**Date issued:** 13 April 2022

**Freedom of Information Request**

Thank you for contacting Transport for Wales (TfW). 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. Having reviewed your questions, we are able to provide the following information which follows your questions:**

1. Do your Guards receive commission on tickets that they sell?

Yes

1. If so how much (what percentage) is the commission they receive?

4%

1. Do your Revenue Protection Inspectors receive commission on tickets that they sell?

No

1. If so how much (what percentage) is the commission they receive?

Not applicable

1. Do your Ticket Office Clerks receive commission on tickets that they sell?

No

1. If so how much (what percentage) is the commission they receive?

Not applicable

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".