



**To: ORR Timetable Inquiry, Office of Rail and Road, One Kemble Street, London WC2B 4AN**

**From: Graham Collett Vice-Chair Railfuture Yorkshire**

**Date: 23 July 2018**

**Email: [graham.collett@railfuture.org.uk](mailto:graham.collett@railfuture.org.uk) Tel: 07581-131141**

Dear Inquiry Evidence Collator

1. Thank you for giving us and rail users across the UK the opportunity to contribute to your inquiry into the failure to introduce an effective new timetable in May 2018, and the subsequent disruption to the rail network.
2. I am replying in respect of rail user experience with services run by Northern and TransPennine Express. My colleague, Roger Blake, will be responding in respect of Thameslink and Great Northern services.
3. I am attaching the responses I have received to date from Rail User Groups (RUGs) and similar organisations. However, given the rather tight deadline, it is possible that there may be a few late responses, which I will of course forward on to you.

### **General Comments**

#### ***Northern***

4. It is now clear that the very late decision to proceed with the reduced and badly tarnished May 2018 timetable, coupled with the lack of diesel units and trained drivers was the main cause of the problems on Northern.
5. Their services in the North West were the worst affected, with numerous cancellations and short-formed trains, leading to gross overcrowding. There were major difficulties for passengers trying to get to work or education establishments or to complete other essential journeys eg medical appointments. Some commuters have been forced to change their jobs or move house as a result.
6. The impact in Yorkshire and the North East was less severe, but still resulted in significant overcrowding on peak hour services.
7. Coupled with the RMT strikes, there has been a serious loss of confidence in rail and depression of both commuter and optional rail travel.

#### ***TransPennine Express***

8. Less attention has been focussed on this operator, whose May 2018 timetable went ahead largely as planned. However, this timetable has proved to be over-ambitious in several respects – notably the six trains per hour service across the north route (Leeds to Manchester) and the limited turnaround time allowed at many termini. The demanding timetable across the Pennines has proved a major headache, mainly because of the very limited capacity through Manchester – especially between Piccadilly and Oxford Road stations. It is clear that major infrastructure work to increase capacity on this section of track – much postponed – is now essential if the requirements of the current timetable are to be met.

9. Moreover, the timetable is based on very limited turnaround times at several termini. Trains from Newcastle or Middlesborough terminating at Manchester Airport are only allowed about 10 minutes layover and those from Hull terminating at Manchester Piccadilly only 7 minutes. The late running has led to the frequent termination of trains bound for the airport at Piccadilly, creating problems and stress for passengers catching flights.
10. Services from Liverpool to Scarborough are only allowed 11 minutes turnaround at Scarborough. The frequent late running of these services has meant that TPE have been terminating a number of trains (including in the peak hours) at Malton, with no plan for onward passengers to Scarborough! Since TPE run the only daily service on this line, it has also left passengers waiting at Scarborough for another hour for the next train. In both cases, there has been very poor information provided as to what is happening or about alternative road transport.

### Overall Assessments of the Issues

11. Can I also commend the following assessments of the timetable problems:
  - a) 'Murder on the Thameslink - Northern Express' - by our Vice-President Ian Brown CBE FCILT <https://www.railfuture.org.uk/article1797-Murder-on-the-Thameslink-Northern-Express>
  - b) '2018 Timetable Crisis' - a Powerpoint presentation by Howard Thomas, Vice-Chair of our Passenger Group - attached
  - c) Editorial in RAIL Magazine No 854 June 6 to June 19 2018

### Responses from Rail User Groups

12. These are attached as follows:

<b>CBTG Timetable Feedback Page 1.jpg and CBTG Timetable Feedback Page 2.jpg (scanned from paper original from the Chinley &amp; Buxworth Transport Group) –</b>
<b>Cumbrian Coast RUG Timetable Feedback.docx</b>
<b>Greenfield RAG Timetable Feedback.docx</b>
<b>FOSCL RUG Timetable Feedback.docx (FOSCL = Friends of the Settle &amp; Carlisle)</b>
<b>Pontefract RUG Timetable Feedback.docx</b>
<b>SMART Timetable Feedback.docx (SMART = Stalybridge &amp; Marsden Action on Rail Transport) – also submitted directly</b>

I hope that this information is of help. Please contact me if you have any questions.

Best wishes.

**Graham Collett**

**Graham Collett**