

Department for **Transport**

[REDACTED]
Contract Manager
Rail Commercial Contracts
Department for Transport
Great Minster House
Zone 4/12
33 Horseferry Road
London
SW1P 4DR

Web Site: www.dft.gov.uk

09 May 2012

Dear [REDACTED]

Freedom of Information Request F0008746

Thank you for email of 21 March 2012 to the Department for Transport, requesting information under the Freedom of Information Act (FOIA) 2000.

Information Requested

You have requested the following information;

'Information held by the DfT relating to the recent application made by the Chiltern Railways Company Limited ("Chiltern Railways") to the DfT to amend their Passenger Service Requirement (as defined in Schedule 3 of their Franchise Agreement). I understand that the application was made in 2012, that the proposed changes have been approved by the DfT and that they are to take effect from December 2012.

I would like to see the Application (with any attachments or enclosures), the subsequent Approval and any correspondence (external or internal within the Department) relating to the Application made by Chiltern Railways and its Approval by the Department.'

Information to release

I can confirm that the Department for Transport does hold information which is applicable to the request that you have made. Information that can be released is attached as supplemental information to this letter.

Information to withhold

The submission to Norman Baker MP, dated 28 November 2011, refers to an Annex 2 which contains information with regard to the operational performance of Chiltern. This Annex has not been released as it does contain information that is relevant to the request which you have made.

The Department has decided that some of the information that is held and is applicable to the request that you have made, cannot be disclosed for reasons which are provided below.

The information that we have withheld falls under the following exemptions:

Section 40 (2) ("Personal Information")

We have redacted personal information (such as names and telephone numbers) from the some of the information released. The redacted information constitutes personal data under the Data Protection Act and, as such, is exempt from disclosure under section 40 of the FOIA. The text of exemptions which are permitted under section 40 of the FOIA is attached as **annex B**.

Section 43(2) ("Commercial Interests")

Certain section of documents supplied to the Department for Transport by Chiltern Railways to validate their proposal to alter their PSR for the December 2012 timetable, have been redacted.

This material has been deemed to be exempt from disclosure under section 43(2) of the FOIA because disclosure would be likely to prejudice the commercial interest of Chiltern commercial interests. In applying the exemption under section 43(2) we have had to balance the public interest in withholding the information against the public interest in disclosure. The attached **annex A** to this letter sets out the exemption in full and details why the public interest test favours withholding the information.

Copyright

The information supplied to you continues to be protected by the Copyright, Designs and Patents Act 1988. You are free to use it for your own purposes, including for private study and non-commercial research, and for any other purpose authorised by an exception in current copyright law. Documents (except photographs) can be also used in the UK without requiring permission for the purposes of news reporting. Any other re-use, for example commercial publication, would require the permission of the copyright holder.

Most documents supplied by the Department will have been produced by government officials and will be Crown Copyright. Most Crown Copyright information can be re-used under the Open Government Licence (<http://www.nationalarchives.gov.uk/doc/open-government-licence/>). For information about OGL and about re-using Crown Copyright information please see The National Archives website - <http://www.nationalarchives.gov.uk/information-management/uk-gov-licensing-framework.htm>.

In keeping with the spirit and effect of the Act, all information is assumed to be releasable to the public unless exempt. A copy of this response and the information provided may now be published on our website together with any related information that will provide a key to its wider context.

Right to Complaint

If you are unhappy with the way the Department has handled your request or with the decisions made in relation to your request you may complain within two calendar months of the date of this letter by writing to the Department's Information Rights Unit at:

Ashdown House
Sedlescombe Road North
Hastings
East Sussex TN37 7GA
E-mail: FOI-Advice-Team-DFT@dft.gsi.gov.uk

Please see attached details of DfT's complaints procedure and your right to complain to the Information Commissioner.

If you have any queries about this letter, please contact me. Please remember to quote the reference number above in any future communications.

Yours sincerely,



Your right to complain to DfT and the Information Commissioner

You have the right to complain within two calendar months of the date of this letter about the way in which your request for information was handled and/or about the decision not to disclose all or part of the information requested. In addition a complaint can be made that DfT has not complied with its FOI publication scheme.

Your complaint will be acknowledged and you will be advised of a target date by which to expect a response. Initially your complaint will be re-considered by the official who dealt with your request for information. If, after careful consideration, that official decides that his/her decision was correct, your complaint will automatically be referred to a senior independent official who will conduct a further review. You will be advised of the outcome of your complaint and if a decision is taken to disclose information originally withheld this will be done as soon as possible.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Annex A

I have set out above the information which falls under section 43(2).

Section 43 (2) exemption

Full text: section 43 of the Freedom of Information Act (commercial interests).

1. Information is exempt information if it constitutes a trade secret
2. Information is exempt information if its disclosure under this Act would, or would be likely to, prejudice the commercial interests of any person (including the public authority holding it).
3. The duty to confirm or deny does not arise if, or to the extent that, compliance with section 1(1)(a) would, or would be likely to, prejudice the interests mentioned in subsection (2).

Public interest test factors for disclosure

The disclosure of information with regard to proposal to change their PSR for the December 2012 timetable will be of interest to those passengers affected by the change.

Public interest test factors against disclosure

Certain information has been withheld from disclosure as it could be used by competing rail and other transport operators to proactively target Chilterns customers through access to commercially sensitive information. The release of this information would enable competitors to change ticket sale prices or implement specific advertising strategies, which would be of commercial detriment to Chiltern and its parent company.

The disclosure of the Commercially Sensitive Information contained has the potential to infringe the DfT's commercial interests by undermining the future willingness of Chiltern, and possibly other rail franchises, to provide information to DfT on a voluntary basis, thus impeding the Department's ability to manage franchise agreements effectively in the public interest.

Decision

There is a public interest in withholding certain information from release under section 43 (2) of the FOIA, as its release would potentially have detrimental consequences for both Chiltern as the franchisee and the DfT, as the government body responsible for rail franchises.

Annex B

Text of the Exemptions in sections 40

Section 40 exemption

Full text: section 40 of the Freedom of Information Act (Personal Information)

(1) Any information to which a request for information relates is exempt information if it constitutes personal data of which the applicant is the data subject.

(2) Any information to which a request for information relates is also exempt information if—

(a) it constitutes personal data which do not fall within subsection (1), and

(b) either the first or the second condition below is satisfied.

(3) The first condition is—

(a) in a case where the information falls within any of paragraphs (a) to (d) of the definition of "data" in section 1(1) of the M1Data Protection Act 1998, that the disclosure of the information to a member of the public otherwise than under this Act would contravene—

(i) any of the data protection principles, or

(ii) section 10 of that Act (right to prevent processing likely to cause damage or distress), and

(b) in any other case, that the disclosure of the information to a member of the public otherwise than under this Act would contravene any of the data protection principles if the exemptions in section 33A(1) of the Data Protection Act 1998 (which relate to manual data held by public authorities) were disregarded.

(4) The second condition is that by virtue of any provision of Part IV of the M3Data Protection Act 1998 the information is exempt from section 7(1)(c) of that Act (data subject's right of access to personal data).

