

# Is the timetable correct?

## An update on the issues rail passengers face while the industry is not meeting Informed Traveller T-12 obligations

May 2018



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### An update on the issues rail passengers face while the industry is not meeting Informed Traveller T-12 obligations

At the beginning of March 2018 Transport Focus provided the Rail Delivery Group (RDG), the Office of Rail and Road (ORR) and the Department for Transport (DfT) with details of its concerns that more needs to be done to warn passengers planning journeys, and buying tickets, when parts of the timetable in online journey planners are wrong<sup>1</sup>. Transport Focus provided a number of examples where journeys were known to be affected by engineering works six weeks ahead but no, or insufficient, warning was given to passengers making enquiries or ticket purchases.

Since then Transport Focus has continued to monitor the impact on passengers of the rail industry not being able to finalise timetables until six weeks in advance (known as 'T minus six' or 'T-6') rather than the required 12 weeks (T-12).

We have been focusing on three questions, and this document concentrates on the second of them:

- Is the timetable correct six weeks ahead?
- Is it clear to passengers buying tickets when the timetable is wrong?
- Is sufficient being done to make sure passengers aren't out of pocket?

In March we acknowledged that it was then a relatively short time since Network Rail had announced the change to T-6, and that the industry was grappling with how to explain things effectively to passengers. That should no longer be the case.

However as a result of our checks on journeys between 14 April and 11 May 2018, we conclude that *much* more needs to be done to warn passengers that the results they are seeing in online journey planners are not correct.

Transport Focus therefore makes a number of recommendations, in addition to the overarching need for the industry to return as quickly as possible to publishing an accurate timetable 12 weeks in advance.

#### Recommendations to Rail Delivery Group

1. Where a journey schedule is showing incorrectly in the National Rail Enquiries (NRE) online journey planner a red triangle warning, not a yellow one, should be used.
2. The message passengers see when hovering over the triangle should make it crystal clear that the train concerned will not run as shown. A link to further details should be provided, setting out among other things when the information is expected to be correct.

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<sup>1</sup> T-12/T-6 findings, March 2018 <https://www.transportfocus.org.uk/research-publications/publications/letter-secretary-state-warnings-rail-engineering-works/>

3. RDG should introduce an obligation on all online retailers to integrate the NRE 'triangle warning' in how they present journey planning results to passengers. The Govia websites already do this. And once the Network Rail System Operator train planning system has the capability to 'flag' trains that are known to be incorrect (see next recommendation) the obligation should be extended to include presenting that information.

#### **Recommendation to Network Rail System Operator**

4. The train planning system should have the facility for trains to be 'flagged' with a simple message that this train will not run as shown, for use between engineering works being agreed and an amended train plan being published. The message should be configured to be automatically 'consumed' by journey planners and be clear to passengers whenever trains involved are 'returned' in journey enquiries.

#### **Recommendation to train companies**

5. Where they don't already, all train operators should press their website/booking engine provider to integrate a data feed from NRE that allows them to mirror the 'triangle warnings' applied to incorrect schedules. These warnings should be clearly visible when making enquiries and attempting to book tickets. It is unacceptable that passengers can buy tickets with no warning at point of sale that the journey will not run as scheduled. The Govia websites provide warnings in such circumstances; others should follow their lead promptly.

#### **Recommendation to third-party retailers**

6. The message is simple: please emulate what the Govia websites have achieved as quickly as possible.

#### **Recommendation to multiple parties**

7. Unrelated to errors in the timetable data, our checking causes us to reiterate a long-standing Transport Focus concern. A symbol that is more clearly a bus is required on journey planning websites – on some sites, the symbol is very similar to that used for a train. In short, on some websites the warning to passengers that a journey involves a replacement bus needs to be much more prominent.

## Appendix:

### Examples of the challenges passengers face planning journeys

We have picked out a selection of the journeys we checked to demonstrate the problems passengers face when trying to plan and book a rail journey six weeks ahead.

The focus of this report is checks made for journeys in weeks three to six of the industry calendar, 14 April to 11 May 2018. The journeys checked were all known to be affected by engineering work, but where information about them in online journey planners was known by the industry to be inaccurate.

Transport Focus asked members of its staff to conduct a mystery shopping exercise to assess whether the information to passengers carried sufficient 'health warnings' over its accuracy.

Staff were asked to replicate the journeys using five different journey planners – that of the rail operator (TOC) concerned, that of another relevant TOC<sup>2</sup>, The Trainline, Red Spotted Hanky and National Rail Enquiries (NRE). In each case, they were asked to:

- Comment on whether it was made clear that the information 'returned' was inaccurate.
- If it was clear, comment on how clear it was what passengers should do if they wanted to travel on a date where the timetable is incorrect.
- Identify where Advance tickets were on sale for trains known not be running

Staff took screen shots to demonstrate what the different journey planners were showing.

The details a passenger might reasonably expect to find include: an overview of the work taking place and how it will impact on the timetable; a summary of the alternative services; a date by which it is expected journey planners will show the alternative service correctly; confirmation that if you buy a 'walk up' ticket and find a cheaper Advance ticket 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 or other trains.

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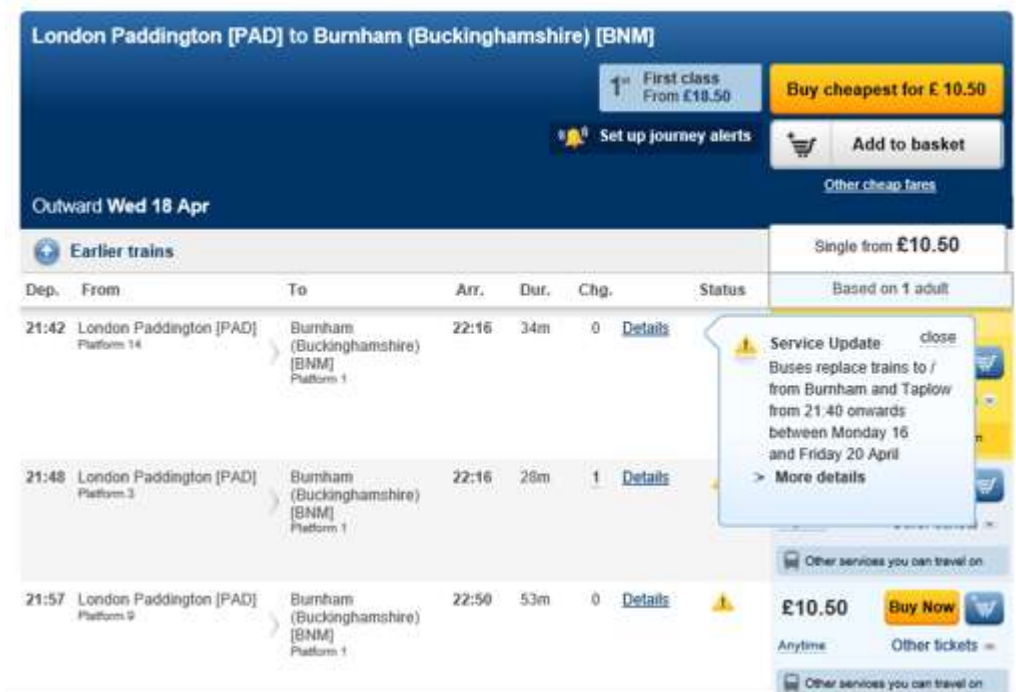
<sup>2</sup> Another TOC being one that also serves that station or geographic area, the TOC that runs the station if different from the one running the train, or one picked at random.

## Example 1

### Week 3 – Great Western: London Paddington to Burnham on Wednesday 18 April at 21:42

The above journey was checked on 12th March. At the time of the check the industry reported that the 21:42 service would not be calling at Burnham due to engineering works. Passengers on this service wanting to reach Burnham would need to travel via Slough and connecting rail replacement buses.

When planning this journey on NRE passengers were warned that buses would replace trains to/from Burnham from 21.40 onwards between 16 and 20 April. Clicking through on 'More details' also provided a list of those trains that were impacted:



The screenshot shows a journey planner interface for the route London Paddington [PAD] to Burnham (Buckinghamshire) [BNM]. The top section includes options for 'First class From £10.50', 'Buy cheapest for £ 10.50', 'Set up journey alerts', and 'Add to basket'. Below this, the 'Outward Wed 18 Apr' section shows a table of 'Earlier trains'.

Dep.	From	To	Arr.	Dur.	Chg.	Status
21:42	London Paddington [PAD] Platform 14	Burnham (Buckinghamshire) [BNM] Platform 1	22:16	34m	0	<a href="#">Details</a>
21:48	London Paddington [PAD] Platform 3	Burnham (Buckinghamshire) [BNM] Platform 1	22:16	28m	1	<a href="#">Details</a>
21:57	London Paddington [PAD] Platform 9	Burnham (Buckinghamshire) [BNM] Platform 1	22:50	53m	0	<a href="#">Details</a>

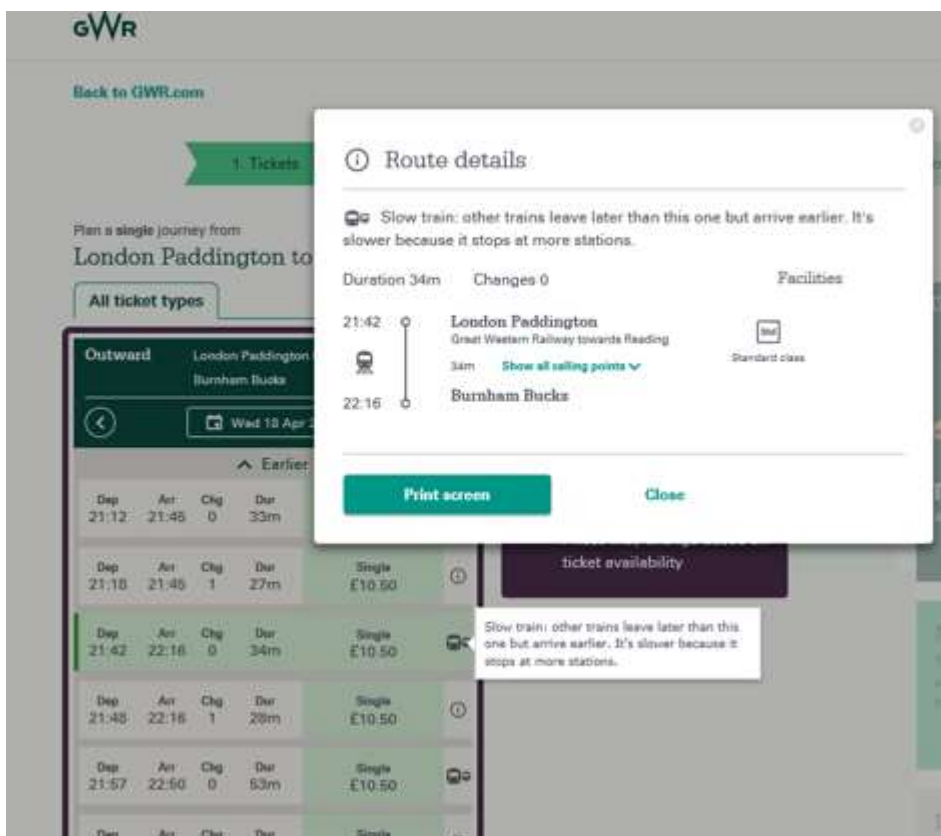
A 'Service Update' pop-up is visible over the 21:42 service, stating: 'Buses replace trains to / from Burnham and Taplow from 21:40 onwards between Monday 16 and Friday 20 April'. A 'Buy Now' button for £10.50 is also present.

### Transport Focus comment:

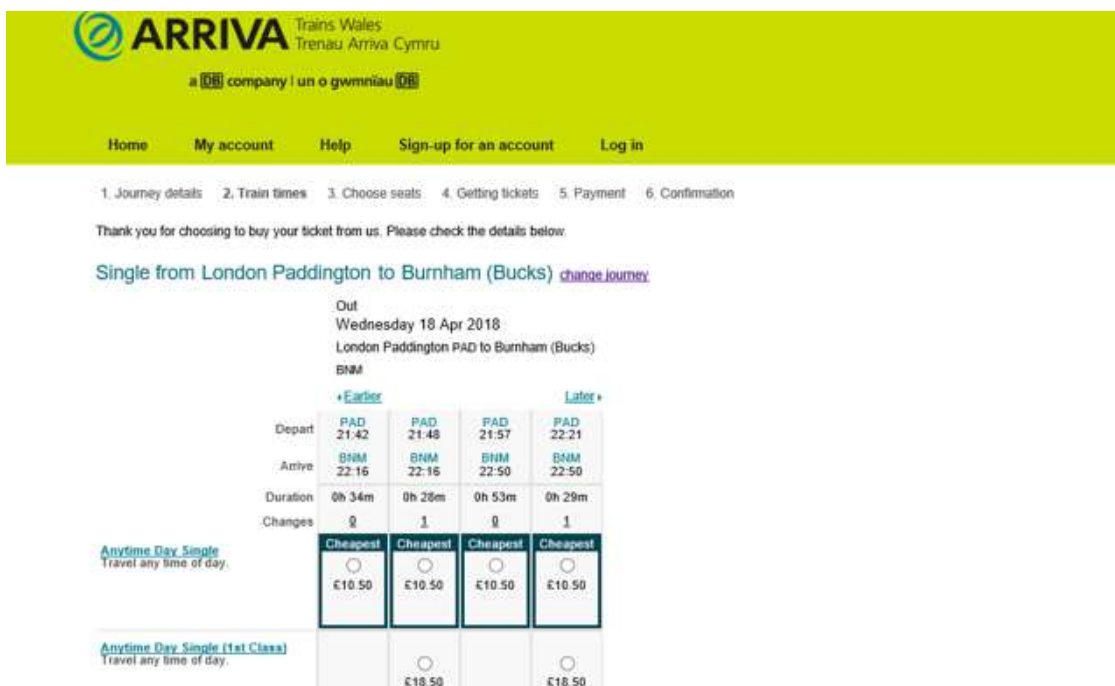
While the statement about the buses is unambiguous the timing details are incorrect, and it states 'no changes'. Passengers could be left wondering whether the arrival time is the time the train normally arrives at Burnham or the time the bus is due to arrive there? Clicking through on more details makes it clear that the changes are not yet reflected in the NRE journey planner, but does not state when the planner will be updated with the correct details.

When looking at the same journey on the Great Western website – the operator of the train – passengers did not receive any warning that the 21:42 would not be stopping at Burnham:





Unfortunately, it was not just Great Western that failed to offer any warning to passengers that the journey planning results were not accurate. On checking the journey planners on the Arriva Trains Wales, Trainline and Red Spotted Hanky websites, all three showed the 21:42 as stopping at Burnham. None of the three offered any words to suggest that the returned results could not be relied upon.



Your search: London Paddington to Burnham (Buckinghamshire) • Single journey • 1 adult • Add a railcard • [Change](#)

**OUT**  
Wed 18th Apr 2018  
London Paddington (PAD) to Burnham (Buckinghamshire) (BNM)

< Earlier Later >

PAD	PAD	PAD	PAD
21:42	21:48	21:57	22:21
↓	↓	↓	↓
BNM	BNM	BNM	BNM
22:16	22:16	22:50	22:50
34m	28m	53m	29m
0 changes	1 change	0 changes	1 change

**Anytime Day Single**  
Travel any time of day.

£10.50

£10.50

£10.50

£10.50

**Anytime Day Single (1st Class)**  
Travel any time of day.

£18.50

£18.50

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

**TOTAL**  
**£10.50**  
1 adult

[Continue](#)

[Quick buy ticket](#)

OUT Wed 18 Apr  
London Paddington to Burnham (Buckinghamshire)  
34m, 0 changes

**Anytime Day Single** £10.50

You've selected the 21:42, 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

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

**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](#)

**Booking Summary**

£0.00

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

**What is this** [Continue](#)

**Journey 1** £0.00

Adults: 1 Children: 0 Railcards: 0

**Outward**  
Please select an outward ticket

[Continue](#)

**Outward**

Previous Day **Wed 18th Apr 2018** Next Day

**Earlier**

Depart	Arrive	Duration	Changes	Standard Single	1st Class Single	Standard Rtn	1st Return
PAD 21:42	BNM 22:16	0h 34m	0	<input checked="" type="radio"/> £10.50			
PAD 21:48	BNM 22:16	0h 28m	1	<input checked="" type="radio"/> £10.50	<input type="radio"/> £18.50		
PAD 21:57	BNM 22:50	0h 53m	0	<input checked="" type="radio"/> £10.50			
PAD 22:21	BNM 22:50	0h 29m	1	<input checked="" type="radio"/> £10.50	<input type="radio"/> £18.50		
PAD 22:27	BNM 23:17	0h 50m	0	<input checked="" type="radio"/> £10.50			

**Later**

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

**Returns**

Previous Day Next Day

**Transport Focus comment:**

While not perfect, the NRE online journey planner does at least give passengers an indication that the trains returned are not correct. Any passenger using the four alternative sites could potentially have arrived at London Paddington, or worse boarded the train, to find that the service was not going to stop at their intended destination.

