

Requirements for Train Services - Principles

May 2010

Draft Version

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2010 Update of London TravelWatch's Requirements for Train Services



London TravelWatch is the official body set up by Parliament to provide a voice for London’s travelling public.

Our role is to:

- Speak up for transport users in discussions with policy-makers and the media;
- Consult with the transport industry, its regulators and funders on matters affecting users;
- Investigate complaints users have been unable to resolve with service providers, and;
- Monitor trends in service quality.

Our aim is to press in all that we do for a better travel experience all those living, working or visiting London and its surrounding region.

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Executive Summary

This paper presents the principles that need to be applied to gain an adequate level of service for the transport users of London. It is an update of a document produced in 2003 by London TravelWatch. This paper updates our aspirations with the changes in London's transport since that date.

Since 2003 progress has been made towards some key areas of London TravelWatch's aspirations. Notable successes are:

- London Overground – Transport for London has taken over the funding and management of the North London, West London and Gospel Oak to Barking Lines. The considerable investment in stations, rolling stock and infrastructure is delivering considerably improved rail services. With the opening of the East London Line a frequent metro train service will be provided between Dalston in the north and Crystal Palace and West Croydon in the south.
- Southern 2009 Franchise – the metro services had the off-peak service pattern extended later in the evening on Monday to Saturday being introduced from May 2010

There is still scope for considerable improvement in train services for passengers and this is set out in the following key points:

- A good timetable is the key underlying principle to running a successful service
- To be attractive to passengers, services should be as frequent and convenient as possible
- The standard off peak timetable must operate seven days a week (slightly later start up on Sundays) and late into the night
- Good inter-operator and inter-modal interchange is essential between National Rail operators, London Underground and the Docklands Light Railway (DLR) and other modes of transport
- Routing and stopping patterns should ideally be the same each day to make the services easily memorised
- The network should be available to provide the maximum possible service to passengers whilst allowing sufficient – but no more than sufficient – time for maintenance

1 Introduction

London TravelWatch believes that the 'Requirements for Train Services' principles should inform all London area rail decision making, both short and long term, because the timetable is the core of the railway's product. Without a timetable which meets the needs and aspirations of both existing and potential users, investment in all other aspects of rail services (however important) will be ineffective.

The London TravelWatch recognises that much of what it advocates requires investment and that it will take more than ten years to achieve the goals in full. London TravelWatch therefore draws particular attention to the scope for:

- Improving off-peak services at low frequency stations where this can be done by adding calls to existing trains.
- Bringing evening services up to the same standard as midday off-peak.
- Introducing later last trains.
- Re-planning timetables to achieve improved connections between services.

2 Progress Towards London TravelWatch Train Service

Principles

Since the publication of London TravelWatch's original paper 'Requirements for Train Services' in 2003 a lot has changed in the rail industry. In some instances considerable progress has been towards London TravelWatch's principles for trains services. Notable successes have been:

- London Overground – Transport for London has taken over the funding and management of the North London, West London and Gospel Oak to Barking Lines. The considerable investment in stations, rolling stock and infrastructure is delivering considerably improved rail services. With the opening of the East London Line a frequent metro train service will be provided between Dalston in the north and Crystal Palace and West Croydon in the south.
- Southern 2009 Franchise – the metro services had the off-peak service pattern extended later in the evening on Monday to Saturday.
- West Coast – the new west coast main line timetable for Virgin and London Midland has increased rail capacity
- Thameslink Programme will increase the frequency of train services to destinations north and south of London
- Southeastern – the December 2009 timetable saw the introduction of highspeed services and an increase in capacity across the franchise

London TravelWatch believes that there is still considerable need for improvement on the following areas:

- Seven day railway – this is the Network Rail business plan concept to increase the availability of the network for passengers and freight users. This means particularly reducing weekend closures and allowing later evening services. So far, some evidence of this work has been seen and London TravelWatch will continue to press for improvement.
- New Franchises – the Essex Thameside, Greater Anglia and Intercity East Coast provide an opportunity to enhance the train services on these routes. This is something that London TravelWatch will be pressing funders and bidders to achieve.

3 What Passengers Want

'What the passengers want' provides the basis for the London TravelWatch's discussions and consultations about train service plans with train operators, Transport for London (TfL), London Underground and the Docklands Light Railway (DLR).

