**Date issued:** 23 March 2022

**Freedom of Information Request**

We are writing in response to your Freedom of Information request. Your request has been considered in accordance with the requirements of the Freedom of Information Act and our Data and Information Management Policy.

**You asked for the following information:**

1. *On how many days in 2021 did a bus replace a train at any point if I travelled between Pwllheli and Barmouth.*
2. *Can you explain why the train between Pwllheli Barmouth and Machynlleth is replaced by a bus so often. Do you publish any statistics?*
3. *Is there a customer group you liase With?*

**Having considered your request, we are able to provide the following information:**

1. During 2021, there were 169 separate days where some form of rail replacement services was mobilised within that geographic area. This includes all pre planned and emergency rail replacement services.
2. The 169 instances of using rail replacement services can be broken down as follows:
	* 126 days are linked to pre-planned engineering works leading to the line being closed;
	* two days for flooding;
	* 10 days for infrastructure related disruption;
	* one day for overcrowding;
	* 27 days for train crew shortages; and
	* three days for train faults.
3. From a stakeholder perspective, we engage with different communities across the Cambrian line but some of the main groups include:
	* Shrewsbury Aberystwyth Rail Liaison Committee
	* Shrewsbury Aberystwyth Rail Passenger Association
	* Cambrian Coast Railway Liaison Conference
	* We also gathered attendees from all these groups together in January 2021 to discuss the rail replacement service for the Barmouth Viaduct work.

We hope this information is of use to you.

Yours sincerely,

**Transport for Wales**

**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 either Transport for Wales, 3 Llys Cdwyn, Pontypridd, CF37 4TH or freedomofinformation@tfw.wales. 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 (ICO) can be contacted at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or you can contact the ICO through the 'Make a Complaint' section of their website on this link: <https://ico.org.uk/make-a-complaint/>

The relevant section to select will be "Official or Public Information".