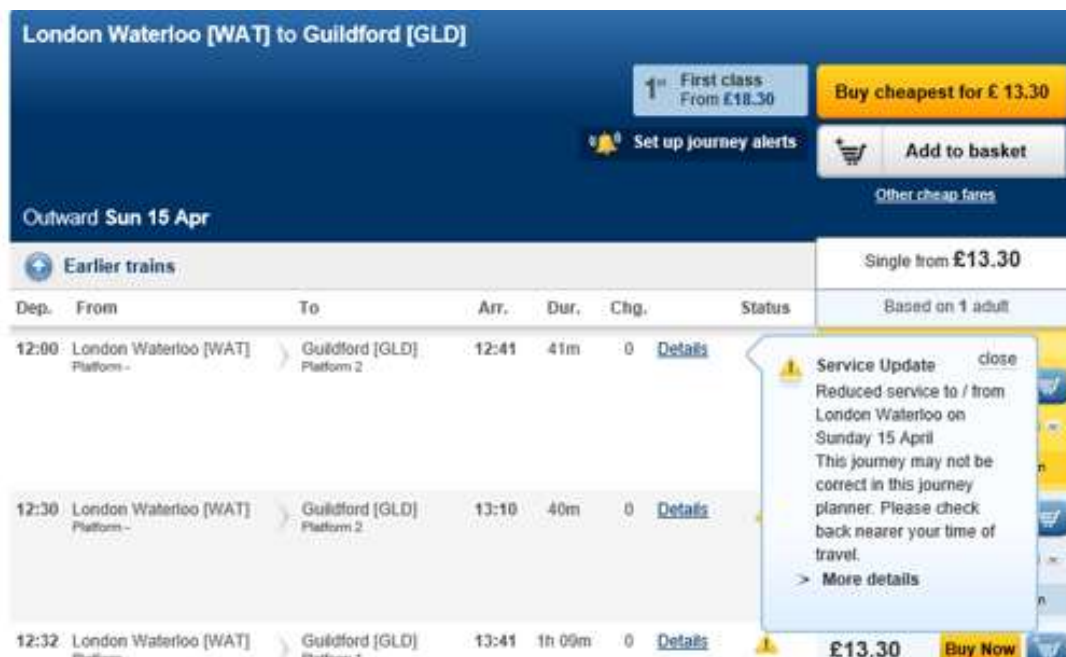


## Example 2

### Week 3 – South Western Railway: London Waterloo to Guildford on Sunday 15 April at 12:00

The above journey was checked on 13th March. At the time of the check the industry reported that there were no trains running between London Waterloo and Guildford on this day due to engineering works.


When the check was undertaken the NRE journey planner results carried a clear warning that there was a reduced service to/from London Waterloo on this day and that the journeys displayed might not be correct. Passengers were advised to check back nearer the time, though clicking through on ‘more details’ revealed that because of planned works “train services will not run between London Waterloo and Guildford (via Cobham or via Woking)”:



The screenshot shows a journey planner interface for the route London Waterloo [WAT] to Guildford [GLD]. At the top, there are buttons for 'First class From £18.30', 'Buy cheapest for £ 13.30', 'Set up journey alerts', and 'Add to basket'. Below this, the journey is listed as 'Outward Sun 15 Apr' with a price of 'Single from £13.30' and 'Based on 1 adult'. A table of train options is displayed:

Dep.	From	To	Arr.	Dur.	Chg.	Status
12:00	London Waterloo [WAT] Platform -	Guildford [GLD] Platform 2	12:41	41m	0	<a href="#">Details</a>
12:30	London Waterloo [WAT] Platform -	Guildford [GLD] Platform 2	13:10	40m	0	<a href="#">Details</a>
12:32	London Waterloo [WAT] Platform -	Guildford [GLD] Platform 1	13:41	1h 09m	0	<a href="#">Details</a>

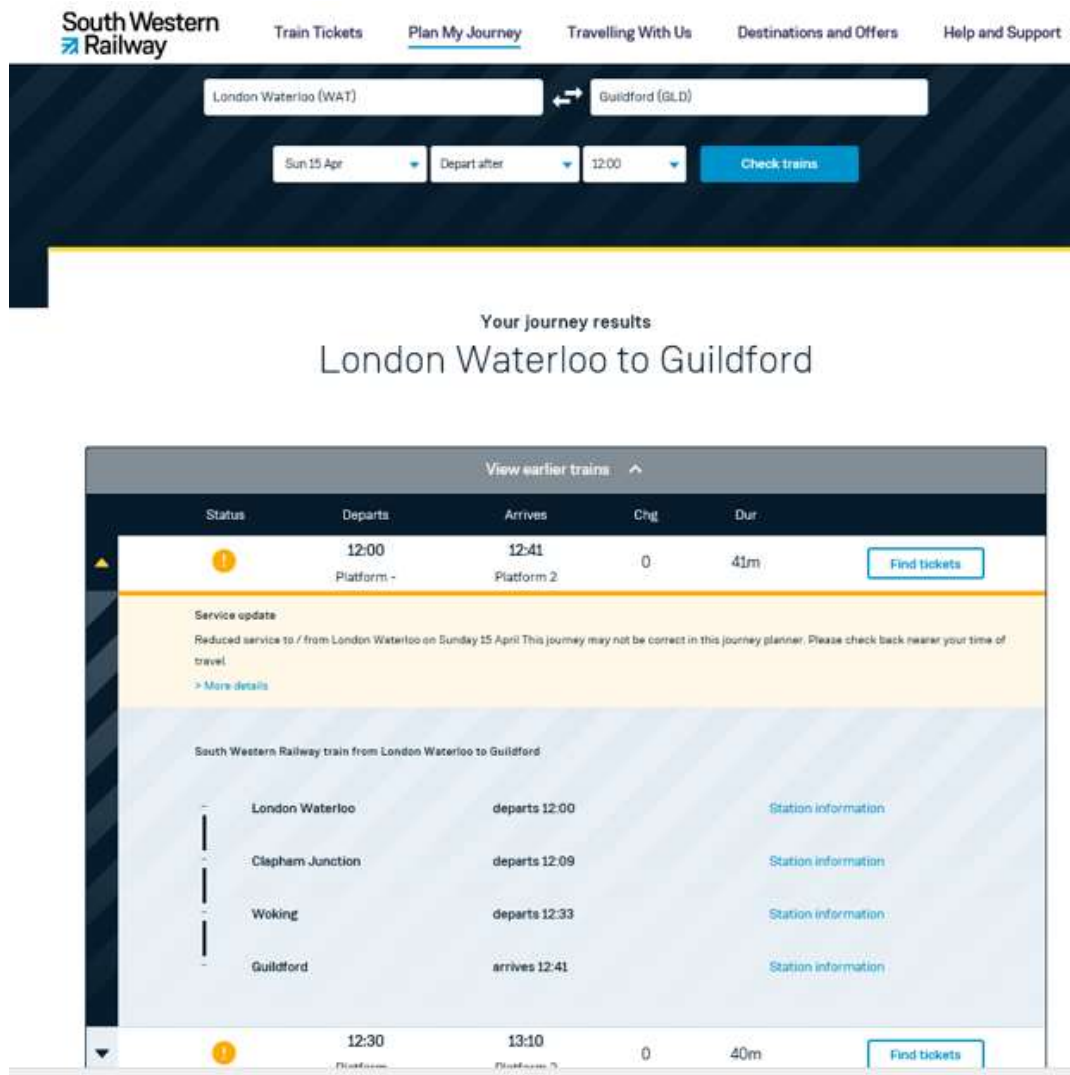
A 'Service Update' warning box is overlaid on the table, stating: 'Reduced service to / from London Waterloo on Sunday 15 April. This journey may not be correct in this journey planner. Please check back nearer your time of travel. > More details'. At the bottom right, a price of '£13.30' and a 'Buy Now' button are visible.

Reduced service to / from London Waterloo on Sunday 15 April	
Start date	15/04/2018 00:00
End date	15/04/2018
Route affected	between London Waterloo and Chessington South / Surbiton / Hampton Court / Shepperton / Windsor & Eton Riverside / Woking / Guildford / Dorking / Basingstoke / Portsmouth Harbour / Poole / Weymouth / Exeter St Davids 
TDC(s) affected	<a href="#">South Western Railway</a>
Description	<p>Engineering work is taking place between London Waterloo and Clapham Junction, and also between Clapham Junction and Epsom / Teddington and Woking</p> <p>Train services will not run between:</p> <ul style="list-style-type: none"> <li>London Waterloo and Guildford (via Cobham or via Woking)</li> <li>London Waterloo and Chessington South</li> <li>London Waterloo and Hampton Court</li> <li>London Waterloo and Shepperton</li> <li>London Waterloo and Kingston</li> </ul> <p>There will be reduced / suspended train services to the following:</p>

**Transport Focus comment:**

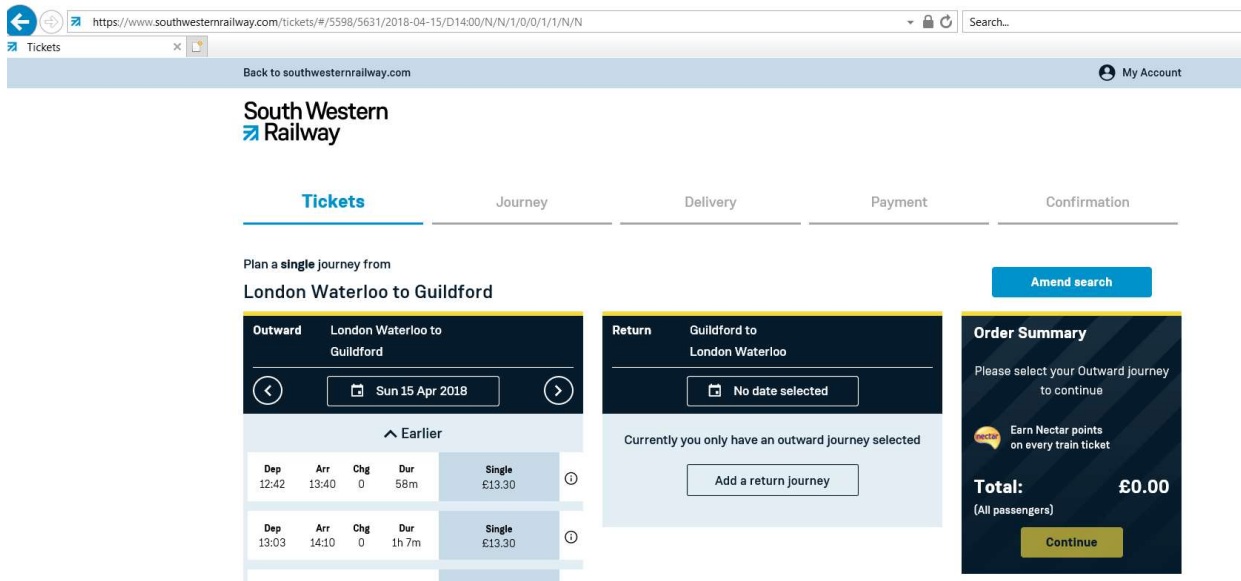
Given that the engineering work information on NRE provides passengers with the clear message that trains won't be running between London Waterloo and Guildford, the warning triangle should also make this clear. So rather than a blanket warning that the journey results might not be correct it would have been better to say "this train will not run".

On the South Western Railway website when using the 'Plan My Journey' page passengers were also given a clear warning that the results returned might not be correct. As with the earlier examples on NRE, though, it does not give a specific date when passengers should check back, just that they should do so at a later date:



**Transport Focus comment:**

Given that the planned engineering works are only six weeks ahead there should be a reasonable degree of certainty that the works are going ahead. With this in mind we think passengers should have been told that services between London Waterloo and Guildford were not expected to run on that day. It is also concerning that when planning the same journey using the 'Buy Tickets' option on the SWR homepage that the warning provided under 'Plan My journey' is not repeated; see the below screen grab:



Back to southwesternrailway.com My Account

## South Western Railway

Tickets Journey Delivery Payment Confirmation

Plan a single journey from  
London Waterloo to Guildford Amend search

**Outward** London Waterloo to Guildford

Sun 15 Apr 2018

Earlier

Dep	Arr	Chg	Dur	Single
12:42	13:40	0	58m	£13.30
13:03	14:10	0	1h 7m	£13.30

**Return** Guildford to London Waterloo

No date selected

Currently you only have an outward journey selected

Add a return journey

**Order Summary**

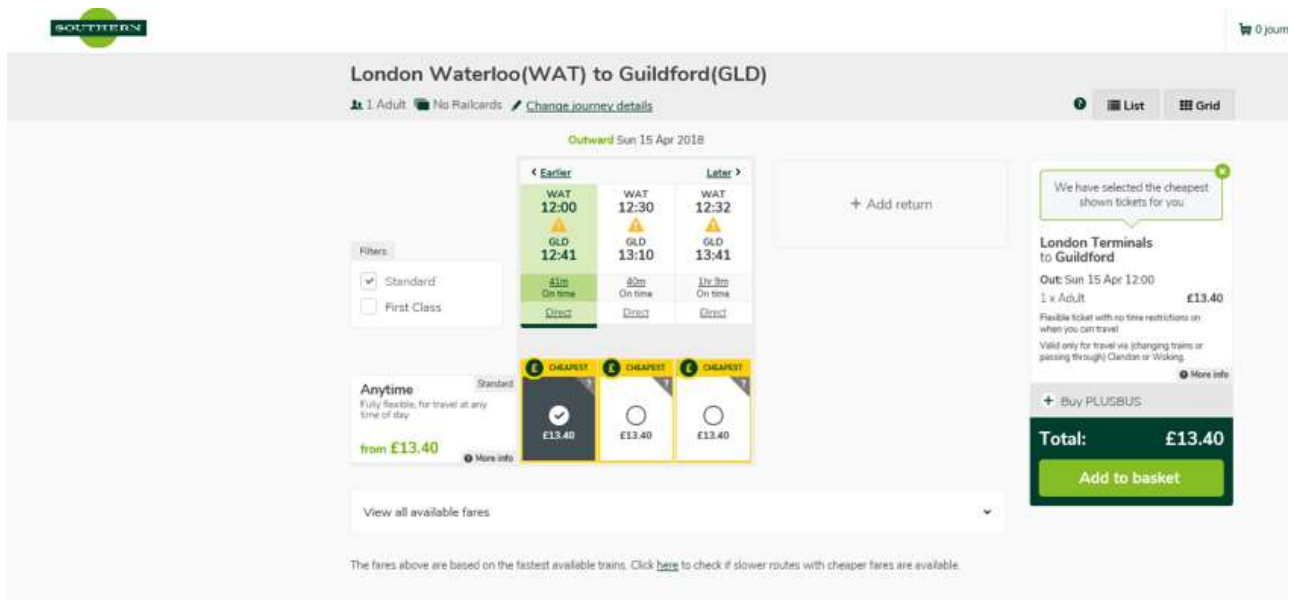
Please select your Outward Journey to continue

Earn Nectar points on every train ticket

**Total:** £0.00  
(All passengers)

Continue

On the Southern website journey planner results for this journey replicate the warning triangle provided on NRE, indicating to passengers that something requires their attention.



London Waterloo(WAT) to Guildford(GLD)

1 Adult No Railcards Change journey details

Outward Sun 15 Apr 2018

Earlier	WAT	WAT	WAT	Later
	12:00	12:30	12:32	
	12:41	13:10	13:41	

Filters: Standard (checked), First Class

Anytime Standard from £13.40

View all available fares

The fares above are based on the fastest available trains. Click here to check if slower routes with cheaper fares are available.

We have selected the cheapest shown tickets for you

London Terminals to Guildford

Out: Sun 15 Apr 12:00

1 x Adult £13.40

Flexible ticket with no time restrictions on when you can travel

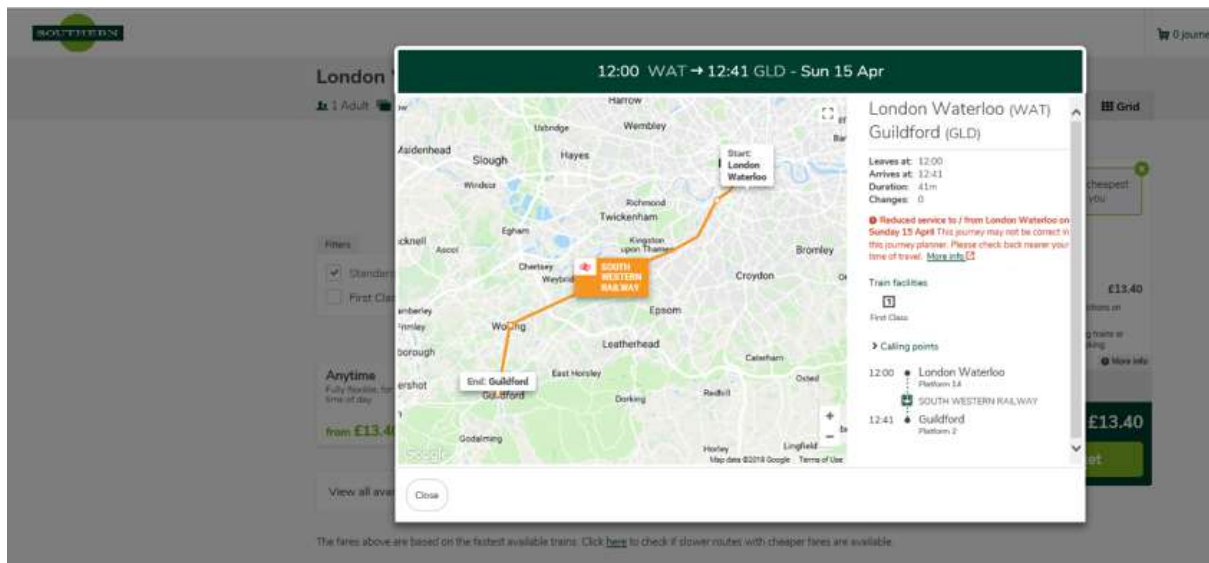
Valid only for travel via (changing trains or passing through) Clondan or Woking

+ Buy PLUSBUS

**Total:** £13.40

Add to basket

The warning is then spelt out in greater detail when you click on the triangle.



