



C Jones

By email:

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16 June 2017

Dear Sir/Madam

Information request

Reference number: FOI2017/00728

Thank you for your email of 15 June 2017. You requested the following information:

'I am writing to you under the Freedom of Information Act 2000 to request the following information from you please:

(1) Any operating procedures, policies or information you have about the automatic ticket gates and vehicle access gates serving platforms 13-19 inclusive at London Victoria station.'

I have reviewed your request, but I cannot identify the information you require from the details you have provided. To help me meet your request, I would be grateful if you could provide further details, specifically:

- You have asked for 'any operating procedures, policies or information' about the automatic ticket gates and vehicle access gates serving platforms 13-19 at London Victoria.

Please can you provide more details about what you mean by 'or information' - for example, do you want information about any complaints which have been made about the gates, or information about the date when they were installed, or something else?

I am unable to progress your request without this information, so I will close your case until I receive your response. In accordance with the Freedom of Information Act 2000 the 20 working days I have to respond to your request will commence when I receive your clarification.

If you would like to discuss any of the above please feel free to contact me. Please remember to quote the reference number above in all future correspondence.

I look forward to hearing from you.

Yours faithfully

Colin Bendall
Information Officer