

Direct Line: 020 xxx xxxx

F0007747

28 June 2011

By e-mail:

xxxx

Dear xxxxx

I refer to your request for information about the train services monitored for short formation operated by Northern Rail. Your request was received by the Department on 9th June and I am dealing with it under the terms of the Freedom of Information Act 2000. I will cover each of your questions in turn.

Northern services monitored for short formations.

Under section 21 of the Act, we are not required to provide information which is already reasonably accessible to you. The information you requested is contained in Schedule 7.1 of the Northern Franchise Agreement. A list of all trains monitored for capacity is set out in a Fixed Train Plan starting on page 172.

As also stated in Schedule 7.1, the contractual Capacity Benchmark is 7.37%. This means that the number of monitored trains that can run with less than the minimum passenger capacity (across the whole franchise area) in the Fixed Train Plan is 7.37%. The Northern Franchise Agreement is available on the Department's website at <http://www2.dft.gov.uk/pgr/rail/passenger/publicregister/current/nthn/nrthnfranchise.pdf> If you do not have access to the Internet at home, you may be able to use facilities at your local public library, or you can request a paper copy of the appropriate pages by contacting me.

Performance and Reliability on the Harrogate line

You also requested information on how effectively Northern is delivering the train service performance and reliability on the Harrogate line.

I have attached a table setting out the public performance measure (PPM) for trains on the Harrogate Line that applies for the most recent three rail periods. As guidance, Period 1 is the four weeks from 1 April 2011 and Period 2 ended on 28th May 2011.

I have also included the statistics setting out the level of train capacity contracted in the Franchise Agreement that Northern has delivered over the period from 1 April 2010. For comparative purposes, I have included the percentage of monitored trains that met the appropriate capacity across the whole Northern Franchise.

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

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,

Xxxx xxxxxx

Appendix A

Public Performance Measure on Leeds-Harrogate-York route at end of Period 1(30/4/11)

Route	Period 12 PPM %	Period 13 PPM %	Period 1 PPM%
Leeds-Harrogate-Knaresborough	96.09	97.18	95.59
Leeds-Harrogate-York	86.00	88.81	92.78

Harrogate Line Strengthening (% of monitored trains that were strengthened).

	April 2010									Dec. 2010				April 2011	
Period	1	2	3	4	5	6	7	8	9	10	11	12	13	1	2
Harrogate Line	94.5	88.9	94.2	95.4	94.6	97.3	94.6	93.7	73.3	65.7	92	96.5	95.8	86.5	84.6
Overall Strengthening	93.1	91.8	93.1	93.5	94.6	96.3	95.3	92.8	81.3	76.4	91.7	95.8	94.2	89.7	90.7

Each rail period lasts four weeks. Period 1 commences on 1st April each year. Period 10 commenced on 12th December 2010.

Your right to complain to [DfT/Agency] 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