### Transport Focus comment:

As with the NRE triangle warning, what's missing is something that screams "this train won't be running". It is however still better than the absence of any warning on the Trainline or Red Spotted Hanky websites or within the journey planning pages of the SWR site, at the time that we checked their journey planners. There was nothing to say on their sites that the results returned were incorrect/may be subject to change.



Your search: London Waterloo to Guildford - Single journey - 1 adult - Add a railcard - [Change](#)

By Train • £13.30 • 41m By Coach • £6.10 • 1h

**OUT**  
Sun 15th Apr 2018  
London Waterloo (WAT) to Guildford (GLD)

Earlier					Later
WAT	WAT	WAT	WAT	WAT	WAT
12:00	12:30	12:32	13:00		
↓	↓	↓	↓		
GLD	GLD	GLD	GLD		
12:41	13:10	13:41	13:40		
41m	40m	1h 09m	40m		
<a href="#">0 changes</a>	<a href="#">0 changes</a>	<a href="#">0 changes</a>	<a href="#">0 changes</a>		

Cheapest	Standard Single			
£13.30	£13.30	£13.30	£13.30	

Cheapest	First Class Single			
£18.30	£18.30		£18.30	

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

**TOTAL**  
**£13.30**  
1 adult

[Continue](#)

[Quick buy ticket](#)

OUT Sun 15 Apr  
London Waterloo to Guildford  
41m, 0 changes

**Super Off-Peak Day Single** £13.30

You've selected the 12:00, but you can travel on any eligible super off-peak train.

- Selected off-peak trains.
- Valid only for travel via (changing trains or passing through) Clondon or Woking.

A booking fee of £0.75 will apply to this transaction

[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

## Your Booking

- Select Tickets & Times
- Adding Options
- Delivery Options
- Payment
- Confirmation

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

### Outward

[Previous Day](#) Sun 15th Apr 2018 [Next Day](#)

#### Earlier

Depart	Arrive	Duration	Changes	Standard Single	1st Class Single	Standard Rtn	1st Return
WAT 12:00	GLD 12:41	0h 41m	0	£13.30	£18.30	£14.40	£24.40
WAT 12:30	GLD 13:10	0h 40m	0	£13.30	£18.30	£14.40	£24.40
WAT 12:32	GLD 13:41	1h 09m	0	£13.30		£14.40	
WAT 13:00	GLD 13:40	0h 40m	0	£13.30	£18.30	£14.40	£24.40
WAT 13:30	GLD 14:10	0h 40m	0	£13.30	£18.30	£14.40	£24.40

#### Later

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

### Return

[Previous Day](#) Sun 15th Apr 2018 [Next Day](#)

#### Earlier

For return tickets, select outward journey first

Depart	Arrive	Duration	Changes	Standard Single	1st Class Single	Return
GLD 14:05	WAT 14:44	0h 39m	0	£13.30	£18.30	
GLD 14:20	WAT 15:29	1h 09m	0	£13.30		
GLD 14:35	WAT 15:14	0h 39m	0	£13.30	£18.30	
GLD 15:05	WAT 15:44	0h 39m	0	£13.30	£18.30	
GLD 15:20	WAT 16:29	1h 09m	0	£13.30		

#### Later

### Booking Summary

£0.00

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

What is this

[Continue](#)

Journey 1 £0.00

Adults: 1 Children: 0 Railcards: 0

#### Outward

Please select an outward ticket

#### Return

Please select either a return ticket or a single ticket for your return journey

[Continue](#)

### Example 3

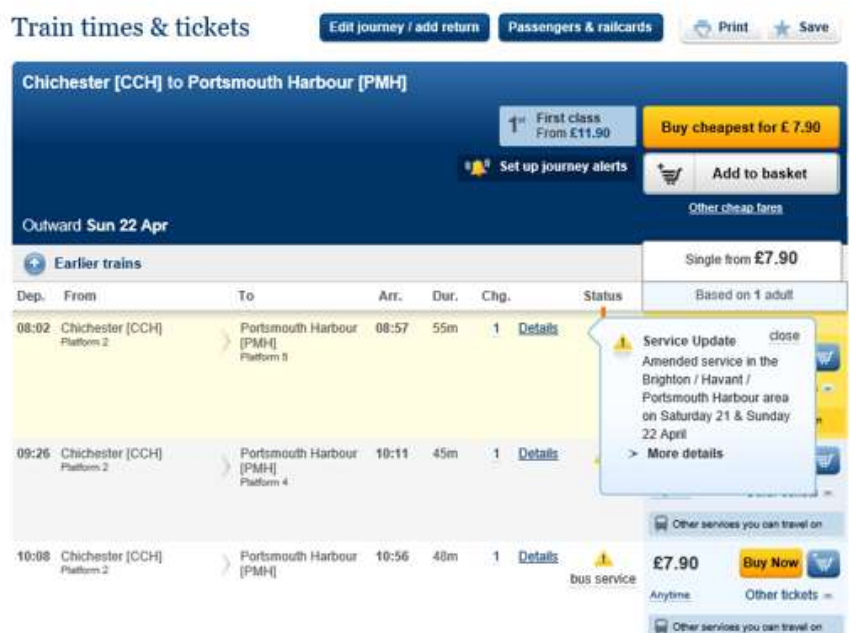
#### Week 4 – Southern: Chichester to Portsmouth Harbour on Sunday 22 April at 08:02

This journey was checked on 13 March. At the time of the report industry data confirmed that up until 10.15 that day trains between Chichester and Portsmouth Harbour would run only as far as Havant. From there passengers would be required to catch a rail replacement bus.

Looking at the above journey on the NRE online journey planner passengers received a yellow triangle warning stating that there was an “amended service in the Brighton/Havant/Portsmouth Harbour area on Saturday 21 and Sunday 22 April”. Clicking through on “More Details” revealed that replacement buses would be in operation.

#### Transport Focus comment:

It is interesting in this instance that for some services (shown within the journey planner results) the yellow warning triangle is accompanied by the words ‘bus service’, but for the specific journey we were checking there was no reference to a bus. This inconsistency could potentially have created confusion amongst passengers and possibly led them to discount the yellow triangle warning.



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

**Chichester [CCH] to Portsmouth Harbour [PMH]**

First class From £11.50 Buy cheapest for £ 7.90

Set up journey alerts Add to basket

Other cheap fares

Outward Sun 22 Apr

Earlier trains Single from £7.90

Dep.	From	To	Arr.	Dur.	Chg.	Status
08:02	Chichester [CCH] Platform 2	Portsmouth Harbour [PMH] Platform 1	08:57	55m	1	Details
09:26	Chichester [CCH] Platform 2	Portsmouth Harbour [PMH] Platform 4	10:11	45m	1	Details
10:08	Chichester [CCH] Platform 2	Portsmouth Harbour [PMH]	10:56	48m	1	Details bus service

Service Update close  
Amended service in the Brighton / Havant / Portsmouth Harbour area on Saturday 21 & Sunday 22 April  
> More details

Other services you can travel on

£7.90 Buy Now

Anytime Other tickets

Other services you can travel on

**Saturday & Sunday:**

Trains will not run between Brighton and Ford. Trains will run between Littlehampton and Portsmouth Harbour / Southampton Central only. Replacement buses will run between Brighton and Worthing / Littlehampton.

**Sunday:**

Trains between London Victoria and Littlehampton / Portsmouth Harbour will be diverted via Horsham.

Until approximately 10:15, replacement buses will run between Havant and Portsmouth Harbour.

From 10:15 until 16:00, replacement buses will run between Portsmouth & Southsea and Portsmouth Harbour.

**Check before you travel:**

If you are travelling with Great Western Railway, please use the National Rail Enquiries [Journey Planner](#)

If you are travelling with South Western Railway or Southern, these changes are not currently shown in the National Rail Enquiries Journey Planner, 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](#)

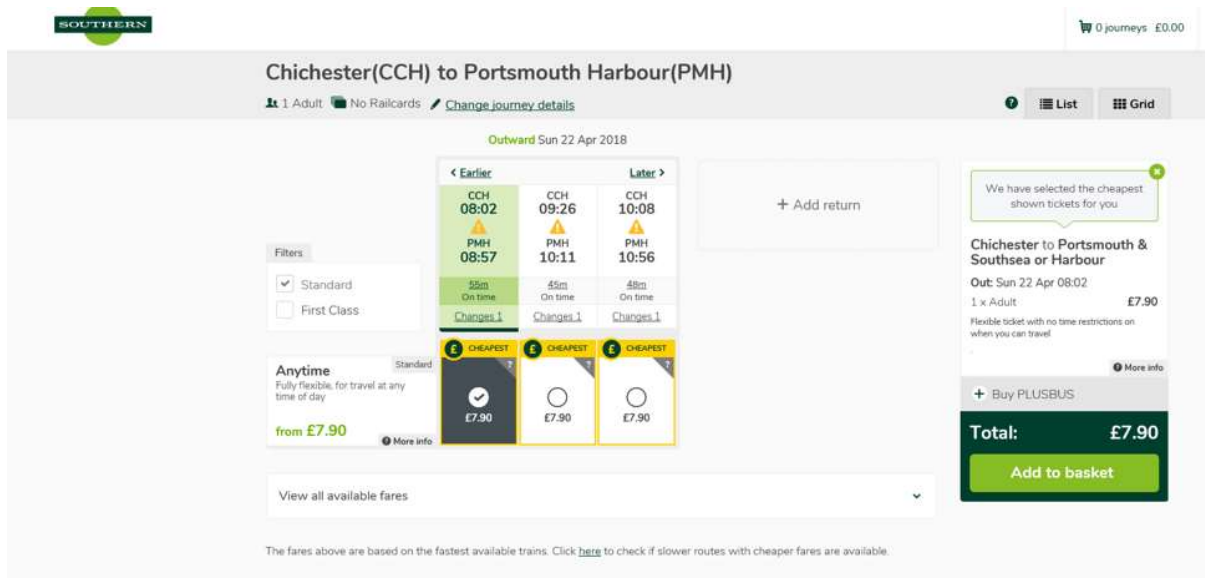
**Bicycles:**

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:**

You can read more about [engineering work](#) and why it is necessary.

The yellow warning triangles were replicated on the Southern online journey planner, though for all trains shown the words 'Bus Service' were missing. When looking into the detail of the journey the information provided by Southern says that the change at Havant station would involve a second train provided by South Western Railway. South Western Railway services were also subject to the same restrictions because of the engineering works.



**Southern** 0 journeys £0.00

**Chichester(CCH) to Portsmouth Harbour(PMH)**

1 Adult No Railcards Change journey details List Grid

Outward Sun 22 Apr 2018

Earlier		Later
CCH 08:02	CCH 09:26	CCH 10:08
PMH 08:57	PMH 10:11	PMH 10:56
55m On time	45m On time	48m On time
Changes 1	Changes 1	Changes 1

Filters:  Standard  First Class

Anytime Fully flexible, for travel at any time of day from £7.90

CHEAPEST £7.90 CHEAPEST £7.90 CHEAPEST £7.90

We have selected the cheapest shown tickets for you

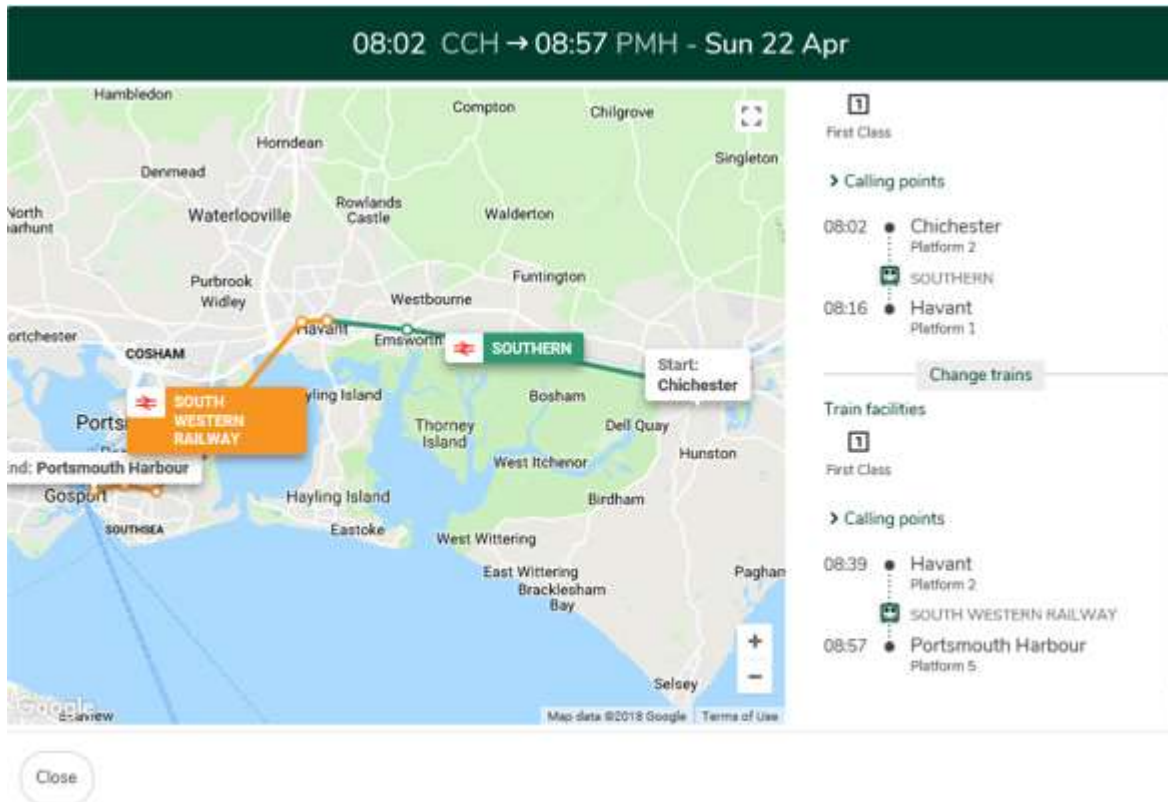
**Chichester to Portsmouth & Southsea or Harbour**  
Out: Sun 22 Apr 08:02  
1 x Adult **£7.90**  
Flexible ticket with no time restrictions on when you can travel

+ Buy PLUSBUS

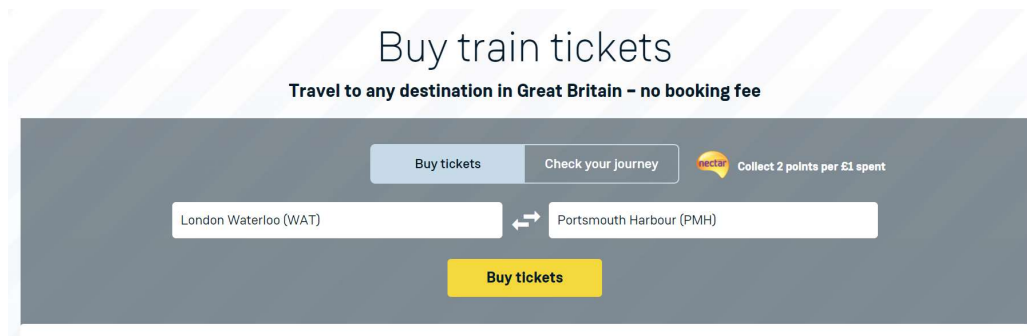
**Total: £7.90**

Add to basket

The fares above are based on the fastest available trains. Click [here](#) to check if slower routes with cheaper fares are available.



