

Appendix A

Transport Focus Informed Traveller monitoring – initial findings, 9 March 2018

1. Is the timetable correct six weeks ahead?

In the first two weeks of our monitoring at T-6 Transport Focus has highlighted over 5,000 discrepancies between engineering work known to be happening in six weeks' time and the timetable in the public domain. In each case we are pressing Network Rail and relevant train companies for the problem to be fixed.

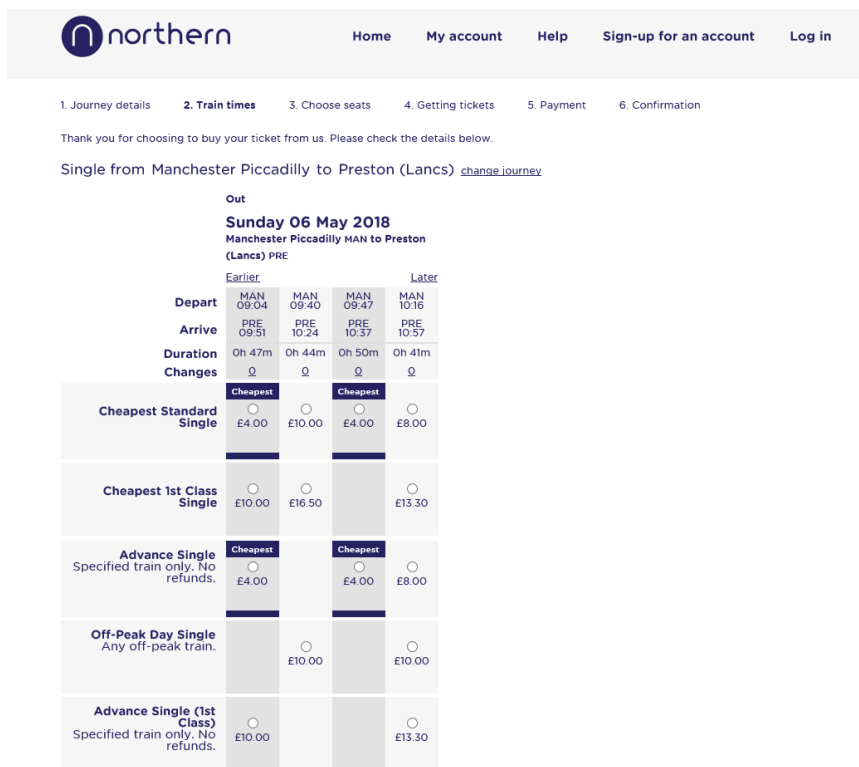
This has revealed that the industry is struggling to finalise the timetable for, in particular, Northern and South Western Railway even six weeks ahead. It appears that real focus is required from Network Rail and the relevant operators to achieve even the temporary target.

	31 March-6 April	7 April- 13 April
Arriva Trains Wales	6	
c2c		
Caledonian Sleeper		
Chiltern Railways	17	
CrossCountry		
East Midlands Trains		
Gatwick Express		
Grand Central		
Great Northern		
Great Western Railway		11
Greater Anglia	85	
Heathrow Connect		
Heathrow Express		
Hull Trains		
London Northwestern Railway		
London Overground	443	110
Merseyrail		
Northern	32	1233
ScotRail		29
South Western Railway	1870	1026
Southeastern		
Southern		455
Stansted Express		
TfL Rail		
Thameslink		32
TransPennine Express		30
Virgin Trains East Coast		
Virgin Trains West Coast		
West Midlands Railway		
Total	2453	2926

2. Is it clear to passengers buying tickets when the timetable is wrong?

Not in our judgement. In many cases there is no warning at all that anything is wrong. Even where there is an attempt to warn passengers we believe the message could be far, far clearer. A number of examples are set out in the Appendix, but here is one to illustrate the problem. We looked at Sunday 6 May, bank holiday weekend, when the railway is closed between Manchester and Preston via Salford Crescent with buses replacing trains. The Northern website shows the normal Sunday train timetable, with no mention that buses will replace trains.

Screenshot 1 – Northern Rail website, 6 March 2018



1. Journey details **2. Train times** 3. Choose seats 4. Getting tickets 5. Payment 6. Confirmation

Thank you for choosing to buy your ticket from us. Please check the details below.

Single from Manchester Piccadilly to Preston (Lancs) [change journey](#)

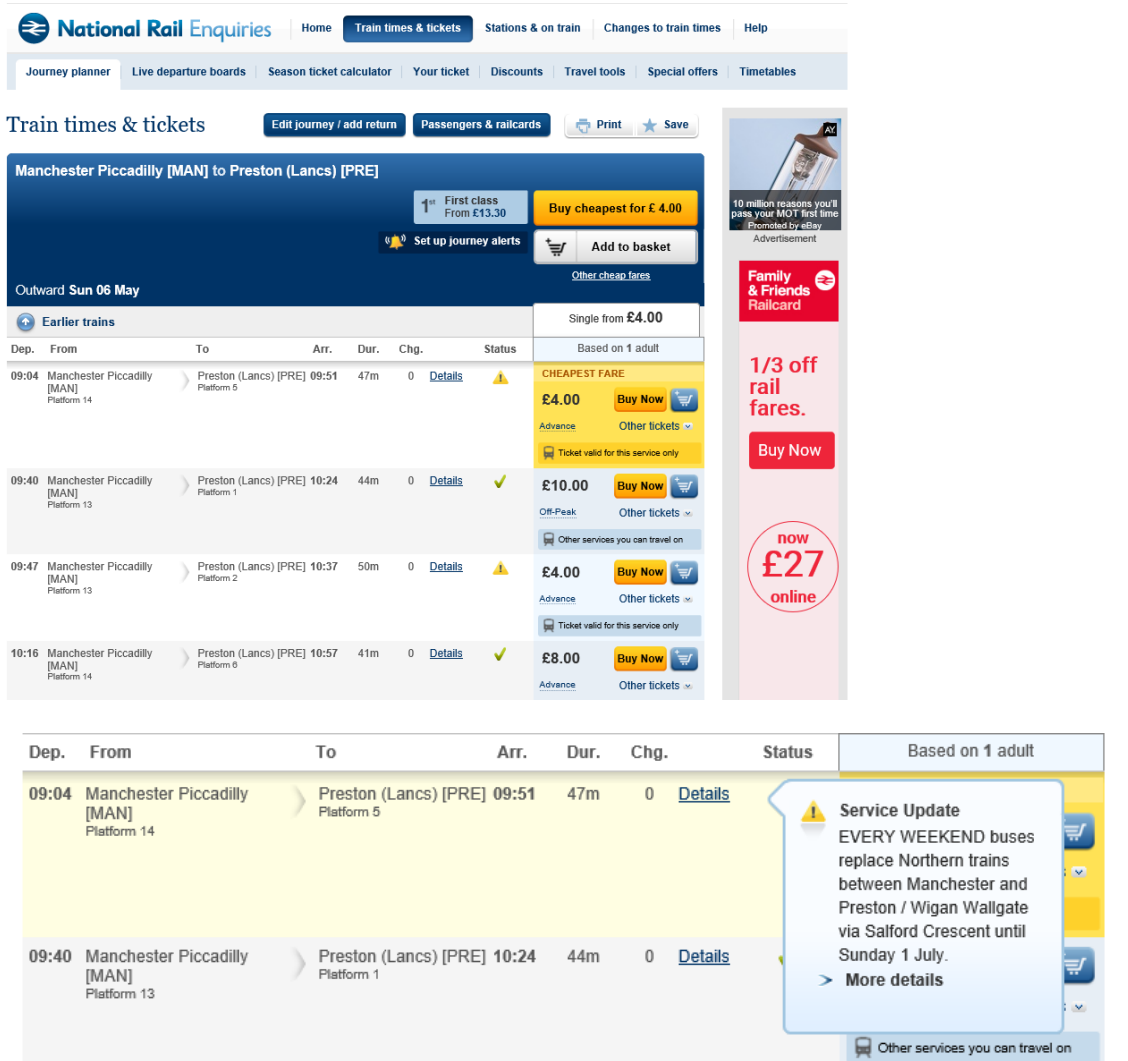
Out
Sunday 06 May 2018
 Manchester Piccadilly MAN to Preston (Lancs) PRE

	Earlier		Later	
Depart	MAN 09:04	MAN 09:40	MAN 09:47	MAN 10:16
Arrive	PRE 09:51	PRE 10:24	PRE 10:37	PRE 10:57
Duration	0h 47m	0h 44m	0h 50m	0h 41m
Changes	Ω	Ω	Ω	Ω
Cheapest Standard Single	<input type="radio"/> £4.00	<input type="radio"/> £10.00	<input checked="" type="radio"/> £4.00	<input type="radio"/> £8.00
Cheapest 1st Class Single	<input type="radio"/> £10.00	<input type="radio"/> £16.50		<input type="radio"/> £13.30
Advance Single Specified train only. No refunds.	<input checked="" type="radio"/> £4.00		<input checked="" type="radio"/> £4.00	<input type="radio"/> £8.00
Off-Peak Day Single Any off-peak train.		<input type="radio"/> £10.00		<input type="radio"/> £10.00
Advance Single (1st Class) Specified train only. No refunds.	<input type="radio"/> £10.00			<input type="radio"/> £13.30

The National Rail Enquiries website shows a small yellow warning triangle against Northern’s Manchester to Preston trains on that day. Only if you hover over it are you told that buses replace trains on that route every weekend until 1 July. What it does not do is shout “this information is wrong – it will be a bus not a train”.

