**Date issued:** 24th of October 2023

**Freedom of Information Request** 202/23

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 US…**

**TfW Rail have partnered with PayZone to make rail tickets available at independent newsagents etc, at a limited number of stations/geographic areas.**

1. **Please provide a copy of any internal and external training/briefs/guidance around the introduction of these tickets, along with any sample/specimen images or pictures of these PayZone issued tickets. If different types of these tickets are in different formats, please endeavour to provide specimen/sample images of each - for example, if an Advance ticket looks different to an Anytime Day Single in terms of printed layout/content.**
2. **Finally, please confirm simply how many of these TfW/ PayZone fulfilled tickets have been issued, sorted by Rail Period since their introduction.**

**RESPONSE**

Question 1

The two documents attached are the training briefs that’s went out to the retailer.

Below are two photos of Payzone tickets older machines have a slightly larger role than the new machines. Older printer on the left newer printer on the right All tickets print out in this format.

A receipt with black text

Description automatically generatedA piece of paper with black text

Description automatically generated

The redacted information is commercially sensitive information and as such are exempt from release by virtue of the following –

**Section 43(2) – Commercial Interests**

Section 43 is a qualified, class based exemption which requires the authority to consider the public interest in disclosure.

**Factors favouring disclosure**

Disclosing the redacted information would promote openness and transparency and may contribute to public debate.

**Factors favouring non-disclosure**

Under the Freedom of Information Act (FOIA) 2000, the commercial interest exemption S.43 (2) states that information is exempt information if its disclosure under the FOIA would, or would be likely to, prejudice the commercial interests of any person.

A disclosure in response to a Freedom of Information Request is not a disclosure to the individual applicant but a release into the public domain. Publicly disclosing these details would be likely to prejudice the commercial interests of Payzone.

**Balancing Test**

Before deciding which of these arguments is most compelling, a balancing test needs to be completed. In this case, the key factor favouring non-disclosure is the interest of Transport for Wales and this needs to be weighed against the key factor favouring disclosure which concerns transparency.

While it is accepted that accountability and demonstrating transparency is a strong factor favouring disclosure. We have determined that greater weight must be given to protecting the commercial interests of Payzone.

On balance, at this time, the public interest test does not favour disclosure.

Question 2

At time of request a total of 343 tickets sold, from December 2022 until September 2023

This table below shows a brake down of ticket sales by period.

A black background with a black square

Description automatically generated with medium confidence

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".