

XXXX

31 March 2008

Ref: FOI0003940

Dear X

Freedom of Information Request

Further to your e-mail request, the Department for Transport has now completed its search for the information which you requested on 18th March 2008.

A copy of the Autumn 2006 passenger counts for the following train operators is enclosed:

c2c
Chiltern
First Capital Connect
First Great Western (for former "First Great Western Link" commuter services)
National Express East Anglia (previously known as "one")
Southern
Southeastern
South West Trains

This is the latest data currently available to the Department.

Cordon count data relating to the morning and evening peak periods for these train operators and First Great Western for the train operators listed above is also included.

In all cases, the data in the enclosed tables was collected prior to the December 2006 timetable change, and relates to "commuter" services arriving in and departing from London termini in the morning and evening peaks respectively. Data for long-distance operators (Virgin West Coast, GNER, Midland Mainline and First Great Western long-distance services) is not available.

For shorter journeys, when journey time between the London terminus and the first stop is less than 20 minutes, the total capacity figures given in the attached tables take account of the number of seats plus standing allowance for particular types of rolling stock. For longer-distance services, capacity is usually calculated as the number of seats only, when journey time between the London terminus and the first stop is 20 minutes or more. A number of slower services, which serve a number of intermediate stations en route, have their capacity calculated as "seats plus standing" in line with the definition above.

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 by writing to me at the above address. Please see attached details of the Department for Transport'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,

XXXX

Your right to complain to the Information Commissioner

You have the right to complain 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