Given that train-specific Advance tickets are on sale on the ‘trains’ in question it is likely that some passengers will conclude that the message is wrong rather than the information.

Screenshot 2 – National Rail Enquiries website, 6 March 2018



The screenshot shows the National Rail Enquiries website interface for a journey from Manchester Piccadilly [MAN] to Preston (Lancs) [PRE] on Sunday 06 May. The page displays a list of train services with their respective departure times, arrival times, durations, and charges. A tooltip is visible over the 09:04 service, providing a service update.

Dep.	From	To	Arr.	Dur.	Chg.	Status	Based on 1 adult
09:04	Manchester Piccadilly [MAN] Platform 14	Preston (Lancs) [PRE] Platform 5	09:51	47m	0	⚠	£4.00 Buy Now Advance Other tickets Ticket valid for this service only
09:40	Manchester Piccadilly [MAN] Platform 13	Preston (Lancs) [PRE] Platform 1	10:24	44m	0	✓	£10.00 Buy Now Off-Peak Other tickets Other services you can travel on
09:47	Manchester Piccadilly [MAN] Platform 13	Preston (Lancs) [PRE] Platform 2	10:37	50m	0	⚠	£4.00 Buy Now Advance Other tickets Ticket valid for this service only
10:16	Manchester Piccadilly [MAN] Platform 14	Preston (Lancs) [PRE] Platform 0	10:57	41m	0	✓	£8.00 Buy Now Advance Other tickets

Service Update
 EVERY WEEKEND buses replace Northern trains between Manchester and Preston / Wigan Wallgate via Salford Crescent until Sunday 1 July.
 > More details

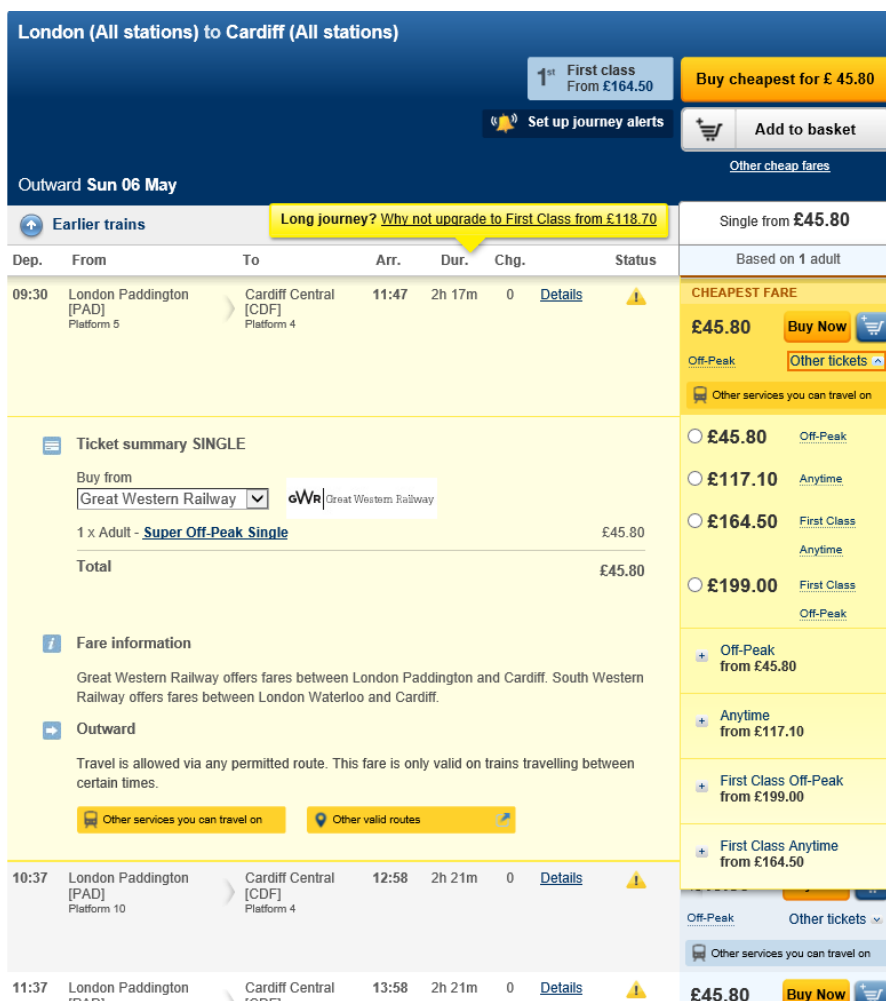
3. Is sufficient being done to make sure passengers aren't out of pocket?

Not in our judgement. This relates to circumstances in which Advance tickets, generally the cheapest, do not go on sale 12 weeks in advance as they normally would. The industry's advice is that if you buy a ticket and discover a cheaper one on sale later, you should buy the second ticket and claim a refund on the original. Notwithstanding our concern that this presupposes passengers will check later to see if the price has gone down, we checked how well this message is being communicated in relevant circumstances.

We looked at London to Cardiff on 6 May, bank holiday weekend, when there is no service at all from London Paddington because of engineering works. In this instance it was the fares information we were interested in, but the absence of a clear "this timetable is wrong" message applies here, too.

Nothing suggests that the £45.80 price is anything other than the cheapest ticket you'll ever find for this journey. The 09:30 from Paddington to Cardiff on a Sunday is normally £31.00. If you follow the link from the yellow warning triangle there is no information about fares.

Screenshot 3 – National Rail Enquiries website, 6 March 2018



London (All stations) to Cardiff (All stations)

1st First class From £164.50 **Buy cheapest for £ 45.80**




Set up journey alerts **Add to basket**

Other cheap fares


Outward Sun 06 May


Earlier trains **Long journey? Why not upgrade to First Class from £118.70** Single from **£45.80**

Based on 1 adult

Dep.	From	To	Arr.	Dur.	Chg.	Status
09:30	London Paddington [PAD] Platform 5	Cardiff Central [CDF] Platform 4	11:47	2h 17m	0	Details 
10:37	London Paddington [PAD] Platform 10	Cardiff Central [CDF] Platform 4	12:58	2h 21m	0	Details 
11:37	London Paddington [PAD] Platform 10	Cardiff Central [CDF] Platform 4	13:58	2h 21m	0	Details 

CHEAPEST FARE

£45.80 **Buy Now** 

Off-Peak **Other tickets** 

Other services you can travel on

£45.80 Off-Peak

£117.10 Anytime

£164.50 First Class Anytime

£199.00 First Class Off-Peak

£199.00 First Class Off-Peak

£164.50 First Class Anytime


£164.50 First Class Anytime


Off-Peak from £45.80

Anytime from £117.10

First Class Off-Peak from £199.00


First Class Anytime from £164.50

£45.80 **Buy Now** 

Off-Peak **Other tickets** 

Other services you can travel on

Ticket summary SINGLE

Buy from  Great Western Railway

1 x Adult - **Super Off-Peak Single** £45.80


Total £45.80

Fare information

Great Western Railway offers fares between London Paddington and Cardiff. South Western Railway offers fares between London Waterloo and Cardiff.

Outward

Travel is allowed via any permitted route. This fare is only valid on trains travelling between certain times.

