recent periods, the majority of impacts (i.e. those causing delay and cancellations) were related to ERTMS (European Railway Traffic Management System) issues.

A joint review between Network Rail and TfW has commenced to address key issues such as ERTMS, temporary speed restrictions and fleet reliability on the Cambrian line. ERTMS relies on the equipment on the train communicating to trackside equipment. In order for trains to run on the Cambrian line, units are required to have the ERTMS equipment installed. It is the only one of our routes that uses this type of signalling.

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Rydym yn croesawu derbyn gohebiaeth yn Gymraeg. Byddwn yn ateb gohebiaeth a dderbynnir yn Gymraeg yn Gymraeg ac ni fydd gohebu yn Gymraeg yn arwain at oedi.

We welcome receiving correspondence in Welsh. Any correspondence received in Welsh will be answered in Welsh and corresponding in Welsh will not lead to a delay in responding.

In response to this problem, and the detrimental impact on passengers, Network Rail commenced a phased change-over of the Radio Block Centre (RBC) modems firmware. The change-over is now complete. Network Rail have said that the ERTMS workaround has been implemented successfully and will fully resolve the recent intermittent signalling issue.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Ken', with a long, sweeping horizontal stroke above the letters.

Ken Skates AC/AM

Gweinidog yr Economi a Thrafnidiaeth
Minister for Economy and Transport