Industry apology – despite extensive preparation collectively we got it wrong

NR and GTR detailed the issues at Parliament to the Transport Select Committee on Monday 18<sup>th</sup> June

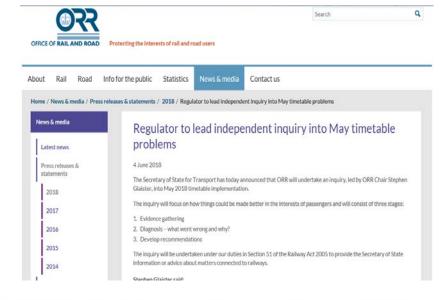
ORR Inquiry is ongoing with interim report due in September

o NR will be fully participating and cooperating in the inquiry

We know it has really impacted on peoples lives and we are doing everything we can to rectify and working with GTR to stabilise and recover the timetable

We are working together to improve the passenger communications





# **Service Recovery Plan**



Phase 1 – Coping (Week 1 & 2)

Phase 2 – Stability (Week 3 – 7)

### Phase 3 - Recovery (Week 8 +)

#### **Operating Environment**

- · Inconsistent train service
- On the day cancelations
- Late passenger information

## ્ય Action

- Stabilise high number of on the day cancellations
- Identify majority of uncovered services prior to the day and cancelled by control – 'p' coding
- Simplify weekend timetable

## **Achieving Stability**

- Learning lessons from the 'coping' phase
- Consistent set of diagrams removed to increase resource capacity and provide certainty – 'Alpha List'
- Transfer of Southern and Southeastern drivers
- Driver Trainers resource released back to enable Phase 3

#### Planning for Phase 3

- Established Service Recovery Team
- New base timetable in development
- Diagram optimisation undertaken
- Depot by depot roster balancing
- Ongoing delivery of route and traction learning

## **Looking Forward**

- Reduction in train service to support the delivery of a reliable and consistent service across TL & GN
- Based on May 18 list with c250 services removed
- Robust plan to progress to delivery of the full May 18 timetable by Dec 18
- Integrated route and traction learning plan
- Increased confidence in service from customers and other stakeholders