Other services you can travel on **Other valid routes** 

Screenshot 4 – Great Western Railway website, 6 March 2018

Plan a single journey from
London Terminals to Cardiff Central

All ticket types

Outward London Terminals to Cardiff Central

← Sun 6 May 2018 →

^ No earlier trains - see previous day

Dep	Arr	Chg	Dur	Single
08:37	10:58	0	2h 21m	£45.80
09:30	11:47	0	2h 17m	£45.80

Single tickets (1 Adult)

Super Off-Peak Single £45.80	Off-Peak Single £62.20	Anytime Single £117.10
First Class Anytime Single £164.50		

Dep	Arr	Chg	Dur	Single
10:37	12:58	0	2h 21m	£45.80
11:37	13:58	0	2h 21m	£45.80

Return Cardiff Central to London Terminals

📅 No date selected


Currently you only have an outward journey selected

Add a return journey

[Amend search](#)

Order Summary

Please select your Outward journey to continue

 Collect Nectar points on every train ticket

Total: **£0.00**
(All passengers)

[Continue](#)

Need help?
The most popular questions people ask when they're buying from us

[View help](#)

I would like to...

- [Contact GWR >](#)
- [Buy season tickets >](#)
- [Buy Rovers / Rangers ticket >](#)
- [View accessible booking tool >](#)
- [Make a complaint >](#)
- [Buy Gift Voucher >](#)

Appendix B

1. T-6 Journey planner mystery shops

Transport Focus has identified a number of journeys that are known to be affected by engineering works six weeks ahead. This week focuses on journeys taking place in week 2 of the rail industry calendar, ending Sunday 8 April.

The journeys selected will be affected by engineering work, but for which information in online journey planners is known to be inaccurate. Where this is the case we would fully expect there to be clear warnings that the journey results returned cannot be relied upon and, where appropriate, guidance on what this means in respect of ticket sales – e.g. whether cheaper advance fares will become available at a later point in time.

Having identified the journeys to be checked, Transport Focus asked members of its staff to conduct a mystery shopping style exercise to assess whether the information made available to passengers carried sufficient ‘health warnings’ over its accuracy.

Staff were asked to replicate the journeys using five different journey planners – that of the TOC concerned, that of another relevant TOC¹, The Trainline, Red Spotted Hanky and National Rail Enquiries. In each case, they were asked to:

- Comment on whether the results returned by the journey planners were clear - whether the information returned was inaccurate.
- If the above was clear, comment on how clear it was to passengers what they should do if they wanted to travel on a date where the timetable is not finalised.
- Identify where advance tickets were on sale for trains known not be running

In each case staff were asked to take screen shots to demonstrate what the different journey planners were showing. *Full screen shots are available upon request but to keep the size of this document down we have selected only relevant snap shots.*

The kind of detail that a passenger might reasonably expect to find when searching for a disrupted journey might include: an overview of the work taking place and how it will impact on the timetable; a summary of the alternative service; a date by which it is expected journey planners will show the alternative service; confirmation that if you buy a walk up ticket and find a cheaper Advance later you’ll be refunded on the original ticket; assurance that an Advance ticket for a specific train that won’t run will be valid on replacement buses.

For week 2, the following journeys were checked for the mystery shopping exercise:

1. London Overground – London Bridge to Forest Hill on Sunday 8 April at 12.00
2. Northern – Huyton to Liverpool Lime Street on Sunday 8 April at 14.25
3. Northern – Manchester Piccadilly to Preston on Saturday 7 April at 15.02
4. South West Railway – London Waterloo to Portsmouth Harbour on Sunday 8 April at 14.30
5. South Western Railway – London Waterloo to Poole on Saturday 7 April at 14.05
6. Southern – London Victoria to Portsmouth Harbour on Sunday 8 April at 14.17
7. Southern – Three Bridges to Brighton on Sunday 8 April at 14.16
8. Transpennine Express – Liverpool Lime Street to Scarborough on Sunday 8 April at 11.22

¹ Another TOC being one that also serves that station or geographic area, the TOC that runs the station if different from the one running the train, or one picked at random.

All of the above were known to be showing incorrect information. We have picked out three of the above journeys to demonstrate some of the problems that passengers might face when trying to book six weeks ahead:

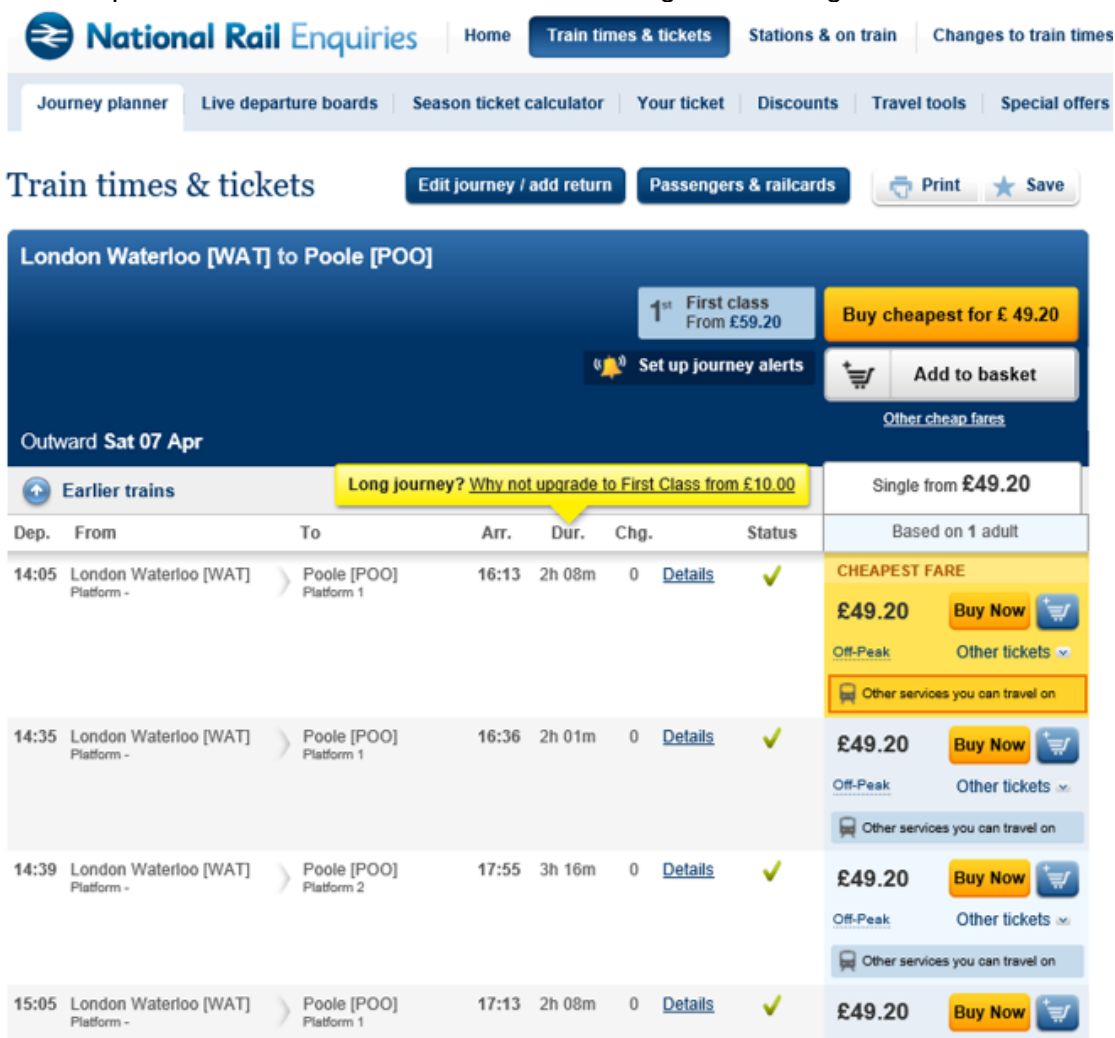
2. Journey planning examples

2.1 Journey 5 (checked on 6 March)

The journey planned was for the 14.05 London Waterloo to Poole on Saturday 7 April. The report provided by the NRCC identified that buses are to replace trains between Bournemouth and Poole. Any journey from London Waterloo to Poole with South West Railway would therefore involve a change to a bus replacement service.

National Rail Enquiries

Unfortunately for passengers, at the time of checking there was no warning that the journey results showing were inaccurate, or that the journey between London Waterloo and Poole would actually involve a replacement bus. Worse than that there are green ticks against each train.



