**Date issued:** 15th of November 2023

**Freedom of Information Request** 228/23

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…**

**TFw Under the freedoms of information act please can you let me know the number of passengers standing on a train that serves the South Wales Valleys(Aberdare, merthyr) that is deemed safe? And what would be the number that is classed as unsafe?**

**RESPONSE**

* In line with the rest of the industry, there is no defined number of people standing that is deemed unsafe on rolling stock.
* We allow our conductors to use a dynamic risk approach to manage capacity as part of their training and ongoing competency.
* The conductor should make an announcement after no later than 3 minutes of the train is stopped out of course to reassure the customers.

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".