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1st August 2007

Dear Tony

Re: WCML 2009 Timetable Plans

Many thanks for sending Julie Warburton a copy of the letters you sent to RUGs addressing their concerns about the 2009 WCML timetable as agreed at the meeting between Passenger Focus, Virgin West Coast and the DfT on 7th June 2007.

It was also agreed at that meeting that you and Sharon Ellis would develop a process and timetable for consultation re the 2009 timetable and would share those details with Passenger Focus at the earliest opportunity. You also said that you would send us a copy of the draft 2009 timetable once the West Midlands Franchise had been let.

It is now going on for two months since that meeting in June and as yet we haven't had any details from you regarding the consultation process nor have we received a copy of the draft timetable.

I should therefore like to request that you now send us details of the process and timetable for consultation on the changes planned to the WCML 2009 timetable together with a copy of the draft timetable including Virgin West Coast and West Midlands Service.

With regards to the timetable consultation, it would be most helpful for us to know how you plan to consult on any proposed changes to the timetable, the aim of the consultation, how you plan to conduct it and its scope (e.g. sample definitions and sizes). Passenger Focus wants to ensure that stakeholders including passengers have ample opportunity to feed into and inform the timetabling process.



I and two of our Passenger Link Managers will be meeting with Graham Dalton and Stuart Baker on the 21st August. It would be helpful to have a reply to this letter by the 16th August so that we can consider your response in advance of our meeting.

If the DfT is not undertaking consultation directly please can you let me know who will be undertaking it on your behalf? If you are passing the responsibility over to the Train Operating Companies, please can you let me know which TOCs will be consulting with stakeholders and passengers, what the scope of their consultation will be and when the consultation is likely to take place.

Passenger Focus would be pleased to assist you and the Train Operating Companies in identifying those stakeholders that are likely to be affected by the 2009 major recast of the WCML timetable.

I look forward to hearing from you.

Yours sincerely

Anthony Smith
Chief Executive