**Date issued:** 26th of October 2023

**Freedom of Information Request** 229/23

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…**

**-How many people have applied for a concessionary bus pass each year from 2018-2023.**

**-How many people have applied for a 16-25 bus pass each year from 2018-2023.**

**RESPONSE**

Question 1

Please see the below table which shows the number of records and which year they applied. There was a bulk migration of records from an old system to the new CMS WG central in 2019, which is why there is a bulk in the data.

|  |  |  |
| --- | --- | --- |
| Customer Registered Year | Value |  |
| 2018 | 555 |  |
| 2019 | 542097 |  |
| 2020 | 70900 |  |
| 2021 | 32097 |  |
| 2022 | 42332 |  |
| 2023 | 24089 | **Up Until 17/07/2023** |
|  |  |  |
|  |  |  |
|  | 712,070 |  |
|  |  |  |

Question 2

Please see attached figures.

Please note: The bulk renewal had an impact on 2020 figures too as not all former card holders had submitted applications by the bulk card expiry date of 31/12/2019.

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".