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AS/2019/077

Dear Jamie

#### **Disruption on rural routes and Informed Traveller T-12**

Recent days have clearly been trying for passengers using your rural routes. I should be grateful if you would keep me informed about your and Network Rail's progress in resolving the problems. While this is ongoing I would emphasise the need for accurate, timely and useful passenger information about what is and isn't running, and the alternatives available where there are cancellations. What additional compensation do you propose to offer to affected passengers?

Separately, I am concerned about current slippage in Greater Anglia's normally reliable adherence to Informed Traveller T-12. Last week's Rail Delivery Group summary of the national situation showed that in Week 42 (T-6), Week 45 (T-9) and Week 46 (T-10) Greater Anglia has a large number of errors in public-facing timetable data. This risks passengers making travel decisions, and buying tickets, based on incorrect information, including trains that turn out to be buses. Please would you let me know when Greater Anglia's timetable in these three weeks will be accurate in passenger-facing systems and when you will routinely re-achieve T-12?

Yours sincerely

  
**Anthony Smith**  
Chief executive

Encl.

Summary of services found incorrect per TOC, per week.

Any train operator that has failed to supply is indicated with an F

Please note that "W" means Work in progress. Files received within the last 24 hrs.

TOC	Week 48 T-12	Week 47 T-11	Week 46 T-10	Week 45 T-9	Week 44 T-8	Week 43 T-7	Week 42 T-6	Week 41 T-5	Week 40 T-4	Week 39 T-3	Week 38 T-2	Week 37 T-1
c2c			4			138						
Caledonian Sleeper												
Chiltern Railways												
CrossCountry												
East Midlands Railway		262	4				99					
Gatwick Express	F	F	W									
Grand Central												
Great Northern	F	F	W	13					7	5		
Great Western Railway	1	359			7							
Greater Anglia	F	F	799	126			326					
Heathrow Express												
Hull Trains					22	1						
LNER	4		6	9					2			
London Overground		124	280	566	617	255	40		172			
Merseyrail												
Northern		3			84		4					
ScotRail	F	184	185		89			33	20			
South Western Railway		4	1									
Southeastern												
Southern	F	F	W				9		33			
TfL Rail (East)												
TfL Rail (West)												
Thameslink	F	F	W	6					2	8		
TransPennine Express		2			60							
Transport for Wales	F	F	F	F	F	F	F			68	290	
Virgin Trains					1						3	
West Midlands Trains												
<b>TOTALS</b>	<b>5</b>	<b>938</b>	<b>1279</b>	<b>720</b>	<b>880</b>	<b>394</b>	<b>478</b>	<b>33</b>	<b>236</b>	<b>81</b>	<b>293</b>	<b>0</b>