3.1 The Good Timetable

London TravelWatch believes that a good timetable should include:

- Services should be as frequent as can be economically or socially justified. The more often services run, the more convenient they are, and the less waiting time there is (passengers dislike spending time waiting more than they dislike spending time on the move). The ideal is a 'turn-up-and-go' service, for which you do not need a timetable because the next service will always be along in a few minutes. Londoners do not expect to have to time their journeys by Underground to suit the convenience of the operator, and the same principle should apply to other modes too. Such a service also minimises the effects of cancellations. Six departures per hour (representing an average wait of five minutes) are the minimum that will achieve this standard. Where a turn-up-and-go service cannot be justified services should run a 'clockface' pattern, running at equal intervals at the same minutes past every hour.
- Peak timetables should be made by adding extra services to the basic off-peak service. Where capacity constraints make this impossible to achieve, any broken links in the peak should be provided with quick connections in lieu. London TravelWatch is aware that this is not feasible at a limited number of stations.
- Parts of the transport system have been slow to follow changed work and leisure patterns that have increased the demand for travel on Sundays and in the evenings. Although it would be difficult to justify daytime frequencies around the clock, to the individual passenger making a time-critical journey at unsocial hours (e.g. to/from an early or late shift at work in an essential public service), the bus or train is no less important than to those who travel in greater numbers at other times of the day. The standard off-peak timetable must operate seven days a week (with a slightly later start-up being acceptable on Sundays) and late into the night. All-night services are needed between central London and key outer areas (including rail interchanges), as well as covering other important locations (notably airports).
- Opportunities should always be taken to improve journey times, particularly on rail networks through higher performance vehicles or infrastructure improvements. Inter-operator and inter modal connections must be convenient. Good connections can make a dramatic difference to end-to-end journey times, and long waits for connections are

particularly irritating. A turn-up-and-go service eliminates these automatically. Good connections coupled with fast journey times can compensate for the journey-time benefits of through services, so trade-offs may be possible in order to achieve the best overall result.

- Service routings and stopping patterns should ideally be the same all day, every day to make the facilities more passenger friendly and memorable.

3.2 Achieving the Good Time Table

These requirements must be pursued in the context of operational practicability, value for money and any other short term constraints that may face operators. However, when developing plans for infrastructure and rolling stock investment London TravelWatch expects the industry to take account of these requirements.

On some routes major infrastructure works may be necessary for these requirements to be met in full, and on others there may be a need for minor track layout or signalling improvements. London TravelWatch expects the industry to take account of these issues when developing and prioritising both major projects and minor upgrades.

However, London TravelWatch considers that on most routes – including those which require investment to achieve the full requirements – considerable progress can be made by reviewing present timetables and resource utilisation.

Where a route is used by more than one train operator, London TravelWatch expects all train operators to co-operate to provide integrated timetables in accordance with these requirements and in the overall best interests of all passengers. Such co-operation should, if necessary, be enforced by the Department for Transport.

The favoured approach for timetable compilation is for services to operate all day on a consistent pattern, repeated at regular intervals. Except where 'turn up and go' metro services are scheduled, trains should be planned to provide good connections at key hub stations.

To ensure that good connections are provided in both directions, the preferred arrangement is for services travelling in one direction to be the mirror image of the other direction.

3.3 Priorities

Naturally London TravelWatch wants to see these very reasonable requirements implemented as soon as possible. However, we recognise that on some routes they are a step-change from present provision and that investment will be needed to achieve them in full. Equally, we believe that on most routes there is scope for improvement within the constraints of the present system.

In general the strategy for implementation should:

- Bring stations with low frequency services up to a higher standard where this can be done by adding stops to existing trains;
- Bring evening services up to the same frequencies as daytime off-peak services;
- Review first and last train times, particularly where overnight engineering hours seems excessive in relation to the amount and frequency of work actually carried out.

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4 Journeys Within the London TravelWatch Area

The following principles apply to rail services at stations within the London TravelWatch area.

4.1 Monday to Friday – midday off peak & evenings

Within London Travelcard Zones 1-6 (see Figure 1) a minimum of six trains per hour, at regular ten minute intervals where possible. London TravelWatch believes that six trains per hour is the minimum standard for a 'turn up and go' metro service. This is a service level where passengers do not need to refer to the timetable when planning their journey.

At stations beyond the London Travelcard Zones and extending to the boundaries shown in Figure 2, a minimum of four trains per hour, at regular 15 minute intervals where possible.

