GTR timetable change – some unanswered questions

Many of the questions around this have already been asked and answered but others remain:

1. **GTR were very late finalising the timetable and it ended up with many changes from original bid but why was this?**
   - Had other operators already had journeys approved, that prevented the GTR schedules going in as pre-agreed?
   - Were the bids badly designed eg insufficient time between stations / clashes at points etc?
   - Had the initial bids properly taken account of the fact that Moorgate journeys were been designed for when the 717s come in, but had to be run temporarily using old 313s? Why was there no warning / discussion around the unexpectedly revised calling patterns?

2. **First reinstatement of journeys have been announced and these are welcome but there is a long way to go:**
   - There may be 200 extra services running overall but for many passengers on Cambridge / Peterborough lines timetabled journeys are worse that before May.
   - What is the plan for re-introducing other May services? In particular when is the Saturday London - Cambridge stopping service going to return to the 2tph it had pre May?
   - Some stations / journeys are regularly seeing 2-3 hour gaps when trains are cancelled.
   - It appears many leisure travellers have deserted the trains (with implications for income to DfT) – how / when are these going to be reassured and encouraged to return?

3. **Did the delay in finalising the main timetables prevent proper planning for incident recovery eg train breaking down in core?**
   - Yesterday’s incident and the delay in recovery (estimate postponed several times) suggests that proper planning is still not in place. At stakeholder meetings through the consultations, there was talk about trains turning round at points either side of core to maintain a service along the line (rather than just queuing trains at core approaches) but there is no evidence of this occurring.
   - Passenger information, when incidents occur, is slow to be issued and frequently changed.
   - Focus seems to be on getting later journeys back on schedule, rather than getting passengers to their destinations – particularly important during commuting peaks.
   - Stopping patterns get changed at short notice, causing confusion for drivers and passengers – some incidents of trains missing scheduled pre-announced stops, thereby carrying passengers beyond their destinations. Extra stops help when fewer trains are running but communications need to be improved (NB see GN/TL Twitter for clear evidence of issues / confusion).

4. **Trains are still being cancelled for lack of driver – in particular on Cambridge / Peterborough / Moorgate services and early / late trains any day:**
   - What training / driver accreditation has been done through the summer (split by depot)?
   - When is it anticipated the whole necessary cohort will be in place?
   - When will trains frequently stop being cancelled / delayed for this reason?

5. **What is the latest position iro new Moorgate fleet – first few trains have arrived from Germany and are in testing:**
   - Will there be driver instructors available to carry out the 717 training and maintain the schedule of first trains in passenger service in autumn and whole fleet by late spring?
   - Will this be sufficiently progressed to allow “missing stations” to be re-inserted in May 2019. This includes some pm peak journeys omitting Hatfield and current reduced service in am peak at Oakleigh Park / New Barnet plus revised service at Hadley Wood.

*September 2018*