National Rail Enquiries | Home | **Train times & tickets** | Stations & on train | Changes to train times

Journey planner | Live departure boards | Season ticket calculator | Your ticket | Discounts | Travel tools | Special offers

Train times & tickets | Edit journey / add return | Passengers & railcards | Print | Save

London Waterloo [WAT] to Poole [POO]

1st First class From £59.20 | Buy cheapest for £49.20

Set up journey alerts | Add to basket

Other cheap fares

Outward Sat 07 Apr

Earlier trains | Long journey? Why not upgrade to First Class from £10.00 | Single from £49.20

Dep.	From	To	Arr.	Dur.	Chg.	Status	
14:05	London Waterloo [WAT] Platform -	Poole [POO] Platform 1	16:13	2h 08m	0	Details	✓
14:35	London Waterloo [WAT] Platform -	Poole [POO] Platform 1	16:36	2h 01m	0	Details	✓
14:39	London Waterloo [WAT] Platform -	Poole [POO] Platform 2	17:55	3h 16m	0	Details	✓
15:05	London Waterloo [WAT] Platform -	Poole [POO] Platform 1	17:13	2h 08m	0	Details	✓

CHEAPEST FARE

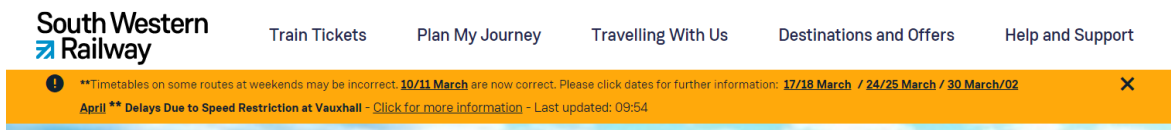
£49.20 | Buy Now

Off-Peak | Other tickets

Other services you can travel on

South West Trains and third party retailers

The lack of information about the engineering works provided by the NRE journey planner was repeated on the South Western Railway (SWR) online journey planner. There is however a banner pinned to the SWR homepage, and others including the journey planner page, warning passengers that timetables on some routes at weekends are incorrect. There is no specific mention of the dates of the journey being planned, though there is an option to click on 'April'.



The screenshot shows the South Western Railway website navigation bar with links for Train Tickets, Plan My Journey, Travelling With Us, Destinations and Offers, and Help and Support. Below the navigation bar is a yellow warning banner with an information icon and a close button (X). The banner text reads: "**Timetables on some routes at weekends may be incorrect. [10/11 March](#) are now correct. Please click dates for further information: [17/18 March](#) / [24/25 March](#) / [30 March/02 April](#) ** Delays Due to Speed Restriction at Vauxhall - [Click for more information](#) - Last updated: 09:54

When clicking on 'April' in the above banner passengers are given further explanation of the timetable problems. Details of the engineering works that are due to take place on the seventh and eighth of April are also provided. However if you dismiss the banner once and then go back to plan another journey (without restarting your laptop) the banner may not reappear.

April Summary


Ongoing problems with industry planning processes means that some weekend train timetables are currently displaying incorrectly.

We are working hard and doing everything we can alongside Network Rail to rectify this problem, but there is no quick fix and we anticipate the issue will continue for some time.

We are sorry that this may affect your ability to plan ahead and we will keep you updated on our progress to resolve this issue.

Please make a final check before starting your journey.

Saturday 7 April and Sunday 8 April

Buses replace trains in the Bournemouth area Saturday 7 and Sunday 8 April 

The lines between **Bournemouth and Poole** will be closed all day **Saturday and Sunday**.

On **Sunday**, all lines in the **Brockenhurst area** will also be closed.

Saturday service

- The normal train service will run between London Waterloo and Bournemouth.
- Replacement bus services will run between Bournemouth and Poole.
- An **hourly** train service will run between Poole and Weymouth.

Sunday service

- Train services will run between London Waterloo and **Southampton Central**. Services to and from Portsmouth via Eastleigh will divide from and join with Southampton services at Eastleigh all day.
- Bus services for local journeys will run between **Southampton Central** and Poole.
- Fast bus services will run between **Southampton Airport Parkway, Bournemouth and Poole**. Where possible, long distance passengers should use these buses and connecting trains.
- An hourly train service will run between Poole and Weymouth.
- **Bus** services will also run between Southampton Central, **Lymington** and New Milton.

CrossCountry and Third party retailers

When putting the journey details into the online journey planners within the CrossCountry, Trainline and Red Spotted Hanky websites there were no warnings that the planned journey would involve a replacement bus service or extended journey time.



CrossCountry Buy your cheap train tickets here - no

Home My account

1. Journey details | 2. Train times | 3. Choose seats | 4. Getting tickets | 5. Payment | 6. Confirmation

Single from London Waterloo to Poole [change journey](#)

Out
Saturday 07 Apr 2018
 London Waterloo WAT to Poole POO

	Earlier		Later	
Depart	WAT 14:05	WAT 14:35	WAT 14:39	WAT 15:05
Arrive	POO 16:13	POO 16:36	POO 17:55	POO 17:13
Duration	2h 8m	2h 1m	3h 16m	2h 8m
Changes	0	0	0	0
Cheapest Standard Single	<input type="radio"/> £49.20	<input type="radio"/> £49.20	<input type="radio"/> £49.20	<input type="radio"/> £49.20
Cheapest 1st Class Single	<input type="radio"/> £59.20	<input type="radio"/> £59.20	<input type="radio"/> £59.20	<input type="radio"/> £59.20
Super Off-Peak Day Single Selected off-peak trains.	<input type="radio"/> £49.20	<input type="radio"/> £49.20	<input type="radio"/> £49.20	<input type="radio"/> £49.20
Off-Peak Day Single Any off-peak train.	<input type="radio"/> £58.00	<input type="radio"/> £58.00	<input type="radio"/> £58.00	<input type="radio"/> £58.00
Anytime Day Single Travel any time of day.	<input type="radio"/> £59.10	<input type="radio"/> £59.10	<input type="radio"/> £59.10	<input type="radio"/> £59.10
Super Off-Peak Day Single (1st Class) Selected off-peak trains.	<input type="radio"/> £59.20	<input type="radio"/> £59.20	<input type="radio"/> £59.20	<input type="radio"/> £59.20
Off-Peak Single (1st Class) Any off-peak train.	<input type="radio"/> £95.70	<input type="radio"/> £95.70	<input type="radio"/> £95.70	<input type="radio"/> £95.70

Like SWR CrossCountry has a homepage banner advising passengers that there are issues with timetables, and in this case advance purchase tickets. You could be forgiven however for thinking that that only applied to CrossCountry, and the further information is only applicable to journeys made after 20 May.

Train timetables and Advance ticket purchases from 20 May 2018
 Advice for customers making future travel plans
[Expand to show more](#)



[Sign in](#) [Register](#)

Train timetables and Advance ticket purchases from 20 May 2018
 Advice for customers making future travel plans

Network Rail has to make late changes to timetables to be introduced from 20 May.

If you wish to purchase Advance tickets and/or travel after that date, train times will be confirmed later than usual.

[Click here to see if your travel plans may be affected.](#)

[Hide this message](#)

Your search: **London Waterloo to Poole** • Single journey • 1 adult • [Add a railcard](#) • [Change](#)

[By Train](#) • £49.20 • 2h 8m [By Coach](#) • £12.00 • 2h 20m

OUT
Sat 7th Apr 2018
 London Waterloo (WAT) to Poole (POO)

[Earlier](#) [Later](#)

WAT	WAT	WAT	WAT
14:05	14:35	14:39	15:05
↓	↓	↓	↓
POO	POO	POO	POO
16:13	16:36	17:55	17:13
2h 8m	2h 1m	3h 16m	2h 8m
0 changes	0 changes	0 changes	0 changes

[+ Add a return](#)

Best fares for your journey:
[+ / - 3 days](#) £11.60

We've selected a ticket based on price and your search time
 Feel free to pick a different one

TOTAL
£49.20
 1 adult

[Continue](#)

[Quick buy ticket](#)

Cheapest	Standard Single	WAT	WAT	WAT	WAT
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
£49.20	£49.20	£49.20	£49.20	£49.20	£49.20
Cheapest	First Class Single	WAT	WAT	WAT	WAT
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
£59.20	£59.20	£59.20	£59.20	£59.20	£59.20

[View all single tickets](#)

Results are based on end-to-end tickets for the fastest available trains. [Click here](#) to check if slower routes with cheaper tickets are available.

[Back](#)

Tell us what you think about our train ticket selection page

OUT Sat 7 Apr
 London Waterloo to Poole
 2h 8m, 0 changes

Super Off-Peak Day Single £49.20

You've selected the 14:05, but you can travel on any eligible super off-peak train.

- Selected off-peak trains.
- Travel is allowed via any permitted route.

