**Date issued:** 13 July 2022

**Freedom of Information Request**

We are writing in response to your Freedom of Information request. Your request has been considered in accordance with the requirements of the Freedom of Information Act and our Data and Information Management Policy.

**You asked for the following information:**

*“As you may have seen in the news yesterday it has been revealed that the government wants to permanently shut down each and every ticket office on the entire railway networks in the UK.*

*Therefore, I would like to see some statistics from each ticket office as I believe this information is important to see so that we can know how much usage ticket offices are getting.*

*For each and every ticket office that you run I would like to know the total amount of tickets sold at each ticket office during each of the following twelve years:*

*• 01/01/2010 to 31/12/2010*

*• 01/01/2011 to 31/12/2011*

*• 01/01/2012 to 31/12/2012*

*• 01/01/2013 to 31/12/2013*

*• 01/01/2014 to 31/12/2014*

*• 01/01/2015 to 31/12/2015*

*• 01/01/2016 to 31/12/2016*

*• 01/01/2017 to 31/12/2017*

*• 01/01/2018 to 31/12/2018*

*• 01/01/2019 to 31/12/2019*

*• 01/01/2020 to 31/12/2020*

*• 01/01/2021 to 31/12/2021*

*Note that it must be the broken down by ticket office (so how many tickets that each of your ticket offices has sold for each period) and not just one sum for all of your ticket offices combined.”*

**Having reviewed your question, we are able to provide the information requested in the attached CSV spreadsheet.**

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 Cdwyn, 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".