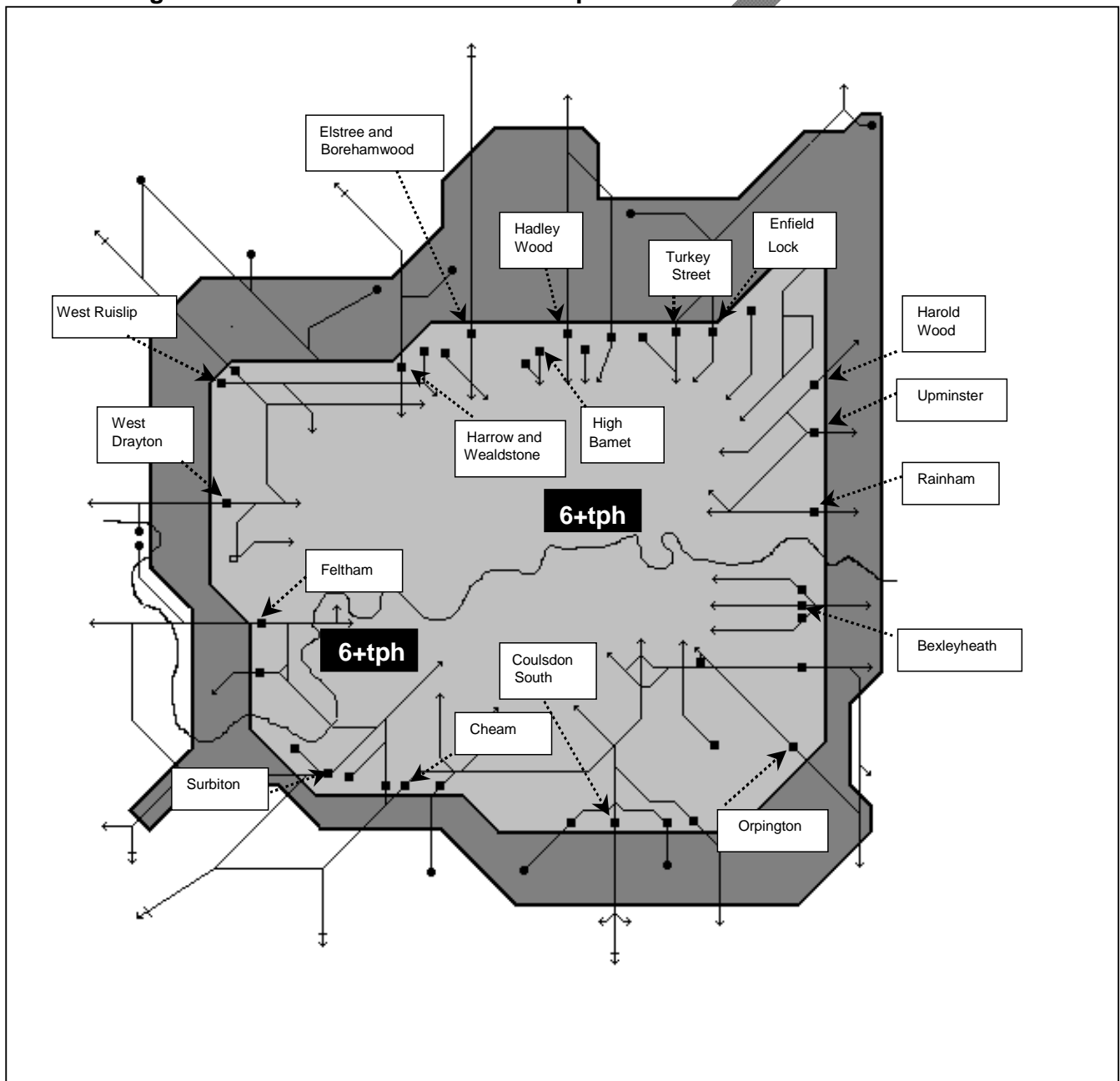
At all other stations in the London TravelWatch area (see Figure 3) a minimum of two trains per hour, at regular 30 minute intervals where possible.

Off-peak services and train lengths should be sufficient to provide seats for all passengers except for metro service for moderate short distance standing on purpose designed metro rolling stock. We recommend the maximum standing time should be limited to ten minutes.

The named stations are London TravelWatch's minimum standard for service frequencies at stations in the London TravelWatch's area (Not all routes and stations are shown on the diagram)

Please note that these are the London TravelWatch's broad aspirations and it is recognised that certain stations may be 'special cases' and are therefore not able to match London TravelWatch's minimum trains per hour aspirations. All of the routes will be analysed in close detail and practical local issues discussed further in the individual route supplements that will be produced to accompany this paper.

