

Current Position

Industry apology – despite extensive preparation collectively we got it wrong

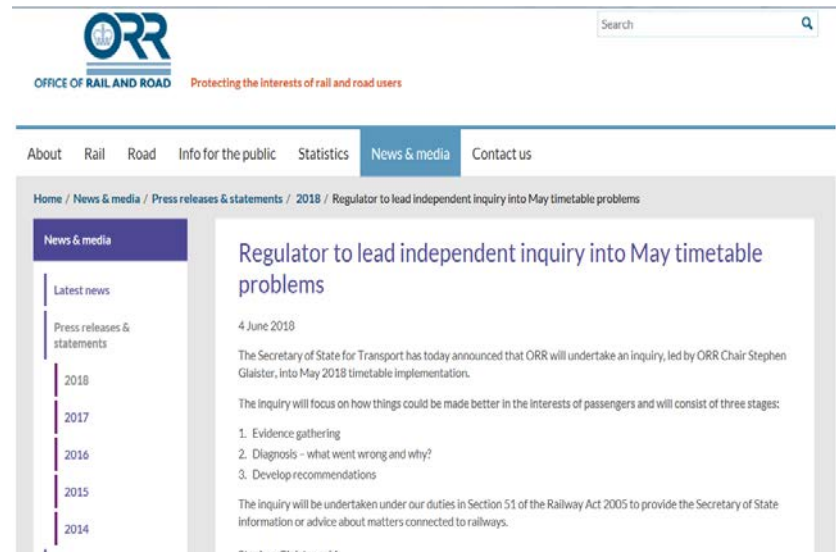
NR and GTR detailed the issues at Parliament to the Transport Select Committee on Monday 18th June

ORR Inquiry is ongoing with interim report due in September

NR will be fully participating and co-operating in the inquiry

We know it has really impacted on peoples lives and we are doing everything we can to rectify and working with GTR to stabilise and recover the timetable

We are working together to improve the passenger communications



The screenshot shows the ORR website header with the logo and tagline 'Protecting the interests of rail and road users'. A search bar is visible. The navigation menu includes 'About', 'Rail', 'Road', 'Info for the public', 'Statistics', 'News & media', and 'Contact us'. The main content area displays a news article titled 'Regulator to lead independent inquiry into May timetable problems' dated 4 June 2018. The article text states: 'The Secretary of State for Transport has today announced that ORR will undertake an inquiry, led by ORR Chair Stephen Glaister, into May 2018 timetable implementation. The inquiry will focus on how things could be made better in the interests of passengers and will consist of three stages: 1. Evidence gathering, 2. Diagnosis – what went wrong and why?, 3. Develop recommendations. The inquiry will be undertaken under our duties in Section 51 of the Railway Act 2005 to provide the Secretary of State information or advice about matters connected to railways.' The author is identified as Stephen Glaister esq.

Service Recovery Plan

Phase 1 – Coping (Week 1 & 2)

Operating Environment

- Inconsistent train service
- On the day cancellations
- Late passenger information

Action

- Stabilise high number of on the day cancellations
- Identify majority of uncovered services prior to the day and cancelled by control – ‘p’ coding
- Simplify weekend timetable

Phase 2 – Stability (Week 3 – 7)

Achieving Stability

- Learning lessons from the ‘coping’ phase
- Consistent set of diagrams removed to increase resource capacity and provide certainty – ‘Alpha List’
- Transfer of Southern and Southeastern drivers
- Driver Trainers resource released back to enable Phase 3

Planning for Phase 3

- Established Service Recovery Team
- New base timetable in development
- Diagram optimisation undertaken
- Depot by depot roster balancing
- Ongoing delivery of route and traction learning

Phase 3 – Recovery (Week 8 +)

Looking Forward

- Reduction in train service to support the delivery of a reliable and consistent service across TL & GN
- Based on May 18 list with c250 services removed
- Robust plan to progress to delivery of the full May 18 timetable by Dec 18
- Integrated route and traction learning plan
- Increased confidence in service from customers and other stakeholders