

XXX

2 March 2012

(XXX)

Dear XXX,

RE: Freedom of Information Request – Manchester Victoria passenger numbers

I refer to your request under the Freedom of Information (FOI) Act 2000 for information about the number of passengers who travel into Manchester Victoria train station in a working week (Monday to Friday).

Franchised train operators are required by the Department to undertake passenger counts as part of their franchise agreements. These counts are requested from all relevant operators twice yearly, in the spring (March to May) and autumn (September to December). Train operators provide the Department with an average for each service that represents the number of passengers on the train on arrival at and departure from major stations on a typical weekday during school term time. We therefore do not have figures for the total number of passengers that arrive at or depart from these stations during a whole working week.

The latest finalised passenger count data we hold for Manchester Victoria are for autumn 2010. Northern Rail provided us with counts for all services that arrived at this station between the start of service and 8:59pm. The data shows that during this time approximately **14,100** passengers arrived at Manchester Victoria on a typical weekday in autumn 2010.

Please note that this figure is based on the sum of the average loads for all services that arrived at Manchester Victoria between the start of service and 8:59pm. The counts are recorded on arrival at Manchester Victoria, which may not always be the busiest point on the service. The average for each service is derived from all counts recorded on a working weekday (Monday to Friday) during the count period and so may include counts on days where services were disrupted and loads were untypical. Where the sample size for a service is high this will not be an issue but, where the sample size is low, there is a risk that the average could be distorted by an untypical count. Loads are also likely to fluctuate throughout the year so the figure does not represent an annual average. Therefore please use this figure with caution.

You may also be interested in looking at statistics on passenger demand published on the ORR website (<http://www.rail-reg.gov.uk/server/show/nav.2026>). These provide information on peak demand into London and other major cities (including Manchester) in autumn 2010.

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/01
Ashdown House
Sedlescombe Road North
Hastings
East Sussex TN37 7GA
E-mail: 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

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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