A booking fee of £1.50 will apply to this transaction

2.2 Journey 8 (Checked on 6 March)

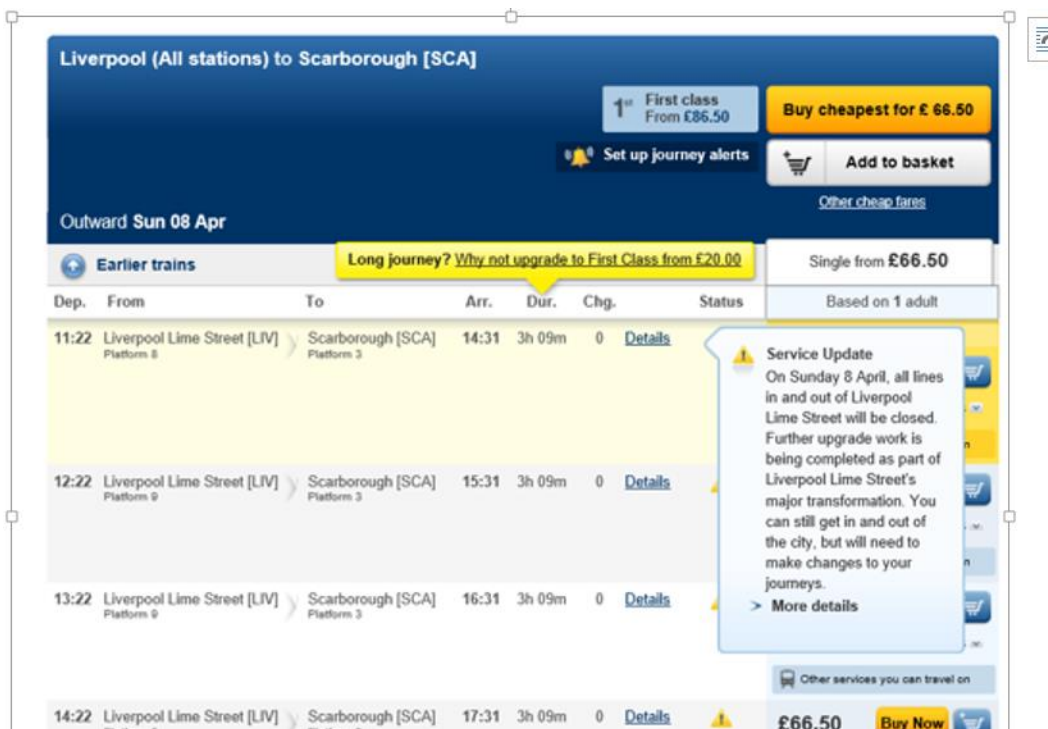
The journey planned was for the 11.22 Transpennine Express, Liverpool Lime Street to Liverpool South Parkway, on Sunday 8 April 2018. The report provided by the NRCC identified that between Liverpool Lime Street and Scarborough trains were actually only going to run to/from Liverpool South Parkway. Liverpool Lime Street is shut on that day to all services, aside from Merseyrail's underground station.

National Rail Enquiries

When planning the journey on National Rail Enquiries, although the journey is shown to be running there is a warning triangle advising passengers that Liverpool Lime Street is actually closed on Sunday 8 April. It also says that passengers will need to make changes to their journey. It does not say what changes. When clicking on the more details page passengers are taken to a Network Rail website page that provides details of the Liverpool City Region Upgrade.

Although there is a warning triangle and message, would passengers know which bit of information to trust? It doesn't for example say 'the timetable shown here is wrong'. Passengers have to dig into the detail to understand what the actual situation will be and even then it is only in general terms. It isn't clear how long the journey will take or what the changes to the journey will be.

There is no indication of whether Advance tickets will become available nearer the time or whether passengers should book now, or wait until the timetable is finalised, or when this will be.



Liverpool (All stations) to Scarborough [SCA]

1st First class From £86.50 **Buy cheapest for £ 66.50**

Set up journey alerts **Add to basket**

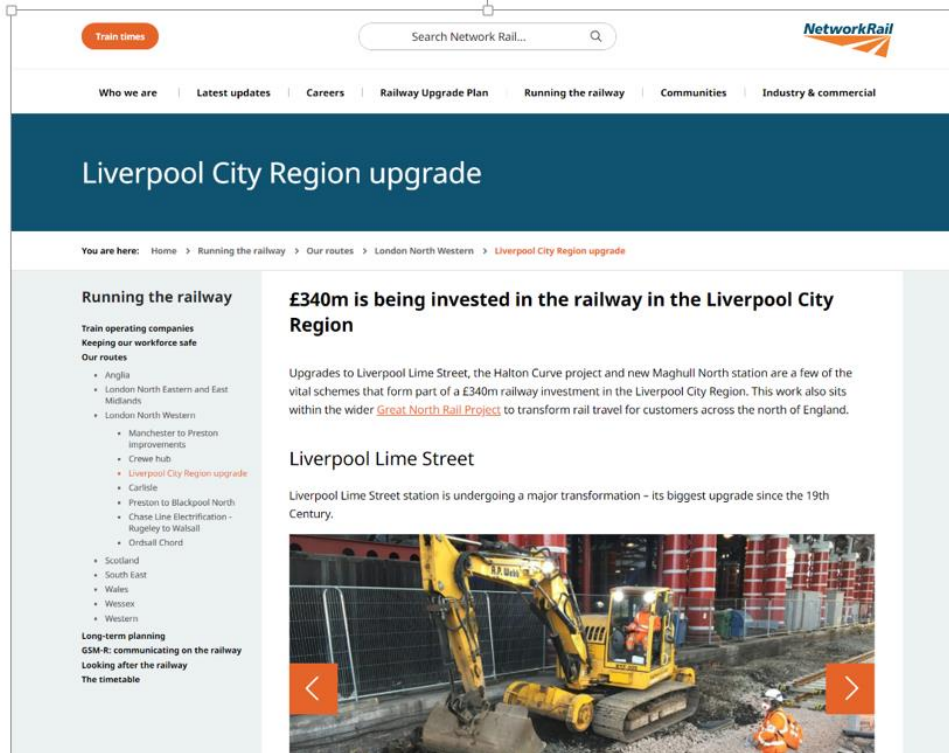
Outward Sun 08 Apr [Other cheap fares](#)

Earlier trains **Long journey? Why not upgrade to First Class from £20.00** Single from **£66.50**

Dep.	From	To	Arr.	Dur.	Chg.	Status	Based on 1 adult
11:22	Liverpool Lime Street [LIV] Platform 8	Scarborough [SCA] Platform 3	14:31	3h 09m	0	Details	
12:22	Liverpool Lime Street [LIV] Platform 9	Scarborough [SCA] Platform 3	15:31	3h 09m	0	Details	
13:22	Liverpool Lime Street [LIV] Platform 9	Scarborough [SCA] Platform 3	16:31	3h 09m	0	Details	
14:22	Liverpool Lime Street [LIV] Platform 8	Scarborough [SCA] Platform 3	17:31	3h 09m	0	Details	£66.50 Buy Now

Service Update
On Sunday 8 April, all lines in and out of Liverpool Lime Street will be closed. Further upgrade work is being completed as part of Liverpool Lime Street's major transformation. You can still get in and out of the city, but will need to make changes to your journeys. [More details](#)

Other services you can travel on



Train times Search Network Rail... **NetworkRail**

Who we are | Latest updates | Careers | Railway Upgrade Plan | Running the railway | Communities | Industry & commercial

Liverpool City Region upgrade

You are here: Home > Running the railway > Our routes > London North Western > Liverpool City Region upgrade

Running the railway

Train operating companies
Keeping our workforce safe
Our routes

- Anglia
- London North Eastern and East Midlands
- London North Western
 - Manchester to Preston Improvements
 - Crews hub
 - Liverpool City Region upgrade**
 - Carlisle
 - Preston to Blackpool North
 - Chase Line Electrification - Rugby to Walsall
 - Ordsall Chord
- Scotland
- South East
- Wales
- Wessex
- Western


Long-term planning
GSM-R: communicating on the railway
Looking after the railway
The timetable

£340m is being invested in the railway in the Liverpool City Region

Upgrades to Liverpool Lime Street, the Halton Curve project and new Maghull North station are a few of the vital schemes that form part of a £340m railway investment in the Liverpool City Region. This work also sits within the wider [Great North Rail Project](#) to transform rail travel for customers across the north of England.