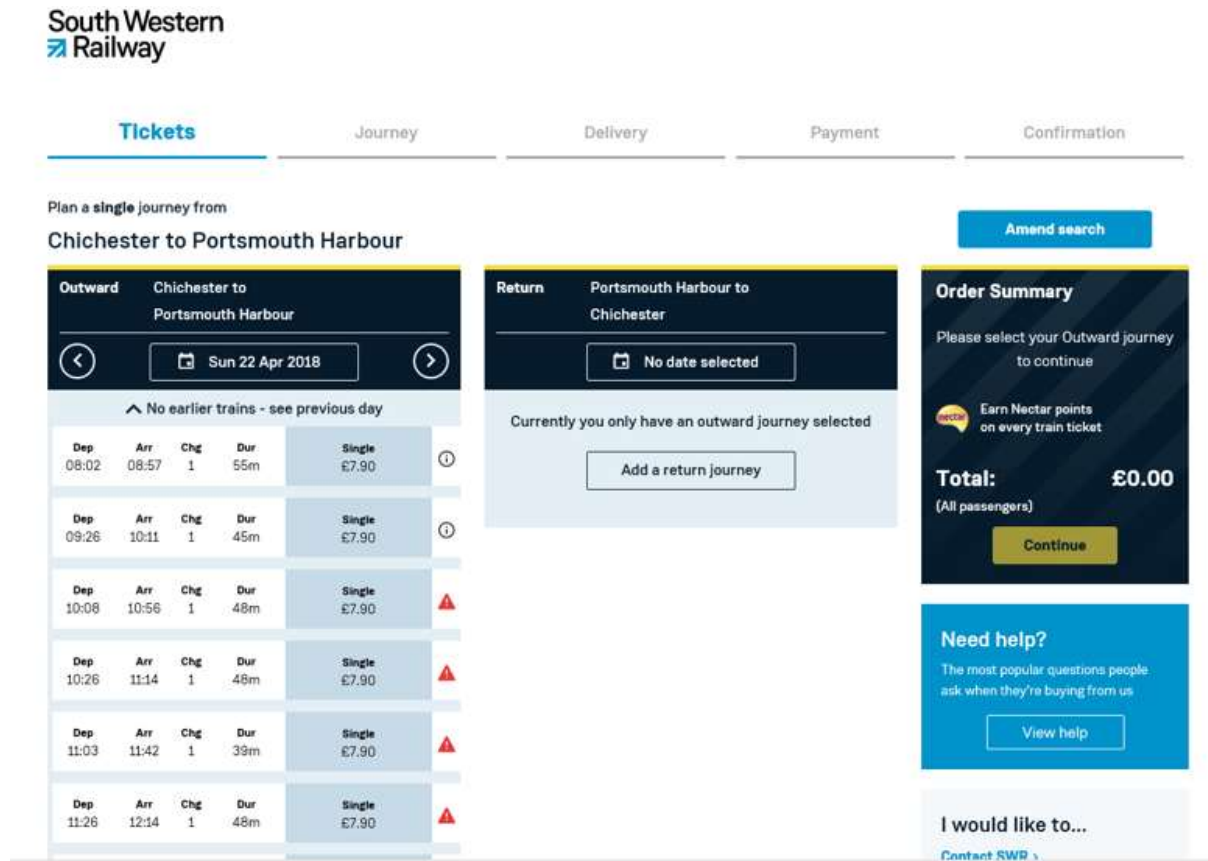
On the South Western Railway website there are two tools for passengers to look up a future rail journey. Both can be accessed by the homepage and feature under the heading 'Buy train tickets'. In the picture below you will see there are two tabs, one highlighted 'Buy tickets', the other 'Check your journey'.



There is also a link to an online journey planner at the top of the homepage entitled 'Plan my journey'.

When conducting the journey check our mystery shopper used the 'Buy tickets' tool on the homepage. He was unaware (as demonstrated in the previous journey check) that the results returned here might differ from those on the 'Plan My Journey Page'. So he did not capture screenshots of the latter.

The results returned showed a red triangle against journeys later in the day. However, for the 08.02 service he was checking there was just an “i”. When clicking through on this, passengers were given the impression that a change of train would be required at Havant – on to an SWR service rather than the planned replacement rail bus service.



**South Western Railway**

Tickets Journey Delivery Payment Confirmation

Plan a single journey from  
Chichester to Portsmouth Harbour

**Outward** Chichester to Portsmouth Harbour  
Sun 22 Apr 2018

^ No earlier trains - see previous day

Dep	Arr	Chg	Dur	Single	
08:02	08:57	1	55m	£7.90	i
09:26	10:11	1	45m	£7.90	i
10:08	10:56	1	48m	£7.90	▲
10:26	11:14	1	46m	£7.90	▲
11:03	11:42	1	39m	£7.90	▲
11:26	12:14	1	48m	£7.90	▲

**Return** Portsmouth Harbour to Chichester  
No date selected

Currently you only have an outward journey selected

Add a return journey

**Order Summary**  
Please select your Outward journey to continue

Earn Nectar points on every train ticket

**Total:** £0.00  
(All passengers)

Continue

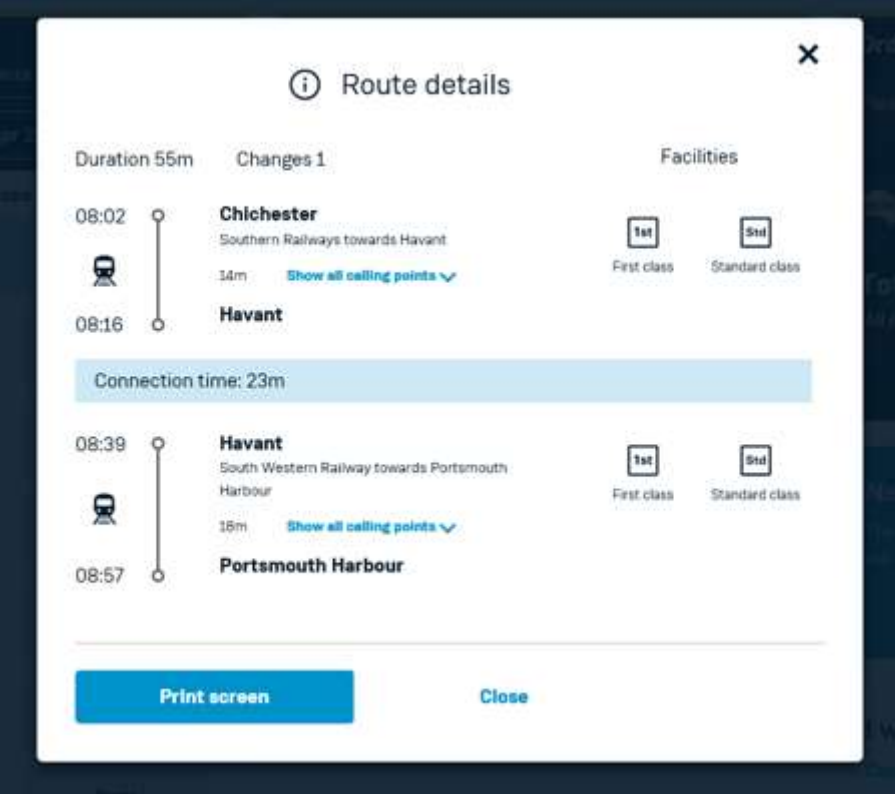
**Need help?**  
The most popular questions people ask when they're buying from us

View help

I would like to...  
Contact SWR






Clicking on to the “i” symbol next to the 08:02 revealed:





**i** Route details ✕


Duration 55m    Changes 1    Facilities

08:02  **Chichester**  
Southern Railways towards Havant  
14m [Show all calling points](#) 

08:16  **Havant**

Connection time: 23m

08:39  **Havant**  
South Western Railway towards Portsmouth Harbour  
15m [Show all calling points](#) 

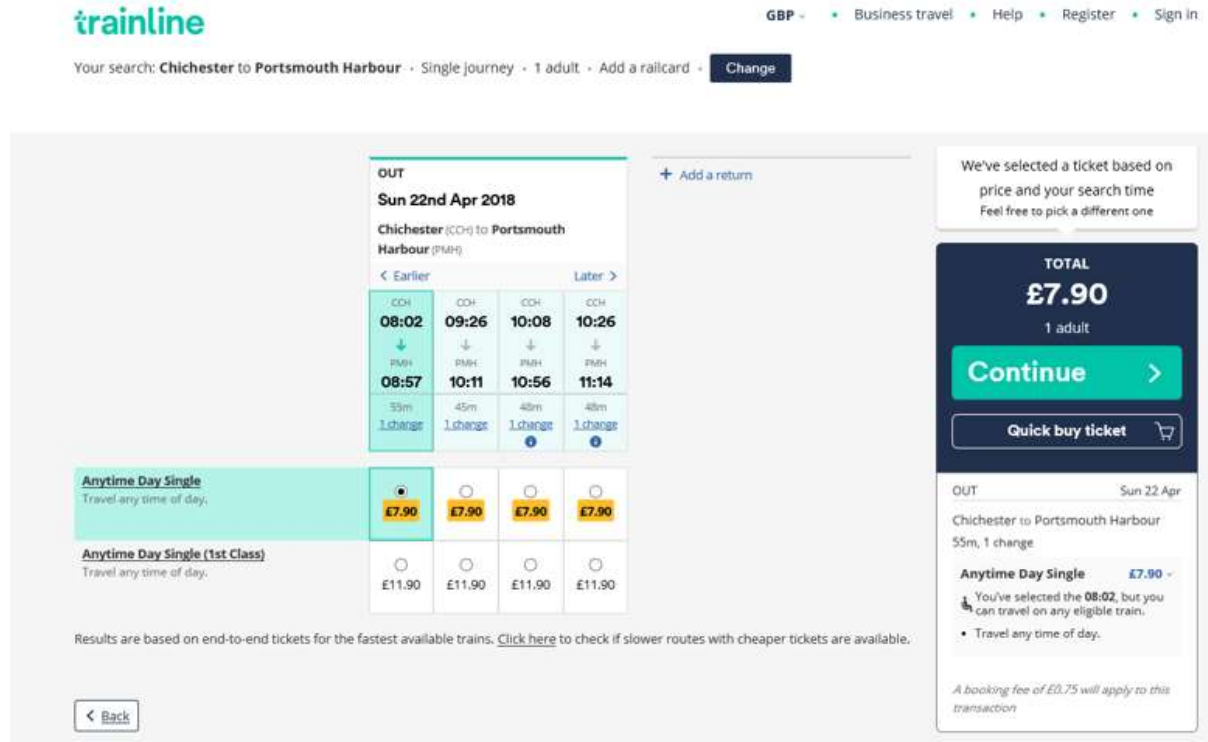
08:57  **Portsmouth Harbour**

**1st** **Std**  
First class    Standard class

**1st** **Std**  
First class    Standard class

[Print screen](#)    [Close](#)

On both Trainline and Red Spotted Hanky passengers were again given no warning that the journey results for the 08:02 Chichester to Havant service were incorrect, nor that there would be engineering disruption. As with the other journey planners, both sites also indicated that a change at Havant is required, on to an SWR service – which wouldn't run:



**trainline** GBP • Business travel • Help • Register • Sign in

Your search: Chichester to Portsmouth Harbour • Single journey • 1 adult • Add a railcard • [Change](#)

OUT Sun 22nd Apr 2018  
Chichester (COH) to Portsmouth Harbour (PMH)

Earlier		Later	
COH 08:02 ↓ PMH 08:57 55m 1 change	COH 09:26 ↓ PMH 10:11 45m 1 change	COH 10:08 ↓ PMH 10:56 48m 1 change	COH 10:26 ↓ PMH 11:14 48m 1 change

**Anytime Day Single**  
Travel any time of day.  
£7.90

**Anytime Day Single (1st Class)**  
Travel any time of day.  
£11.90

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](#)

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

**TOTAL £7.90**  
1 adult

[Continue](#)

[Quick buy ticket](#)

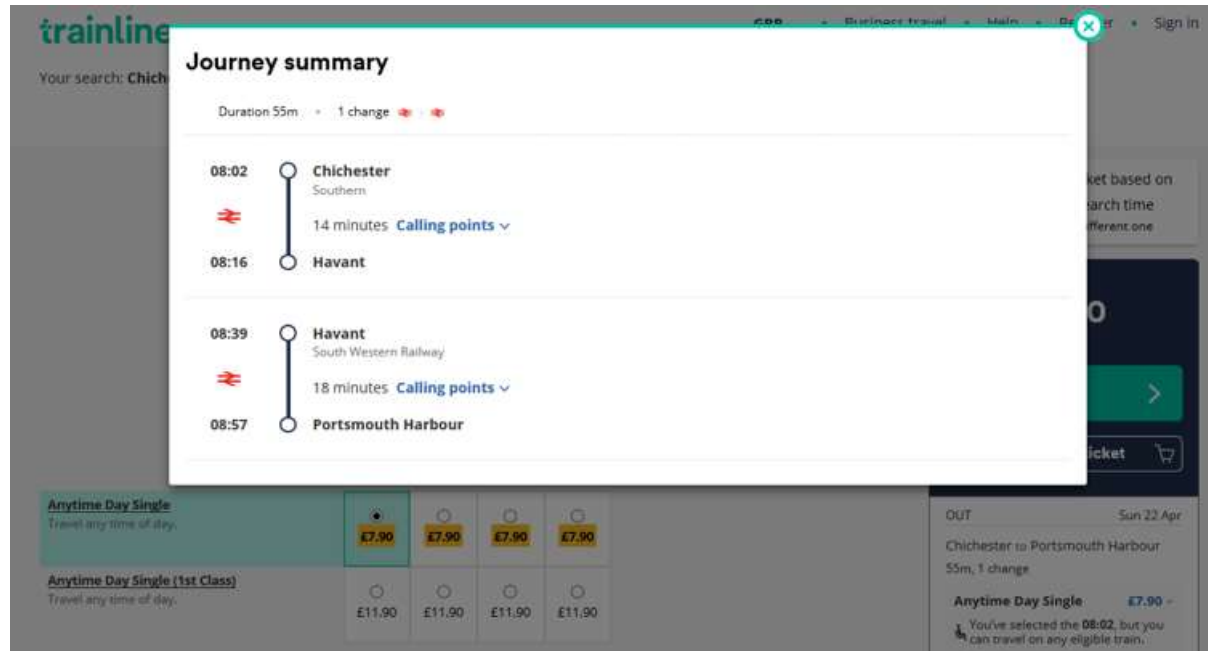
OUT Sun 22 Apr  
Chichester to Portsmouth Harbour  
55m, 1 change

**Anytime Day Single £7.90**

You've selected the 08:02, but you can travel on any eligible train.

- Travel any time of day.

A booking fee of £0.75 will apply to this transaction.



**trainline** GBP • Business travel • Help • Register • Sign in

Your search: Chichester to Portsmouth Harbour

**Journey summary**

Duration 55m • 1 change

08:02 Chichester (Southern)  
14 minutes Calling points v

08:16 Havant

08:39 Havant (South Western Railway)  
18 minutes Calling points v

08:57 Portsmouth Harbour

**Anytime Day Single**  
Travel any time of day.  
£7.90

**Anytime Day Single (1st Class)**  
Travel any time of day.  
£11.90

OUT Sun 22 Apr  
Chichester to Portsmouth Harbour  
55m, 1 change

**Anytime Day Single £7.90**

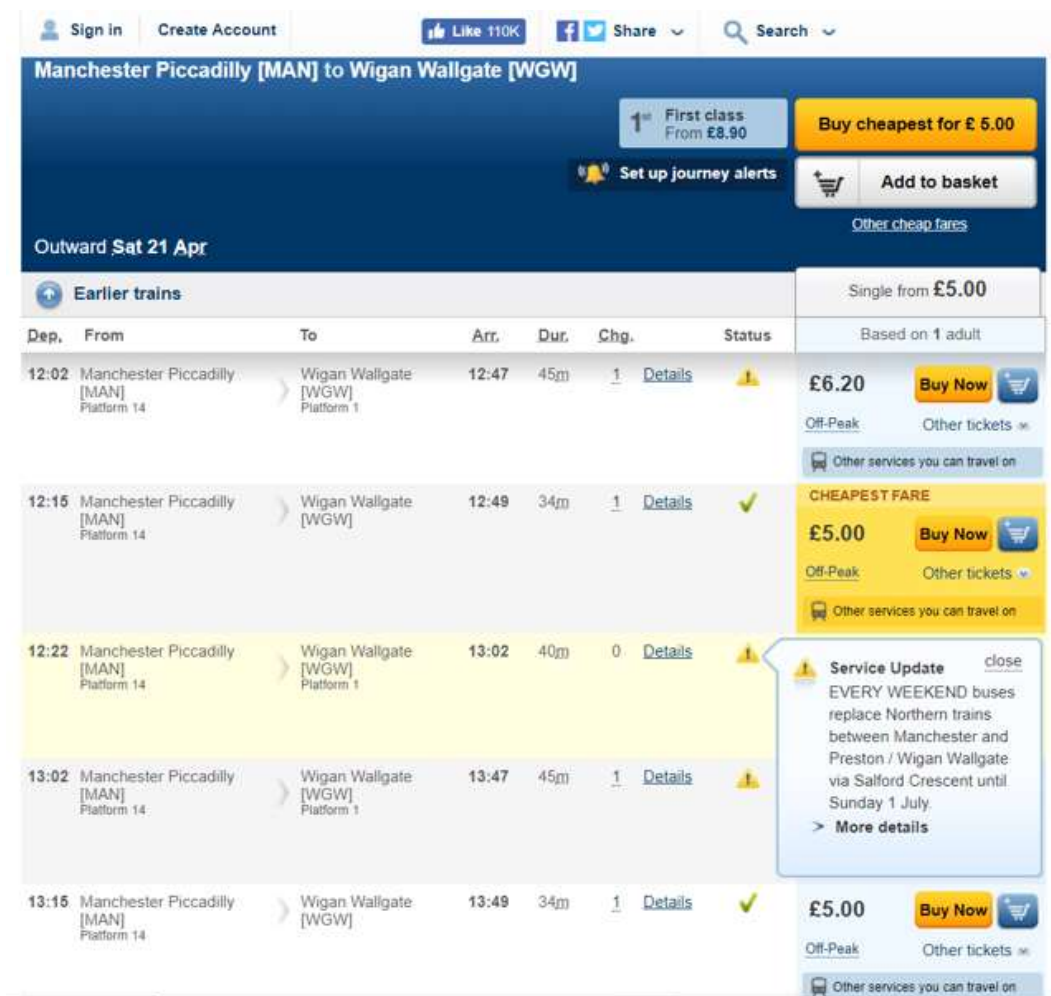
You've selected the 08:02, but you can travel on any eligible train.

