

Susie Homan
Director, Planning, Engineering and Operations
Rail Delivery Group
2nd Floor
200 Aldersgate Street
LONDON
EC1A 4HD

Transport Focus, Fleetbank House
2-6 Salisbury Square, London EC4Y 8JX

0300 123 0850
anthony.smith@transportfocus.org.uk
www.transportfocus.org.uk

By email

1 October 2020

AS/2020/123

Dear Susie

Informed Traveller T-12

Thank you for your letter of 21 September 2020.

It is good to see that the position is a little better than when you wrote in July, and we welcome the focus on getting the timetable correct and tickets on sale for Christmas and Easter. It is frustrating, though, that Informed Traveller T-12 will still take until this time next year to fully restore.

It isn't clear how the 91 per cent is calculated, but the very focus on ticket sales in your reply still makes me concerned that the industry overlooks the need for T-12 so people can research their options and plan their lives, long before they actually purchase a ticket.

Regarding the checks that the National Rail Communication Centre (NRCC) is carrying out each week, as you know we support the objective and have contributed to discussions about it. We are not, however, convinced that it is yet measuring the right things in the right ways. I hope that the further suggestions we have made this week are helpful.

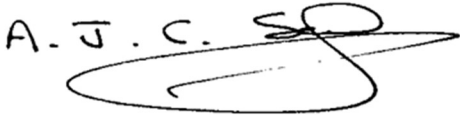
We welcome the TOC-specific information on the National Rail Enquiries website about 'reservations open' dates, but have queried the source of this information (there are discrepancies between the NRE information and what is actually showing in journey planners). We have also made some suggestions about how the information could be presented to passengers more clearly and I hope this is helpful.

Regarding the potential to allow passengers to make reservations on longer distance services beyond the point at which the timetable is formally confirmed, we look forward to discussions about the pros and cons of this. A prerequisite would be a robust means to get back to passengers who have bought tickets for trains that are amended after purchase. As you know, Transport Focus initiated work in this area involving Network Rail System Operator, RDG and independent retailers and it has now become part of the industry's Customer Information Programme. I am pleased that

we have been asked to continue chairing and the group meets for the first time in its new guise on 16 October.

The question of fee-free refunds is one that we may need to return to given the growing number of local lockdowns, however I appreciate that under current arrangements this is not something that the industry can unilaterally decide.

Yours sincerely



Anthony Smith
Chief executive

Encl.

cc Andrew Haines, Network Rail
Paul McMahon, Network Rail System Operator
Paul Plummer, Rail Delivery Group
Peter Wilkinson, Department for Transport