**Date issued:** 24 October 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:**

*For the period 1/6/22 to 30/9/22 how many missed calls were there and what percentage of the total number of calls made did this consist of?*

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

Before 1 August 2022 our calls were handled by a third party contact centre and therefore we do not hold the information requested from between 1 June 2022 to 31 July 2022.

From 1 August 2022 to 30 September 2022, there were 913 abandoned calls which equates to 9.23% of the total calls received for this period.

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".