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5<sup>th</sup> December 2018

Dear Ms Lee,

**Information request**

**Reference number:** FOI2018/01484

Thank you for your email of 6th November 2018. You requested the following information:

*'I am writing to request information under the Freedom of Information Act 2000. In order to assist you with this request, I am outlining my query as specifically as possible.*

*What was the number of train cancellations in Lincoln and in Cambridge separately, in the time period of 1st January 2018 to 1st September 2018? I ask this as both cities have similar populations and it would, therefore, be a fair comparison. This includes data on uncompleted journeys to the cities if possible.*

*I would be interested in any information held by your organisation regarding my request. I understand that I do not have to specify particular files or documents and that it is the department's responsibility to provide the information I require. If you need further clarification, please contact me by my email address.*

*I would like to receive the information in electronic format'*

I have processed your request under the terms of the Freedom of Information Act 2000 (FOIA).

I can confirm that we hold the information you requested. To assist you in drawing a fair comparison between these two stations it may be worth noting that although Cambridge and Lincoln have a similar population size, the number of trains which service these stations is very different. Therefore, I have included the total number of trains planned to stop at the station as well as the number of cancelled services. Please see below a table which shows the total number of trains and the total number of cancellations between the 1<sup>st</sup> January 2018 to 1 September 2018:

<b>Trains calling at Lincoln and Cambridge Station</b>		
<b>Station</b>	<b>Total trains planned to stop</b>	<b>Number of cancelled trains</b>
Cambridge	86,855	5,493
Lincoln	27,544	350

We have defined cancellations as any timetabled train that was due to call at one of the above stations and does not have a recorded time in TRUST<sup>1</sup>. Therefore, this figure includes services that were cancelled before reaching the stations and any train that failed to stop at the station<sup>2</sup>. Cancellations can occur for a variety of reasons ranging from signalling problems to driver shortages. These cancellations may be responsibility of Network Rail, a Train Operating Company or a Freight Operating Company.

To assist you further in drawing a comparison I have also included an extract from the Office for Rail and Road's Estimated Station Usage Report for 2016-2017<sup>3</sup>. This extract shows that Cambridge has a significantly higher number of passengers compared to Lincoln.

<b>Station Name</b>	<b>1617 Entries &amp; Exits</b>	<b>1516 Entries &amp; Exits</b>	<b>1617 Interchanges</b>
Cambridge	11,424,902	10,954,212	541,286
Lincoln Central	1,816,018	1,753,856	27,618

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.

<sup>1</sup> Train Running System (**TOPS** – Total Operations Processing System): computer system, which records details of train operational data as compared with schedule, supporting the logging of delays and associated attribution process.

<sup>2</sup> This information only includes schedules that were cancelled after 10:00pm the night before, cancellations which were planned in advance are not included.

<sup>3</sup> <http://orr.gov.uk/statistics/published-stats/station-usage-estimates>

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

Yours sincerely

**Danielle Stratton**  
**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 Head of Freedom of Information 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