## Example 4

### Week 4 – Northern: Manchester Piccadilly to Wigan Wallgate on Saturday 21 April at 12:22

This journey was checked on 20 March 2018. At the time of the check it was known by the industry that every weekend until Sunday 1 July buses would replace Northern trains between Manchester and Preston/Wigan Wallgate via Salford. *We understand that the engineering work planned for 21<sup>st</sup> April was eventually cancelled, but at the time of the checks they were scheduled to take place.*

Putting the above journey into the NRE journey planner resulted in a set of results that carried a yellow exclamation mark warning that buses replaced trains every weekend until Sunday 1 July.



The screenshot shows the transportfocus website interface for a journey from Manchester Piccadilly [MAN] to Wigan Wallgate [WGW] on Saturday 21 April. The page displays a table of train services with columns for departure time, from station, to station, arrival time, duration, change, and status. A service update message is overlaid on the 12:22 train result, stating that buses will replace trains every weekend until Sunday 1 July.

Dep.	From	To	Arr.	Dur.	Chg.	Status	Price	Buttons
12:02	Manchester Piccadilly [MAN] Platform 14	Wigan Wallgate [WGW] Platform 1	12:47	45m	1	⚠	£6.20	Buy Now
12:15	Manchester Piccadilly [MAN] Platform 14	Wigan Wallgate [WGW]	12:49	34m	1	✓	£5.00	Buy Now
12:22	Manchester Piccadilly [MAN] Platform 14	Wigan Wallgate [WGW] Platform 1	13:02	40m	0	⚠	£5.00	Buy Now
13:02	Manchester Piccadilly [MAN] Platform 14	Wigan Wallgate [WGW] Platform 1	13:47	45m	1	⚠	£5.00	Buy Now
13:15	Manchester Piccadilly [MAN] Platform 14	Wigan Wallgate [WGW]	13:49	34m	1	✓	£5.00	Buy Now

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

The message that buses would replace trains was reinforced when clicking through on 'Details' in both text, and through the use of a bus symbol under 'Additional info'.

**Manchester Piccadilly [MAN] to Wigan Wallgate [GWG]**  
Saturday 21 April 2018



Departing 12:22	Arriving 13:02	Duration 0h 40m	Changes 0	<b>Check fares</b>
--------------------	-------------------	--------------------	--------------	--------------------

**EVERY WEEKEND buses replace Northern trains between Manchester and Preston / Wigan Wallgate**  
[> More details](#)

Ticket type: Off-Peak Day Single  
Price: £6.20

Other services you can travel on

Other valid routes

Travel by	Leaving	From	Platform	To	Arriving	Platform	Duration	Additional info
	12:22	<b>Manchester Piccadilly [MAN]</b>	14	<b>Wigan Wallgate [GWG]</b>	13:02	1	0h 40m	

[Northern service from Manchester Airport to Southport](#) + [show calling points](#)

Clicking through on the exclamation mark provided an expanded explanation with detail given about the engineering project itself:

**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 31 March and 1 April 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.

**Transport Focus comment:**

When it is known with certainty that a journey will be impacted by engineering works and that the timetable does not reflect this, the triangle warnings need to be much clearer in saying “the results returned are wrong, don’t trust them”.

Also, passengers will often be more accepting of the need for engineering works if they understand why they are taking place and the benefit they will bring. The industry therefore needs to be clearer about what is being done and why. The goodwill that such information might generate will be limited however if it is not provided with sufficient warning<sup>3</sup>.

A map to help give passengers some context was also provided:



**Transport Focus comment:**

The yellow warning allows passengers to find out detailed information on the engineering works. Anyone familiar with the journey and area would easily be able to make an alternative journey plan with the information made available. However, if you were unfamiliar with the journey you might think getting the bus was your best option. It doesn’t tell you anywhere how much longer the bus journey is – this is about 1 hour 40 instead of 40 minutes. It also doesn’t show that you can actually travel to an alternative station (Wigan North Western) by train which is only a short walk (about 2 minutes) from Wigan Wallgate.

Despite Northern being the operator directly impacted by the works, its website journey planner didn’t offer passengers any warning that engineering works would disrupt journeys between Manchester Piccadilly and Wigan Wallgate:

<sup>3</sup> [Routine railway maintenance: passenger perspectives and priorities, Transport Focus, December 2017](#)



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

Single from Manchester Piccadilly to Wigan Wallgate [change journey](#)

Out  
**Saturday 21 Apr 2018**  
Manchester Piccadilly MAN to Wigan Wallgate WGW

	Earlier		Later	
Depart	MAN 12:02	MAN 12:15	MAN 12:22	MAN 13:02
Arrive	WGW 12:47	WGW 12:49	WGW 13:02	WGW 13:47
Duration	0h 45m	0h 34m	0h 40m	0h 45m
Changes	1	1	0	1

Cheapest Standard Single	£6.20	<b>Cheapest</b> £5.00	* £6.20	£6.20
Cheapest 1st Class Single		£8.90		
Off-Peak Day Single Any off-peak train.		<b>Cheapest</b> £5.00		
Anytime Day Single				

**Journey summary**  
Total for 1 Adult, 0 Child

**£6.20** Next

**Out:** 12:22 21 Apr 2018  
Manchester Piccadilly (MAN) to Wigan Wallgate (WGW)  
0 changes

- Any off-peak train.
- Travel is allowed via any permitted route.

**n** northern Home My account Help Sign-up for an account

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

### Travel options

**Journey details**

Date	Depart	Arrive	change(s)	Price
Sat 21/04/2018	12:22 Manchester Piccadilly	13:02 Wigan Wallgate	0 <a href="#">Details</a>	£6.20

**Need assistance?**

We can offer help to those needing it at most stations.  
**Let us know what kind of help you'll need**

**Cost breakdown**

Total ticket cost	£6.20
<b>Total cost</b>	<b>£6.20</b>

Continue

Back

**Transport Focus comment:**

As a minimum, passengers planning their journey on the Northern website should have been given the same, or similar, yellow triangle warning provided on NRE.

As with the previous journey a warning was also absent on the alternative operator's website (in this case Transpennine Express) and on both Trainline and Red Spotted Hanky:

*Transpennine Express website*

© tickets.tpexpress.co.uk/tpe/en/JourneyPlanning/MixingDeck

**Buy train tickets**

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

Amend search >

Show me ▾

Sat 21 Apr 2018 **Outward Journey**

Choose your fare ◀ prev day   next day ▶

£5	£5.50	£6.20	£6.20	£6.30
single	single	single	single	single
£6.30	£8.00	£9.30		
single	1st	single	1st	single

Choose a fare

Origin: Manchester Piccadilly, 12:22  
Destination: Wigan Wallgate, 13:02  
Date: Sat 21 Apr 2018 Changes: 0 Duration: 0:40hrs

Dep.	Arr	Ch	Duration	Price
12:02	12:47	1	0:45hrs	i
12:15	12:49	0	0:34hrs	i
12:22	13:02	0	0:40hrs	i
13:02	13:47	1	0:45hrs	i

Clicking on the "i" next to the 12.22 revealed:

**Buy train tickets**

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

Amend search >

Show me ▾

Sat 21 Apr 2018 **Outward Journey**

Choose your fare ◀ prev day   next day ▶

£5	£5.50	£6.20	£6.20	£6.30
single	single	single	single	single
£6.30	£8.00	£9.30		
single	1st	single	1st	single

Choose a fare

**Information** close

Station	Arr	Dep	Facilities
Manchester Piccadilly		12:22	NT
Wigan Wallgate	13:02		

*Train continues to Southport*

Show all calling points

NT Northern Rail

Your search: Manchester Piccadilly to Wigan Wallgate • Single journey • 1 adult • Add a railcard • [Change](#)

**OUT**  
Sat 21st Apr 2018  
Manchester Piccadilly (MAN) to Wigan Wallgate (WGW)

< Earlier Later >

MAN	MAN	MAN	MAN
12:15	12:22	13:02	13:15
↓	↓	↓	↓
WGW	WGW	WGW	WGW
12:49	13:02	13:47	13:49
34m 1 change	40m 0 changes	45m 1 change	34m 1 change

<b>Cheapest</b> Standard Single	£5.00	£6.20	£6.20	£5.00
<b>Cheapest</b> First Class Single	£8.90			£8.90

[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.

+ Add a return

**TOTAL**  
**£6.20**  
1 adult

[Continue](#)

[Quick buy ticket](#)

OUT Sat 21 Apr  
Manchester Piccadilly to Wigan Wallgate  
40m, 0 changes

**Off-Peak Day Single** £6.20

You've selected the 12:22, but you can travel on any eligible off-peak train.

- Any off-peak train.
- Travel is allowed via any permitted route.

A booking fee of £0.75 will apply to this transaction

**Journey summary**

Duration 40m • 0 changes

---

12:22 Manchester Piccadilly  
Northern

40 minutes [Calling points](#)

13:02 Wigan Wallgate

12:15	12:22	13:02	13:15
↓	↓	↓	↓
WGW	WGW	WGW	WGW
12:49	13:02	13:47	13:49
34m 1 change	40m 0 changes	45m 1 change	34m 1 change

## Red Spotted Hanky

### 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 21st Apr 2018   Next Day

Earlier

Depart	Arrive	Duration	Changes	Standard Single	1st Class Single	Standard Rtn	1st Return
MAN 12:02	WGW 12:47	0h 45m	1	£6.20			
MAN 12:15	WGW 12:49	0h 34m	0	£5.00	£8.90		
MAN 12:22	WGW 13:02	0h 40m	0	£6.20			
MAN 13:02	WGW 13:47	0h 45m	1	£6.20			
MAN 13:15	WGW 13:49	0h 34m	0	£5.00	£8.90		

Later

Detailed View   Calendar View

#### Return

Previous Day

Click here to

**£6.20 Off-Peak Day Single**  
Valid on off-peak services by the route and Train Operator shown. Valid for 1 day only.  
No railcard  
Travel is allowed via any permitted route.

**£6.20 Off-Peak Day Single**  
Valid on off-peak services by the route and Train Operator shown. Valid for 1 day only.  
No railcard  
Travel is allowed via any permitted route.

**£6.30 Anytime Day Single**  
Valid on all services by the route and Train Operator shown. Valid 1 day only.  
No railcard  
Travel is allowed via any permitted route.

**£6.30 Anytime Day Single**  
Valid on all services by the route and Train Operator shown. Valid 1 day only.  
No railcard  
Travel is allowed via any permitted route.

**Booking Summary**

£6.20

Sign in / Register to use Quick Buy

What is this

Continue

Journey 1   £6.20

Clear  
Adults: 1 Children: 0 Railcards: 0

**Outward**  
Off-Peak Day Single (£6.20)  
From: Manchester Piccadilly  
To: Wigan Wallgate  
Date: Sat 21 Apr 2018  
Dep: 12:22  
Arr: 13:02  
Chgs: 0  
Valid on off-peak services by the route and Train Operator shown. Valid for 1 day only.

Continue

## Example 5

### Week 4 – Great Western: Great Malvern to Brighton on Saturday 21 April at 10:57

This journey was checked on the 20 March. At the time of the check the industry was reporting that due to engineering works the 10:57 would terminate short of Brighton at Barnham, where passengers would have to transfer onto a replacement bus service. The bus journey from Barnham to Brighton was scheduled to take around 85 minutes.

On checking the journey on the NRE online journey planner there was a clear warning that the journey involved a bus service, that required a change during the journey:



Great Malvern [GMV] to Brighton [BTN]

1<sup>st</sup> First class From £105.50 Buy cheapest for £ 58.60

Set up journey alerts Add to basket

Outward Sat 21 Apr

Earlier trains Long journey? Why not upgrade to First Class from £46.90 Single from £58.60

Dep.	From	To	Arr.	Dur.	Chg.	Status
10:45	Great Malvern [GMV]	Brighton [BTN] Platform 5	15:16	4h 31m	2	Details ✓
10:57	Great Malvern [GMV]	Brighton [BTN]	17:05	6h 08m	1	Details bus service ⚠

CHEAPEST FARE £58.60 Buy Now

Anytime Other tickets

Other services you can travel on

£69.20 Buy Now

Off-Peak Other tickets

Other services you can travel on

When clicking on the triangle above the words 'bus service' passengers were told that "All or part of this journey will be made by bus".



10:57 Great Malvern [GMV] Brighton [BTN] 17:05 6h 08m 1 Details bus service ⚠

11:10 Great Malvern [GMV] Brighton [BTN] 15:46 4h 36m 3 Details ✓

**Bus service**  
All or part of this journey will be made by bus.

Clicking on the journey's 'Details' further revealed the timings of the two different legs of the journey and the actual arrival time at Brighton for those having changed onto the bus at Barnham.



Great Malvern [GMV] to Brighton [BTN]  
Saturday 21 April 2018

Departing 10:57	Arriving 17:05	Duration 6h 08m	Changes 1	<b>Check fares</b>
--------------------	-------------------	--------------------	--------------	--------------------

✓ There are currently no reported service disruptions [Set up Journey Alerts](#)

This journey is overtaken by a train that departs at 11:10

Ticket type: Super Off-Peak Single  
Price: £69.20

[Other services you can travel on](#)  
[Other valid routes](#)

Travel by	Leaving	From	Platform	To	Arriving	Platform	Duration	Additional info
	10:57	Great Malvern [GMV]		Barnham [BAA]	15:29	3	4h 32m	
Great Western Railway service from Great Malvern to Barnham <a href="#">+ show calling points</a>								
	15:40	Barnham [BAA]		Brighton [BTN]	17:05		1h 25m	

> Routes, availability and fares are subject to these provisions

When checking the same journey on the Great Western online journey planner passengers are given a different set of results, which suppress the 10:57 departure from Great Malvern as an option. Instead passengers are either routed via London, with the last leg of the journey between London Victoria and Brighton. This is the same as those earlier or later journeys shown in the NRE screen shots; and would technically be quicker, given the engineering works on the South coast between Brighton and Barnham.

https://www.gwr.com/tickets/#/4892/5268/2018-04-21/D10:30/N/N/1/0/0/1/1/N/N/N

Tickets Journey Planner - National Rail... Home - Welcome to Lenovo

TransWilts Sign In Great Western Railway - the... 10,000ft Plans BBC - Homepage Google https-www.gov.uk-govern... National Rail Enq

**Outward** Great Malvern to Brighton

Sat 21 Apr 2018

Earlier

Dep	Arr	Chg	Dur	Single	
09:10	13:46	3	4h 36m	£89.80	①
09:45	14:16	2	4h 31m	£58.60	①
10:10	14:46	3	4h 36m	£89.80	①
10:45	15:16	2	4h 31m	£58.60	①
11:10	15:46	3	4h 36m	£89.80	①
11:37	16:16	3	4h 39m	£58.60	①
12:10	16:46	3	4h 36m	£89.80	①

**Return** Brighton to Great Malvern

No date selected

Currently you only have an outward journey selected

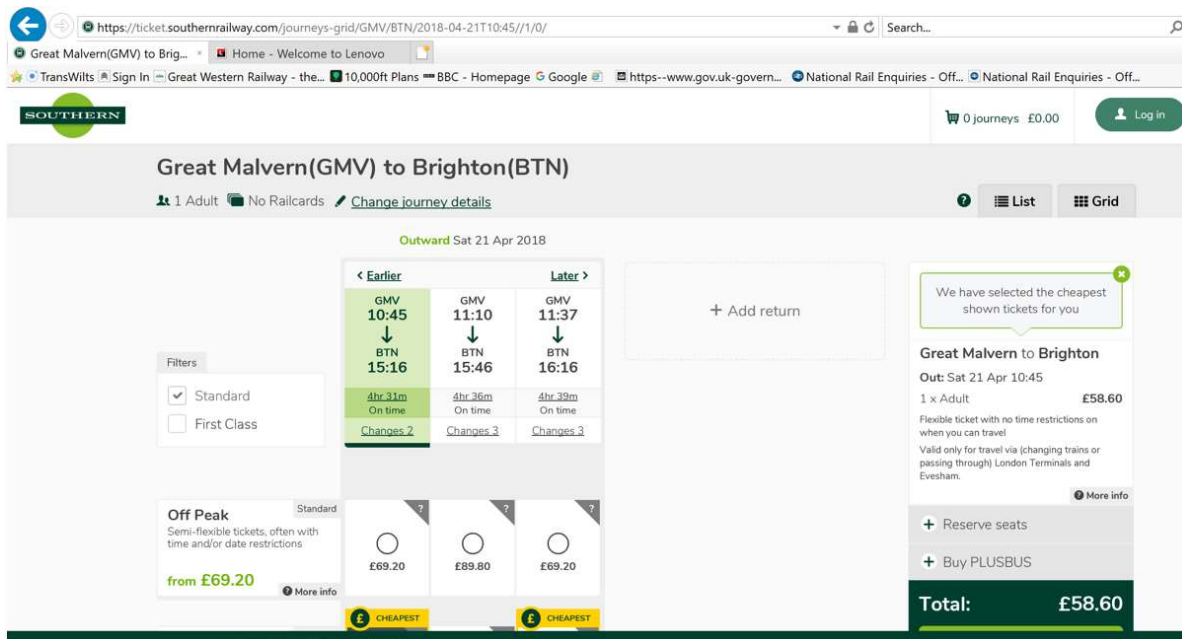
[Add a return journey](#)

## Transport Focus comment:

While the Great Western journey planning results might be accurate, other than the absence of the 10:57, not every passenger would necessarily want to cross London. They might also be easily confused by the absence of any information explaining why there are no direct services where there normally would be.