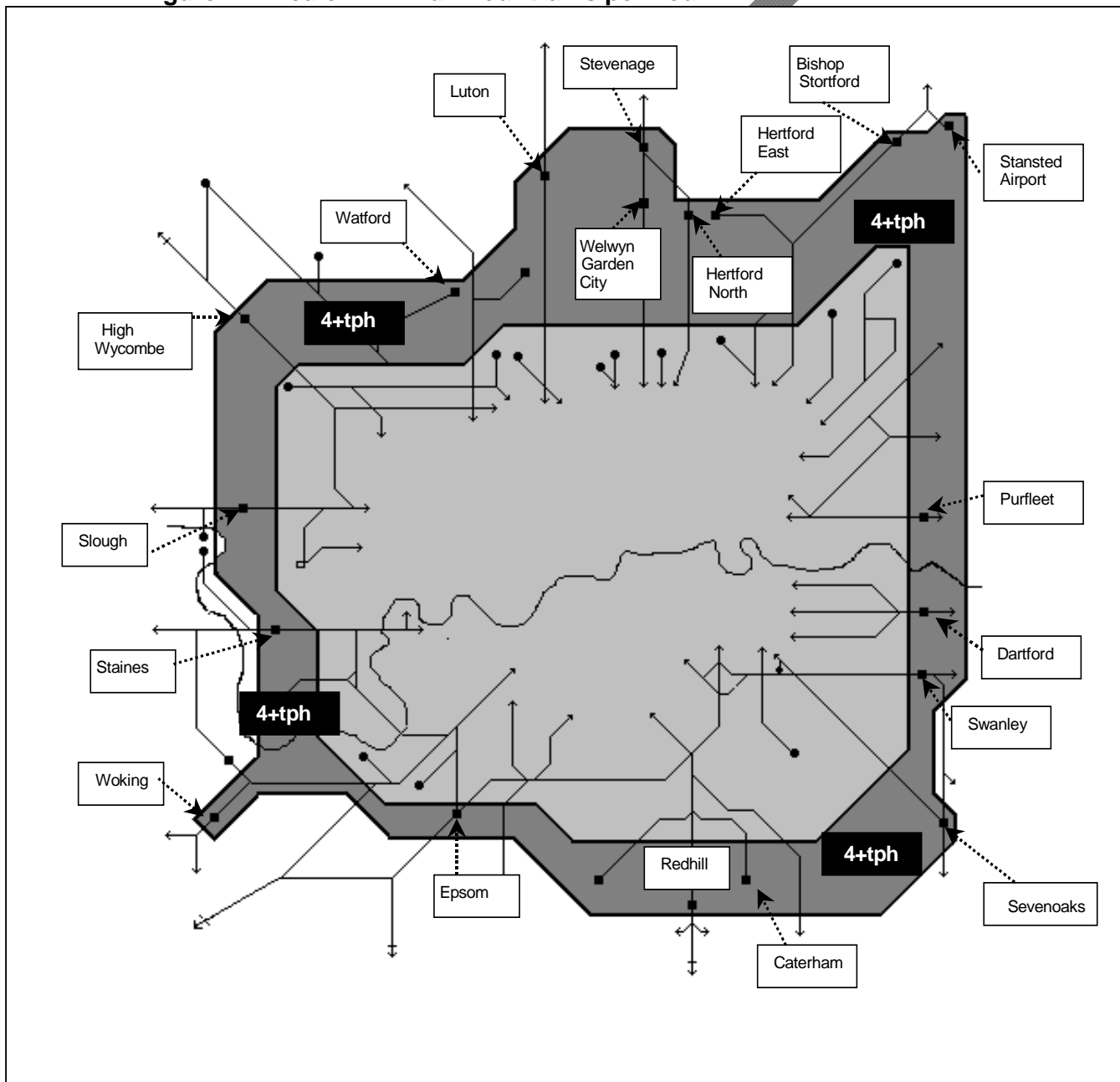
Figure 1 - Area of minimum six trains per hour



The named stations are London TravelWatch's minimum standard for service frequencies at stations in the London TravelWatch area (Not all routes and stations are shown on the diagram).

