



Llywodraeth Cymru
Welsh Government

Ein cyf/Our ref ATISN 12614

8 October 2018

Dear ,

Request for Information – ATISN 12614

I wrote to you on 12 September regarding your request for information in relation to the T9 bus service. You asked for the following information:

1. The number of passengers by calendar month since the introduction of the T9 bus service, split between journeys to and from Cardiff Airport.
2. The original fare structure and the date and details of subsequent changes.
3. The income by month from passengers.
4. The number of vehicles purchased for the service, the date of purchase and the monies recouped on 'retirement' of the vehicles.
5. The cost of the service broken down in the manner in which it is reported by officials, including drivers' costs, managers' costs, running costs, repairs, depreciation, promotion of the service and any other costs.
6. An annual net contribution/cost.
7. Any reports prepared and submitted by, for example, Professor Stuart Cole on the T9 bus service, since the service started.

I can confirm that we hold information relating to your request.

1. The T9 service commenced operation in 2013. However, we hold total passenger numbers on the T9 service split by month from financial year 2014-



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Rydym yn croesawu derbyn gohebiaeth yn Gymraeg. Byddwn yn ateb gohebiaeth a dderbynnir yn Gymraeg yn Gymraeg ac ni fydd gohebu yn Gymraeg yn arwain at oedi.

We welcome receiving correspondence in Welsh. Any correspondence received in Welsh will be answered in Welsh and corresponding in Welsh will not lead to a delay in responding .

15 onwards (provided at Annex A below). We do not hold this information further differentiated by direction of travel. This information is collected from the automatic on board passenger counting equipment. Please note that no data is available yet for financial year 2018-19.

2. The Welsh Government does not hold this information, this would be retained by the operator of the T9 bus service which is New Adventure Travel.
3. The Welsh Government does not collect information on fares revenue collected. Revenue from fares is retained by the operator of the T9 bus service which is New Adventure Travel.
4. The six TrawsCymru branded vehicles used to operate the service were originally purchased for £1.1m in 2012 by Powys County Council using capital grant funding from the Welsh Government. Powys CC has agreed to the vehicles deployment onto the T9 service as part of the T9 contract. The vehicles are still in use so no monies have been generated from the sale of the vehicles. This would in any case be a matter for Powys CC to consider, as the vehicles would be returned to Powys CC at the end of the T9 contract.
5. The Welsh Government do not hold this information, this would be a matter for the operator New Adventure Travel.
6. For the current financial year, the Welsh Government has made available the following items of revenue funding to the Vale of Glamorgan Council (who manage the contract for the service on our behalf) –

Cost	Value (£)
Revenue support for the TrawsCymru® T9 Cardiff Airport Express bus service.	£462,500
Weekend Free Travel operator reimbursement for the T4 service	£180,000
Weekend Free Travel Duplicate Buses	£5,000
Traws Cymru Service T9 Driver Uniforms	£2,500
Publicity	£1000

7. I have enclosed the following documents in relation to this question –
 - Summary of market research carried out by Strategic Marketing on the T9 service – September 2014.
 - Professor Cole’s review of the T9 service for Welsh Ministers – January 2014.

If you are dissatisfied with the Welsh Government’s handling of your request, you can ask for an internal review within 40 working days of the date of this response. Requests for an internal review should be addressed to the Welsh Government’s Freedom of Information Officer at:

Information Rights Unit, Welsh Government, Cathays Park, Cardiff, CF10 3NQ or FreedomOfInformationOfficer@wales.gsi.gov.uk.

Please remember to quote the ATISN reference number.

You also have the right to complain to the Information Commissioner. The Information Commissioner can be contacted at: Information Commissioner's Office,

Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF
Telephone: 01625 545 745 or 0303 123 1113
Website: www.ico.gov.uk

However, please note that the Commissioner will not normally investigate a complaint until it has been through our own internal review process.

The request you sent me contains personal information about you - for example, your name and address. The Welsh Government will be the data processor for this information and, in accordance with the General Data Protection Regulation, it will be processed in order to fulfil our public task and meet our legal obligations under the Act to provide you with a response. We will only use this personal information to deal with your request and any matters which arise as a result of it. We will keep your personal information and all other information relating to your request for three years from the date on which your request is finally closed. Your personal information will then be disposed of securely.

Under data protection legislation, you have the right:

- to be informed of the personal data we hold about you and to access it
- require us to rectify inaccuracies in that data
- to (in certain circumstances) object to or restrict processing
- for (in certain circumstances) your data to be 'erased'
- to (in certain circumstances) data portability
- to lodge a complaint with the Information Commissioner's Office (ICO) who is our independent regulator for data protection

For further information about the information which the Welsh Government holds and its use, or if you wish to exercise your rights under the GDPR, please see contact details below:

Data Protection Officer, Welsh Government, Cathays Park, CARDIFF, CF10 3NQ
Email: DataProtectionOfficer@gov.wales

The contact details for the Information Commissioner's Office are as outlined above.

Any information released under the Freedom of Information Act 2000 or Environmental Information Regulations 2004 will be listed in the Welsh Government's Disclosure Log (at <http://wales.gov.uk/about/foi/responses/?lang=en>).

Yours sincerely

Annex A

Financial Year 2014 -15

April 2014	8,777
May 2014	8,402
June 2014	8,322
July 2014	8,841
August 2014	5,989
September 2014	9,870
October 2014	10,479
November 2014	10,305
December 2014	8,719
January 2015	6,657
February 2015	5,190
March 2015	7,044

Financial Year 2015-16

April 2015	8,547
May 2015	7,749
June 2015	10,882
July 2015	9,674
August 2015	10,012
September 2015	11,879
October 2015	22,258
November 2015	13,090
December 2015	11,740
January 2016	11,359
February 2016	11,359

March 2016	13,041
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Financial Year 2016-17

April 2016	8,653
May 2016	10,695
June 2016	13,358
July 2016	14,589
August 2016	14,500
September 2016	14,954
October 2016	10,390
November 2016	11,140
December 2016	10,300
January 2017	8,937
February 2017	10,360
March 2017	13,223

Financial Year 2017-18

April 2017	12,969
May 2017	15,786
June 2017	15,264
July 2017	13,976
August 2017	15,089
September 2017	14,480
October 2017	10,927
November 2017	8,289
December 2017	10,132
January 2018	9,060
February 2018	9,385
March 2018	11,735