

Dear

Request for information - ATISN 17057

I wrote to you on 2 February regarding your request for information.

Your request

You asked for the following information regarding the persistent problems you are facing when commuting to and from Cardiff during the Core Valley Lines transformation works:

- 1. An overview of how many complaints have been received since Jan 1, with regards to the valley lines, including the figures for all social media, email, telephone calls, written every single complaint.**
- 2. What bus companies you are using and how many buses are being provided each week.**

Our Response

I apologise for the delay in responding to you.

I can confirm that we hold some of the information you have requested.

For question one, I can confirm that the Welsh Government does not hold any information. No other complaints, apart from your own, regarding the valley lines have been received by the Welsh Government since 1 January 2023.

For question two, Transport for Wales (TfW) has confirmed that all rail-replacement bus services are booked through their contract in place with a single supplier – Abellio Rail Replacement. They in turn have commercial arrangements with over 100 bus and coach companies across the country. TfW would require permission from Abellio to disclose the companies sub-contracted to provide the local services and they would require additional time to collate this information. If you wish to proceed with your request for this information you may wish to raise these queries with TfW who can be contacted via the following link:

[Freedom of Information | TfW](#)

Next steps

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 Email: Freedom.ofinformation@gov.wales

Please remember to quote the ATISN reference number above.

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.

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

Yours sincerely