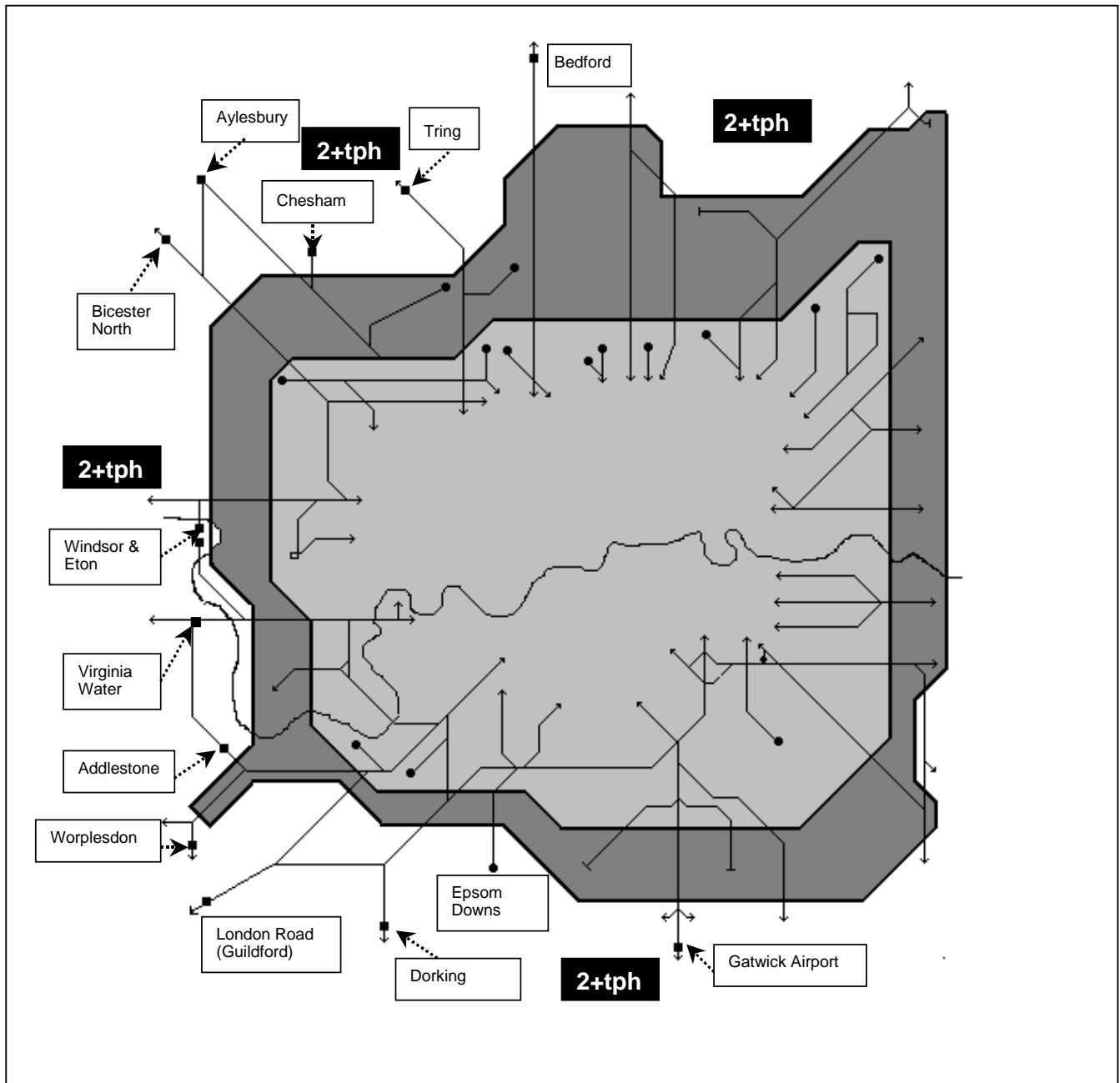
Please note that these are the London TravelWatch's broad aspirations and it is recognised that certain stations may be 'special cases' and are therefore not able to match London TravelWatch's minimum trains per hour aspirations. All of the routes will be analysed in close detail and practical local issues discussed further in the individual route supplements that will be produced to accompany this paper.

Figure 2 - Area of minimum four trains per hour



The named stations are London TravelWatch's minimum standard for service frequencies at stations in the London TravelWatch area. Please note that these are the London TravelWatch's broad aspirations and it is recognised that certain stations may be 'special cases' and are therefore not able to match London TravelWatch's minimum trains per hour aspirations.

Figure 3 - Area of minimum two trains per hour



4.2 Monday to Friday - peak

Peak hour frequency should be no less than off-peak.

There should be sufficient capacity to ensure that no passengers have to stand involuntarily for more than ten minutes.

Peak service timetables should be constructed so that off-peak patterns and timings apply all day and that peak services are made up by adding extra trains to the basic off-peak pattern. Exceptionally, where capacity constraints make it impossible to adhere exactly to this principle, every effort should be made to ensure that any broken links (i.e. journeys which can be made by through train in the off-peak) are provided with quick connections instead.

Special consideration should be given to providing sufficient capacity for 'shoulder-peak' demand (generally arriving in London before 0730, 0900-1030, and returning from London 1530-1630 and 1830-2030).

4.3 Saturday

The full Monday to Friday off-peak service should operate throughout the day.

4.4 Sunday

Except for a later start-up, Sunday frequency should be the same as Saturdays.

It is recognised that the Network Rail's present maintenance practices lead to restricted Sunday services, particularly on multi-track routes. These maintenance practices should be reviewed and methods revised so that the train service standard can be provided.

4.5 First and Last Service

All stations in the London TravelWatch area should have first departures that facilitate connections with the first tranche of long-distance services from main London termini such as Paddington, Euston, King's Cross, Liverpool Street and St Pancras International. In addition connections, where possible, should be provided to facilitate catching an early (pre-06:30) Eurostar departure from St Pancras International. In general this means a first arrival in London by not later than 06:00 on Mondays to Saturdays, 07:30 on Sundays.

In addition, on Sundays within the London Travelcard Zones, rail start-up times should be synchronised with the night bus network in such a way that for any locality with a direct night bus to central London there should be no more than a 30 minute interval between the departure of the last night bus and the departure of the first train.

