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

**Freedom of Information Request** 27/23

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 for the following information:**

Under the freedom of information Act

**Question 1**

**I want an overview of how many complaints have been received since Jan 1, with regards the valley lines.**

**I want the figures for all social media, email, telephone calls, written every single complaint.**

**Question 2**

**what bus companies are you using and how many buses are being provided each week?**

**RESPONSE**

Question 1

Please see the below table, this shows the percentage of social media interaction with negative sentiment.

|  |  |  |
| --- | --- | --- |
| Tag | Conversations Interacted | Negative |
| Service - Valleys Disruption | 136 | 37.93% |
| CVL Infrastructure | 124 | 31.03% |
| TfW Gov Metro | 110 | 28.32% |
| Capacity - Valleys | 15 | 80.00% |

Transport for Wales received a further 206 complaints using other mediums in relation to the valley lines.

Question 2

Please see the attached document entitled ‘Coach operators 27\_23’ which outlines a list of our coach providers.

Continued…

The graph below outlines the number of buses we’ve used on a week-by-week basis during this financial year, from April 2022 up until Mid-Jan 2023.

Chart, line chart

Description automatically generated

Please note the following –

* Buses are operated as “rail replacement” during engineering work, and on an emergency basis, during disruption on the rail network.  A third party broker is used to hire buses and coaches for this purpose from a large pool of local providers.
* In recent weeks, pilot operations have been put in place outside the rail replacement framework to provide coach operations to supplement rail capacity before and after major spectator events in central Cardiff, such as international rugby games at the Principality Stadium and international football games at Cardiff City Stadium.  These only operate as required by the schedules for each event, so it is not possible to give a figure for number of coaches per week.  Coach companies used during these pilots are:
* Adventure Travel
* Ferris Holidays
* Mainline Coaches
* Newport Transport
* Williams of Brecon
* First Choice Coaches

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".