In this example the data in the industry systems may be correct. However, the differences in the results help demonstrate two concerns that Transport Focus has on behalf of passengers. The first is that journey planners should make clear why they are showing an amended service, as this helps passengers understand why the results are different from normal. The second is that different journey planners are giving different results based on the same search criteria. We suspect that this is a result of different algorithms being used by different journey planner providers. Transport Focus has long made the point that when passengers see such inconsistencies it breeds mistrust of the railway.

The suppression of the 10:57 from the journey planner results is repeated on the Southern online journey planner, where there is also no explanation as to why a direct service isn't offered:



The screenshot shows the Southern Railway website interface for a journey from Great Malvern (GMV) to Brighton (BTN) on Saturday 21st April 2018. The page displays a table of train services with departure and arrival times, and a summary of the selected ticket for £58.60.

Earlier		Later
GMV 10:45	GMV 11:10	GMV 11:37
↓	↓	↓
BTN 15:16	BTN 15:46	BTN 16:16
4hr 31m On time	4hr 36m On time	4hr 39m On time
Changes 2	Changes 3	Changes 3

Filters:  Standard,  First Class

Off Peak: Semi-flexible tickets, often with time and/or date restrictions. from £69.20

Summary: Great Malvern to Brighton, Out: Sat 21 Apr 10:45, 1 x Adult, £58.60. Total: £58.60

On the Trainline website the 10:57 is shown to be running with the same arrival time in Brighton as shown on NRE (17:05), factoring in the additional time spent on the rail replacement bus:

OUT				
Sat 21st Apr 2018				
Great Malvern (GMV) to Brighton (BTN)				
< Earlier		Later >		
GMV <b>10:45</b> ↓ BTN <b>15:16</b> -4h 31m <a href="#">2 changes</a>	GMV <b>10:57</b> ↓ BTN <b>17:05</b> 6h 8m <a href="#">1 change</a>	GMV <b>10:57</b> ↓ BTN <b>16:12</b> 5h 15m <a href="#">4 changes</a>	GMV <b>11:37</b> ↓ BTN <b>16:16</b> 4h 39m <a href="#">3 changes</a>	
<b>Cheapest</b> Standard Single	<input checked="" type="radio"/> <b>£58.60</b>	<input type="radio"/> £69.20	<input type="radio"/> £69.20	<input type="radio"/> <b>£58.60</b>
<b>Cheapest</b> First Class Single	<input type="radio"/> £105.50 <small>Limited availability</small>		<input type="radio"/> £107.00	<input type="radio"/> £105.50 <small>Limited availability</small>

Clicking through on the “i” symbol provides additional detail on the change required at Barnham:

### Journey summary

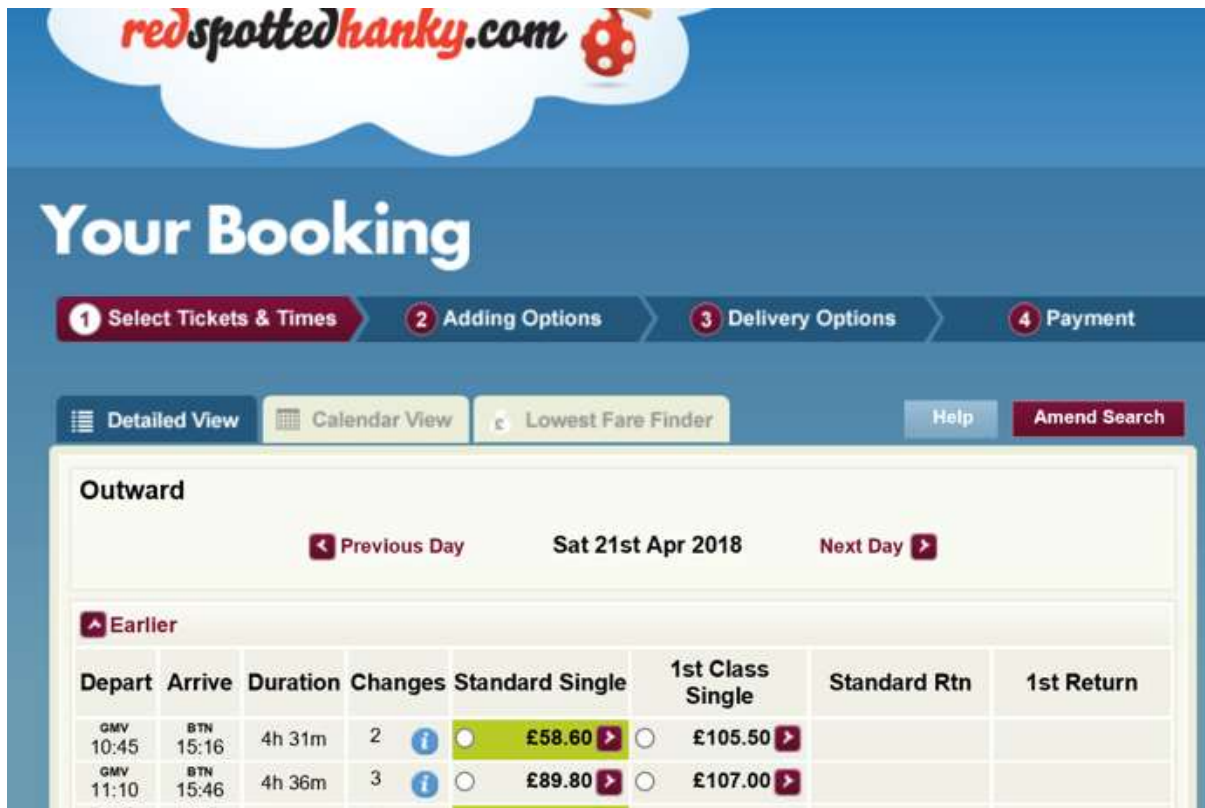
Duration 6h 8m · 1 change  



### Transport Focus comment:







We do not feel that the “i” symbol provided by Trainline provides sufficient warning to passengers that the train journey they intend to make involves a replacement bus. Even when clicking through on that symbol there is no written explanation of why a change is required or what engineering works are taking place, or what they are for.

On Red Spotted Hanky the 10:57 is again suppressed, as it is on the Great Western website, with only the 'via London' options showing. Again, there is no explanation as to why a direct service is not available when it otherwise would be.



The screenshot shows the 'Your Booking' page on redspottedhanky.com. The page has a blue header with the site name and a navigation bar with four steps: 1 Select Tickets & Times, 2 Adding Options, 3 Delivery Options, and 4 Payment. Below the navigation bar are tabs for 'Detailed View', 'Calendar View', and 'Lowest Fare Finder', along with 'Help' and 'Amend Search' buttons.

The main content area is titled 'Outward' and shows the date 'Sat 21st Apr 2018' with 'Previous Day' and 'Next Day' navigation. A section labeled 'Earlier' contains a table of train options:







Depart	Arrive	Duration	Changes	Standard Single	1st Class Single	Standard Rtn	1st Return
GMV 10:45	BTN 15:16	4h 31m	2 	<input checked="" type="radio"/> £58.60 	<input type="radio"/> £105.50 		
GMV 11:10	BTN 15:46	4h 36m	3 	<input type="radio"/> £89.80 	<input type="radio"/> £107.00 		

## Example 6

### Week 5 – Arriva Trains Wales: Cheltenham Spa to Gloucester on Sunday 29 April at 12:00

This journey check was completed on 28 March. At the time of the check it was reported that as a result of engineering work trains between Cardiff Central and Cheltenham Spa would be running only as far as Gloucester. From there passengers would have to take a bus in order to complete their journey.

On NRE passengers planning a journey around 12:00 were given mixed information. While there was a yellow warning triangle, that engineering work is taking place, when looking at the 11.25 (Great Western) service this was not provided for the later Arriva Trains Wales train at 12.25.

11:25	Cardiff Central [CDF] Platform 2	Cheltenham Spa [CNM] Platform 2	13:16	1h 51m	1	<a href="#">Details</a>		£19.10	<a href="#">Buy Now</a>	
								Anytime	<a href="#">Other tickets</a> ▾	
								 Other services you can travel on		
12:25	Cardiff Central [CDF] Platform 1	Cheltenham Spa [CNM] Platform 2	13:52	1h 27m	0	<a href="#">Details</a>		£19.10	<a href="#">Buy Now</a>	
								Anytime	<a href="#">Other tickets</a> ▾	
								 Other services you can travel on		

Clicking through on the journey details for the 11.25 provided further information on the planned engineering works. This revealed that Arriva Trains Wales (ATW), CrossCountry and Great Western would not be running between Cheltenham Spa and Gloucester, but that ATW passengers would be able to catch a replacement bus service provided by CrossCountry.

Buses replace trains between Cheltenham Spa and Gloucester on Saturday 28 and Sunday 29 April	
Start date	28/04/2018 00:00
End date	29/04/2018
Route affected	Arriva Trains Wales Cheltenham Spa and Maesteg CrossCountry between Manchester Piccadilly and Cardiff Central / Paignton / Plymouth Great Western Railway between Worcester Shrub Hill and Gloucester; between Great Malvern and Brighton and between Cheltenham Spa and London Paddington  
TOC(s) affected	<a href="#">Arriva Trains Wales</a> ; <a href="#">CrossCountry</a> ; <a href="#">Great Western Railway</a> .
Description	Engineering work is taking place between Cheltenham Spa and Gloucester closing the line. Buses will replace trains between Cheltenham Spa. Arriva Trains Wales will not run between Cheltenham Spa and Gloucester. Customers will be accepted on CrossCountry replacement buses. CrossCountry buses will replace trains between Birmingham New Street and Gloucester. Some Great Western Railways buses are extended to replace trains between Worcester Shrub Hill and Gloucester

## Transport Focus comment:

While the warning triangle provides some indication that the journey results returned are not as they should be, the fact that this was applied to only some of the impacted trains will have created confusion amongst passengers. It might also lead them to question the trustworthiness of all the information being provided.

The information on the Arriva Trains Wales was also not clear. When our mystery shopper tried to book the ATW train at 12.25 from Cardiff Central to Cheltenham Spa there was no mention of the disruption. However, when she booked a later CrossCountry train at 1.45pm there was a warning message that “one or more legs of your journey is by bus”, though no other details were given.

### Arriva Trains Wales journey planner

**Travel options**

**Journey details**

Date	Depart	Arrive	change(s)	Price
Sun 29/04/2018	12:25 Cardiff Central	13:52 Cheltenham Spa	0 <a href="#">Details</a> <a href="#">Text me</a>	£19.10

**Journey summary**

▼ Journey price £19.10

1 Adult(s) 0 Child(ren)

**Out:**

12:25 (Sun 29 Apr)  
Cardiff Central (CDF) to Cheltenham Spa (CNM)  
0 change(s)

[More details](#)

**Total price £19.10**

**Travel around town**

**PLUSBUS**

For unlimited bus travel on participating operators' services around the whole urban area of your selected town(s), buy PLUSBUS ticket(s) from the options below.

- £3.50 around CHELTENHAM SPA

**Sun 29/04/2018**

£3.50 CARDIFF+BUS [www.plusbus.info/cardiff](http://www.plusbus.info/cardiff)

£3.50 CHELTENHAM+BUS [www.plusbus.info/cheltenham](http://www.plusbus.info/cheltenham)

Price displayed is the total for all travellers on the specified date. Also includes tram travel in Birmingham, Blackpool, Nottingham, Sheffield, Edinburgh and Wolverhampton throughout the PLUSBUS zone. To check travel zones and participating bus operators visit the PLUSBUS website (as detailed above).

**Need assistance?**

We can offer help to those needing it at most stations. [Let us know what kind of help you'll need](#)

**Cost breakdown**

Total ticket cost	£19.10
<b>Total cost</b>	<b>£19.10</b>

[Continue](#)

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

### Travel options

**Warning: One or more legs of your journey is by bus.**

**Journey details**

Date	Depart	Arrive	change(s)	Price
Sun 29/04/2018	13:45 Cardiff Central	15:15 Cheltenham Spa	1 <a href="#">Details</a> <a href="#">Text me</a>	£9.30

**Journey summary**

▼ Journey price £9.30

[Saving £9.80](#)

1 Adult(s) 0 Child(ren)

**Out:**

13:45 (Sun 29 Apr)  
Cardiff Central (CDF) to Cheltenham Spa (CNM)  
1 change(s)

[More details](#)

**Total price £9.30**

**Seating preferences**

Direction:

Position:

Coach Type:

Table seat  Power socket

Near luggage rack  Near toilet

Seating preferences are not available with all train companies and are not guaranteed. We'll meet your requirements whenever possible.

**Travel around town**

**PLUSBUS**



Looking at the same journey on the Great Western online journey planner replicated the results of both NRE and Arriva Trains Wales. If booking on the 13:45 (CrossCountry) train GWR advised passengers that a bus service would be in operation for part of the journey. However, for earlier trains where a bus replacement would also have been in operation, such as the 11:25, this advice was not given. On NRE there was at least a yellow warning triangle for this service.

Only when searching under “travel updates” and “planned engineering” was additional information provided on the engineering works.

**Route details**

**Bus service for part of the journey**

Duration 1h 30m    Changes 1    Facilities

13:45 **Cardiff Central**  
Cross Country towards Gloucester  
1h 2m [Show all calling points](#) ✓  
Reservation available    First class

14:47 **Gloucester**  
Standard class    Trolley service

Connection time: 8m

14:55 **Gloucester**  
20m Journey time

15:15 **Cheltenham Spa**

**Print screen**    **Close**

**Route details**

Duration 1h 51m    Changes 1    Facilities

11:25 **Cardiff Central**  
Great Western Railway towards London  
Paddington  
39m [Show all calling points](#) ✓  
Reservation available    First class

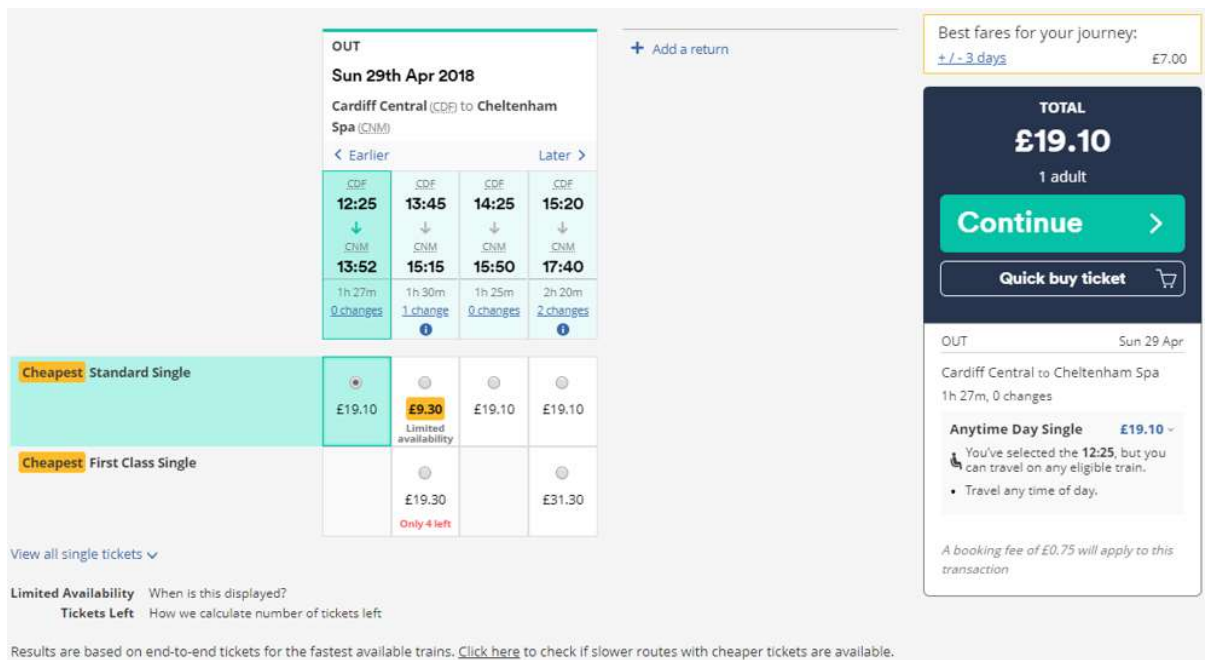
12:04 **Bristol Parkway**  
Standard class    Buffet Service

Connection time: 18m

12:22 **Bristol Parkway**  
Great Western Railway towards Worcester  
Shrub Hill  
54m [Show all calling points](#) ✓  
Standard class

13:16 **Cheltenham Spa**

On Trainline, there was no warning that the 12:25 service would be impacted by the engineering works or that a replacement bus service would be in operation for part of the journey:



Best fares for your journey: +/- 3 days £7.00

**TOTAL £19.10**  
1 adult

[Continue](#)

[Quick buy ticket](#)

OUT Sun 29th Apr  
Cardiff Central (CDF) to Cheltenham Spa (CNM)

Earlier			Later
CDF 12:25 ↓ CNM 13:52 1h 27m 0 changes	CDF 13:45 ↓ CNM 15:15 1h 30m 1 change	CDF 14:25 ↓ CNM 15:50 1h 25m 0 changes	CDF 15:20 ↓ CNM 17:40 2h 20m 2 changes

Cheapest Standard Single	£19.10	£9.30 Limited availability	£19.10	£19.10
Cheapest First Class Single		£19.30 Only 4 left		£31.30

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.