(5) The duty to confirm or deny—

(a) does not arise in relation to information which is (or if it were held by the public authority would be) exempt information by virtue of subsection (1), and

(b) does not arise in relation to other information if or to the extent that either—

(i) the giving to a member of the public of the confirmation or denial that would have to be given to comply with section 1(1)(a) would (apart from this Act) contravene any of the data protection principles or section 10 of the M4Data Protection Act 1998 or would do so if the exemptions in section 33A(1) of that Act were disregarded, or

(ii)by virtue of any provision of Part IV of the M5Data Protection Act 1998 the information is exempt from section 7(1)(a) of that Act (data subject's right to be informed whether personal data being processed).

(6)In determining for the purposes of this section whether anything done before 24th October 2007 would contravene any of the data protection principles, the exemptions in Part III of Schedule 8 to the M6Data Protection Act 1998 shall be disregarded.

(7)In this section—

- “the data protection principles” means the principles set out in Part I of Schedule 1 to the M7Data Protection Act 1998, as read subject to Part II of that Schedule and section 27(1) of that Act;
- “data subject” has the same meaning as in section 1(1) of that Act;
- “personal data” has the same meaning as in section 1(1) of that Act.

RESTRICTED – COMMERCIAL

To: **Norman Baker MP** From: [REDACTED]
Contract Manager, Rail Commercial Contracts
Location: 4/12 GMH
Tel: [REDACTED]
Date: 28 November 2011
Copies: Secretary of State
Minister of State
DfT Special Advisers
Lin Homer
Paul Rodgers
_Submissions
_Rail
Stuart White
[REDACTED]

Chiltern Railways PSR changes

Issue

1. Chiltern has launched a stakeholder consultation to propose changes to its Passenger Service Requirement (PSR).

Timing

2. Routine

Recommendations

3. It is recommended that you:
 - **Note** that Chiltern is consulting stakeholders in relation to a PSR change and a formal request to approve the PSR change is expected in February 2012.

Background

4. Historically Chiltern has achieved high operational performance, regularly in the top 3 of TOC operational performance league tables. However, following the introduction of the EGIII timetable in September operational performance has been significantly affected with both PPM and MAA declining and below JPIP targets (see submission dated 7 November 2011: Chiltern Railways Operational Performance in Annex 2).
5. Chiltern has undertaken a review of the current timetable and launched a consultation with stakeholders, including Passenger Focus and London Travel Watch, to propose changes to its PSR (see Annex 1). Chiltern propose changes for peak services in December 2012 with the aim of providing more room between services so the timetable can cope with late running and reduce the knock on impact of disruption. Once this consultation has been concluded in January 2012 and submitted to the Department for decision a further submission will be sent to you.
6. The proposed reduced PSR aims to reduce the length of time between peak departures to reduce the current bunching of services and introduce a repeating pattern timetable throughout the peak. It also aims to provide consistent links to and from popular locations and increase the number of seats available at the busiest times.

Clearance

7. This submission has been cleared with Legal, Communications and Rail Contracts.

15 November 2011

Dear Stakeholder

Preparing the Chiltern Railways timetable for the future

The Chiltern Railways timetable has just seen its most significant change for over a decade. The new timetable introduced in September has many strengths and some weaknesses from a passenger perspective, and we firmly believe it is possible to make further improvements to the service we offer commuters during peak periods, subject to making some changes to our Passenger Service Requirement (PSR).

The feedback we have received regarding our current timetable includes:

- Disappointment at the long gap between departures for Beaconsfield and High Wycombe between 1750 and 1816
- Disappointment at the long gap between departures for Seer Green between 1743 and 1825
- Disappointment in consecutive gaps of over 30 minutes for Denham at 1750, 1825 and 1859
- Irritation with some trains such as the 0720 from Aylesbury to London which recesses at West Ruislip for 23 minutes and therefore is of little or no use to through passengers
- Concern that some high peak trains operate as a 2-car 165 with many spare seats, for example the 1753 and 1825 Marylebone-West Ruislip, the former of which is amended in December

We recognise many of these issues, and are now embarking on the detailed planning of our December 2012 timetable, which is the earliest opportunity to properly address these issues. We are also seeking to make the December 2012 timetable ready for the opening of our route from London to Oxford via Bicester, which could open during 2013 or 2014 subject to a positive outcome to the ongoing Transport and Works Act application. As a result, we believe December 2012 presents the right opportunity to make changes to our timetable, the key benefits of which could include:

- Reductions in the length of time between peak departures followed by bunching, particularly to high volume destinations, which has been a feature of the Chiltern timetable for many years
- A repeating pattern timetable throughout the peak period, offering passengers a memorable, repeating set of departure times
- Consistent provision of links to or from traffic centres other than London Marylebone, for example Wembley Stadium or the Ruislip stations for Central Line connections
- An increase in the number of seats provided at the busiest times, within the constraints of our existing fleet size, by enabling some trains to return to London earlier. Initial work has shown the benefits could be as high as 5%, subject to the PSR changes described later. This would amount to 500 more seats serving Marylebone in the peak periods, allowing us to grow passenger numbers without increasing the number of people who have to stand
- Improved punctuality through the operation of slightly fewer trains overall, in a standard repeating pattern

We are prevented from offering the benefits described due to the nature of the level of service commitments contained within our PSR. One of the systemic problems with the Chiltern peak service is that it does not operate to a repeating interval, and appears to passengers to be random. This makes it hard for passengers to understand the timetable, as every train runs to a different pattern, and it also makes it harder to operate and recover from disruption, as every peak hour has its own quirks and differences. Some of the industry's most impressive performance recovery plans, such as that which flowed from SWT's 2004 timetable change, involved switching to a regular interval pattern, which repeated in each peak hour. We wish to mimic good practice examples such as this. In the PSR, each station has prescribed a quantum of train calls required in each off peak hour, and across the three hours of each peak:

- 0700-0959 arrivals at Marylebone in the morning peak
- 1600-1859 departures from Marylebone in the evening peak

In almost all cases, the PSR in each peak is not the same – so for example we are required to provide 17 trains from Gerrards Cross to Marylebone in the morning peak period, and only 14 from Marylebone to Gerrards Cross in the evening peak period. Furthermore, with a small number of exceptions, the quanta we are required to deliver are not divisible by 3 and therefore do not enable the delivery of a repeating standard hour across the three hour peak. In the Gerrards Cross example, we could contemplate a standard hour timetable comprising 5 trains, which would deliver 15 across a three hour peak period, and whilst this would be an appropriate level of service for the needs of passengers at Gerrards Cross, and would comply with our PSR in the evening peak period, it would be non-compliant with the morning peak PSR.

We are therefore seeking a modest number of PSR changes to unlock our ability to offer to our passengers the benefits of an improved peak timetable structure from December 2012.

Timetable Proposals

We attach copies of our proposed standard hour timetables in both the morning and evening peak periods. In both cases, we include a single sample hour, but it is intended that the pattern shown would repeat for arrivals in Marylebone from 0700-0959, and departures 1600-1859.