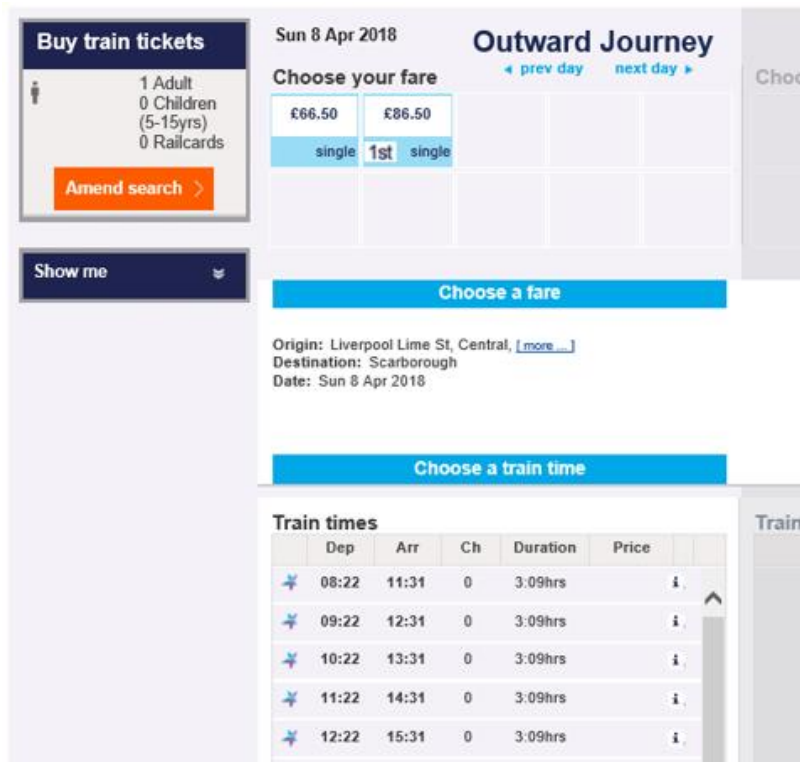
Liverpool Lime Street

Liverpool Lime Street station is undergoing a major transformation – its biggest upgrade since the 19th Century.



Transpennine Express

Despite being the train operator providing the service, the Transpennine journey planner offers no warning that the journey details returned are incorrect. There is also no warning that the timetable data for that day is inaccurate.



Buy train tickets

1 Adult
0 Children (5-15yrs)
0 Railcards

Amend search

Show me

Sun 8 Apr 2018 **Outward Journey**

Choose your fare [prev day](#) [next day](#)

£66.50	£86.50		
single	1st	single	

Choose a fare

Origin: Liverpool Lime St, Central, [more...](#)
Destination: Scarborough
Date: Sun 8 Apr 2018



Choose a train time

Train	Dep	Arr	Ch	Duration	Price
+	08:22	11:31	0	3:09hrs	i
+	09:22	12:31	0	3:09hrs	i
+	10:22	13:31	0	3:09hrs	i
+	11:22	14:31	0	3:09hrs	i
+	12:22	15:31	0	3:09hrs	i

Even when clicking on the 'i' symbol passengers continue to receive no warning. Advance tickets are not for sale, but there is no indication of when they will become available.



Origin: Liverpool Lime St, 11:22








Information close

Station	Arr	Dep	Facilities
Liverpool Lime St		11:22	TP  
Scarborough	14:31		

Train terminates at Scarborough

Show all calling points ▶

TP TransPennine Express   Reservations available
First and standard class

✈	11:22	14:31	0	3:09hrs	
✈	12:22	15:31	0	3:09hrs	
✈	13:22	16:31	0	3:09hrs	
✈	14:22	17:31	0	3:09hrs	
✈	15:22	18:31	0	3:09hrs	
✈	16:22	19:31	0	3:09hrs	
✈	17:22	20:31	0	3:09hrs	

Using the Northern journey planner provides a similar set of results. There is no indication that the train actually starts at a different station (Liverpool South Parkway) or any warning that the journey information returned is inaccurate.

1. Journey details 2. **Train times** 3. Choose seats 4. Getting tickets 5. Payment 6. Confirmation

Thank you for choosing to buy your ticket from us. Please check the details below.

Single from Liverpool Lime Street to Scarborough [change journey](#)

Out
Sunday 08 Apr 2018
 Liverpool Lime Street LIV to Scarborough SCA

	Earlier			Later
Depart	LIV 10:22	LIV 11:22	LIV 12:22	LIV 13:22
Arrive	SCA 13:31	SCA 14:31	SCA 15:31	SCA 16:31
Duration	3h 9m	3h 9m	3h 9m	3h 9m
Changes	0	0	0	0

	Cheapest	Cheapest	Cheapest	Cheapest
Anytime Day Single Travel any time of day.	<input type="radio"/> £66.50	<input checked="" type="radio"/> £66.50	<input type="radio"/> £66.50	<input type="radio"/> £66.50
Anytime Day Single (1st Class) Travel any time of day.	<input type="radio"/> £86.50	<input type="radio"/> £86.50	<input type="radio"/> £86.50	<input type="radio"/> £86.50

Journey summary
 Total for 1 Adult, 0 Child
£66.50 Next

Out: 11:22 08 Apr 2018
 Liverpool Lime Street (LIV) to Scarborough (SCA)
 0 changes
 • Travel any time of day.
 • Travel is allowed via any permitted route.

Results are based on end-to-end tickets for the fastest available trains. [Click here](#) to check if slower routes with cheaper tickets are available.

Back [Print](#)

Third party retailers

When planning journeys on both Trainline and Red Spotted Hanky, both third party retailers, passengers received no warning that the journey details returned for Sunday 8 April are inaccurate:


Business travel • Help • Register • Sign in

Your search: Liverpool to Scarborough • Single journey • 1 adult • Add a railcard • Change

OUT
Sun 8th Apr 2018
 Liverpool Lime Street (LIV) to Scarborough (SCA)

	Earlier			Later
LIV	10:22	11:22	12:22	13:22
↓	↓	↓	↓	↓
SCA	13:31	14:31	15:31	16:31
	3h 9m	3h 9m	3h 9m	3h 9m
	0 changes	0 changes	0 changes	0 changes

Anytime Day Single Travel any time of day.	<input type="radio"/> £66.50	<input checked="" type="radio"/> £66.50	<input type="radio"/> £66.50	<input type="radio"/> £66.50
Anytime Day Single (1st Class) Travel any time of day.	<input type="radio"/> £86.50	<input type="radio"/> £86.50	<input type="radio"/> £86.50	<input type="radio"/> £86.50

+ Add a return

TOTAL
£66.50
 1 adult

Continue >

Quick buy ticket

OUT Sun 8 Apr

Liverpool Lime Street to Scarborough
 3h 9m, 0 changes

Anytime Day Single £66.50 -

You've selected the 11:22, but you can travel on any eligible train.

- Travel any time of day.
- Travel is allowed via any permitted route.

A booking fee of £1.50 will apply to this transaction

Results are based on end-to-end tickets for the fastest available trains. [Click here](#) to check if slower routes with cheaper tickets are available.



redspottedhanky.com

Home Text Only Version

Your Booking

1 Select Tickets & Times 2 Adding Options 3 Delivery Options 4 Payment 5 Confirmation

Detailed View Calendar View Lowest Fare Finder Help Amend Search

Outward

Previous Day Sun 8th Apr 2018 Next Day

Earlier

Depart	Arrive	Duration	Changes	Standard Single	1st Class Single	Standard Rtn	1st Return
LIV 11:22	SCA 14:31	3h 09m	0	£66.50	£86.50		
LIV 12:22	SCA 15:31	3h 09m	0	£66.50	£86.50		
LIV 13:22	SCA 16:31	3h 09m	0	£66.50	£86.50		
LIV 14:22	SCA 17:31	3h 09m	0	£66.50	£86.50		
LIV 15:22	SCA 18:31	3h 09m	0	£66.50	£86.50		

Later

Detailed View Calendar View

Return

Previous Day Next Day

Booking Summary

£66.50

Sign in / Register to use Quick Buy

What is this Continue

Journey 1 £66.50

Clear Adults: 1 Children: 0 Railcards: 0

Outward

Anytime Day Single (£66.50)

From Liverpool Lime St

To Scarborough

Date: Sun 8 Apr 2018

Dep: 11:22

Arr: 14:31

Chgs: 0

Valid on all services by the route and Train Operator shown. Valid 1 day only.

Continue

2.3 Journey 3 (checked on 6 March)

The journey planned was on Northern between Manchester Piccadilly and Preston, on Saturday 7 April at 15.02. Rather than being told that a direct journey by train was possible passengers planning this trip should have been told that buses replaced trains between Manchester and Preston due to engineering works.

National Rail Enquiries

On the National Rail Enquiry journey planner there is a clear warning that “every weekend buses replace Northern trains between Manchester and Preston...”. This however is only visible if, as a passenger, you decide to hover/click on the yellow warning triangle. This is easy to miss. There is no other symbol, such as bus, to indicate that a bus replacement service will be in operation. The fact that a Transpennine service is shown to be running the same journey without the warning triangle could potentially confuse passengers.

