



Network Rail  
Freedom of Information  
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31<sup>st</sup> January 2017

**Information request**

**Reference number:** FOI2017/00001

Thank you for your request of 23<sup>rd</sup> November 2016. You requested the following information:

*Please supply the following information held by Network Rail concerning the London Charing Cross to Tunbridge Wells train service scheduled to depart Charing Cross at 1530 on Thursday 20 October 2016 ("this train service" in the rest of this request). (Note: we believe but cannot be certain that the train identifiers might be "2H42", "882H42MR20" and/or "W47657").*

- (1) *Data held on the TRUST system about the operation of this train service, plus relevant information to allow this data to be interpreted.*
- (2) *Data held on the PALADIN system about this train service, plus relevant information to allow this data to be interpreted.*
- (3) *Data held on the PEARS system about this train service, plus relevant information to allow this data to be interpreted.*
- (4) *The times that this train service on this day was scheduled to pass each monitoring point, and the times that it did actually pass each monitoring point.*
- (5) *The stations at which this train service was scheduled to stop, and the stations at which it did actually stop, and at what times.*
- (6) *What if any variation requests were received to change the intermediate stopping points for this train service, and contents of any such requests.*
- (7) *What if any "fail to stop" reports concerning this train service were received by Network Rail or were generated internally by Network Rail, the contents of*

*any such requests, and when these were recorded on the TRUST database and on other Network Rail systems.*

- (8) What if any other notifications were received concerning the stops made or not made by this train service, the content of any such notifications and when these were recorded on the TRUST database and on other Network Rail systems.*
- (9) Whether this train service was regarded as a Public Performance Measure “success” or “failure” for the purposes of the “real time” PPM data feed, and if a failure for what reason or reasons was it regarded as a failure, and to which party the failure was attributed.*
- (10) Whether this train service was regarded as a Public Performance Measure “success” or “failure” in the Period 8 PPM data published on the Network Rail website at <http://www.networkrail.co.uk/about/performance/>, and if a failure for what reason or reasons was it regarded as a failure, and to which party the failure was attributed.*
- (11) All correspondence, including emails, held by Network Rail concerning the scheduled and actual timing, the scheduled and actual stops made by this train service, and the attribution of any performance shortfall.*
- (12) Any other information held by Network Rail concerning the actual running of this train service and its actual stopping pattern.*

*Please supply the requested information with any necessary additional explanation of any codes or abbreviations used, for instance in computer records.*

We then wrote to you on 21<sup>st</sup> December 2016 with a section 14(1) refusal. Upon receipt of your email on 1<sup>st</sup> January 2017 we reconsidered your request.

I am processing your request under the terms of the Freedom of Information Act 2000 (FOIA). I can confirm that we hold the information you have requested, however I need more time to consider your request. I will explain this further below.

We have a duty to respond to your request as soon as possible and in any event within 20 working days after receiving your request. However, the FOIA allows us to extend this deadline if a qualified exemption applies and we need more time to consider where the balance of the public interest lies. Please note that this means we are not required to provide a substantive response to your request until such time as is reasonable in the circumstances.

The information you have requested engages the exemption from disclosure under section 43(2) of the FOIA. This exemption is engaged when disclosure of the requested information would, or would be likely to prejudice the commercial interests of any person.

I have not yet reached a decision on where the balance of the public interest lies, so I will not be able to provide a full response within 20 working days. I will endeavour to let you have a response by 28<sup>th</sup> February 2017.

If you have any enquiries about this response, please contact me in the first instance at [FOI@networkrail.co.uk](mailto:FOI@networkrail.co.uk) or on 01908 782405. Details of your appeal rights are below.

Please remember to quote the reference number at the top of this letter in all future communications.

Yours sincerely

Anisha Pandya  
Information Officer

### **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 FOI Compliance and Appeals Manager at Network Rail, Freedom of Information, The Quadrant, Elder Gate, Milton Keynes, MK9 1EN, or by email at [foi@networkrail.co.uk](mailto:foi@networkrail.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 can be contacted at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire SK9 5AF