

xxxx
Team Leader – Access & Operations
(Acting)
Rail & National Networks Group
Department for Transport
3/34 Great Minster House
76 Marsham Street
LONDON
SW1P 4DR

Direct Line: 020 7944 xxxx

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Web Site: www.dft.gov.uk

Ref FOI0003254

6 August 2007

Dear xxxx

Freedom of Information Request

I am writing to confirm that the Department for Transport has now completed its search for the information which you requested on 12th July 2007.

Watford Junction is primarily served by “Metro” and “County” trains provided by Silverlink, with an hourly shuttle service between Watford Junction and Brighton provided by Southern. Additionally, a number of West Coast services provided by Virgin also call at Watford Junction.

Train operators are required by the Department to supply passenger count data on an annual basis and are only measured on arrival at or departure from London termini. These counts cover the morning peak (London arrivals between 0700 and 0959) and evening peak (departures from London between 1600 and 1859). The latest Autumn 2006 counts show that of the trains serving Watford Junction, there are no trains operating in excess of capacity on Silverlink “Metro” services (all stations services between Watford Junction and London Euston on the “DC” lines). There are no longer-distance (“County”) services between London Euston and Tring, Milton Keynes Central and Northampton calling at Watford Junction which operate in excess of capacity.

Southern services provided between Brighton and Watford Junction and Virgin West Coast services calling at Watford Junction do not have passenger counts undertaken at that station.

With regard to your request for information on “underground services”, please note that these do not serve Watford Junction, as LUL Bakerloo Line services only operate as far as Harrow & Wealdstone.

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 by writing to me at the above address. Please see attached details of the Department for Transport’s complaints procedure and your right to complain to the Information Commissioner.

If you have any queries about this letter, please contact me. Please remember to quote the reference number above in any future communications.

Yours sincerely,

XXXX

Team Leader – Access & Operations (Acting)

Your right to complain to the Information Commissioner

You have the right to complain 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