

GREATER LONDON AUTHORITY

[REDACTED]
(By email)

Our Ref: MGLA230218-4754

7 March 2018

Dear [REDACTED]

Thank you for your request for information which the GLA received on 23 February 2018. Your request has been dealt with under the Freedom of Information Act 2000.

You asked for a copy of any TfL reports the GLA might hold with a breakdown of every train that is delayed and cancelled during rush hour. We have conducted searches and I can confirm we do not hold any information in the scope of your request that is not already published.

Transport for London (TfL) is the Mayor's transport authority and is responsible for implementing the Mayor's Transport Strategy, and for the day-to-day operational running of transport services. Operational performance is reviewed at TfL's Customer service & Operational performance panel and reports on performance are available on the following link;

<https://tfl.gov.uk/corporate/publications-and-reports/customer-service-op-performance>

TfL also publish London Overground performance. Each report summarises performance and helps TfL to understand the experience that customers are having while travelling on the network. Each report covers the 28-day period indicated, plus the previous 13 periods;

<https://tfl.gov.uk/corporate/publications-and-reports/london-overground-performance>

For further information, you may wish to send a further request to TfL at foi@tfl.gov.uk.

London TravelWatch is the official watchdog organisation representing the interests of transport users in and around the capital. London TravelWatch is sponsored and funded by the London Assembly, which is part of the Greater London Authority, and is independent from the transport operators. AS part of their role, they examine service performance across the National Rail network in London and the South East and across the full range of TfL modes respectively. Their reports are available at;

http://www.londontravelwatch.org.uk/performance_reports

If you have any further questions relating to this matter, please contact me, quoting the reference MGLA230218-4754.

Yours sincerely

Paul Robinson
Information Governance Officer

If you are unhappy with the way the GLA has handled your request, you may complain using the GLA's FOI complaints and internal review procedure, available at:

<https://www.london.gov.uk/about-us/governance-and-spending/sharing-our-information/freedom-information>