For the benefit of both long-distance travellers and passengers visiting London for evening entertainment, last departures every day from London termini should be no earlier than 00:30 to stations in the Zones and 24:00 to other London TravelWatch area stations.

Orbital services should have first and last train times synchronised with those on radial routes.

4.6 Night Services

All operators should consider running a 24-hour service, at least between Central London terminals and key interchange stations, particularly on multi-track and bi-directionally signalled routes where trains can operate around maintenance work.

4.7 Journey Times

The target maximum journey time between the appropriate central London terminal and all stations in the zones should be 30 minutes, achieved as appropriate by a mixture of fast and semi-fast services from more distant stations and all-stations services in the inner area.

For London TravelWatch stations beyond the zones the target journey time should be equivalent to 60 mph average speed.

4.8 Interchange and Connections

Good inter-operator and inter-modal interchange is essential between all National Rail operators, London Underground, DLR, Tramlink and bus services, focusing on key interchange locations that offer convenience and frequency to the passenger. Integration of ticketing outside the London Travelcard Zones should be a priority, and also within the Zones for ordinary (i.e. non-period) fares.

Key interchange locations, which are particularly important for making non-central London journeys without having to travel via the central area, include the following stations:

- **Barking** – for Essex, North East and North London via the Gospel Oak Line, and District Line
- **Bishops Stortford** – for Cambridge and East of England
- **Bromley South** – for Kent Coast services
- **Clapham Junction** – for Watford via West London Line, the north via West London Line and Reading, south coast, Salisbury, Exeter, Bristol and all stations on London orbital routes
- **East Croydon** – for south coast - cross-London via Thameslink - Watford via West London Line
- **Finsbury Park** – for Piccadilly and Victoria lines, and services to Hertford and Stevenage
- **Gatwick Airport** – for south coast

- **Highbury & Islington** -
- **Lewisham** – for DLR, and services to Kent and south east London
- **Luton and Bedford** – for East Midlands and South Yorkshire
- **Redhill** – for East Croydon, Tonbridge, Reading and north via Guildford
- **Seven Sisters** – for the Victoria line and services to Enfield and Cheshunt
- **Slough** – for Oxford / Worcester – Gloucester, Cheltenham, Bristol, South Wales and West of England
- **South or West Ruislip** – for Banbury and the West Midlands
- **Stevenage** – for North East and Scotland
- **Stratford** – for East Anglia and Europe via the Channel Tunnel (key connection point from and to Docklands)
- **Tottenham Hale** – for the Victoria line and services to Stansted Airport
- **Watford Junction** – for Midlands, North West and Scotland
- **West Ham** – for Jubilee, DLR, District line and services to Southend
- **Willesden Junction** – for London Overground and the Bakerloo line
- **Wimbledon** – for the District line, and services to south west of London
- **Woking** – for Portsmouth, Bournemouth, Weymouth, Salisbury, Exeter and Bristol
- **Woolwich Arsenal** – for the DLR and services to Dartford and London Bridge

Key interchanges should also include good links with the Croydon Tramlink, Docklands Light Railways and bus services. In outer areas where train services are less frequent, interchange with buses should be well co-ordinated.

4.8.1 Airport Services

All airports with direct rail access should be served by rail services at all times when flights (including night flights) are scheduled and should cater for the needs of airport workers.

Broadly this means that existing night services to Gatwick and Luton (including through services on the Thameslink core) should continue to operate, and services to Stansted should be increased as necessary in line with earlier and late flight times.

4.8.2 Leaf fall season

In the short term, on sections of line where autumn leaf fall is a problem, the principle of re-scheduling trains to depart slightly earlier (or arrive slightly later) than normal is accepted in the interests of maintaining overall service punctuality on the London network. However the practice of some operators in simply adding time between the penultimate stop and the terminus (or issuing a general declaration that all trains will arrive at the terminus later than normal) is deplored as this provides no passenger benefit and can only be seen as an attempt to massage the punctuality statistics.

However in terms of integrated transport this practice is undesirable as it risks disrupting both rail-rail and bus-rail connections. In the longer term the industry is therefore expected to find environmental and technical solutions so that timetable adjustments of this type are no longer necessary.

4.8.3 Emergency timetables

There are circumstances in which a train company may have to introduce a temporary or emergency timetable. An example of this situation was the disruption caused by snow and ice in January 2010. When a train operator introduces an emergency timetable the primary issue is its communication to passengers. London TravelWatch recommends that train companies maintain a set of emergency timetables which can be swiftly implemented. These timetables should ensure that a level of service can be robustly delivered for the majority of journeys and for as much of the service day as possible. The process by which this information will be disseminated to passengers also needs to be clearly established. The process will set out how the website information, National Rail Enquiries, TfL website, media and announcements will be coordinated to give passengers the full information as quickly as possible.

