**Date issued:** 17th of March 2023

**Freedom of Information Request** 45/23

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:**

Week commencing the 6th of February.

1) I want to know per week how many passengers your planning department anticipated and how many passengers actually travelled.

2) Also under the freedoms of information act I want a total of how many complaints your have and will receive this week due to the closure of the line?

**RESPONSE**

Question 1

We do not record the number of passengers anticipated, rather wewould have put on as much bus capacity as was possible to try to match the service provided by our trains. However, we are limited to the number of buses and bus drivers available.

In relation to how many passengers travelled, again, this is not recorded. We are not obliged to create information to answer

Question 2

Under the Freedom of Information Act, an organisation is only obliged to provide information held at the time of the request.

Under Section 16, the duty to provide advice and assistance, please see the below information which we are providing outside of the freedom of Information request.

An estimated 8063 passengers travelled on the requested route on the 6th of February.

We received 8 complaints in relation to the Valley line blockage on the week commencing 06th February.

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".