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XXXXXXX  
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Web Site: [www.dft.gov.uk](http://www.dft.gov.uk)

Our Ref: F0008552

14 February 2012

Dear XXXXXX,

**REQUEST FOR INFORMATION UNDER THE FREEDOM OF INFORMATION ACT  
2000 – F0008552**

Thank you for your email of the 9 December 2011, requesting information under the Freedom of Information Act 2000. I am responding as a Contract Manager at the Department for Transport.

Please let me apologise for the delay in responding to your request. As the Department's Information Rights Unit has expressed, your original request for information was not received until the 20 January 2012. This therefore means that the response deadline for your case has been set as 20 February 2012.

I can only once again apologise for the original mis-placement of your original request of 9 December 2011.

**Information Requested**

You have requested the following information;

*In press releases announcing the award of the Greater Anglia rail franchise to Abellio Greater Anglia Limited, the DfT stated that:*

*"Car drivers will see improvements with the provision of a total of 300 new car parking spaces at specific stations (subject to planning approvals). Meanwhile 300 new parking spaces will be provided at Shenfield and Wickford stations (subject to planning approvals)"*

*1. Can you please specify at which stations the 300 new car parking spaces in the first part of the paragraph are to be located?*

*"Other improvements to be made by the new operator will include [...] the installation of 28 new ticket machines at stations across the network ..."*

*2. Can you please specify at which stations the new ticket machines will be installed?*

*"... cycle storage points at 15 stations ..."*

*3.a. Can you please specify at which stations the cycle storage points will be installed?*

*3.b. Is there a specification for what constitutes a 'cycle storage point'?*

*"... cleaning and painting of 141 stations across the franchise ..."*

*4.a. How many stations are covered by the franchise?*

*4.b. Is there a specification for which items will be painted?*

*"... better passenger information ..."*

*5. In what way will better information be supplied to passengers?*

*"... the majority of the train fleet will be 'deep-cleaned', some will be refurbished ..."*

*6.a. Is there a specification for this 'deep cleaning'? In what way is it different from routine cleaning? Which trains will not be deep cleaned?*

*6.b. Which trains will be refurbished ('which' in terms of type, number of trains, and routes they use)*

Some of the information that you have requested, has been copied directly from the Greater Anglia Franchise Agreement (the exceptions being the response to questions 3b, 4a, 5, 6a and 6b). This means that the numbering of some of the paragraphs reflects the numbering of a specific clause in the Franchise Agreement, rather than the numbering sequence of the questions that you have asked

The response to question 5 of your request provides a synopsis of the improvements that will be delivered to passengers by way of supplying better information. The full content of this information will be available, when the Greater Anglia Franchise Agreement is published on the DfT website. The Franchise Agreement will be published shortly.

## **Response to Information Request**

1.

7.2 Table of locations of additional at-grade customer parking spaces

<b>Stations</b>	<b>Additional spaces (at grade)</b>
Lowestoft	110
Cambridge	33
Colchester	25
Clacton	10
Wrabness	10
Walthamstow	11
Billericay	10
Bishop's Stortford	10
Althorne	9
Marks Tey	7
Ipswich	5
Wickford	3
Hockley	2
Other locations	55
<b>TOTAL</b>	<b>300</b>

2.

3.2 Table of locations of new TVMs

<b>Stations</b>	<b>Number of TVMs</b>
Cambridge	+4
Ipswich	+1
Norwich	+3
Chelmsford	+2
Chadwell Heath	+2
Chingford	+1
Gidea Park	+1
Romford	+4
Wickford	+1
South Woodham Ferrers	+1
Witham	+1
Audley End	+1
Harwich International	+1

<b>Stations</b>	<b>Number of TVMs</b>
March	+1
Thetford	+1
Burnham-on-Crouch	+1
Maryland	+1
Ware	+1
<b>TOTAL</b>	<b>+28</b>

3a.

#### 10.2 Table of locations of new cycle storage spaces

<b>Stations</b>	<b>New cycle spaces</b>
Billericay	15
Kelvedon	10
Rayleigh	16
Braintree Freeport	7
Harling Road	7
Harwich International	7
Hythe	7
Witham	12
Manea	7
Whittlesea	7
Alresford	7
Althorne	7
Shippea Hill	7
Lakenheath	7
Buckenham	7
<b>TOTAL</b>	<b>130</b>

3b.

A specification for what is deemed as a cycle storage point is not stated in the Greater Anglia Franchise Agreement.

4a.

167 stations are covered by the Greater Anglia Franchise

4b.

### **Station refresh**

16.1 On or before 5 January 2013, the Franchisee shall carry out a station refresh of the following 15 Stations:

- (a) Cambridge,
- (b) Chelmsford,
- (c) Bishop's Stortford,
- (d) Clapton,
- (e) Colchester,
- (f) Harlow Town,
- (g) Bury St Edmunds,
- (h) Maryland,
- (i) Ipswich,
- (j) Broxbourne,
- (k) Tottenham Hale,
- (l) Norwich,
- (m) Cheshunt,
- (n) Shenfield, and
- (o) Edmonton Green.

16.2 For the purposes of this paragraph 16, a station refresh shall include preparation, undercoat and top coat painting and shall apply to areas of the Station within the leased area, including canopies (with no height limitation).

### **16A General Station Refresh**

16A.1 On or before 21 June 2014, the Franchisee shall carry out a station refresh at an additional 126 Stations (to be approved by the Secretary of State (acting reasonably)) which are not otherwise subject to a station refresh under any other Committed Obligation.

16A.2 For the purposes of this paragraph 16A a station refresh shall include preparation, undercoat and top coat painting to areas of the Station within the leased area, including canopies (with no height limitation).

5.

There are various commitments in the GA Franchise Agreement to improve the provision of information to customers. The following commitments have been given by the franchisee;

- Installation of service update screens at TfL interchanges to improve onward journey information for customers;
- Installation of information desks and kiosks at certain stations;
- Introduction of new personal digital assistants (PDAs) to ensure the complement of PDA's total 1650. The PDA's will be used to provide passengers with better access to information
- Provision of a new text messaging service to registered customers, to provide updates with regard to service interruptions and disruption;
- Provision of extra customer service volunteers during the Olympic and Paralympic Games;
- Provide a Smartphone application during the Olympics, to provide real time service information and a pictorial navigation tool to aid peoples journeys to station; and
- Implementation of an overcrowding strategy by zoning and marking platforms to indicate where passengers can stand for less busy train carriages during peak hours, providing microphone systems at stations and instigating a consultation exercise with stakeholders to provide colour coded timetables indicating the predicted level of crowding on services.

6a.

The deep clean will involve a variety of aesthetic works to the fleet of trains, including a steam clean of floors, seats and hand washing of exterior units. Rolling stock units will be taken out of service to be cleaned during less busy periods, and shall not affect the availability of vehicles used for the purpose of delivering passenger services.

6b.

The entire fleet of the Franchise rolling stock, except the 379 units, will be subject to a deep clean.

### **Right to Complaint**

In keeping with the spirit and effect of the Freedom of Information Act, all information is assumed to be releasable to the public unless exempt. The Department will, therefore, be simultaneously releasing to the public a summary of the information you requested, together with any related information that will provide a key to its wider context.

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,

**XXXXXXXXXX**

### **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