4.8.4 Bank and Public Holidays

The full Saturday service should operate. Bank and public holiday services at present are a complete hotchpotch with different operators providing Sunday services, Saturday services and special services. This destroys connections between different operators' services and makes it very difficult for passengers to understand what services are available. System-wide standardisation on Saturday services should be an immediate priority for the industry. The only exception should be for operators whose Saturday services presently finish earlier than on Mondays – Fridays (e.g. EastCoast and Virgin West Coast); in these cases services should be extended to normal Monday – Friday finishing times to cater for late evening travellers.

4.8.5 Christmas Eve

Services should operate until the normal daily finishing times.

4.9 Christmas Day

All airport routes should operate train services as appropriate to flight times.

Within the London Travelcard Zones, rail operators should work in conjunction with TfL to operate a day-long co-ordinated rail and bus network to provide a limited but strategic service across London. Each route should operate at least every 30 minutes. This special Christmas Day network should be extended to serve other principal London TravelWatch area stations at least hourly. Rail tickets should be valid on appropriate bus routes.

4.9.1 Boxing Day

All airport routes should operate train services as appropriate to flight times.

Within the Zones, trains should operate at a minimum of 2 tph with normal Sunday start and normal daily finishing times. The presumption should be that all stations should be open; where operators consider that any station should be closed this should be a matter for consultation with London TravelWatch. This special Boxing Day timetable should be extended beyond the zones to serve other principal London TravelWatch area stations at least hourly.

4.9.2 27th – 30th December

Services should operate as appropriate to the day of the week. Where an assessment of employers' intentions shows that the full Monday – Friday peak services are not required, there should be a consistent policy throughout the London TravelWatch area as regards the level of peak services to be operated. As with Bank and public holiday services, standardisation between operators should be an immediate priority for the industry.

Special events, such as horse racing meetings and football fixtures, should be taken into consideration when planning services.

4.9.3 New Year's Eve

On New Year's Eve, services within the London TravelWatch area should be extended by a minimum of one hour after midnight to allow passengers to travel home safely. These services need to be adequately publicised by the provider well in advance of New Year's Eve.

5 Engineering and Maintenance

5.1 Introduction

London TravelWatch's view of maintenance possessions on Network Rail focuses on the needs of passengers, including the need for National Rail to play a full part in an integrated transport system for London and the surrounding area.

5.2 General requirements

The Network Rail network should be available to provide the maximum possible service to passengers whilst allowing sufficient – but no more than sufficient – time for maintenance.

London TravelWatch recognises that in the short term there is a problem with overcoming maintenance arrears, so movement towards greater track availability will need to be a phased process.

We also recognise that there is a need to maintain the railway for higher performance standards than hitherto. However we do not automatically accept that this means that possession times must be increased or even remain as generous as they are. We believe that the route to higher performance should lie in:

- Higher quality equipment
- Duplication of critical items so that one equipment failure does not stop the trains.
- Better automated monitoring so that equipment deterioration can be more accurately tracked and action taken before it fails.
- Better design so that as much equipment as possible can be maintained by easy component replacement, with any time-consuming repairs being carried out away from the track.
- More productive use of possession time.

Based on this philosophy we believe that it should be practical for maintenance to move towards the system successfully used by London Underground and DLR, whereby there is a short overnight closedown of around 4 hours (approx. 0100 – 0500, but varying according to precise location and the needs of the passenger service) with an additional 2 hours (i.e. 0100 – 0700) on Sunday mornings.

Where four tracks (or more) are available, we would expect overnight possession arrangements to be flexible enough to enable all-night services to operate where appropriate. In certain special cases where there are only two

tracks, we would look to the provision of bi-directional signalling to permit night time operation for airport services.

We accept that special possessions would still need to be taken for major renewals. As now, these should be considered on their individual merits as to whether the work should be divided into a series of short possessions or one extended blockade.

5.3 Routine maintenance possessions

Authorised maintenance times should be based on London TravelWatch's train service requirements, as described in this paper in section 4.

5.4 Special possessions

Where special possessions are planned, the industry should make its plans on the (rather obvious) basis that people who buy rail tickets expect to travel by train. The hassle, discomfort and delays caused by replacement road services are so great that even quite long diversionary rail routes are preferable.

Particular care needs to be taken to avoid closing alternative parallel routes at the same time for example:

- Liverpool St. – Southend and Fenchurch St. – Southend,
- Liverpool St. – Norwich via Ipswich and via Cambridge.

Also, more imagination needs to be used when identifying alternative routes, for example using Paddington, Kensington Olympia and / or St. Pancras if Euston is closed rather than using road transport to Watford.