The timetable draft has the following features:

- Attractive, well spaced journey opportunities for all Buckinghamshire stations, in particular Gerrards Cross, Beaconsfield, High Wycombe and Princes Risborough, with the longest gaps between departures reduced. Examples include:
 - A pattern of six services per hour between High Wycombe and London with a maximum gap morning and evening of 16 minutes
 - the longest gap between Marylebone departures in the evening to Gerrards Cross and Beaconsfield reduced to 19 minutes (compared to 26 minutes in the current timetable)
 - the longest gap in Seer Green & Jordans departures of 42 minutes is replaced by a half-hourly service throughout the peak
- Retention of attractive, well spaced journey opportunities for Bicester North, Banbury and West Midlands stations, whilst allowing for the future operation of trains to Oxford. Occasional fast trains with headline journey times are replaced by a repeating hour which includes a non-stop train between London and Leamington Spa. Overall, the average journey time would be similar, but for all stations there would be a regular pattern of services which achieve the shortest possible journey time

- A pattern of direct trains or connections between Oxfordshire and Buckinghamshire stations and non-London destinations which is spread through the hour and repeats through the entire peak period
- A symmetrical pattern with the same number of trains and connections in the morning and the evening

In return for the benefits described, we acknowledge that the proposals depend on slightly fewer trains calling at some stations. However, we believe the proposals take full account of the size of the market at each of our stations, and most importantly provide a regular, repeating pattern service that is attractive especially where frequencies are lower. We can give a clear assurance that the changes are being planned to ensure that we make up for the fact we would run fewer trains by running longer trains. Moreover, our proposals will also ensure there are fewer trains which offer limited benefit to passengers, maximising the usefulness of every available seat.

Summary

We are seeking your views on the modest number of PSR changes attached to this letter, which are vital to enable us to unlock the benefits of the standard pattern peak timetable described.

The consultation period will close on **31st January 2012**.

Please send your responses to me at the following address:

Richard Harper
Chiltern Railways PSR Change Consultation
Banbury ICC
Merton Street
Banbury
OX16 4RN

We will provide all the consultation responses to DfT when we formally ask them to approve the PSR change in February 2012.

This is a PSR change consultation and not a timetable consultation. The sample timetables included are illustrative development timetables intended to support the proposed PSR changes thereby demonstrating a timetable structure that would have the capability of operating in practice. Over the next three months we will develop these standard hour development timetables into a fully operable timetable. This will enable us to begin in spring 2012 a full and public timetable change consultation on which we will welcome detailed comments.

If you would like to discuss this further, please contact me and I will happily meet with you to explain our proposals in more detail.

I look forward to hearing from you.

Yours sincerely



Morning Peak – Proposed December 2012 Standard Hour

Kidderminster, Birmingham, Stratford to London

Train ID																		
Timing Type																		
Kidderminster															one	every	06.10	
Stourbridge Junction															from	two	06.20	
Birmingham Snow Hill															Stratfd	hours	06.50	
Birmingham Moor St								06.11							not	06.38	06.56	
Solihull								06.20							Donrge	06.50	07.04	
Donrge								06.25							06.48	06.55		
Lapworth																06.59		
Stratford-upon-Avon															•			
Hatton																	07.05	
Warwick Parkway								06.34								06.57		07.15
Warwick																07.01	07.10	
Leamington Spa								06.41								07.06	07.16	07.21
Banbury								from	06.58				07.03	from	07.24			
King's Sutton								Ox'd					•	Ox'd				
Bicester North									07.10				07.17		07.36			
Haddenham & Thame								07.13					07.29		07.46			
Aylesbury								06.57										
Little Kimble								07.05										
Monk's Risborough								07.09										
Princes Risborough					07.02	07.15	07.20						07.35	07.46				
Saunderton					07.07													
High Wycombe			07.07		07.13		07.29			07.35			07.45		07.59			
Beaconsfield			07.13		07.19					07.41				07.59				
Seer Green & Jordans					07.22								07.52					
Gerrards Cross		07.13	07.18		07.27				07.43	07.46			07.57					
Denham Golf Club									07.46									
Denham		07.17		>>						07.51		>>						
West Ruislip		07.21		07.25					07.50			07.56						
South Ruislip		>>			07.35				>>			07.59						
Northolt Park				07.30								08.02						
Sudbury Hill Harrow				07.33														
Sudbury & Harrow Road												08.05						
Wembley Stadium				07.37									08.10					
London Marylebone			07.39	07.48	07.51		07.54	07.57		08.10	08.17	08.21	08.24	08.27			08.30	

Notes

- Some trains will call in line with current service levels

Prior to opening of the route to Oxford, it is intended that some of the trains shown as 'from Oxford' will run from Bicester North

Evening Peak – Proposed December 2012 Standard Hour

London to Stratford, Birmingham and Kidderminster															
London Marylebone	Dep	16.57	17.05		17.15		17.18	17.21	17.24	17.28	17.35		17.48	17.51	17.54
Wembley Stadium		17.05							17.32						
Sudbury & Harrow Road										17.37					
Sudbury Hill Harrow		17.09													
Northolt Park		17.11		>>						17.41		>>			
South Ruislip		17.14		17.18						17.44		17.48			
West Ruislip		>>								>>		17.51			18.08
Denham				17.24							17.51				
Denham Golf Club											17.56				
Gerrards Cross			17.23	17.29					17.45		17.55	18.01			18.14
Seer Green & Jordans								17.49							18.19
Beaconsfield			17.29				17.42				18.01				18.22
High Wycombe			17.37				17.42		17.57		18.09		18.15		18.28
Saunderton													18.15		18.34
Princes Risborough							17.55	18.07					18.24	18.29	18.42
Monks Risborough														18.32	
Little Kimble														18.36	
Aylesbury	Arr													18.46	
Haddenham & Thame						every	17.54		18.14				18.30		
Bicester North						two	18.06		18.27			18.32			
King's Sutton						hours	18.19		18.45			18.46			
Banbury															
Leamington Spa					18.22	18.33	18.38					19.03			
Warwick						18.37	18.42								
Warwick Parkway					18.27		18.45					19.09			
Hatton						18.42									
Stratford-upon-Avon	Arr														
Lapworth						18.48									
Dorridge						18.59	19.00					19.19			
Solihull					18.40	19.05	one to					19.23			
Birmingham Moor St					18.49	19.17	Stratfd					19.31			
Birmingham Snow Hill					18.55		not					19.39			
Stourbridge Junction					19.25		Dorridge								
Kidderminster					19.40										

Notes

- Some trains will call in line with current service levels

Prior to opening of the route to Oxford, it is intended that some of the trains shown as 'to Oxford' will run to Bicester North

Current and Proposed PSR Quantum

Quantum of trains required to arrive London Marylebone in the Morning Peak (0700-0959)

