



Network Rail  
Freedom of Information  
The Quadrant  
Elder Gate  
Milton Keynes  
MK9 1EN

T 01908 782405  
E FOI@networkrail.co.uk

[REDACTED]  
[REDACTED]

26<sup>th</sup> January 2018

Dear [REDACTED]

**Information request**  
**Reference number: FOI2017/01519**

Thank you for your email of 28<sup>th</sup> December 2017, in which you requested the following information:

*I would be grateful if you could please provide the following information. If possible, please provide the information individually by year (for the past four years).*

*i) How many Greater Anglia services were cancelled due to train faults – including and door system faults and technical failures – in 2017, 2016, 2015 and 2014?*

*ii) How many Stansted Express services were cancelled due to train faults – including and door system faults and technical failures – in 2017, 2016, 2015 and 2014?*

*iii) How many Stansted Express services were recorded as delayed by 30 to 59 minutes in 2017, 2016, 2015 and 2014?*

*iv) How many Stansted Express services were recorded as delayed by 60 to 119 minutes in 2017, 2016, 2015 and 2014?*

*v) How many Stansted Express services were recorded as delayed by 120 minutes or longer in 2017, 2016, 2015 and 2014?*

*vi) How many Greater Anglia services were recorded as delayed by 30 to 59 minutes in 2017, 2016, 2015 and 2014?*

*vii) How many Greater Anglia services were recorded as delayed by 60 to 119 minutes in 2017, 2016, 2015 and 2014?*

*viii) How many Greater Anglia services were recorded as delayed by 120 minutes or longer in 2017, 2016, 2015 and 2014?*

I have processed your request under the terms of the Freedom of Information Act 2000 (FOIA) and I can confirm that we hold the information you requested. Please find attached an Excel spreadsheet titled 'FOI2017/01519 Delay data', which supplies the information you have requested.

In response to the first two parts of your request, *i) How many Greater Anglia services were cancelled due to train faults – including and door system faults and technical failures – in 2017, 2016, 2015 and 2014?* and *ii) How many Stansted Express services were cancelled due to train faults – including and door system faults and technical failures – in 2017, 2016, 2015 and 2014?*, please find the data for the services cancelled due to train faults for both Greater Anglia and Stansted Express on the first tab titled 'Fleet Cancellations'.

In response to the remaining aspects of your request,

*ii) How many Stansted Express services were recorded as delayed by 30 to 59 minutes in 2017, 2016, 2015 and 2014?*

*iv) How many Stansted Express services were recorded as delayed by 60 to 119 minutes in 2017, 2016, 2015 and 2014?*

*v) How many Stansted Express services were recorded as delayed by 120 minutes or longer in 2017, 2016, 2015 and 2014?*

*vi) How many Greater Anglia services were recorded as delayed by 30 to 59 minutes in 2017, 2016, 2015 and 2014?*

*vii) How many Greater Anglia services were recorded as delayed by 60 to 119 minutes in 2017, 2016, 2015 and 2014?*

*viii) How many Greater Anglia services were recorded as delayed by 120 minutes or longer in 2017, 2016, 2015 and 2014?*

the data related to the number and duration of delays for both Greater Anglia and Stansted Express services is contained in the second tab titled 'Delay at Destination'. The information has been supplied in each case for trains that have arrived at their final destination later than the time for which they were originally planned. It may be useful for you to know that Greater Anglia runs over 1,300 services each day.

Please note that where we have provided data in response to your request, this has been provided by financial year rather than by calendar year- therefore, 2017/18 runs from 1<sup>st</sup> April 2017 to 28<sup>th</sup> December 2017, the date of your request.

Network Rail is working with the Train Operating Companies (TOCs) to continuously improve performance on a network carrying many more trains and passengers than five years ago. We are investing heavily in the network to improve safety, punctuality and reliability.

If you have any enquiries about this response, please contact me in the first instance at [FOI@networkrail.co.uk](mailto:FOI@networkrail.co.uk) or on 01908 782405. Details of your appeal rights are below.

Please remember to quote the reference number at the top of this letter in all future communications.

Yours sincerely

**Emma Wolstenholme**  
**Information Officer**

The information supplied to you continues to be protected by copyright. You are free to use it for your own purposes, including for private study and non-commercial research, and for any other purpose authorised by an exception in current copyright law. Documents (except photographs) can also be used in the UK without requiring permission for the purposes of news reporting. Any other re-use, for example commercial publication, would require the permission of the copyright holder. Please contact me if you wish to re-use the information and need to seek the permission of the copyright holder.

### **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 FOI Compliance and Appeals Manager at Network Rail, Freedom of Information, The Quadrant, Elder Gate, Milton Keynes, MK9 1EN, or by email at [foi@networkrail.co.uk](mailto:foi@networkrail.co.uk). 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 can be contacted at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire SK9 5AF