More detailed information is then available by clicking through to the ‘more details’ tab. There needs to be a more obvious warning alert and guidance that the replacement bus will be slower than the train journey.

Train times & tickets

[Edit journey / add return](#)
[Passengers & railcards](#)
[Print](#)
[Save](#)

Manchester Piccadilly [MAN] to Preston (Lancs) [PRE]

1st First class From £11.70
 [Buy cheapest for £ 4.00](#)

[Set up journey alerts](#)
[Add to basket](#)

Outward Sat 07 Apr [Other cheap fares](#)

[Earlier trains](#)
Single from £4.00

Dep.	From	To	Arr.	Dur.	Chg.	Status	
15:02	Manchester Piccadilly [MAN] Platform 14	Preston (Lancs) [PRE] Platform 1	15:58	56m	0		Details
15:15	Manchester Piccadilly [MAN] Platform 14	Preston (Lancs) [PRE] Platform 3	15:57	42m	0		Details
15:46	Manchester Piccadilly [MAN] Platform 14	Preston (Lancs) [PRE] Platform 3	16:37	51m	0		Details
16:02	Manchester Piccadilly [MAN] Platform 14	Preston (Lancs) [PRE] Platform 1	16:58	56m	0		£12.40 Buy Now
16:15	Manchester Piccadilly [MAN] Platform 14	Preston (Lancs) [PRE] Platform 3	16:57	42m	0	✓	£6.00 Buy Now

[Later trains](#)

Service Update [close](#)

EVERY WEEKEND buses replace Northern trains between Manchester and Preston / Wigan Wallgate via Salford Crescent until Sunday 1 July.

[More details](#)

Service Update


Buses replace trains between Manchester and Preston/Wigan Wallgate every weekend until Sunday 1 July

[More details](#)



NetworkRail

Trains will be busier than usual, and journey times may be longer



Visit National Rail Enquiries to find out more

Advertisement

Future engineering work

PAGE LAST UPDATED: 06/03/2018 10:26. [Update now](#)

See details of routes affected by planned engineering works, including when they take effect, maps of the affected area, alternative timetables, advice for alternative travel and real-time updates.

Check my journey

From to

Today

EVERY WEEKEND buses replace Northern trains between Manchester and Preston / Wigan Wallgate via Salford Crescent until Sunday 1 July

Start date 17/02/2018 00:00

End date 01/07/2018

Route affected Northern routes via Salford Crescent between: Manchester Piccadilly and Bolton; Manchester Piccadilly, Wigan Wallgate and Southport; Manchester Piccadilly and Preston via Bolton; Manchester Victoria and Blackburn via Bolton



TOC(s) affected [Northern](#)

Description Engineering work is taking place in the Salford Crescent area, closing all lines every weekend until Sunday 1 July 2018.

To allow engineers to access the railway, the routes between Manchester and Wigan Wallgate (via Salford Crescent and Atherton) and Manchester and Preston (via Salford Crescent and Bolton) will be closed every weekend with trains replaced by road transport. Direct trains between Preston and Manchester will continue to operate via an alternative route.

Buses will run between:

- Manchester Piccadilly / Manchester Victoria and Wigan Wallgate via Bolton / Atherton
 - Manchester Piccadilly / Manchester Victoria and Preston via Bolton
- Network Rail are currently working to finalise full details at which time amended timetables will be made available. We are very sorry for the short notice changes to timetables on these routes.

Check before you travel:

Trains up to and including 17 and 18 March are now correct in the National Rail Enquiries [Journey Planner](#) (i.e. where buses are showing on the routes between Manchester and Wigan Wallgate (via Salford Crescent and Atherton) and Manchester and Preston (via Salford Crescent and Bolton). Where trains are still showing on these routes at weekends, please check back nearer to the time of travel.

You can find the location of your bus replacement by checking station signs or by searching for your station on our station [Information pages](#).

Bicycles:

Non folding bicycles are not allowed on rail replacement bus services at any time. Folding bicycles are allowed if fully folded. For more information, please see [here](#).

Project information:

Continuing every weekend for the foreseeable future, Network Rail engineers will be working to complete the upgrade of the 25-mile stretch of track between Manchester and Preston via Salford Crescent to support the introduction of better trains.

The project was due to complete back in December 2017, but old mine workings, running sand and varying layers of rock have significantly hampered the installation of hundreds of steel columns needed to carry the power cables for the introduction of electric trains. New engineering solutions have been required to resolve the problems which has included using steel cylinders and filling them with concrete to deal with poor ground conditions.



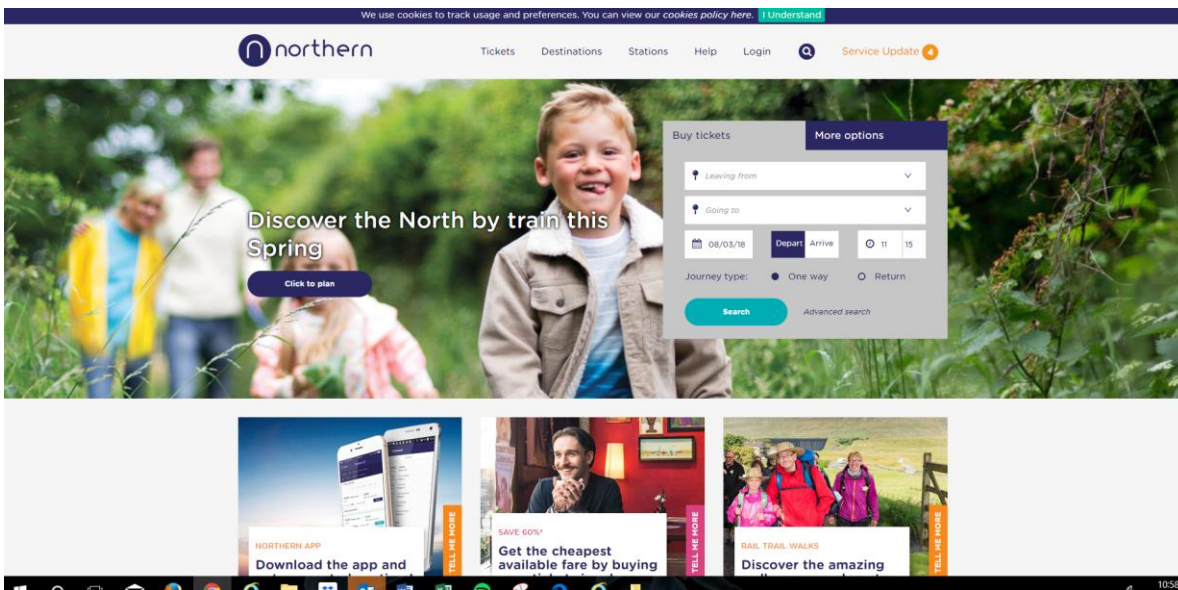
Payment inefficiencies were losing me business.

[Find your solution >](#)

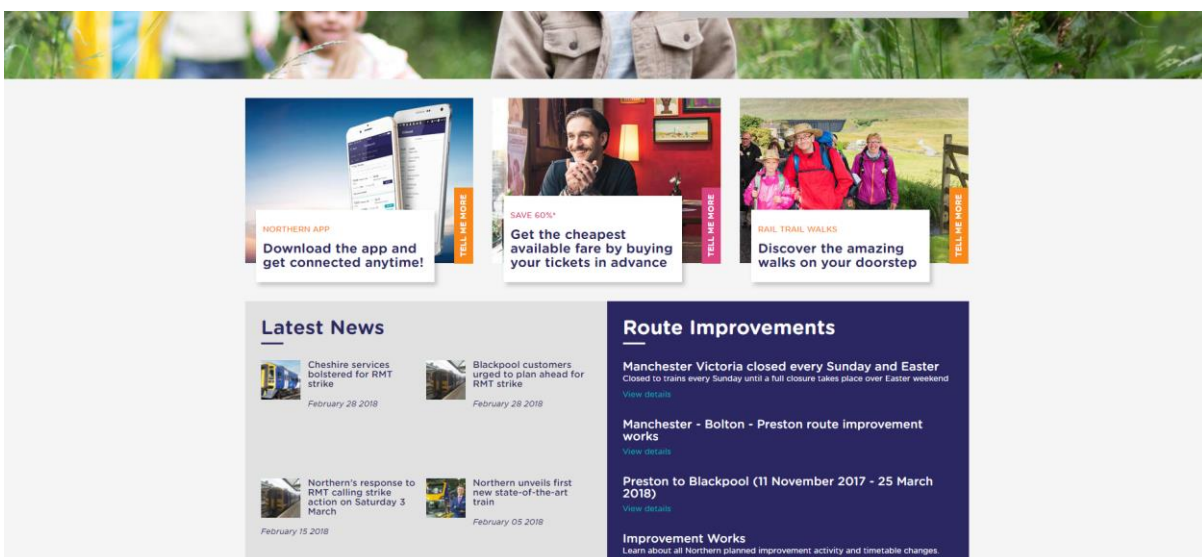


Northern

On the Northern website the journey planner is still showing the train running as normal. Whilst the homepage shows some engineering work information, passengers need to click through to find more specific detail on train times. It can also be missed depending on the users screen resolution. On our mystery shoppers screen he had to scroll down the homepage in order to see it. The journey planner features higher up on the homepage so passengers may go straight to that rather than see the section on route improvements.