5.5 Rail replacement bus services

London TravelWatch has produced a report specifically on rail replacement bus services looking at the services and identifying 'best practices' see link (<http://www.londontravelwatch.org.uk/document/1354/get>) The authors have identified below the initial key findings to be included in this paper. Where bus substitution is required due to engineering work the following code of practice should be observed:

- Adequate and prominent publicity to be disseminated at least ten days in advance and on the day, on websites and both on the route and on lines connecting with it (even if the latter are run by a different train operator or by London Underground)
- In the former Network South East area, the practice of displaying, at all stations, a weekly network wide map of engineering disruption should be resumed
- The equivalent London Underground notice should be displayed at 'Network' stations and the 'Network' map at Underground stations

- Low-floor fully accessible buses to be used (except for long journeys where coaches are required, in which case special arrangements should be made to assist disabled and luggage laden passengers)
- Adequate number of buses to match the train loading patterns of the services including facilities for luggage, buggies and cycles to be provided
- Temporarily closed stations to be clearly identified as such, with the replacement bus timetable clearly displayed with clear directions to the bus stops
- Bus stopping points to be clearly marked by temporary bus stop signs, so that passengers and drivers alike know where these are and to prevent disputes
- Buses to display destinations and intermediate calling points clearly on the front of the vehicle
- Sufficient staff to be provided at all affected stations to direct passengers to buses and trains. Staff should be fully briefed on all aspects of the disruption, especially on alternative services and ticketing availability – normal and substitute ticketing
- Where interchange between buses and trains takes place at stations with automatic ticket gates, the gates either to be powered down or configured to ensure that all tickets are returned to the passengers. If gates are not powered down, adequate staff to be provided at the gate line to direct and assist passengers with luggage etc. to use the manual gate
- Timetables of the replacement bus services should be available at all stations and on the replacement bus stops
- Only established bus companies to be used, with drivers who have the necessary local knowledge and ability to follow the route

6 Train Services to and from Outside London

TravelWatch Area

Except as regards frequency, services to and from stations outside the London TravelWatch area should be organised on the same principles listed for journeys within the London TravelWatch area. Particular attention is drawn to Sunday first arrivals in London from long distance origins such as Penzance, Plymouth, Swansea, Preston, Scotland; these should be no worse than 2 hours later than on weekdays (the present practice with first arrivals often after 1200 and for some places much later is quite inappropriate).

As a minimum, sufficient longer-distance services should call at key interchange stations in the London TravelWatch area in order to provide the following:

- Out and back day return journey opportunities
- Out and back longer-stay journeys using discount tickets on both weekdays and for 'Friday out - Sunday return' journeys, with travel times suitable for leisure travellers, e.g. departures between 1000 & 1400
- Avoiding the need to double-back via London terminals

7 Consultation Process

7.1 How London TravelWatch will use feedback about timetables from transport users

All comments and queries on timetable consultations from transport users should be addressed to:

London TravelWatch
6 Middle Street
London EC1A 7JA
Telephone 020 7505 9000
Fax 020 7505 9003
Email enquiries@londontravelwatch.org.uk

Comments and queries will be considered in the following ways:

- If it is appropriate a London TravelWatch member of staff will raise the issue with the service operator/s concerned. Details of correspondence may be shared with the operator/s.
- All correspondence will be used to inform consultation responses about timetables by train operators, network rail and the Department for Transport. All correspondence will be handled in accordance with the 1998 Data Protection Act.

London TravelWatch will publish consultation responses and send a copy to all those who corresponded with us on the issue. The only exception to this will be if the consultation process is confidential.

7.2 Consultation of London TravelWatch on Timetable Issues

7.2.1 National Rail

Train Operators should:

- Inform London TravelWatch of proposals to be tabled at the Annual Timetable Conference. Proposals can be considered in confidence if necessary. Arrangements for this should be discussed with the Committee Administrator.
- Discuss these proposals in advance of the conference if they involve significant changes to the pattern or structure of their services
- Inform London TravelWatch of 'as bid' proposals to Network Rail

- Discuss with London TravelWatch any significant changes (e.g. rejected bids, deleted calls or timing variations of 10 minutes or more) between 'as bid' and final decision
- Supply full timetable, as per franchise agreements, as early as possible. Although not specified in franchise agreements, it is helpful if operators can provide a summary of changes between 'old' and 'new' timetables. Where services are little changed this will be acceptable instead of a full print, provided the latter is available on request.
- In addition, train operators are expected to comply with any consultation procedures specified by the Office of Rail Regulation.

7.2.2 London Underground, Tramlink & Docklands Light Railway

London Underground, Tramlink and DLR are requested to:

- Consult London TravelWatch regarding significant timetable changes in sufficient time to enable the proposals to be modified.
- Supply details of all new timetables.