**Date issued:** 4th of October 2024

**Freedom of Information Request 282/24**

**You asked us…**

**From next year I understand that you plan to reduce the number of trains to fewer that the current minimal service. Why? What plans if any do you have to improve the service on this line?”**

**RESPONSE**

The information requested is covered by the information published on the Future Timetable Review. Please see the below link –

[https://haveyoursay.tfw.wales/strategic-future-timetable-review](https://eur03.safelinks.protection.outlook.com/?url=https%3A%2F%2Fhaveyoursay.tfw.wales%2Fstrategic-future-timetable-review&data=05%7C02%7CFreedomofinformation%40tfw.wales%7C4d13876739e4490b942708dcf3587541%7C87dcd024301948269956ba76b2a04ff4%7C0%7C0%7C638652808449460968%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=Hx0cXbiQAaTDLzBjB%2BpaLSLorUwovRoh6hyZQwI9Nno%3D&reserved=0)

We are currently planning to launch fully refurbished active travel trains on the line from the end of the year. These 2 carriage trains will have capacity for up to 12 bikes to make the most of the tourism side of the line.

We are now planning for trains to cross at Llandrindod which we anticipate will improve customer experience significantly.

We have formed the UK’s third Local Railway Partnership covering west Wales and the Heart of Wales line, which means we are working closely with Network Rail teams locally to improve performance and customer experience on the line.

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".