Supplementary written evidence submitted by Dr Celina Fox (RTC0066)

I have already made a submission but I wish to make an addendum, because my travel experience yesterday, 3 September 2018, demonstrates clearly why GTR is not fit to hold an operating licence.

I wanted to catch the 16.09 from Royston, due to get into London St Pancras (LSP) at 17.00 in good time for an evening meeting I had to attend. As I was entering Royston station there was an announcement that the 16.09 had been cancelled due to defective track. A young station attendant murmured that this was not the reason that the train had been cancelled, so I asked him what it was. Evidently the train was fifteen minutes late starting out from Cambridge and managers had taken the decision to cancel stops along the way so that it would arrive in LSP on time... In fact the almost empty train rattled through Royston without stopping at 16.14, a mere five minutes late. I asked the attendant why couldn’t the station manager at Royston demand that the train stopped as per timetable, but apparently, station managers have no control over such matters. Instead passengers had to take the 16.18 slow train which arrived five minutes late but at least stopped, and crawled into London King’s Cross at 17.30, ten minutes late, having stopped at every station along the way.

This experience demonstrates that GTR managers lie to passengers and treat them with contempt. We are, in fact, a trivial distraction from their main purpose of running trains along track from A to B and collecting their bonuses for reaching punctuality targets. In the ideal GTR ‘Alice through the Looking Glass’ world, passengers would not exist at all.

September 2018