There was a similar lack of information for the 12:25 on the Red Spotted Hanky journey planner, though warning triangles are in place for the alternative services not run by Arriva Trains Wales:



Outward

Previous Day Sun 29th Apr 2018 Next Day

Earlier

Depart	Arrive	Duration	Changes	Standard Single	1st Class Single	Standard Rtn	1st Return
CDF 12:25	CNM 13:52	1h 27m	0	£19.10			
CDF 13:45	CNM 15:15	1h 30m	1	£9.30	£19.30		
CDF 14:25	CNM 15:50	1h 25m	0	£19.10			
CDF 15:20	CNM 17:40	2h 20m	2	£19.10	£31.30		
CDF 16:25	CNM 17:50	1h 25m	0	£19.10			

Later

Detailed View Calendar View

£0.00

Sign in / Register to use Quick Buy

What is this

Continue

Journey 1 £0.00






Adults: 1 Children: 0 Railcards: 0

Outward

Please select an outward ticket

Continue

Clicking through on the yellow warning triangle for the 13:45 revealed that there would be a “Bus service for part of the journey”:

Train Information					
Warning Bus service for part of journey This service has been re-scheduled					
Transport Type	Operator	Calling Points	Arrival	Departure	Facilities
 Train 1h 02m	Cross Country	Cardiff Central Gloucester <i>Train terminates at Gloucester</i>	14:47	13:45	 First and Standard Class  Reservations available  Trolley service
 Bus 0h 20m	Cross Country	Gloucester Cheltenham Spa <i>Train terminates at Cheltenham Spa</i>	15:15	14:55	

**Transport Focus comment:**

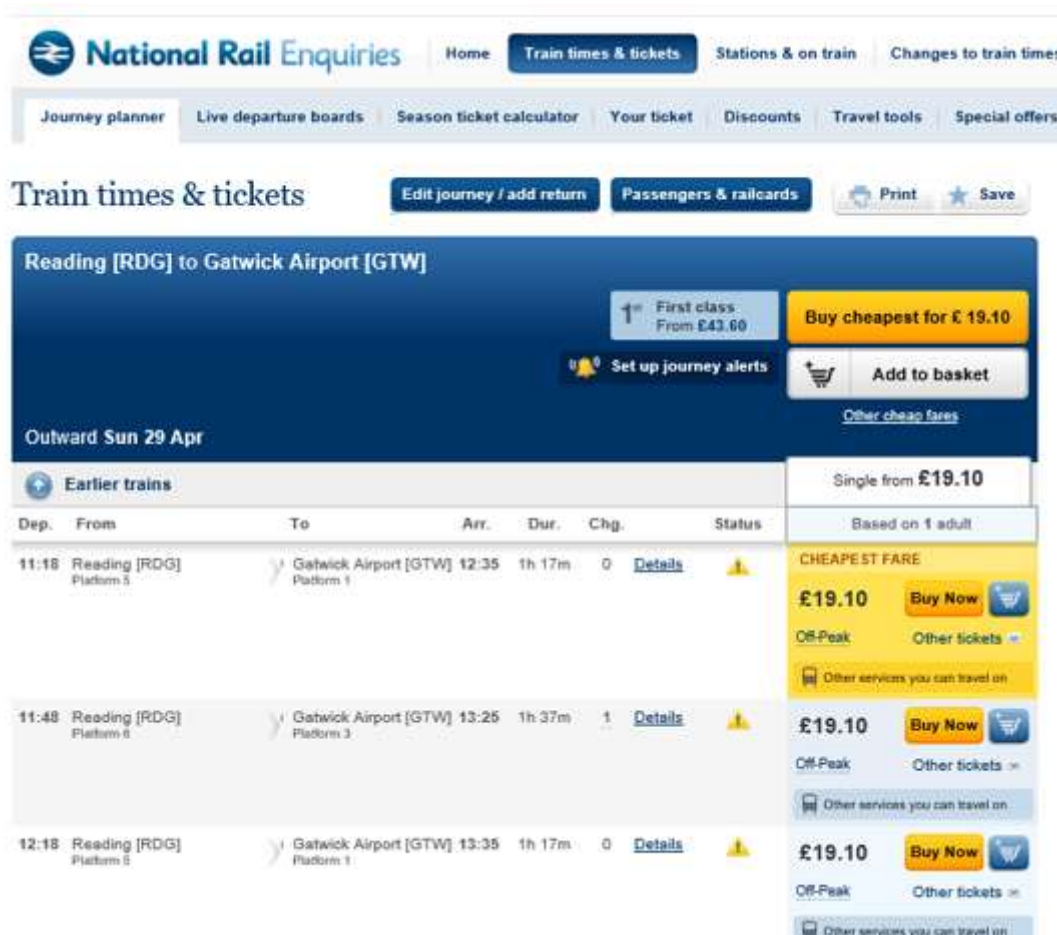
Where engineering works impact journeys between two points on the network served by more than one train company it is important that journey planners present a consistent story. By implying that one operator is unaffected, when they actually are, it is not only misleading but it will create confusion and reduce trust in all the information being presented.

## Example 7

### Week 5 – Great Western: Reading to Gatwick Airport on Sunday 29 April at 11:18

This journey was checked on 28 March. At the time of the check industry reports highlighted that engineering work was taking place in the Guildford area, closing lines between Woking and Haslemere, and between Guildford and Ash. Great Western Trains would run between Reading and Ash, and between Shalford and Gatwick Airport. Passengers travelling beyond Ash would be asked to change at North Camp for replacement buses.

The NRE online journey planner results for this journey all had the familiar yellow triangle warning that something was not quite right. Though the 11:18 and subsequent trains were shown as running direct to Gatwick Airport, without the need for passengers to change.



**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

**Reading [RDG] to Gatwick Airport [GTW]**

First class From £43.60 Buy cheapest for £19.10

Set up journey alerts Add to basket

Other cheap fares

**Outward Sun 29 Apr**

Earlier trains Single from £19.10

Based on 1 adult

Dep.	From	To	Arr.	Dur.	Chg.	Status	
11:18	Reading [RDG] Platform 5	Gatwick Airport [GTW] Platform 1	12:35	1h 17m	0	Details	<p><b>£19.10</b> Buy Now</p> <p>Off-Peak Other tickets</p> <p>Other services you can travel on</p>
11:48	Reading [RDG] Platform 6	Gatwick Airport [GTW] Platform 3	13:26	1h 37m	1	Details	<p><b>£19.10</b> Buy Now</p> <p>Off-Peak Other tickets</p> <p>Other services you can travel on</p>
12:18	Reading [RDG] Platform 5	Gatwick Airport [GTW] Platform 1	13:35	1h 17m	0	Details	<p><b>£19.10</b> Buy Now</p> <p>Off-Peak Other tickets</p> <p>Other services you can travel on</p>

Clicking on the yellow triangle revealed that buses replaced trains between Woking/Haslemere and Aldershot/Ash and Shalford on Sunday 20 April.

Reading [RDG] to Gatwick Airport [GTW]

1<sup>st</sup> First class From £43.60 Buy cheapest for £ 19.10

Set up journey alerts Add to basket

Outward Sun 29 Apr

Earlier trains Single from £19.10

Based on 1 adult

Dep.	From	To	Arr.	Dur.	Chg.	Status
11:18	Reading [RDG] Platform 5	Gatwick Airport [GTW] Platform 1	12:35	1h 17m	0	<a href="#">Details</a>
11:48	Reading [RDG] Platform 6	Gatwick Airport [GTW] Platform 3	13:25	1h 37m	1	<a href="#">Details</a>

Service Update  
Buses replace trains between Woking and Haslemere and Aldershot/Ash and Shalford on Sun 29 April  
[More details](#)

### Transport Focus comment:

While this warning suggests that there may be problems with the journey being planned, none of the stations mentioned are scheduled stops for the 11:18 to Gatwick. It is therefore possible that, because the train is still shown as direct, passengers would have dismissed this warning as not being relevant to them.

Clicking through on the 'more detail' link within the yellow triangle provided passengers with more detailed information on the engineering works and the replacement bus service in operation on 29 April. There is also a warning that the changes discussed were not being shown in the journey planner, and to 'check back later'.

Buses replace trains between Woking and Haslemere and between Aldershot / Ash and Shalford on Sunday 29 April

Start date 29/04/2018 00:00

End date 29/04/2018

Route affected Great Western Railway between Reading and Gatwick Airport  
South Western Railway between London Waterloo and Guildford / Portsmouth Harbour and between Aldershot / Ascot and Guildford



TOC(s) affected [Great Western Railway](#); [South Western Railway](#)

**Description**

Engineering work is taking place in the Guildford area closing the lines between Woking and Haslemere and between Guildford and Ash.

The line between London Waterloo and Guildford via Effingham Junction is not affected by this engineering work.

Great Western Railway trains will run between Reading and Ash and between Shalford and Gatwick Airport.

Customers travelling beyond Ash should change at North Camp for replacement by buses between North Camp and Shalford.

South Western Railway trains are replaced by buses between Woking and Haslemere and between Aldershot and Guildford.

**Check before you travel:**

These changes are not currently shown in the National Rail Enquiries Journey Planner, 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](#)

Clicking through on the journey “details” also provided passengers with a warning that buses were replacing trains; but again this doesn’t immediately reference any of the scheduled stops that the 11:18 was due to make.



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

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


## Route details

[Add to calendar](#) | [Text travel](#) | [Print](#) | [Save](#)

[Back to train times and fares](#)

**Reading [RDG] to Gatwick Airport [GTW]**  
Sunday 29 April 2018

Departing 11:18	Arriving 12:35	Duration 1h 17m	Changes 0	<b>Check fares</b>
--------------------	-------------------	--------------------	--------------	--------------------




 **Buses replace trains between Woking and Haslemere and Aldershot/Ash and Shalford on Sun 29 April**  
[More details](#)

[Set up Journey Alerts](#)

Ticket type: Off-Peak Day Single  
Price: £19.10

[Other services you can travel on](#)

[Other valid routes](#)

Travel by	Leaving	From	Platform	To	Arriving	Platform	Duration	Additional info
	11:18	Reading [RDG]	5	Gatwick Airport [GTW]	12:35	1	1h 17m	 

[Great Western Railway](#) service from Reading to Gatwick Airport | [+ show calling points](#)

[Routes, availability and fares are subject to these provisions](#)

On the Great Western website, the train operating company running the 11:18, there is no warning that the journey is disrupted due to engineering works. Nor that the journey results may not be accurate.

[Back to GWR.com](#)



Plan a single journey from  
Reading to Gatwick Airport

All ticket types

Outward		Reading to Gatwick Airport	
		Sun 29 Apr 2018	
^ Earlier			
Dep	Arr	Chg	Dur
09:48	11:25	1	1h 37m
		Single	£19.10
Dep	Arr	Chg	Dur
10:18	11:35	0	1h 17m
		Single	£19.10
Dep	Arr	Chg	Dur
10:48	12:25	1	1h 37m
		Single	£19.10
Dep	Arr	Chg	Dur
11:18	12:35	0	1h 17m
		Single	£19.10
Dep	Arr	Chg	Dur
11:48	13:25	1	1h 37m
		Single	£19.10
Dep	Arr	Chg	Dur
12:18	13:35	0	1h 17m
		Single	£19.10
Dep	Arr	Chg	Dur
12:48	14:25	1	1h 37m
		Single	£19.10
v Later			

Return		Gatwick Airport to Reading	
		No date selected	
Currently you only have an outward journey selected			
<a href="#">Add a return journey</a>			

[Amend search](#)

**Order Summary**

Please select your Outward journey to continue

 Collect Nectar points on every train ticket

**Total:** **£0.00**  
(All passengers)

[Continue](#)

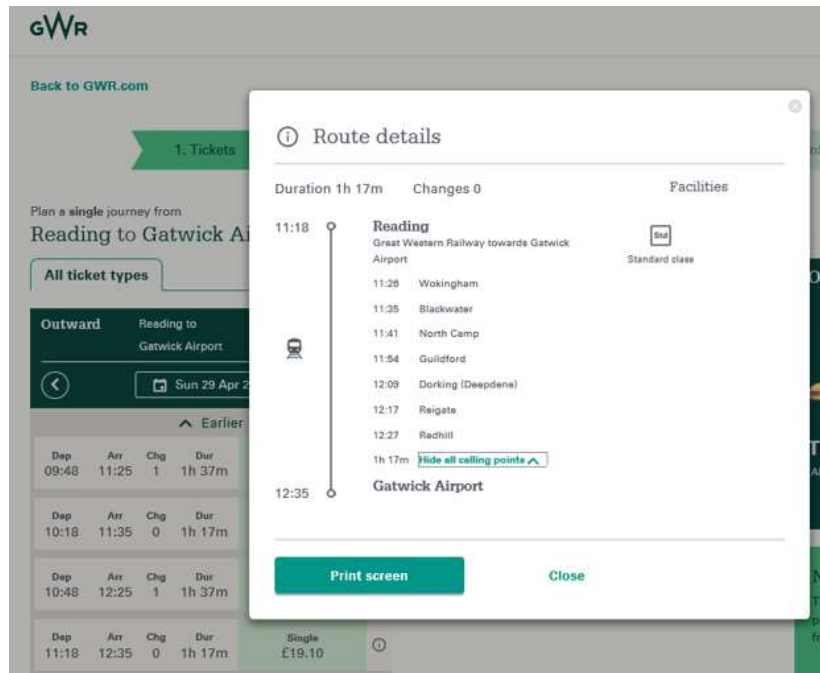
**Need help?**

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 >](#)

Clicking through on the “i” symbol next to the 11:18 showed the following route information:



On the South Western Railway website, using the ‘buy tickets’ journey planner our mystery shopper received no warning that there would be a replacement bus in operation for part of the journey.

Tickets
Journey
Delivery
Payment

Plan a single journey from  
**Reading to Gatwick Airport**

**Outward** Reading to Gatwick Airport

Sun 29 Apr 2018

^ Earlier

Dep	Arr	Chg	Dur	Single	
09:48	11:25	1	1h 37m	£19.10	i
10:18	11:35	0	1h 17m	£19.10	i
10:48	12:25	1	1h 37m	£19.10	i
11:18	12:35	0	1h 17m	£19.10	i
11:48	13:25	1	1h 37m	£19.10	i
12:18	13:35	0	1h 17m	£19.10	i
12:48	14:25	1	1h 37m	£19.10	i

v Later

**Return** Gatwick Airport to Reading

No data selected

Currently you only have an outward journey selected

Add a return journey

Clicking through on the “i” showed similar information to that on the Great Western site:

Route details x

Duration 1h 17m    Changes 0    Facilities

11:18

🚆

12:35

**Reading**

Great Western Railway towards Gatwick Airport

- 11:26 Wokingham
- 11:35 Blackwater
- 11:41 North Camp
- 11:54 Guildford
- 12:09 Dorking (Deepdene)
- 12:17 Reigate
- 12:27 Redhill
- 1h 17m [Hide all calling points](#)

**Gatwick Airport**

Standard class

Print screen
Close

Unfortunately, like Great Western and South Western Railway, neither Trainline nor Red Spotted Hanky provided passengers with any warnings about the disruption that would be caused to this journey by the planned engineering works.

Your search: Reading to Gatwick Airport · Single journey · 1 adult · Add a railcard · [Change](#)

**OUT**

**Sun 29th Apr 2018**

Reading (RDG) to Gatwick Airport (GTW)

< Earlier Later >

RDG <b>11:18</b>	RDG <b>11:48</b>	RDG <b>12:18</b>	RDG <b>12:48</b>
↓	↓	↓	↓
GTW <b>12:35</b>	GTW <b>13:25</b>	GTW <b>13:35</b>	GTW <b>14:25</b>
1h 17m <a href="#">0 changes</a>	1h 37m <a href="#">1 change</a>	1h 17m <a href="#">0 changes</a>	1h 37m <a href="#">1 change</a>

**Cheapest** Standard Single

<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>£19.10</b>	<b>£19.10</b>	<b>£19.10</b>	<b>£19.10</b>

**Cheapest** First Class Single

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	<b>£43.60</b>		<b>£43.60</b>

[+ Add a return](#)

[View all single tickets](#) ▾

**redspottedhanky.com**

**Train Information** Show all calling points

Transport Type	Operator	Calling Points	Arrival	Departure	Facilities
Train 1h 17m	Great Western Railway	Reading Gatwick Airport <i>Train terminates at Gatwick Airport</i>	12:35	11:18	

**Outward**

Previous Day **Sun 29th Apr 2018** Next Day

**Earlier**

Depart	Arrive	Duration	Changes	Standard Single	1st Class Single	Standard Rtn	1st Return
11:18	12:35	1h 17m	0	<b>£19.10</b>			
11:48	13:25	1h 37m	1	<b>£19.10</b>	<b>£43.60</b>		
12:18	13:35	1h 17m	0	<b>£19.10</b>			
12:48	14:25	1h 37m	1	<b>£19.10</b>	<b>£43.60</b>		
13:18	14:35	1h 17m	0	<b>£19.10</b>			

**Later**

£0.00

**Sign in / Register to use Quick Buy**

**What is this**

[Continue](#)

**Journey 1** **£0.00**

Adults: 1 Children: 0 Railcards: 0

**Outward**

Please select an outward ticket

[Continue](#)

## Example 8

### Week 6 – Southeastern: London Cannon Street to Orpington on Thursday 10 May at 23:45

This journey was checked on 6 April. At the time of the check industry information reported that between Monday 7<sup>th</sup> and Friday 11<sup>th</sup> May there would be engineering work taking place between London Charing Cross and Cannon Street. This meant that late night services from those two stations were likely to be amended.

