



Ein cyf/Our ref: ATISN 25111

7 October 2025

Dear ,

Request for information – ATISN 25111

Thank you for your requests for information which I received on 1 September 2025.

Your requests

You asked for the following information:

Request 1:

1) What was the total number of lift closures due to repairs, breakdowns or malfunctions at stations on the Core Valleys Line in each of the last five years? Please also provide a breakdown of station locations.

2) What was the total number of escalator closures due to repairs, breakdowns or malfunctions at stations on the Core Valleys Line in each of the last five years? Please also provide a breakdown of station locations.

3) Please also provide A) the longest time a lift at a station on the Core Valleys Line was out of order since 2020. B) Please provide the current lift and escalator repair time across stations.

Request 2:

1) What percentage of stations on the Core Valleys Line currently have level access throughout? Please provide this figure for the current year, plus each of the last 10 years if available. Please also provide a list of stations with level access throughout and a list of those without.



Llywodraeth Cymru /
Welsh Government
Parc Cathays / Cathays
Park
CF10 3NQ

FOI.ETCC@gov.wales

2) What percentage of stations on the Core Valleys Line currently have level boarding/step-free access platforms? Please provide this figure for the current year, plus each of the last 10 years if available. Please also provide a list of stations with level boarding/step-free access platforms and a list of those without.

3) How many footbridges crossing the Core Valleys Line remain inaccessible to those in wheelchairs? Please provide the raw number and a percentage figure.

Our response

I can confirm that the Welsh Government does not hold the information you have requested. I would recommend that you contact Transport for Wales for this information or please check TfW's Publication Scheme, disclosure log, transparency page and projects page in case the information you require is already readily available.

If it is not, please email TfW at: freedomofinformation@tfw.wales

Alternatively, you can write to:

Freedom of Information Officer
Transport for Wales
3 Llys Cadwyn
Pontypridd
Rhondda Cynon Taf
CF37 4TH

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: Freedomofinformation@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