The screenshot shows the Northern website homepage. At the top, there is a navigation bar with the Northern logo and links for Tickets, Destinations, Stations, Help, Login, and Service Update. Below the navigation bar is a large hero image of a smiling child in a field. Overlaid on the right side of the hero image is a 'Buy tickets' search widget. The widget includes fields for 'Leaving from', 'Going to', and a date selector set to '08/03/18'. It also has 'Depart' and 'Arrive' time slots, a 'Journey type' selector (One way / Return), and a 'Search' button. Below the hero image are three promotional banners: 'NORTHERN APP Download the app and get connected anytime!', 'SAVE 60%* Get the cheapest available fare by buying your tickets in advance', and 'RAIL TRAIL WALKS Discover the amazing walks on your doorstep'. A small '1058' is visible in the bottom right corner of the screenshot.



This screenshot provides a more detailed view of the Northern website homepage. It shows the same hero image and search widget as the previous screenshot. Below the promotional banners, there are two main sections: 'Latest News' and 'Route Improvements'. The 'Latest News' section contains four articles with small images and dates: 'Cheshire services bolstered for RMT strike' (February 28 2018), 'Blackpool customers urged to plan ahead for RMT strike' (February 28 2018), 'Northern's response to RMT calling strike action on Saturday 3 March' (February 15 2018), and 'Northern unveils first new state-of-the-art train' (February 05 2018). The 'Route Improvements' section features a dark blue background and includes three items: 'Manchester Victoria closed every Sunday and Easter' (Closed to trains every Sunday until a full closure takes place over Easter weekend), 'Manchester - Bolton - Preston route improvement works', and 'Preston to Blackpool (11 November 2017 - 25 March 2018)'. Each item has a 'View details' link. At the bottom of the 'Route Improvements' section, there is a link for 'Improvement Works' with the text 'Learn about all Northern planned improvement activity and timetable changes.'

northern Home My account Help Sign-up for an account Log in

1. Journey details 2. Train times 3. Choose seats 4. Getting tickets 5. Payment 6. Confirmation

Thank you for choosing to buy your ticket from us. Please check the details below.

Single from Manchester Piccadilly to Preston (Lancs) [change journey](#)

Out

Saturday 07 Apr 2018
Manchester Piccadilly MAN to Preston (Lancs) PRE

	Earlier		Later	
Depart	MAN 14:46	MAN 15:02	MAN 15:15	MAN 15:46
Arrive	PRE 15:27	PRE 15:58	PRE 15:57	PRE 16:27
Duration	0h 51m	0h 56m	0h 42m	0h 51m
Changes	0	0	0	0
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Cheapest Standard

Journey summary Close

Outward Journey (07 Apr 2018)

Depart	Arrive	Travel by	Train company	Duration
15:02 Manchester Piccadilly	15:58 Preston (Lancs)	Train	NORTHERN	00h 56

Advance Single (1st Class) Specified train only. No refunds.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	£11.70
Anytime Day Single Travel any time of day.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	£12.40
Anytime Day Single (1st Class) Travel any time of day.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	£16.50

Transpennine

As with the Northern journey planner if you were to use the Transpennine equivalent you would again receive no warning that there are no services between Manchester Piccadilly and Preston.



Buy train tickets

1 Adult
0 Children (5-15yrs)
0 Railcards

[Return to search >](#)

[Journey Details](#) | [Delivery Details](#) | [Sign In](#) | [Payment Details](#)

Journey 1: Manchester Piccadilly to Preston (Lancs)

Outward journey	7 Apr 2018	Return journey
Depart: Manchester Piccadilly dep. 15:02 Arrive: Preston (Lancs), 15:58 Changes: 0 Duration: 0h 56m		No Return Journey
Passengers 1 Adult		
Anytime Day Single £12.40 <small>Travel is allowed via any permitted route. Valid on all services by the route and Train Operator shown. Valid 1 day only.</small>		
terms and conditions >		

Total: £12.40

Order Summary

Journey details

Journey 1 £12.40

Manchester Piccadilly, Victoria, Oxford Road or Deansgate to Preston (Lancs)
Depart: Sat, Apr 7th, 15:02

[remove](#) [save for later](#)

Sub total: £12.40

Delivery details

Total cost: £12.40
when booked online

[continue >](#)

nectar Sign in to use your Nectar card!

You could collect 24 points with these tickets.

Additional options

- PlusBus for Preston (Lancs) on Sat, Apr 7th
(Total price for all passengers: £3.50)
- PlusBus for Manchester Piccadilly, Victoria, Oxford Road or Deansgate on Sat, Apr 7th
(Total price for all passengers: £3.90)
- FirstBus for Manchester Piccadilly, Victoria, Oxford Road or Deansgate on Sat, Apr 7th
(Total price for all passengers: £3.70)

Third party retailers

Unfortunately, as with the other examples, neither Trainline nor Red Spotted Hanky provide any advice to passengers that the journey they are expecting to be able to make cannot be done by train on 7 April.

Manchester Piccadilly to Preston (Lancs)

 Single journey • 1 adult • Add a railcard • [Change](#)

OUT
Sat 7th Apr 2018
Manchester Piccadilly (MAN) to Preston (Lancs) (PRE)

Earlier		Later	
MAN	PRE	MAN	PRE
15:02	15:15	15:46	16:02
↓	↓	↓	↓
15:58	15:57	16:37	16:58
56m 0 changes	42m 0 changes	51m 0 changes	56m 0 changes

[+ Add a return](#)

 Best fares for your journey:
+/- 3 days £4.00

Cheapest	Standard Single	1st Class Single	1st Return	1st Return
<input checked="" type="radio"/>	£12.40	£6.50 <small>Limited availability</small>	£4.00 <small>Limited availability</small>	£12.40
<input checked="" type="radio"/>		£11.70 <small>Only 6 left</small>		

[View all single tickets](#)

Limited Availability When is this displayed?
Tickets Left How we calculate number of tickets left

 Results are based on end-to-end tickets for the fastest available trains. [Click here](#) to check if slower routes with cheaper tickets are available.

TOTAL
£12.40
1 adult

[Continue](#)

[Quick buy ticket](#)


OUT Sat 7 Apr
Manchester Piccadilly to Preston (Lancs)
56m, 0 changes

Anytime Day Single £12.40

You've selected the 15:02, but you can travel on any eligible train.

- Travel any time of day.
- Travel is allowed via any permitted route.

A booking fee of £0.75 will apply to this transaction



Home | [Text Only Version](#)

Your Booking

1 Select Tickets & Times | 2 Adding Options | 3 Delivery Options | 4 Payment | 5 Confirmation

[Detailed View](#) | [Calendar View](#) | [Lowest Fare Finder](#) | [Help](#) | [Amend Search](#)

Outward

Previous Day | Sat 7th Apr 2018 | Next Day

Earlier

Depart	Arrive	Duration	Changes	Standard Single	1st Class Single	Standard Rtn	1st Return
MAN 15:02	PRE 15:58	0h 56m	0	£12.40			
MAN 15:15	PRE 15:57	0h 42m	0	£6.50	£11.70		
MAN 15:46	PRE 16:37	0h 51m	0	£4.00			
MAN 16:02	PRE 16:58	0h 56m	0	£12.40			
MAN 16:15	PRE 16:57	0h 42m	0	£6.00	£11.70		

Later

[Detailed View](#) | [Calendar View](#)

Return

Previous Day | Next Day

Booking Summary

£12.40

[Sign in / Register](#) to use Quick Buy

What is this [Continue](#)

Journey 1 £12.40

[Clear](#)

Adults: 1 Children: 0 Railcards: 0

Outward

Anytime Day Single (£12.40)

From Manchester Piccadilly
To Preston (Lancs)
Date: Sat 7 Apr 2018
Dep: 15:02
Arr: 15:58
Chgs: 0

Valid on all services by the route and Train Operator shown. Valid 1 day only.

[Continue](#)