	Current PSR Requirement	Proposed New PSR Requirement
Kidderminster	3	Unchanged
Stourbridge Junction	3	Unchanged
Birmingham Snow Hill	3	Unchanged
Birmingham Moor Street	5	Unchanged
Solihull	5	Unchanged
Dorridge	5	Unchanged
Warwick Parkway	7	Unchanged
Warwick	3	Unchanged
Leamington Spa	8	Unchanged
Banbury	11	9
Bicester North	11	Unchanged
Haddenham & Thame Parkway	10	9
Princes Risborough	11	Unchanged
Saunderton	3	Unchanged
High Wycombe	17	Unchanged
Beaconsfield	16	12
Seer Green	6	Unchanged
Gerrards Cross	17	15
Denham Golf Club	4	3
Denham	6	Unchanged
West Ruislip	7	6
South Ruislip	6	Unchanged
Northolt Park	7	6
Sudbury Hill Harrow	4	3
Sudbury Harrow Road	4	3
Wembley Stadium	6	Unchanged

Note that we do not propose any changes to stations and flows not mentioned in the table (eg King's Sutton)

Quantum of trains required to depart London Marylebone in the Evening Peak (1600-1859)

	Current PSR Requirement	Proposed New PSR Requirement
Kidderminster	3	Unchanged
Stourbridge Junction	3	Unchanged
Birmingham Snow Hill	3	Unchanged
Birmingham Moor Street	6	Unchanged
Solihull	6	Unchanged
Dorridge	6	Unchanged
Warwick Parkway	7	Unchanged
Warwick	3	Unchanged
Leamington Spa	8	Unchanged
Banbury	10	9
Bicester North	11	Unchanged
Haddenham & Thame Parkway	10	9
Princes Risborough	14	12
Saunderton	3	Unchanged
High Wycombe	20	18
Beaconsfield	13	12
Seer Green	6	Unchanged
Gerrards Cross	14	Unchanged
Denham Golf Club	4	3
Denham	6	Unchanged
West Ruislip	7	6
South Ruislip	6	Unchanged
Northolt Park	7	6
Sudbury Hill Harrow	3	Unchanged
Sudbury Harrow Road	3	Unchanged
Wembley Stadium	6	Unchanged

Note that we do not propose any changes to stations and flows not mentioned in the table (eg King's Sutton)

RESTRICTED – COMMERCIAL

To: **Norman Baker MP**

From:

[REDACTED]
Commercial Manager, East (Rail
Contracts)

Location: 4/14 GMH

Tel: [REDACTED]

Date: 23 February 2012

Copies:

Secretary of State

Paul Rodgers

Minister of State

Stuart White

DfT Special Advisers

Clare Moriarty

_Submissions

_Rail

Chiltern Railways: December 2012 - Passenger Service Requirement (PSR)

Issue

1. Chiltern has requested approval to alter its Franchise Agreement PSR for the December 2012 Principle Timetable Change Date, having conducted a stakeholder consultation which concluded on 31st January.
2. The aim of the proposed Peak PSR is to provide a regular 'clockface' timetable and to improve operational performance by introducing additional headroom between services through the operation of slightly fewer trains overall.

Timing

3. Urgent – Chiltern is seeking an early response as it is required to make a bid to Network Rail (NR) by 2 March 2012 to ensure that its base timetable can be altered and implemented at the December 2012 timetable change.

Recommendation

4. It is recommended that you:
 - i. Note Chiltern's full proposal (Annex 1); and
 - ii. Grant approval for Chiltern to alter its PSR service specification.

Background

5. Until the Evergreen III (EGIII) timetable was implemented in September 2011 the Chiltern timetable had seen no significant change since the beginning of the franchise 15 years ago. Although this had the benefit that both staff and passengers were familiar with it, there had been little attempt to make the adjustments that loading patterns clearly require: some trains are very crowded while others are conveying empty seats. The EGIII timetable, which increased the quantum of daily services by 13%, attempted simply to graft the enhanced Birmingham services onto the established timetable, but that has not worked successfully and performance has deteriorated sharply. This involves a full timetable revision and the adoption of the principle of the 'standard pattern', bringing it in line with London commuter railways common practice, accompanied by a re-balancing of the rolling stock allocations.
6. The proposal would constitute a recast of the current timetable. In developing its revised PSR proposal Chiltern has sought to spread timetable reductions across the whole service rather than being focused on particular communities or on particular route sections. Within this Chiltern retains an adequate service better aligned to market demand at stations with low passenger volumes, whilst continuing to provide a good level of service at stations with higher passenger demand. Overall, there will be an improved pattern of service through better spaced intervals facilitated by the reduction in number of services (see Annex 2).

7. The following quantum changes at major stations arriving and departing from London Marylebone are the most significant of those proposed.

The main stations adversely affected are:

- Gerrards Cross from 17 AM peak trains to London to 15 (12% reduction), although there is an increase in the PM peak from 14 to 15 (7% increase);
- Princes Risborough from 14 to 12 in the PM peak (17% reduction), although there is an increase in the AM peak from 11 to 12 (9% increase);
- Banbury from 11 services to 9 in the AM peak (18% reduction) and from 10 to 9 in the PM peak (10% reduction);
- High Wycombe from 20 to 18 services in the PM peak (10% reduction) although there is an increase in the AM peak from 17 to 18 (6% increase); and
- Beaconsfield from 16 to 12 in the AM peak (25% reduction) and from 13 to 12 in the PM (8% reduction), although overall capacity will be increased from 2,826 seats available to 3,087 in the AM peak.

The main stations favourably affected are as follows:

- Warwick Parkway from 7 to 9 in both the AM and PM peaks (28% increase);
- Birmingham Moor Street and Solihull in the AM peak from 5 to 6 (20% increase); and
- Leamington Spa from 8 to 9 in both the AM and PM peaks (12% increase).

8. The level of service on the Metropolitan Line between London, Amersham and Aylesbury Vale Parkway are unaffected, although if Chiltern's proposal were to be approved as a consequence some timings would be slightly affected.

9. Chiltern state in their proposal that overall capacity will be maintained and peak capacity will be increased (see below) compared to the December 2011 timetable, through the operation of longer trains.

Peak Seat Delivery

	December 2011	December 2012	Difference
AM Peak	9,872	10,838	+966 (+10%)
PM Peak	9,484	10,123	+639 (+7%)

Therefore there will be a reduction in train miles but this is exceeded by an increase in vehicle miles resulting in neutral net costs (see below).

Operational Cost Impacts

	December 2011	December 2012	Difference
Peak Train Mileage			
AM Peak	2,005	1,917	-88 (-4%)
PM Peak	2,036	1,939	-97 (-5%)
Peak Vehicle Mileage			
AM Peak	8,901	10,023	+1,122(+13%)
PM Peak	8,799	9,754	+955 (+11%)

10. The main benefits of this proposal are that passengers gain a regular 'clockface' service and that Chiltern regains its Pre EGIII level of operational performance. This proposal delivers sustainable performance, with resilience to provide consistently high performance. The proposed Peak PSR has been modelled and forecasts operational benefits as follows:

- 16% improvement in minutes delay on trains south of Banbury;
- A reduction in AM and PM Peak PPM failures from 60 to 50 per period; and
- Improved spacing with CrossCountry trains at Aynho Junction resulting in a potential further 10 PPM reduction each period.

Chiltern Total Period – December 2011 Timetable	Trains	10,290
	PPM Failures	676
	PPM %	93.43%
Chiltern Total Period – December 2012 Timetable	PM Peak PPM failures avoided	-10
	AM Peak PPM failures avoided	-10
	Off peak PPM failures avoided	-10
	PPM Failures	646
	PPM %	93.73%

In addition links to the London Underground Interchanges (Central Line) will be improved and overall peak capacity will be increased.

Stakeholder responses (see Annex 3)

11. Responses were received from:

- Passenger Focus
- London Travelwatch
- Oxfordshire County Council
- Buckinghamshire County Council
- Transport for London
- Centro PTE
- Hillingdon Council
- London Borough of Ealing
- London Borough of Brent
- Cherwell Rail Users Group
- Saunderton Rail Users Group
- Marylebone Travellers Association
- Metropolitan Line Users Group
- Ruislip Commuters Association
- North Chiltern Rail Users Group

Passenger Focus's response was broadly positive providing analysis to show that the majority of passengers will benefit and demonstrates that the proposed level of service adequately meets demand. Passenger Focus requested a full timetable consultation to develop the proposal further.

London Travelwatch supported the principle of a regular interval timetable and the subsequent benefits in particular at the Sudbury stations.

Buckinghamshire County Council also welcomed the principle of a regular interval timetable but raised concerns regarding the reduction at Beaconsfield in the AM peak. This issue has subsequently been alleviated as Chiltern have confirmed that they will add additional capacity.

Transport for London welcomed the approach of a standard pattern timetable. All other response from Centro PTE, Hillingdon, Ealing and Brent Councils, Rail User Groups were broadly positive with either minor or concerns outside the remit of this proposal.

Financial, strategic and legal consideration

12. This proposal incorporates the EGIII Deed of Amendment, 'Birmingham Mainline Timetable Outputs' and therefore the benefits derived from this investment project and subsequent extension of Chiltern's franchise term have been retained and Chiltern's original Business Case has not been altered.

Overall quantum of trains

	Pre Evergreen (May 11)	Evergreen timetable (Sept 11)	Proposed timetable (Dec 12)
Quantum of trains in the AM peak	39	42	43
Quantum of trains in the PM peak	38	46	43
Total	77	88	86

Current analysis demonstrates that no significant savings will be made from this revised PSR, but if in future savings emerge these will revert to the DfT under the Franchise Agreement NNL/NGG mechanism.

This proposal results in both 'winners' and 'losers' but analysis show that the winners will far out-number the losers. The principal benefits are that performance should return to the levels that Chiltern passengers have come to expect and that there should be a more even spread of loads with few, if any, passengers having to stand for longer than 20 minutes. The proposal has been tested and challenged which proved to be robust. The most obvious loser is Beaconsfield where the AM peak service will reduce from 15 trains to 12. Nevertheless, these 12 trains are fairly well-spaced at intervals of 15 to 20 minutes and all should provide sufficient capacity for Beaconsfield passengers to have seats, which has not been the case recently.

Presentation and Handling

13. These changes are Chiltern's plans which they will communicate to their passengers.

The reduction in key commuter services is likely to generate negative regional coverage from commuters who see a reduction in the services, especially if the decision strengthens their performance record without delivering any tangible benefits for passengers. When the department is asked why it agreed to the changes. We propose using the following line.

"Chiltern have assured us that passengers will benefit by their proposals through improved reliability and longer trains."

Clearance

14. This submission has been cleared with Finance, Rail Specification, Legal, Rail Contracts and Communications.

Proposed PSR Changes for Implementation in December 2012

1. Overview

The Chiltern Railways timetable has recently seen its most significant change for over a decade. The new timetable introduced in September 2011 has many strengths and some weaknesses from a passenger perspective, and we firmly believe it is possible to make further improvements to the service we offer commuters during peak periods, subject to making some changes to our Passenger Service Requirement (PSR).

Chiltern Railways is seeking to offer passengers a regular interval, repeating pattern service during peak periods from the December 2012 timetable change date. This will offer performance improvements, additional capacity and a memorable service for passengers and staff alike, in line with industry best practice. The proposals affect services on the route between London, High Wycombe, Banbury and the West Midlands. Services on the Metropolitan Line between London, Amersham and Aylesbury Vale Parkway are unaffected.

In response to feedback received from passengers, Chiltern believes key benefits of the proposals would include:

- Reductions in the length of time between peak departures followed by bunching, particularly to high volume destinations, which has been a feature of the Chiltern timetable for many years
- A repeating pattern timetable throughout the peak period, offering passengers a memorable set of departure times
- Consistent provision of links to or from traffic centres other than London Marylebone, for example Wembley Stadium or the Ruislip stations for Central Line connections
- An increase in the number of seats provided at the busiest times, within the constraints of our existing fleet size, by enabling some trains to return to London earlier. Detailed work has shown the benefits could be as high as 10%, subject to the PSR changes described later. This would amount to over 1,000 more seats available to Marylebone in the morning peak
- Improved punctuality through the operation of slightly fewer trains overall, in a standard repeating pattern

2. The Proposed Timetable

Chiltern Railways has prepared a full 24 hour SX timetable which demonstrates delivery of the full standard hour peak timetables integrated with the whole operating day. The focus of the proposed changes are the peak periods, and the off peak standard hour is similar to today. However, we have ensured that the peak and off peak standard hour timetables, journey times and departure slots are comparable. In this way, the overall timetable offer throughout the operating day is consistent and understandable.

Chiltern is not seeking changes to PSR or service levels at weekends, and therefore Saturday and Sunday timetables have not yet been prepared as we expect them to be substantially the same as today.

The SX peak timetable draft has the following features:

- Attractive, well spaced journey opportunities for all Buckinghamshire stations, in particular Gerrards Cross, Beaconsfield, High Wycombe and Princes Risborough, with the longest gaps between departures reduced. Examples include:

- A pattern of six services per hour between High Wycombe and London with a maximum gap morning and evening of 16 minutes
- the longest gap between Marylebone departures in the evening to Gerrards Cross and Beaconsfield reduced to 19 minutes (compared to 26 minutes in the current timetable)
- the longest gap in Seer Green & Jordans departures of 42 minutes is replaced by a half-hourly service throughout the peak
- Retention of attractive, well spaced journey opportunities for Bicester North, Banbury and West Midlands stations, whilst allowing for the future operation of trains to Oxford. Occasional fast trains with headline journey times are replaced by a repeating hour which includes a non-stop train between London and Leamington Spa. Overall, the average journey time would be similar, but for all stations there would be a regular pattern of services which achieve the shortest possible journey time
- A pattern of direct trains or connections between Oxfordshire and Buckinghamshire stations and non-London destinations which is spread through the hour and repeats through the entire peak period
- A symmetrical pattern with the same number of trains and connections in the morning and the evening

In return for the benefits described, Chiltern acknowledges that the proposals depend on slightly fewer trains calling at some stations. However, Chiltern believes the proposals take full account of the size of the market at each station, and most importantly provide a regular, repeating pattern service that is attractive especially where quantum is lower.

Since launching the PSR change consultation, Chiltern has made a small number of minor changes to the stopping patterns of particular trains to provide:

- One non-stop train from Banbury to London at 0635, and one non-stop train from London to Banbury at 1815
- Swapping the High Wycombe stop out of the xx.27 arrival in the morning peak and xx.18 departure in the evening peak, into the xx.24 arrival and xx.21 departure. This preserves the quantum of service proposed but enables an hourly non-stop service in each peak period for Haddenham & Thame Parkway

3. Proposed PSR Changes to Deliver the Timetable

The proposed timetable can only be delivered if changes to the Passenger Service Requirement (PSR) are approved.

The Chiltern Railways peak period PSR sets a quantum of train service to be provided to/from London Marylebone during a three hour period. The time periods comprise 0700-0959 for Marylebone arrivals in the morning peak, and 1600-1859 for departures in the evening peak. It follows that a standard hour peak timetable can only be offered if PSR requirements are divisible by three.

Chiltern is prevented from offering the benefits described due to the nature of the level of service commitments contained within our PSR. One of the systemic problems with the Chiltern peak service is that it does not operate to a repeating interval, and appears to passengers to be random. This makes it hard for passengers to understand the timetable, as every train runs to a different pattern, and it also makes it harder to operate and recover from disruption, as every peak hour has its own quirks and differences. Some of the industry's most impressive performance recovery plans, such as that which flowed from SWT's 2004 timetable change, involved switching to a regular interval pattern, which repeated in each peak hour. Chiltern wishes to mimic good practice examples such as this.

In almost all cases, the PSR in each peak is not the same – so for example Chiltern is required to provide 17 trains from Gerrards Cross to Marylebone in the morning peak period, and only 14 from Marylebone to Gerrards Cross in the evening peak period. Furthermore,

with a small number of exceptions, the quantum required are not divisible by three and therefore do not enable the delivery of a repeating standard hour across the three hour peak. In the Gerrards Cross example, a standard hour timetable could comprise 5 trains, which would deliver 15 trains across a three hour peak period, and whilst this would be an appropriate level of service for the needs of passengers at Gerrards Cross, and would comply with Chiltern's PSR in the evening peak period, it would be non-compliant with the morning peak PSR.

Chiltern has reviewed levels of demand at each station, set in the context of a growing business since the completion of Project Evergreen 3 Phase 1 in September 2011 and recognising the future delivery of services on the Oxford route potentially from May 2014. The proposals seek to change the PSR at stations from Banbury southwards, and in so doing ensure that:

- The PSR adequately protects an appropriate level of service for each station
- The quantum of service proposed is reduced where necessary to be divisible by three, thereby unlocking the capability to offer a standard hourly pattern of service
- The quantum of service in the evening peak mirrors that required in the morning peak, thereby unlocking the capability to offer the same level of service morning and evening – crucially important for intermediate journeys

4. Capacity Benefits

The rolling stock plan prepared by Chiltern for the December 2012 has been compared with the December 2011 plan in terms of seats delivered:

Table 3 – Peak Seat Delivery

	December 2011	December 2012	Difference
AM Peak	9,872	10,838	+966 (+10%)
PM Peak	9,484	10,123	+639 (+7%)

The plan as proposed has the capability to increase peak capacity by at least 7%. The detailed assumptions on a train by train basis are attached.

5. Operating Performance and Safety

Chiltern Railways has commissioned Tracsis to undertake Railsys dynamic performance modelling of the proposed timetable. Their report is attached to this submission. The performance modelling work undertaken to date has compared the December 2011 three hour evening peak period with the December 2012 proposals across the same period. Results show a 16% reduction in delay minutes during this modelled period, and whilst modelling of the full 24 hour period is not yet complete work done so far does demonstrate a high probability of significant performance betterment, which is a direct result of the carefully prepared, consistent timetable structure.

Chiltern Railways is committed to completing Railsys modelling of the full 24 hour SX timetable in support of the robust delivery of the proposed timetable.

In addition to the performance benefits described, the introduction of a regular service pattern is likely to have a positive benefit with respect to Chiltern's risk management of safety incidents, namely "Failure to call" incidents where a driver fails to stop their train at a station as planned. Whilst it is the case that the majority of these incidents result from the driver concerned mis-reading a schedule card it is accepted within the industry that the risk of such occurrences can be better managed if the variety of different stopping patterns is reduced. The reasoning for this is that if each individual service within a standard hour has an identical stopping pattern to the comparable services in the preceding and subsequent hours then a predictable routine is established. The Chiltern Railways 2012-2014 Safety and Environmental Plan (Page 7) identifies the implementation of the Standard Hour timetable as a key element in the reduction of "Failure to call" incidents. Objective 3 of the Plan has set a target reduction

of 20% in 2012, with a further reduction of 2 incidents per year in 2013. In 2011 13 "Failure to call" incidents occurred.

6. Passenger Impacts

To assist stakeholders, Chiltern has provided details of usage, and details of gaps and average journey times in the evening peak now, and with the proposed timetable. These analyses are attached.

Recently, Chiltern has also completed comprehensive peak passenger counts at stations where PSR changes are proposed. These are also attached. Passengers boarding the busiest trains in the morning peak and alighting the busiest trains in the evening peak are typically in the range 50-150 passengers per train at those stations which generate a volume of business. At some of the affected stations volumes are higher than this and at many stations volumes are lower. Taking each station in turn:

- At Banbury, the maximum volumes fall within the typical range. Some trains load very poorly where there are faster alternative services nearby. The distribution of demand at Banbury is different to that of the West Midlands markets, with a greater proportion of daily commuters. For this reason, we have identified that in the December 2012 proposal the 0730 arrival from Birmingham should stop additionally at Banbury at 0635, and the 1815 departure from Marylebone should call additionally at Banbury. The impact of this on the overall Banbury service offer is shown in the 24 hour timetable
- At Haddenham & Thame Parkway, the maximum volumes fall within the typical range and therefore Chiltern believes the proposed service levels are adequate
- Counts in the evening peak at High Wycombe demonstrate that the fastest departures at 1740, 1816 and 1844 are much more popular than other services, a direct result of the bunching of departures – a situation which it is intended to improve through this proposed PSR change
- At Beaconsfield, the volume per train on the day counted is as high as 216. This is at the higher end of the range exhibited across the stations affected by the proposals. It is important to note that this loading falls well within the capacity it is possible to deliver for Beaconsfield. A further feature of the current Beaconsfield PSR is that it is delivered at times when fewer passengers are travelling – in the high peak hour (arriving at Marylebone 0800-0859) there are only 4 attractive trains, compared to 5 or 6 in the hours either side, and the proposals are that a 4tph service should run throughout as shown in Table 3. Chiltern believes that this level of service is adequate with careful attention to ensuring sufficient capacity

Table 4 – Morning Peak Service Levels from Beaconsfield

Marylebone Arrivals	December 2011	December 2012
0700-0759	5	4
0800-0859	4 (+1 slow train)	4
0900-0959	6	4

- At Gerrards Cross, volumes are distinctly volatile across the peak periods, linked to the sharp contrast in the attractiveness of services. Chiltern believes that the focus at Gerrards Cross should be on providing attractive fast services with adequate capacity at regular intervals in order to spread loads, and the proposed PSR changes support this
- At Denham Golf Club volumes are markedly lower than at many Chiltern stations, and it is therefore considered that the proposal for a standard hourly service at this station is appropriate
- Volumes at West Ruislip are modest, with a maximum observed in recent counts of 36 boarders. On this basis, the level of service proposed is felt to be appropriate. The count data does not include passengers connecting with Central Line trains, however connections at one of the two Ruislip stations are improved in the proposals
- Despite the PSR requiring 7 trains in the morning peak at Northolt Park, the pattern of service in the high peak is close to half-hourly. At this time, the maximum boarding load observed was 77 and therefore the level of service proposed is considered adequate

- The two Sudbury stations are some of the lowest volume on the Chiltern route, and the count data demonstrates the modest use made of the services provided. Chiltern believes the proposed changes to the PSR enable a better spread of departures at both of these stations by supporting a regular interval hourly service

In all cases, Chiltern Railways believes the proposed revisions to the PSR protect an appropriate level of service for the demand presented.

In support of Chiltern's timetable proposals, SDG have prepared the attached report. This demonstrates that the proposed timetable has merit and reflects industry best practice. Furthermore, the data analysis presented in their Appendix 3 is a very compelling benchmark exercise, showing that typical levels of service at similar stations around London and the South East are comparable with Chiltern's proposals.

In addition to the stations listed at which PSR changes are proposed, Chiltern has also recently collected count data for trains calling at peak times at Saunderton. At this station, the PSR requires a service of one train per hour; currently additional calls are provided over and above this requirement but the December 2012 proposals indicate a reduction in service to PSR levels. The count data indicates a maximum load boarding of 20 which is very much at the lower end of the range typical at other stations. Chiltern believes that the proposed level of service at Saunderton is adequate.

7. Anticipated Cost Impacts

This proposition is not expected to offer any cost benefits to Chiltern Railways. In assessing the likely cost impact, the December 2011 and December 2012 train plans have been compared. All trains in each peak have been analysed, as shown below:

Table 5 – Operational Cost Impacts

	December 2011	December 2012	Difference
Peak Train Mileage			
AM Peak	2,005	1,917	-88 (-4%)
PM Peak	2,036	1,939	-97 (-5%)
Peak Vehicle Mileage			
AM Peak	8,901	10,023	+1,122 (+13%)
PM Peak	8,799	9,754	+955 (+11%)

This demonstrates that there is expected to be a reduction in peak train miles, but crucially an increase in vehicle miles in line with the additional capacity projected. Chiltern Railways train operating cost base is driven by vehicle mileage, not train mileage.

8. Stakeholder Responses

Chiltern Railways invited stakeholders to consider the proposed changes to the PSR during a consultation period which commenced on 8th November 2011 and closed on 31st January 2012. In addition to statutory consultees, Chiltern invited members of its Passenger Board to consider the proposals, although Chiltern attaches less importance to the responses of the rail users groups, which naturally tend to seek to protect a local interest without regard for the need to balance local interests across the route. Responses have been received from:

- Passenger Focus
- London Travelwatch
- Oxfordshire County Council
- Buckinghamshire County Council
- Transport for London
- Centro
- Hillingdon Council
- London Borough of Ealing
- London Borough of Brent
- Cherwell Rail Users Group
- Saunderton Rail Users Group
- Marylebone Travellers Association
- Metropolitan Line Users Group
- West Ruislip Commuters Association
- North Chiltern Rail Users Group

Statutory Passenger Bodies

Chiltern Railways welcomes the broadly positive responses of Passenger Focus and London Travelwatch. Passenger Focus have undertaken some valuable analysis to inform their view that the majority of passengers will benefit. In particular, Chiltern finds the data presented in their Table 2 (column headed "av. per train") demonstrates clearly that the proposed levels of service are adequate. At the busiest stations, the average passengers per train falls in the range 78-108. At many of the quieter stations, the proposed level of service adequately meets demand levels, and it is instructive to compare Seer Green & Jordans (25 per train; 6 trains) with Saunderton (18 per train; 3 trains proposed) which demonstrates that even where PSR changes are not proposed the existing PSR and proposed December 2012 levels of service are fit for purpose. Chiltern recognises the desire of Passenger Focus to develop the proposal further through a full timetable consultation process.

Chiltern welcomes London Travelwatch support for the principle of a regular interval timetable, and the benefits that this offers particularly to Sudbury & Harrow Road and Sudbury Hill Harrow. It is not the case that the proposals will produce a significant cost reduction benefit to Chiltern Railways as claimed, and the evidence supporting this is presented elsewhere in this submission. It is therefore difficult to justify the funding of alternative passenger benefits, although the list provided is a helpful input to benefits that could be funded through available sources with London Travelwatch's support. Chiltern is in fact planning to rebuild the subway covering at Sudbury & Harrow Road, with work expected to be complete in March 2012.

Local Authorities

Chiltern Railways welcomes the positive support of Oxfordshire County Council.

Buckinghamshire County Council welcome the principle of regular interval timetables, whilst expressing concern at the reductions proposed. Chiltern notes that concern at service levels at Saunderton are not related the proposed PSR changes, and that a regular hourly service at Little Kimble and Denham Golf Club is considered adequate. Whilst recognising the concern at a 25% reduction in quantum at Beaconsfield in the morning peak, Chiltern believes the current spread of departures in the high peak hour will be matched and therefore this is not a material change for passengers.

Transport for London welcomes the approach of a standard pattern timetable, but makes its support for the proposals conditional on securing additional services at the Sudbury stations either side of the peak periods. This is disappointing, and in Chiltern Railways' view is not justified given the use of these stations in comparison with others on the route. Transport for London also demand improvements to off peak and weekend services within Greater London from December 2012, which will not be possible without a significant financial contribution. Chiltern Railways will demonstrate this to Transport for London in its response to their feedback.

Chiltern Railways welcomes Centro's broad support for the planned changes. Centro has a number of detailed concerns relating to the specific timing of services for local needs and Chiltern Railways believes these concerns will be satisfactorily resolved during the detailed timetable consultation to follow later in 2012.

Chiltern Railways welcomes the broad support of Hillingdon, Ealing and Brent Councils. Chiltern recognises the aspirations of these Councils for an increased quantum of service, but is unable to identify the source of funding in order to provide capacity and resources to deliver the desired improved services.

Rail Users Groups

The majority of rail user group responses support the principles of a standard pattern timetable, whilst seeking exceptions or improvements to their own stations of interest. These two arguments are incompatible, particularly when taken across the whole length of Chiltern's two track railway. Chiltern's task is to balance the differing demands of long distance, local distance and short distance demand across its route, so it follows that improving local services will create a deterioration in the journey times of longer distance higher yielding services. This may not concern some local or regional interest groups, but Chiltern does have to accomplish a balance because many aspirations conflict with each other.

