

Date issued: 10 January 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:

“Transport for Wales’ chief executive, James Price, appeared on BBC Wales Politics on Sunday (Dec 12) and said the transport body would look at having a “rejiggle” of timetables depending on how popular some services are.

Please may you tell me what services are at risk of being rejigged because not enough people are using them?”

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

There are no services due to be reduced as a result of not enough people using them. It is critical that Transport for Wales can respond to changes in passenger demand across the network, maintain the cohesion of Welsh and Border communities and provide a reliable service. Travel patterns have significantly changed since the pandemic, and this continues to change and evolve. To alleviate this as much as possible, Transport for Wales actively plans extra carriages to the busiest services and providing buses to supplement trains if necessary. More information about our medium to long term plan can be found [here](#).

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".