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Dear Robin

Integrated Train Planning System

Thank you for copying me into your correspondence with Michael Lee regarding the Integrated Train Planning System. In your letter to him you set out a timetable for delivering T-14 for nearly all TOCs. However our recent enquiries appear to show that there remain a number of outstanding shortcomings which continue to manifest themselves in timetable and linked retail information being both incorrect and misleading.

As you can imagine, such a situation is unacceptable from a passenger perspective. It causes particular problems on weekends and bank holidays where services are amended due to engineering work or where national rail services are replaced by buses or London Underground. It means, for example, that passengers making enquiries or booking tickets in advance for travel on affected dates are provided with incorrect timetable and fare information. This occurs where specific parts of the service have failed to upload or cancelled trains have not been removed.

For example, when we searched a few days ago for a journey from London to Billericay on bank holiday Monday 30 August, timetable web sites were not showing the recommended diversion to take the London Underground to Newbury Park and a replacement bus from there. Instead the journey shown was a more expensive and longer trip via Southend. Whilst this particular error does appear to have been resolved over the last few days, it has resulted in misleading information being placed in the public domain well inside the T-12 period.

We are also aware that there remain many similar and significant errors in the publicly accessible information which affects the T-12 booking horizon to which passengers are entitled. On Sunday 12 September for example, East Coast trains between London and Edinburgh are diverted via Carlisle and the public data is incorrect, showing trains that will not exist, omitting trains that will operate via Carlisle, whilst proposing journeys with two changes of train and a journey time of a little under six hours.

Against this background I would be most grateful if you could advise us:

- 1 When the current problems will be fully resolved
- 2 How many instances of missing timetable information exist within the current T-12 window and what is the current T-12 upload situation for each operator



- 3 What steps Network Rail are taking to urgently resolve the matter both in the immediate and mid-term
- 4 What steps Network Rail are making to ensure rail passengers are aware of the potentially incorrect information they may have been given over all affected routes?

I am copying this letter to Michael Lee at the Office of Rail Regulation.

Yours sincerely

Ashwin Kumar