**Date issued:** 28th of June 2023

**Freedom of Information Request** 74/23

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 US…**

**under the Freedom of information act can you let me know what your contingency plans are for recovery of trains that have been broken down for more than 2 hours.**

**When a train has been broken down for more than 2 hours what is the contingency plan for the welfare of passengers on the train.**

**RESPONSE**

The attached is the Network Rail stranded train policy from our National Operations Procedure.

The Network Rail Incident Controller completes the form and updates Control Centre Incident Log (CCIL).

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".