



Department
for Transport

Mr Joe Ingle
Senior Correspondence Manager
Department for Transport
Great Minster House
33 Horseferry Road
London
SW1P 4DR

Mr xxxxxx
[By email: request-627626-cb720c9c@whatdotheyknow.com]

Web Site: www.gov.uk/dft

Our Ref: F0018101

8 January 2020

Dear Mr ,

Freedom of Information Act Request – F0018101

Thank you for your Freedom of Information (FOI) request of 14 December 2019, in which you requested the following information:

'For the last 12 months (December 18 - November 19) please provide:

Per month:

The number of services arriving on time

The number of services arriving late but not later than 15 minutes The number of services arriving more than 16 minutes late but less than 29 minutes late The number of services arriving more than 30 minutes late but less than 59 minutes late The number of services arriving more than 60 minutes late but less than 119 minutes late The number of services arriving more than 120 minutes late

The number of TPE services that were postponed, delayed or cancelled as a result of issues related to staffing, staff training and/or the introduction of new trains, and the breakdown of these delays in relation to 0-14, 15-29, 30-59, 60-119 & 120+ delays.

In the year Dec 18 - Nov 19:

The number of advance ticket purchases affected by a delay of 30+ minutes The number of claims for delay repay resulting from a delay of 30+ minutes

In the year Dec 18 - Nov 19:

The number of complaints received

The number of complaints referred to the Ombudsman'

I am writing to confirm that your request has been considered under the FOI Act 2000 and that the Department for Transport (DfT) has completed its search for the information.

In relation to your first point, please find attached a TransPennine Express(TPE) Train Running Data Summary, which displays the punctuality data for TPE that you have requested.

In relation to your remaining two points, I can confirm that following a thorough search of our paper and electronic records, I can confirm that the Department does not hold the information, as we do not hold the data at this level of detail.

You may wish to contact Network Rail. As custodians of rail industry performance data, Network Rail may be able to assist you with your request. Its contact details are:

FOI@networkrail.co.uk

Network Rail
Freedom of Information
1st Floor Willen, Area C
The Quadrant
Elder Gate
Milton Keynes
MK9 1EN

In addition, you may wish to contact TPE at the link below, however, we should point out that TPE is not subject to the FOI Act, so any disclosure of information would be on an entirely voluntary basis.

<https://www.tpexpress.co.uk/help/contact-us>

If you are unhappy with the way the DfT 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 DfT'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.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

Joe Ingle
Senior Correspondence Manager – Passenger Service

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