



Mr Paul Geater

By Email: request-441656-bff8cacb@whatdotheyknow.com

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5th December 2017

Dear Mr Geater

Information request

Reference number: FOI2017/01302

Thank you for your request of 30th October 2017. You requested the following information:

I would like details of all rail delays on the Great Eastern Main Line (between Liverpool Street and Norwich) which held up trains by more than 30 minutes between October 16 2016 and October 15 2017 (The first year of the new Greater Anglia franchise period) I would like to know the cause of the delay (infrastructure problem, fatality, or train breakdown) and in the event of a train breakdown the operator of the train involved (GA, Freightliner, GBrF, DBS or other).

We wrote back to you on 2nd November 2017 to ask:

Please can you confirm whether the delay data you wish to receive is specifically for:

- A- *Trains that arrived at their destination 30 minutes late;*
- B- *Any train that is delayed by 30 minutes or more and has combined delay attributed to it? For example, there is more than one reason for the delay figures.*
- C- *Any single incident that delays a train for 30 minutes or more?*
- D- *A different scenario to the options set out above?*

You responded to us on 2nd November to clarify:

I am looking for information on trains which arrive at their destination 30 minutes or more late because of a single incident - whether that is because the train is stopped mid-journey or because its departure from its original station is delayed.

If a train arrives at its destination more than 30 minutes late because of a long-distance speed limit or because it is stuck behind a slow-moving freight train I would see that as single incident. However in the rare event that a number of unrelated incidents contributed to a delay, I would not be seeking information about that.

I have processed your request under the terms of the Freedom of Information Act 2000 (FOIA). As explained in my correspondence of 1st December 2017 we do hold the information you have requested. Having considered the public interest factors for and against disclosure, I have reached the view that on balance it is appropriate to disclose the information in question.

Please find attached an Excel spreadsheet titled 'FOI20171302 Delay data'. This shows all rail delays on the Great Eastern Main Line (between Liverpool Street and Norwich) i.e. trains that arrived at their destination 30 minutes late or more between 16th October 2016 and 15th October 2017 due to a single incident.

It may be of interest to you to consult the [Delay Attribution Guide](#) for information on how the Rail Industry defines and attributes delay. The main objective of the delay attribution process is to identify the prime cause of delay to train services for improvement purposes.

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.

I hope you have found my response useful, if you have any enquiries about this response, please contact me in the first instance at 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

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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. 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