

02 February 2012  
Ref: FOI: P0008537

Dear [REDACTED],

**Freedom of Information request – Southern Railway and Gatwick Express**

I refer to your request under the Freedom of Information Act 2000 for information regarding a number of questions in relation to Southern Railways and Gatwick Express.

Thank you for your information request dated 17 January 2012 in which you requested the following information:

- 1) *What are the punctuality figures for the months from November to February for Southern Railway and Gatwick Express services in each of the last three years?*

The Southern Railway Franchise started on 20/09/2009 and so the information for Southern and Gatwick Express since this date can be found at;

<http://www.southernrailway.com/your-journey/performance-results/>

- 2) *What discussions, meetings or correspondence have taken place between Transport Ministers and the Chief Executive of Southern Railway regarding the performance (punctuality and reliability) of its service since April 2010?*

Since April 2010 records show that the following meetings have taken place. Please note that this is a regular rail industry meeting and is not Southern specific.

The dates below have been identified as Southern performance having been mentioned in either a positive or negative way

04 March 2010	27 May 2010	24 June 2010	22 July 2010
16 December 2010	13 January 2011	03 February 2011	03 March 2011
05 April 2011	28 April 2011	10 November 2011	12 January 2012

Records show that there has been one stand alone meeting where Chris Burchell (MD) attended a meeting on 14 February 2011 with the Transport Minister and other TOC Managing Directors from the Go-Ahead group.

- 3) *Whether the franchise with Southern Railway specifies a minimal service level for passengers (punctuality and reliability) of the service to Sussex coast; what are the penalties for falling below this service and whether Ministers have set any expected service levels for Southern in the last 12 months?*

Within the Southern Railway Franchise Agreement there are performance benchmarks which Southern have to achieve. There are two measures specifically that monitor performance and these are cancellations and Service Delivery (Delay Minutes). These can also be found in the Southern Railway Franchise Agreement (page 96 of the

Franchise Agreement) on the DfT website. The link is <http://www.dft.gov.uk/publications/rail-passenger-franchise-agreement-southern/>

If Southern Railways do meet these thresholds, then the necessary action will be taken by the Department as laid out in the contract.

- 4) *Whether Ministers have had any discussions with Southern Railway or passenger groups since April 2010 about reinstating discounts on season tickets to compensate for continued under performance against levels of service for passengers on the Sussex coast line? And if they will publish the relevant correspondence*

Ministers have not had any discussions with Southern Railway or Passenger Groups regarding the reinstatement of discounts on season tickets.

- 5) *What level of public subsidy Southern Railway will receive for operating the Sussex coast service in the financial years 2010-11, 2011-12, 2012-13?*

Southern Railway does not receive any public subsidy, they pay premia to the Department. The details on this amount can be found at <http://www.wired-gov.net/wg/wg-news-1.nsf/0/AC03DEE182E0FBB0802575D000218F72?OpenDocument> in an article called, "More frequent and more secure rail services for London and the South East" DEPARTMENT FOR TRANSPORT News Release (071) issued by COI News Distribution Service on 9 June 2009

- 6) *Which Members of Parliament have written to Transport Ministers since 01 April 2010 about the service provided by Southern Railway and the Gatwick Express (a list will suffice)*

The table below lists all the MPs whom have written to Transport Ministers about Southern, including performance and other issues.

Henry Smith MP	Tim Loughton MP	Hon Nicholas Soames MP
Rt Hon Francis Maude MP	Rt Hon Joan Ruddock MP	Sam Gyimah MP
Rt Hon Sir John Stanley MP	Rt Hon Chris Grayling MP	David Anderson MP
Gregory Barker MP	Peter Bottomley MP	Dr Caroline Lucas MP
Hugh Bayley MP	Ms Justine Greening MP	Amber Rudd MP
Charles Hendry MP	Sarah Teather MP	Stephen Lloyd MP
Andrew Tyrie MP		

If you are unhappy with the way the Department has handled your request or with the decisions made in relation to your request you may complain within two calendar months of the date of this letter by writing to the Department's Information Rights Unit at:

Zone D/04  
Ashdown House  
Sedlescombe Road North  
Hastings  
East Sussex TN37 7GA  
E-mail: [FOI-Advice-Team-DFT@dft.gsi.gov.uk](mailto:FOI-Advice-Team-DFT@dft.gsi.gov.uk)

Please see attached details of DfT's complaints procedure and your right to complain to the Information Commissioner.

If you have any queries about this letter, please contact me. Please remember to quote the reference number above in any future communications.

Yours sincerely,

A solid black rectangular box used to redact the signature of the sender.

### **Your right to complain to DfT and the Information Commissioner**

You have the right to complain within two calendar months of the date of this letter about the way in which your request for information was handled and/or about the decision not to disclose all or part of the information requested. In addition a complaint can be made that DfT has not complied with its FOI publication scheme.

Your complaint will be acknowledged and you will be advised of a target date by which to expect a response. Initially your complaint will be re-considered by the official who dealt with your request for information. If, after careful consideration, that official decides that his/her decision was correct, your complaint will automatically be referred to a senior independent official who will conduct a further review. You will be advised of the outcome of your complaint and if a decision is taken to disclose information originally withheld this will be done as soon as possible.

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 can be contacted at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF