

TWNW AGM and Conference
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**Presentation on
Engineering Work Disruption**

Robert Talbot
Lakes Line Rail User Group (LLRUG)

Introduction – LLRUG, Scene setting

- **The Problem** - *How it is*
- **The Effects**
- **Conclusion**
- **The Solution** - *How it ought to be*
- **Forum**

The Problem – *How it is*



- Timing
- Timetabling and Arrangements
- Publicity/Information
- In Practice - some observations at Oxenholme and Preston

Problem - Timing

- Weekends and Bank Holidays
- Overall Data

Table A		TOC BASELINE PASSENGER PROFILE			
	<u>Business</u>	<u>Commuter</u>	<u>Leisure</u>		<u>North of Lancaster</u> <u>Leisure %</u>
Virgin Trains overall %	40%		60%		70%+*
First TransPennine Express overall %	12%*	23%*	65%**		N of Lancaster >75%*
					Lakes Line 80%*

*conservative estimate

**revenue = 72%

Problem - Timetabling + Arrangements



- Use of diversionary routes, single line working + diesel haulage under immobilised wires/lack of
- Lack of imagination
- Crewe – Edinburgh & Glasgow

Problem - Publicity/Information

- Regularly too late; inadequate (VT Bank Holiday edition); conflicting; often misleading
- Internet; printed information; announcements

Problems in Practice – some observations



Monitoring at Oxenholme and Preston

Table B WCML BANK HOLIDAYS 2013 LLRUG OBSERVATIONS AT OXENHOLME

SPRING RATIO - Bank Holiday Mon 27/5: Mon 3/6 50:c200

AUGUST RATIOS for the two Saturday mid-morning incoming through trains:

bank holiday:adjacent weekend 131:85 (10:05 ex-Oxenholme from MIA)

250:90 (11:18 ex-Oxenholme from PRE) Totals 381:175

The incoming Monday morning through train, comparing bank holiday to previous Monday:
over 225:115 (11:18 ex-Oxenholme from MIA)

Summary totals for four mid-morning through trains on the last three Saturdays in August
17/24(BH)/31: 368/550/288

The Effects

- Passengers
- Businesses
- TOCs

All are inconvenienced

Passengers

The effect on journeys



- Many are deterred from travelling by train
- Those who persist have a poor experience
- Two enforced changes are the norm with extended waiting times/unnecessary long transfer times train>bus>train
- Inadequate advance information

Businesses

The effect on tourism in the Lake District

- Potential visitors travel by train to destinations elsewhere with the consequence of lost business
- The effect on events – visitors not being able to access them or return home by train
- Additional traffic on already overcrowded roads
- Future business is lost as the public get the impression that the railway industry does not wish to transport them to the Lake District at peak holiday times

TOCs

The effect on operations and service provision

- VT, FTPE and Northern all have finite rolling stock resources
- Not only are those services directly affected by route closures clearly compromised, but also those services which on the face of it appear to be 'off line'
- In July, additional pressure was experienced by FTPE on its Edinburgh trains caused by VT operating its Edinburgh to Birmingham trains only as far down as Carlisle
- Going forward, if the same section of line is closed, then FTPE's service operation would be affected

Conclusion

- In a nutshell, many more passengers travel on an uninterrupted bank holiday weekend than do on those which are disrupted by engineering work
- **and** many more people travel on bank holidays than do on adjacent weekends

The Solution – *How it ought to be*



- As a basis: Use the two TOWN reports on bus substitution **and** the Arnside model
- Listen more to passengers and representation groups experiences on the ground. There is sufficient evidence from numerous experiences to inform significant improvement
- The ‘customer’ should be at the forefront of planning, **not** for the convenience of train operators
- Wherever possible, keep passengers on trains

Forum

- Questions
- Statements
- Some possible Answers