**Date issued:** 21st of October 2024

**Freedom of Information Request 248/24**

**You asked us…**

**What are the results of the consultation for the 'TfW Future Timetable Review' as they apply to the reduction of services on the Heart of Wales Line. The consultation opened on 104/24 and closed on 13/5/24.  
  
Please provide a summary of responses from the public and the response from TfW to these responses.**

**RESPONSE**

Please see the below link-

<https://eur03.safelinks.protection.outlook.com/?url=https%3A%2F%2Ftransportforwales.cmail19.com%2Ft%2Ft-l-swutll-ykjlurutlh-t%2F&data=05%7C02%7Calexander.bryant-evans%40tfw.wales%7Ce874aa4731be4071e1b808dce2e89861%7C87dcd024301948269956ba76b2a04ff4%7C0%7C0%7C638634735840692304%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=MLDMrfoC6gQjuid%2B1N2%2FjBuRriUSXTQBxMdjpdPLD74%3D&reserved=0>

In relation to summary responses, the information for the HoWL presented in the report covers the key themes gathered from customer and stakeholder feedback. This is presented in tabular format. The table also contains information of what we as a business did with that feedback and if said feedback helped inform any changes to the plans.

The total number of responses received exceeded 500, of which only a portion referred to the HoWL.

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 Cadwyn, 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".