**Date issued:** 06 April 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:**

*“I require a full list of all taxis that have booked by you for your railway passengers in the past twelve months. The list should include:*

*• original station of the taxi journey*

*• destination station of the taxi journey*

*• date*

*• time*

*• amount of passengers in the taxi*

*• reason for booking the taxi*

*• taxi company that was used*

*• taxi cost that you paid*

*If for any reason you are unable to go back twelve months then just go back as far as you are able to go. Note I am only solely asking about taxis booked for passengers and I do not require details of taxis booked for your staff.”*

**Having reviewed your questions, we are able to provide the following information:**

Please find a spreadsheet attached to our responding email listing all taxi journeys we have booked for our railway passengers (excluding our own staff) over the last twelve months (March 2021 – March 2022). We are required to share spreadsheets in CSV format, so please note that you will need to expand the columns to display the data.

The spreadsheet lists the **origin and destination stations**. Please note that certain journeys either started or finished at the home addresses of our customers, therefore these have been redacted in accordance with UK GDPR. The spreadsheet also lists the **time and date** of each journey.

TfW does note record the **amount of passengers** in the taxi, meaning we do not hold this information.

A breakdown of the **reason** for booking each taxi is as follows:

* 56 were booked for accessibility reasons
* 625 are related to the COVID timetable reduction (i.e. where we weren’t able to call at short platformed stations)
* 174 are related to train crew based disruption
* 1,707 are related to disruption (other), which related to a wide range of reasons for service disruption
* 80 are related to train unit based disruption
* 46 are related to weather based disruption
* 493 were arranged locally by stations teams using taxis on the rank
* 323 are related to missed connections
* 50 are related to rail replacement operations

Concerning your ask for the **taxi company used** for each journey, please note that all our taxies are booked through a single supplier – Abellio. TfW would require permission from Abellio to disclose the companies sub-contracted to provide the local services, please advise/clarify if this is information you require, so if the naming of our single supplier is sufficient in answer to this query.

Concerning your ask for the **cost of the service**, this information is commercially sensitive and is therefore exempt from disclosure under S.43 of the Freedom of Information Act. We are currently in the midst of a re-tender exercise for the provision of this service, therefore providing the itemised costings of our incumbent supplier would undermine a fair procurement process, as disclosure under Freedom of Information must be considered as disclosure to the public at large and in this instance, to the unfair advantage of competitors.

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](mailto: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".