**Date issued:** 6th of October 2024

**Freedom of Information Request 270/24**

**You asked us…**

**How many routes have been removed from the multiflex ticket scheme as of 8 October?**

**Please provide any policy documents and meeting minutes relating to the decision to make these changes.**

**Please provide specifically details relating to the decision to remove multiflex tickets for people travelling to/from stations in Manchester.**

**Can you confirm how many multiflex tickets have been purchased for travel to/from any Manchester station to/from stations in North Wales for the six months leading up to 8 October. Where possible please provide a breakdown by each destination stations in North Wales. If you need any clarity on the request please let me know.**

**RESPONSE**

Question 1

237 routes have been removed from the multiflex ticket scheme as of 8 October.

Question 2

Your request has been considered and we have concluded that this would be exempt by virtue of the following exemption:

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

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

**Factors Favouring Disclosure**

Disclosing this 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 a Transport for Wales.

Transport for Wales consider that such information is likely to harm our commercial interests as a public body operating in a competitive market.

**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 commercial interests 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 Transport for Wales.

The discussion contains the full analysis of revenue figures and disclosure would disadvantage TfW if seen by our competitors.

Question 3

As part of wider fares simplification work, the Multiflex product has been removed from sale on routes where an Anytime Day Return fare does not exist. These routes already benefit from better value Advance Tickets, including availability on the day. We are actively working to remove unnecessary products, which complicate the customer proposition. Analysis was carried out in support of the decision taken, with evidenced low take up for the product.

Question 4

67 Multiflex packs were sold on these flows in the last 6 rail periods prior.

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 Cadwyn, 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".