**Date issued:** 12th of December 2023

**Freedom of Information Request** 258/23

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…**

**I wish to formally request through a Freedom of Information Act request all the data you hold regarding how often your buses are on time /late of the entire T3 / T3C route (past and current) and also the full risk assessment documentation relating to the change of timetable. I also formally request a copy of the policy giving to all drivers regarding missed connections.**

**RESPONSE**

Transport for Wales had no punctuality prior to taking over the contract of the service, except for roadside monitoring carried out by Bus Users Cymru prior to a delivery group meeting, which is attached.

Transport for Wales have only recently had access to punctuality data and can only extract this for the previous week at this point.

Please see attached last week’s data for T3/T3C.

Please note: there are road works at Corwen, which are causing delays to services, and these are expected to be completed this month.

There is no risk assessment documentation relating to the change of timetable.

There is no written policy on connections. However, it is an accepted practice that all services wait a minimum of 5 minutes for any late operating and where possible operators communicate through messaging drivers directly through the ticket machine.

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".