

Jamie Burles
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20 January 2020

Dear Jamie

Disruption on rural routes and Informed Traveller T-12

Anthony has asked me to thank you for your letter dated 3 January 2020 and to follow up on some points.

Rural routes disruption

Transport Focus agrees that safety had to come first and is pleased to see that, with the exception of the ongoing problems on the Ipswich-Peterborough route, your rural services have been restored. Please would you assure us that Greater Anglia and Network Rail have established the root cause and understand how to prevent it happening again?

In your letter you refer to prioritising information to passengers. Our observations suggest that this has continued to be a weakness in Greater Anglia's handling of this situation. In the period when cancellations were occurring because of the backlog of driver training the information was poor. It should not have been necessary for Transport Focus to push Greater Anglia to ensure that replacement buses were showing in Darwin, the national real time running database. This is still not being done reliably. For example, on 14 January Greater Anglia had organised non-stop and 'all stations' replacements for the 13:50 Peterborough to Ipswich, but the information was not in Darwin. As a result, intending passengers saw only "cancelled" on websites, apps and station displays (see Appendix A); consequently, the vehicles left empty.

As part of your review into this episode, please would you specifically examine Greater Anglia's process for ensuring that rail replacement buses show accurately within Darwin, including semi-planned situations, such as recently on the Ipswich-Peterborough route, and *ad hoc* occurrences. Not telling passengers about the replacement transport you have organised is a major failing!

Passengers on the Ipswich to Peterborough route have had a tough time in recent weeks, exacerbated by poor information. Despite promises that things would be back to normal from today, I notice that the first return trip from Ipswich to Peterborough was cancelled. Please would you consider what the industry will offer passengers over and above delay repay entitlement? We have a specific suggestion: that Greater Anglia and Network Rail commit publicly to examine how the franchise commitment hourly service from Ipswich to Peterborough can be introduced sooner than is currently planned.



T-12 Informed Traveller

You will see from Appendix B, an extract from the Friday 17 January 2020 industry summary, that Greater Anglia had 39 discrepancies between the Weekly Engineering Circular (WEC) and passenger-facing data for week 45 – just three weeks away. Also worrying is that the WEC has not been completed at all for weeks 49 to 01. Please would you assure us that Greater Anglia is genuinely on top of T-12 Informed Traveller?

I look forward to hearing from you.

Yours sincerely

Guy Dangerfield
Head of Strategy

Encl.



Appendix A



Fast and 'stopping' replacements organised for the 13:50 Peterborough to Ipswich on 14 January



Not in Darwin so display only 'cancelled' on station screens, websites and apps. As a result the buses left empty



Appendix B

Extract from industry T-12 summary, Friday 17 January 2020

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 01 T-12	Week 53 T-11	Week 52 T-10	Week 51 T-9	Week 50 T-8	Week 49 T-7	Week 48 T-6	Week 47 T-5	Week 46 T-4	Week 45 T-3	Week 44 T-2	Week 43 T-1
Avanti West Coast	57											
c2c												
Caledonian Sleeper												
Chiltern Railways												
CrossCountry												
East Midlands Railway	1		1	1				4				
Gatwick Express												
Grand Central		1	1									
Great Northern							123	40		13		
Great Western Railway					4	1		2			181	
Greater Anglia										39		
Heathrow Express												
Hull Trains		5				22						
LNER	2	12	7	6		6	4		6	8		
London Overground	114	1388	8	1	16	52		124	22	25	63	
Merseyrail												
Northern		1			24	1		1				
ScotRail	14	348		19		13		105	107		12	
South Western Railway												
Southeastern												
Southern								2				
TfL Rail (East)												
TfL Rail (West)												
Thameslink							8	95		6		
TransPennine Express								1				
Transport for Wales							15		12	9	7	
West Midlands Trains					1	1	1					
TOTALS	131	1755	17	27	45	96	151	373	147	100	263	0