**Date issued:** 11th of August 2023

**Freedom of Information Request** 137/23

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…**

**1. What welfare measures are currently in place for the Bus Marshalls at each station from Pontypridd to Treherbert?  
2. What further measures will be put in place for the winter months?**

**RESPONSE**

Question 1

There are welfare facilities available at Pontypridd, Treherbert, and there will be some at Porth when the interchange opens later this year. We also have a mobile welfare van.

Question 2

All stewards have now been withdrawn from locations other than Pontypridd and Treherbert. They were temporarily arranged at other stations during the initial few weeks of the line closure to help the plan roll out as smoothly as possible.

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".