

By email: Andy Soames <request-800741-28e6e227@whatdotheyknow.com>

Southeastern,
Freedom of Information,
2nd Floor,
4 More London Riverside,
London SE1 2AU

04th November 2021

Dear Mr Soames

Information Request Reference Number: FOIA0011

Thank you for your email of 19th October 2021, in which you requested the following information:

Request

"I am requesting details of your passenger numbers, for a snapshot period of at least a week after 1 August 2021, compared to an equivalent period before the pandemic. There is no need for this to be broken down below overall franchise level, although of course this would be appreciated if it is easily obtainable."

Your request has been processed under the Freedom of Information Act 2000 (FOIA) and I can confirm that we hold the information you have requested, which is shown below.

Answer

For the 4 weeks to 16th October 2021, 9.1m journeys were reported on Southeastern services. This is 61% of the total for the corresponding 4 weeks of 2019 (pre-Covid).

Appeal Rights

If you are unhappy with the way your request has been handled and wish to make a complaint or request a review of our decision, please write to the Southeastern Company

Solicitor, 2nd Floor, 4 More London Riverside, SE1 2AU, or by email at Information-Rights@southeasternrailway.co.uk

Your request must be submitted within 40 working days of receipt of this letter.

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 (ICO) can be contacted at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or you can contact the ICO through the 'Make a Complaint' section of their website on this link: <https://ico.org.uk/make-a-complaint/>

Regards

Mark Willson



Let's talk