**Date issued:** 25 August 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. Transport for Wales does hold some of the information requested, as outlined below.

**Your Questions Answered**

1. **What is the total number of Revenue Protection Officers with Transport Investigations Limited currently working across the Transport for Wales network?**

34

1. **How many women are currently working as Revenue Protection Officers for Transport Investigations Limited on the Transport for Wales network?**

10

1. **How much revenue has been generated specifically at Tenby railway station by Transport Investigations Limited?**

Transport Investigations Ltd do not generate passenger revenue at Tenby, but encourage ticket purchase at facilities at the station. Passengers without tickets are issued a notice to pay.

1. **How much revenue has been generated between the Carmarthen and Tenby railway stations by Transport Investigations Limited?**

Transport Investigations Ltd do not generate passenger revenue between Carmarthen and Tenby. Passengers without tickets are issued a notice to pay.

1. **How many complaints have TfW received regarding Transport Investigations Limited?**

Across the whole Transport for Wales network we’ve had 243 complaints regarding Transport Investigations Ltd. This is for the period October 2018, when data collection began, to present.

1. **Do you gather diversity data for the people checked by Transport Investigations Limited?**

No, this data is not collected.

1. **Do you gather diversity data for the people prosecuted by Transport Investigations Limited?**

No, this data is not collected.

We trust 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".