**Date issued:** 9 March 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:**

*Please advise of the following questions regarding the railway stations that you manage:*

*1. The staffing hours of each of your stations (this is the hours that staff are present and working at the station and is not always the same thing as the ticket office hours or ticket barrier hours).*

*2. The hours of operation of the ticket offices at each of your stations (the hours that the ticket office is open and serving customers).*

*3. The hours of operation of the ticket barriers at each of your stations (the hours that the ticket barriers are closed unless you put a ticket in them and in full use).*

*4. Which of your stations have train dispatchers on the platforms and what are their hours of operation (if not for all trains) and what platforms are they on (if not all) and which trains exactly (if not all) do they dispatch at each station?*

We can confirm that we hold the information you require.

The information relating to question (2) cab be found here: [https://tfw.wales/places/stations](https://eur03.safelinks.protection.outlook.com/?url=https%3A%2F%2Ftfw.wales%2Fplaces%2Fstations&data=04%7C01%7CJeremy.Morgan%40tfw.wales%7C92a2c565219e4e09052608da01b9d3af%7C87dcd024301948269956ba76b2a04ff4%7C0%7C0%7C637824194894712587%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000&sdata=SOE2qg5M3UBrYOYELwvmJMRQerUhmTWkfY7bLxxI2Mk%3D&reserved=0)

However, the Transport for Wales (TfW Rail) information relating to questions (1), (3) and (4) are exempt from disclosure under sections 24 (National Security) and 38 (Health and Safety) of the Freedom of Information Act.

The material requested would be of use to any persons wishing to disrupt TfW’s Wales and Borders transport network by placing into the public domain information which would otherwise not be available via other means. Whilst we make no suggestion that you would use this information for anything other than you own interest, disclosure of information under Freedom of Information has to be regarded as a disclosure to the public at large. As you will no doubt be aware, the rail transport system in the UK has been the target of attacks in the past. The information requested contains sensitive information about the operation of the network which could be of use for anyone seeking to research or plan for such an attack or to actively cause disruption to the network. Further, there is no meaningful way in which the material can be redacted. While some information may appear innocuous in isolation, taken together across the suite of documents it would still allow somebody to build up a detailed picture of TfW Rail operational processes and the language used in the operation of the network.

The use of the section 24 and 38 exemptions are subject to an assessment of the public interest in relation to the disclosure of the information concerned. We recognise the need for openness and transparency by public authorities, and acknowledge that there may be some interest in the information in question - as evidenced by the fact that you have requested it. However, as we believe this information could potentially be obtained and utilised by individuals who may wish to use it to cause disruption or harm to TfW Rail’s transport infrastructure, in this instance we believe that minimising the risk to that infrastructure and protecting the safety and welfare of members of the general public and our staff outweighs the limited public interest in disclosure.

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".