Checking on the NRE website ‘future engineering works’ revealed a long list of cancellations/amendments from the two stations. One of which was the 23:49 service from London Cannon Street to Orpington on Thursday 10 May:

Revised late night service to / from London Charing Cross / London Cannon Street from Monday 7 to Friday 11 May	
Start date	07/05/2018
End date	11/05/2018
Route affected	Between London Charing Cross and Gravesend / Gillingham / Hayes / Sevenoaks also between London Cannon Street and Dartford / Orpington and also London Cannon Street circular services.
Train operator affected	<b>Southeastern</b>
Description	Engineering work is taking place in the London Charing Cross / London Cannon Street area, closing some lines overnight between Monday evening and Friday morning.

#### Wednesday and Thursday

- 22:46 London Cannon Street to London Cannon Street - This service **WILL NOT RUN**, and is replaced with 22:46 London Cannon Street to London Bridge, this service will run as booked to London Bridge and terminate at 00:12, on its return journey from Sidcup.
- 23:31 Dartford to London Cannon Street - This service **WILL NOT RUN**, and is replaced with 23:31 Dartford to London Charing Cross calling as booked to Charlton 23:55 and is diverted fast to Lewisham 00:02, London Bridge 00:12, London Waterloo East 00:18 and London Charing Cross 00:21. A replacement bus service will be provided calling at: Charlton 00:03, Westcombe Park 00:10, Maze Hill 00:15, Greenwich 00:22, Deptford 00:27, London Bridge 00:41 and London Cannon Street 00:49.
- 23:49 London Cannon Street to Orpington - This service **WILL NOT RUN**, and is replaced with 23:48 London Charing Cross to Orpington service calling as follows: London Charing Cross 23:48, London Waterloo East 23:51, London Bridge 23:56, Hither Green 00:05, Grove Park 00:09, Elmstead Woods 00:12, Chislehurst 00:15, Petts Wood 00:18, Orpington 00:21. Customers to/from New Cross & St Johns to be passed on Local Buses.
- 23:33 Orpington to London Cannon Street - This service **WILL NOT RUN**, and is replaced with 23:33 Orpington to London Charing Cross calling as follows: As booked to Lewisham 23:54, London Bridge 00:02, London Waterloo East 00:07 and London Charing Cross 00:10. Customers for stations to and from St Johns and New Cross should travel on local buses.

On checking this journey on the NRE online journey planner however, there was no warning that the engineering works are taking place, or that the journey results returned cannot be trusted. Instead there is a warning that Southeastern’s new timetable commences on 20 May.



**London Cannon Street [CST] to Orpington [ORP]**

with Oyster or Contactless (pay as you go) from £4.00    Travelcard fares From £12.70    1<sup>st</sup> First class From £10.90    **Buy cheapest for £ 7.20**

Set up journey alerts    **Add to basket**

Other cheap fares

**Outward Thu 10 May + 1 day**

**Earlier trains**    Single from **£7.20**

Based on 1 adult

Dep.	From	To	Arr.	Dur.	Chg.	Status
23:49	London Cannon Street [CST] Platform 1	Orpington [ORP] Platform 8	00:24	35m	0	<a href="#">Details</a>
23:56	London Cannon Street [CST] Platform 3	Orpington [ORP] Platform 8	00:42	46m	1	<a href="#">Details</a>
<b>Fri 11 May</b>						
00:19	London Cannon Street [CST] Platform 5	Orpington [ORP] Platform 8	00:54	35m	0	<a href="#">Details</a>
00:39	London Cannon Street	Orpington [ORP]	01:31	52m	1	<a href="#">Details</a>

**Service Update** close

Times are changing! Southeastern's new timetable starts on Sunday 20 May - This sees major changes and new journey opportunities for many stations, including the introduction of Thameslink services for some stations. Don't get caught out - make sure you check how your journey will change using the journey planner.

[> More details](#)

Within the NRE engineering work information it was explained that the 23:49 service would not run, and that it would be replaced by a 23:48 service from London Charing Cross. Checking journeys from London Charing Cross however showed that this train had yet to be added to the timetable/amended. There was one showing at 23:45, but this did not show the stops set out in the engineering work information:

**London Charing Cross [CHX] to Orpington [ORP]**  
Thursday 10 May 2018

Departing 23:45	Arriving 00:10	Duration 0h 25m	Changes 0	<b>Check fares</b>
--------------------	-------------------	--------------------	--------------	--------------------

**⚠ Times are changing! Southeastern's new timetable starts on Sunday 20 May -**  
[> More details](#)

**Set up Journey Alerts**

**Ticket type:** Anytime Day Single  
**Price:** £7.20

With this ticket, using National Rail services you can travel to / from the following London stations:

Other services you can travel on: [London Bridge \[LBG\]](#), [London Victoria \[VIC\]](#), [London Charing Cross \[CHX\]](#), [London Cannon Street \[CST\]](#), [Vauxhall \[VXH\]](#), [London Waterloo East \[WAE\]](#), [City Thameslink \[CTK\]](#), [London Waterloo \[WAT\]](#), [London Blackfriars \[BFR\]](#)

Travel by	Leaving	From	Platform	To	Arriving	Platform	Duration	Additional info
	23:45	London Charing Cross [CHX]	5	Orpington [ORP]	00:10	3	0h 25m	
		<b>Calling points</b>	<b>Arrives</b>	<b>Departs</b>				
		<a href="#">London Waterloo East [WAE]</a>	23:47	23:48				
		<a href="#">London Bridge [LBG]</a>	23:52	23:54				

[Southeastern](#) service from London Charing Cross to Hastings [hide calling points](#)

[Route availability and fares are subject to these provisions](#)

On the Southeastern (the train operator running the service) and the Southern websites there was also a lack of warning that engineering works would be impacting services out of London Cannon Street on 10 May.

https://ticket.southeasternrailway.co.uk/journeys-grid/CHX/ORP/2018-05-10T23:45//1/0/

Search...

0 journeys £0.00

**southeastern**

**London Charing Cross(CHX) to Orpington(ORP)**

1 Adult No Railcards [Change journey details](#)

List Grid

Outward Thu 10 May 2018

Earlier		Later
CHX 23:45 ORP 00:10 25m On time Direct	CHX 00:05 ORP 00:42 37m On time Direct	CHX 00:09 ORP 00:54 45m On time Changes 1

**Anytime** Fully flexible, for travel at any time of day  
from **£7.20**

**CHEAPEST** £7.20

**£7.20**

**£7.20**

**£7.20**

**Total: £7.20**

**Add to basket**

We have selected the cheapest shown tickets for you

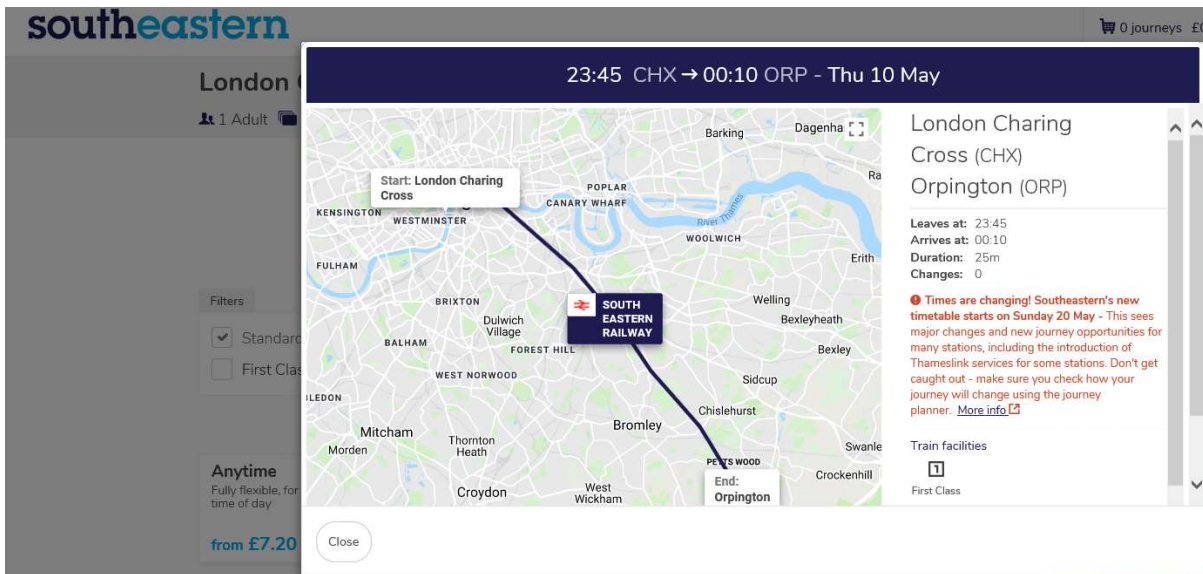
**London Terminals to Orpington**

Out: Thu 10 May 23:45  
1 x Adult **£7.20**

Flexible ticket with no time restrictions on when you can travel  
Travel is allowed via any permitted route.

with Oyster or Contactless from £4.00  
Get a Travelcard from £12.70

Clicking on the yellow triangle revealed:



**southeastern** 0 journeys £0

London Charing Cross (CHX) → Orpington (ORP) - Thu 10 May

Start: London Charing Cross

End: Orpington

Leaves at: 23:45  
Arrives at: 00:10  
Duration: 25m  
Changes: 0

Times are changing! Southeastern's new timetable starts on Sunday 20 May - This sees major changes and new journey opportunities for many stations, including the introduction of Thameslink services for some stations. Don't get caught out - make sure you check how your journey will change using the journey planner. [More info](#)

Train facilities  
First Class

from £7.20

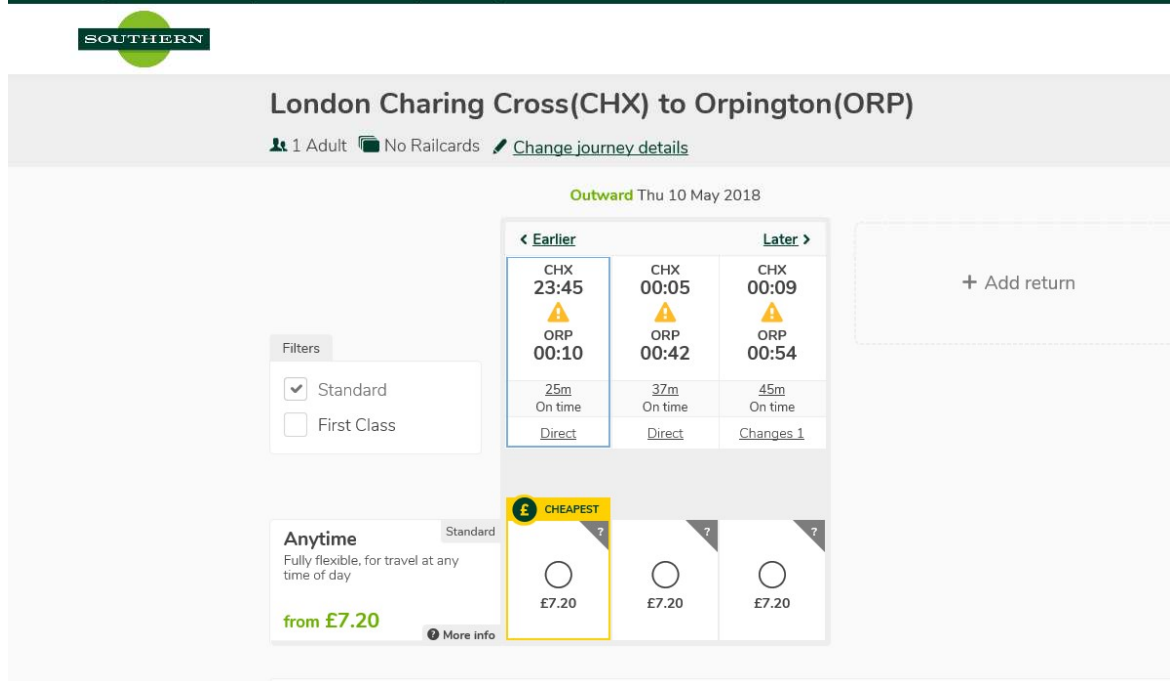
Close

https://ticket.southernrailway.com/journeys-grid/CHX/ORP/2018-05-10T23:45//1/0/

T12 checks - Google Sheets... Journey Planner - Trains Times ... National Rail Enquiries - Future... Journey Planner - National Rail... London Charing Cross(CHX) to ...

Engineering work will be taking place at a number of locations across the Southern network over the Bank Holiday weekend, including no di London and Brighton due to engineering work in the Gatwick Airport area on Sunday 6 and Monday 7 May 2018.

Changes are not currently shown in the Journey Planner, please check back nearer to the time of travel.



**SOUTHERN**

London Charing Cross(CHX) to Orpington(ORP)

1 Adult No Railcards [Change journey details](#)

Outward Thu 10 May 2018

Filters:  Standard  First Class

Anytime Fully flexible, for travel at any time of day from £7.20

Earlier		Later
CHX 23:45 ORP 00:10 25m On time Direct	CHX 00:05 ORP 00:42 37m On time Direct	CHX 00:09 ORP 00:54 45m On time Changes 1
£7.20	£7.20	£7.20

+ Add return

Clicking on the yellow triangle revealed:

Engineering work will be taking place at a number of locations across the Southern network over the Bank Holiday weekend, including no direct train services between London and Brighton due to engineering work in the Gatwick Airport area on Sunday 6 and Monday 7 May 2018.

Changes are not currently shown in the Journey Planner.

**SOUTHERN**

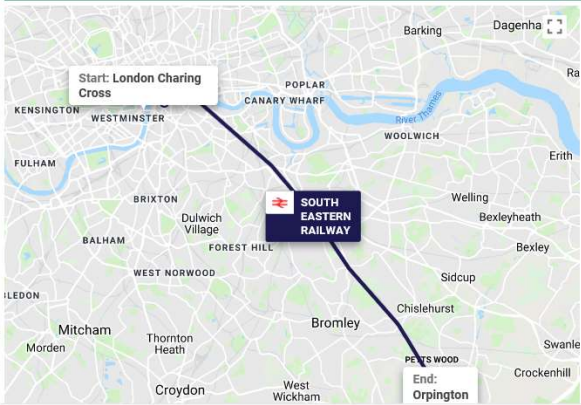
London Cannon Street to Orpington

1 Adult

Filters: Standard, First Class

Anytime

23:45 CHX → 00:10 ORP - Thu 10 May



Start: London Charing Cross

End: Orpington

**SOUTH EASTERN RAILWAY**

London Charing Cross (CHX)  
Orpington (ORP)

Leaves at: 23:45  
Arrives at: 00:10  
Duration: 25m  
Changes: 0

**Times are changing! Southeastern's new timetable starts on Sunday 20 May** - This sees major changes and new journey opportunities for many stations, including the introduction of Thameslink services for some stations. Don't get caught out - make sure you check how your journey will change using the journey planner. [More info](#)

Train facilities: First Class

Close

Similarly, on both Trainline and Red Spotted Hanky there was no indication that engineering works would be disrupting services:

**trainline**

GBP • Business tra

Your search: London Cannon Street to Orpington • Single journey • 1 adult • Add a railcard • **Change**

**OUT**

Thu 10th May 2018

London Cannon Street (CST) to Orpington (ORP)

< Earlier Later >

	CST <b>23:49</b> ↓ ORP <b>00:24</b> 35m <a href="#">0 changes</a>	CST <b>23:56</b> ↓ ORP <b>00:42</b> 46m <a href="#">1 change</a>
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**Anytime Day Single**  
Travel any time of day.

**£7.20** **£7.20**

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



**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 Thu 10th May 2018 Next Day

Earlier

Depart	Arrive	Duration	Changes	Standard Single	1st Class Single	Standard Rtn	1st Return
CST 23:49	ORP 00:24	0h 35m	0	£7.20			
CST 23:56	ORP 00:42	0h 46m	1	£7.20			
CST 00:19	ORP 00:54	0h 35m	0	£7.20			
CST 00:39	ORP 01:31	0h 52m	1	£7.20			

Later

Detailed View Calendar View

**Booking Summary**

£0.00

Sign in / Register to use Quick Buy

What is this

Continue

Journey 1 £0.00

Adults: 1 Children: 0 Railcards: 0

Outward

Please select an outward ticket

Continue

**Transport Focus comment:**

While we understand that in this instance the engineering works were arranged at short notice, passengers should still be warned that the journey planning results they are being given are inaccurate. The fact that information on the cancellations is available in a separate area of the NRE website would suggest that at the very least there should be a yellow warning triangle set against the impacted journeys.



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