Mr Martin Abrams
[by email: request-278776-faa3bb1c@whatdotheyknow.com]

Dear Mr Abrams,

Freedom of Information Act Request - F0012549

Thank you for your information request of 8th July 2015. You have requested the following information:

I would like to see the full feasibility report following the trial conducted by Southern Railway Limited of innovative season ticket types as per the 2012 franchise agreement.

The 2012 Franchise Agreement between The Secretary of State for Transport and Southern Railway Limited stated:

6.1 On or before 31 December 2012, the Franchisee shall introduce on a trial basis three innovative season ticket types using ITSO-Certified Smartmedia technology on the Arun Valley to London Victoria route. Such trial shall be conducted by the Franchisee for at least one year. The season ticket types to be trialled shall be as follows (or such other types as may be agreed between the Franchisee and the Secretary of State):
(a) cash back season tickets;
(b) early bird flexible season tickets; and
(c) three day season tickets.

6.2 No later than three months following conclusion of the trial referred to in paragraph 6.1 the Franchisee shall provide to the Secretary of State a feasibility report detailing the costs and benefits of introducing such innovative season ticket types throughout the Franchise. Where such feasibility report shows that there is a good business case for the introduction of any innovative season ticket
type across the Franchise, the Franchisee shall introduce such innovative season ticket type throughout the Franchise in accordance with the terms of the proposals set out in the feasibility report.


Your request has been considered under the Freedom of Information (FOI) Act 2000. I am writing to confirm that the Department for Transport (DfT) has now completed its search for the information.

Please find enclosed with this letter the FlexiSeason Trial End of Project Report as requested.

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 FOI Advice Team 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 send or copy any follow-up correspondence relating to this request to the FOI Advice Team to help ensure that it receives prompt attention. Please also remember to quote the reference number above in any future communications.

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

Yours Sincerely

Jeaur Rahman
Correspondence Manager | Rail Executive – Passenger Services
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