

5 NOV 2019

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AS/2019/070

Dear David

Informed Traveller, T-12

I am writing to express concern that, after many years in the 'good books', LNER is currently struggling with T-12. Clearly, this has journey planning, retailing and price implications for passengers.

Today, it is still not possible to buy tickets on your website on 23 December or between Christmas and New Year – and no explanation why not (screenshot A). On some days it is possible for passengers to buy tickets on other websites with little or no warning that timings may change (screenshot B). And it is not just Christmas: the industry's weekly report of inaccuracies in the public timetable shows that LNER does not have everything correct until T-4 more generally (screenshot C). Late resolution of the Sunday train plan is also impacting on some, but not all, Monday mornings when LNER is not opening reservations on early trains. This gives a huge price hike to use them: £56.50 to £136.50 on the 0440 York to London on 9 December (Screenshot D) and probably £38.50 to £136.50 on other dates. Passengers would be hard pushed to find out – let alone understand – why on seemingly random Mondays there are no Advance tickets available on these early trains.

I should be grateful if you would let me know how this situation has arisen and the steps LNER is taking to get back to achieving T-12 routinely. I would suggest that an immediate priority is to ensure that passengers do not pay more as a consequence, as is clearly happening on some Mondays.

Yours sincerely


Anthony Smith
Chief executive

PLAN YOUR JOURNEY

GOING

York

London Kings Cross

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Adults (16+)

Children (5-15)

[Find trains](#)

[View timetables only](#)

WE CAN'T COMPLETE THAT SEARCH

Your travel date isn't available for sale just yet. Sign up below for an early bird ticket alert where we'll email you as soon as your date is available for sale.

[Sign me up!](#)

Depart	Arrive	Class	Price	Notes
13:33 2h 08m	15:41	LNER AZUMA Advance Single	£38.50 Only 6 left	
13:58 2h 52m	15:50	LNER AZUMA Off-Peak Single	not available	
14:02 2h 21m	16:23	LNER AZUMA Off-Peak Single	not available	
		Off-Peak Single (1st Cla...)	not available	
		Anytime Single	not available	
		Super Off-Peak Single	£57.40	Discounted
		Anytime Single	£136.50	Discounted

[More](#)

Screenshot C – industry weekly report of inaccuracies in the timetable, Friday 1 November

TOC	Week 42 T-12	Week 41 T-11	Week 40 T-10	Week 39 T-9	Week 38 T-8	Week 37 T-7	Week 36 T-6	Week 35 T-5	Week 34 T-4	Week 33 T-3	Week 32 T-2	Week 31 T-1
c2c								466				
Caledonian Sleeper												
Chiltern Railways	3				285							
CrossCountry												
East Midlands Railway	119	40					4					
Gatwick Express	F	120										
Grand Central												
Great Northern	F		6	26					75			
Great Western Railway	1	2		2	1	1					10	
Greater Anglia	331	43	378	42				16	18			6
Heathrow Express												
Hull Trains												
LNER	F		1		20	19	39	20	29			
London Overground	365		235						8			
Merseyrail												
Northern	85	95			4							
ScotRail		65	523			17	2					
South Western Railway		185										
Southeastern										6		
Southern	F	1550	4			2					18	24
TfL Rail (East)			347									
TfL Rail (West)												
Thameslink	F	332	4	22				9	29	4	4	
TransPennine Express	W								4			
Transport for Wales	F	F		2	18				5			
Virgin Trains			22		3							
West Midlands Trains												
TOTALS	904	2432	1520	94	331	39	45	530	178	10	32	30

Screenshot E – reservations (and therefore Advance tickets) are available on early trains on 16 December

Go Cheaper View £38.50 Total
Go Classier View £54.00 Total
Go Faster View £56.50 save 21 mins

Outward Journey

< 15 Dec

Mon 16 Dec

17 Dec >

Try our Fare-Finder

		Fixed tickets Travel on a specific train		Flexible tickets Have the flexibility to travel when you need	
	Earlier trains <	Advance Single Advance Single (1st Cla...)	Anytime Single Anytime Single (1st Cla...)	Anytime Single (1st Cla...)	Anytime Single (1st Cla...)
Depart >	Arrive				
① 04:40 > 07:01 2h 21m 0 changes View all fares		£38.50 ✱	£54.00	£217.50	£224.00
① 05:59 > 08:10 2h 11m 0 changes View all fares		£46.50	£83.00	£217.50	£224.00
① 06:31 > 08:39 2h 08m 0 changes View all fares		£38.50 ✱	£94.00	£217.50	£224.00
① 07:01 > 09:09 2h 08m 0 changes View all fares		£38.50 ✱	£94.00 Only 2 left	£217.50	£224.00
① 07:37 > 09:37		£56.50 Only 4 left	£114.00 Only 1 left	£217.50	£224.00