

Dear

Requesting ATISN 16821

I wrote to you on 10 November regarding your request for information.

Your request

You asked for the following information regarding:

1. Traffic Wales Website (English) - <https://traffic.wales/> & <https://traffig.cymru/>

1.1 How many times is the Traffic Wales Website accessed per day?

- a) In English
- b) In Welsh

1.2 How many people use the Traffic Wales Website per day?

- a) In English
- b) In Welsh

1.3 Which features of the Traffic Wales Website are used the most?

1.4 What is the annual cost of maintaining the Traffic Wales Website?

1.5 Are there any plans to make significant upgrades to the Traffic Wales Website? If so:

- a) When?
- b) What changes will be made?
- c) What is the budget for the upgrade?

2. Data Services

2.1 How many organisations are subscribers of your DATEX II service?

2.2 Are there any plans to make significant changes to, or discontinue, the DATEX II service?

2.3 How many organisations are subscribers to your Live Traffic Cameras service?

2.4 Are there any plans to make significant changes to, or discontinue, the Live Traffic Cameras service?

2.5 How many individuals/organisations subscribe to your RSS feeds?

Our response

I can confirm that the Welsh Government holds some of the information captured by your request. Please see answers to all questions below:

1.1 How many times is the Traffic Wales Website accessed per day?

- a. In English (from January to November 2022) **1929 times**
- b. In Welsh (from January to November 2022) **13 times**

1.2 How many people use the Traffic Wales Website per day?

- a. In English (from January to November 2022) **3179 times**
- b. In Welsh (from January to November 2022) **19 times**

1.3 Which features of the Traffic Wales Website are used the most?

From January to November 2022 these pages have the most visits :-

- 1. Homepage**
- 2. CCTV Cameras A55**
- 3. CCTV Cameras M4**
- 4. Traffic Alerts**
- 5. Road Traffic Map**

1.4 What is the annual cost of maintaining the Traffic Wales Website?

The contracted cost to maintain the website including security certificates is £9400 per annum. The cost of updating the website with the latest traffic information is not included as this is part of the strategic road network operational costs for the staff employed by the trunk road agent.

1.5 Are there any plans to make significant upgrades to the Traffic Wales Website? If so:

- c. When?
- d. What changes will be made?
- e. What is the budget for the upgrade?

There are no immediate plans to update or change the website apart from the regular patches to the back office software and the daily traffic information notifications.

2. Data Services

1.1 How many organisations are subscribers of your DATEX II service?

This information is not currently held, over time many organisations have requested access which has been granted if there is a valid requirement for the data.

1.2 Are there any plans to make significant changes to, or discontinue, the DATEX II service?

The DATEX II feed will continue, the only updates will be to ensure compliance with any future releases. See the following website [Homepage | DATEX II \(datex2.eu\)](#)

1.3 How many organisations are subscribers to your Live Traffic Cameras service?

Apart from the emergency services no camera controlled live access has been granted to any other organisations to view the CCTV feeds, time delayed images are made available on the Traffic Wales website or via our intranet.

1.4 Are there any plans to make significant changes to, or discontinue, the Live Traffic Cameras service?

No

1.5 How many individuals/organisations subscribe to your RSS feeds?

This information is not currently held, over time many organisations have requested access which has been granted.

If you wish to discuss any further details or have comments in relation to the website please do not hesitate to contact our Highways Technology Manager in the Transport department, est-nmdmailbox@gov.wales

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.

The request you sent me contains personal information about you - for example, your name. 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 contact: Data Protection Officer, Welsh Government, Cathays Park, CARDIFF, CF10 3NQ or e-mail DataProtectionOfficer@gov.wales.

The address for the Information Commissioner's Office is: Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Phone numbers are 01625 545 745 or 0303 123 1113. Electronic contact details are at <https://ico.org.uk/global/contact-us/email/>.

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 <https://gov.wales/about/open-government/freedom-of-information/responses/?lang=en>).

Yours sincerely