The main concern of Cherwell Rail Users Group related to service levels concerns provision of adequate capacity for commuters to Banbury. Analysis of passenger volumes, including that by Passenger Focus, indicates that the average volume by train at Banbury is expected at the lower end of the scale at busy Chiltern stations even in the event that the PSR reduction is approved; furthermore Chiltern believes that by the insertion of additional stops in the 0635 and 1815 departures described elsewhere Banbury commuters will be offered an appropriate and attractive service.

There has been much feedback in respect of the level of service at Saunderton, which does not form part of this PSR change proposal. Whilst Chiltern understands the desire of Saunderton Rail Users Group and local employer the Clare Foundation to maintain or improve current service levels, which are in excess of the PSR, the usage of the station does not support this position. Furthermore, Chiltern has come under pressure from local residents concerned at the number of cars parking on-street around the station. Chiltern wishes to have good relations with local residents as well as providing appropriate levels of train service, and does not believe that the increase in PSR quantum proposed by Saunderton Rail Users Group is justified.

The Marylebone Travellers Association (MTA) is not a statutory consultee. Their response objects to all proposals that see a reduction in quantum. There is no recognition that improvements in capacity, service regularity and punctuality are valuable and are unlocked in return for slightly fewer trains. Chiltern Railways invited commuters in the High Wycombe and Beaconsfield areas to meetings with the management team following the implementation of the September 2011 timetable, and the overwhelming aspirations of those who attended was for the train service to avoid significant gaps, for the provision of adequate capacity and for a punctual service. These are all valid points that have shaped Chiltern's approach and which seem to have been missed by MTA.

The North Chiltern Rail Users Group express concern at the quantum and journey time of services from Haddenham & Thame Parkway. In the context of the overall market at other stations along the route, Chiltern believes the proposals are appropriate in meeting the needs of Haddenham users, and indeed the proposal as now drafted includes a non stop train at xx46 past each morning peak hour which means an attractive 0646 departure arriving at Marylebone at 0727.

Annex 2

The following tables show the AM and PM peak quantum:

Quantum arriving London Marylebone in the Morning Peak (0700-0959)

	Current PSR Requirement	Proposed New PSR Requirement
Kidderminster	3	Unchanged
Stourbridge Junction	3	Unchanged
Birmingham Snow Hill	3	Unchanged
Birmingham Moor Street	5	6
Solihull	5	6
Dorridge	5	Unchanged
Warwick Parkway	7	9
Warwick	3	Unchanged
Leamington Spa	8	9
Banbury	11	9
Bicester North	11	12
Haddenham & Thame Parkway	10	9
Princes Risborough	11	12
Saunderton	3	Unchanged
High Wycombe	17	18
Beaconsfield	16	12
Seer Green	6	Unchanged
Gerrards Cross	17	15
Denham Golf Club	4	3
Denham	6	Unchanged
West Ruislip	7	6
South Ruislip	6	Unchanged
Northolt Park	7	6
Sudbury Hill Harrow	4	3
Sudbury Harrow Road	4	3
Wembley Stadium	6	Unchanged
Total net difference	-6 (a total net reduction in services of 3.2%) out of 188 services	

Quantum departing London Marylebone in the Evening Peak (1600-1859)

	Current PSR Requirement	Proposed New PSR Requirement
Kidderminster	3	Unchanged
Stourbridge Junction	3	Unchanged
Birmingham Snow Hill	3	Unchanged
Birmingham Moor Street	6	Unchanged
Solihull	6	Unchanged
Dorridge	6	Unchanged
Warwick Parkway	7	9
Warwick	3	Unchanged
Leamington Spa	8	9
Banbury	10	9
Bicester North	11	12
Haddenham & Thame Parkway	10	9
Princes Risborough	14	12
Saunderton	3	Unchanged
High Wycombe	20	18
Beaconsfield	13	12
Seer Green	6	Unchanged
Gerrards Cross	14	15
Denham Golf Club	4	3
Denham	6	Unchanged
West Ruislip	7	6
South Ruislip	6	Unchanged
Northolt Park	7	6
Sudbury Hill Harrow	3	Unchanged
Sudbury Harrow Road	3	Unchanged
Wembley Stadium	6	Unchanged
Total net difference	-5 (a total net reduction in services of 2.7%) out of 188 services	

From: [REDACTED]
Sent: 27 February 2012 17:14
To: [REDACTED]

Cc: Justine Greening_MP; Theresa Villiers_MP; DFTSpecialAdvisers; Stuart White; [REDACTED]
[REDACTED] _Rail Submissions Copy List; [REDACTED]; Clare Moriarty; [REDACTED]
Norman Baker_MP

Subject: RE: Chiltern Railways - Passenger Service Requirement Proposal

[REDACTED]

Many thanks for your submission which the Minister has read. He has agreed to your recommendations.

Best wishes

[REDACTED]

[REDACTED] | APS to Norman Baker | 0207 944 6932

From: [REDACTED]
Sent: 23 February 2012 12:30
To: Norman Baker_MP

Cc: Justine Greening_MP; Theresa Villiers_MP; DFTSpecialAdvisers; Stuart White; [REDACTED]
[REDACTED] _Rail Submissions Copy List; [REDACTED]; Clare Moriarty; [REDACTED]

Subject: Chiltern Railways - Passenger Service Requirement Proposal

Dear Minister,

Please find attached submission regarding Chiltern Railways December 2012 train services.

Regards

[REDACTED]

Preparing the Chiltern Railways timetable for the future.

1. The need for a new Passenger Service Requirement (PSR) for Chiltern Railways.

There is a need to ensure that every TOC's PSR or SLC is fit for purpose and best reflects passengers' needs, and makes the most effective use of staff and resources, with the best return and value for money. Chiltern's franchise has been in operation since 2002. Since then Evergreen II and the first stage of Evergreen III have seen the development of the infrastructure to allow a much more frequent and faster service. There have been changes in the pattern of demand, with different segments of the market growing at different rates.

To accommodate those different segments, it would be best to operate, as far as possible, discrete groups of services that best match demand, journey time/frequency and track/train capacity, with interchange between those groups of services at the best locations. As far as possible the timetable should be as easy to deliver as possible, to a standard, repeating pattern, that makes the best use of track capacity, and that provides the shortest possible journey times, together with the necessary capacity and connectivity.

We note that the proposed standard peak hour timetables included in the consultation paper are "illustrative", and that Chiltern is developing an operable timetable for a full timetable consultation in the Spring.

2. What do passengers expect?

Passengers will expect the new PSR to describe a timetable that retains all the good features of the current one, and removes the bad features. As far as possible the new PSR should provide the same frequencies, seating capacity and journey times. If the former are proven at some stations to be in excess of what usage and best estimates of future demand can justify, the timetable must provide a frequency that can still provide adequate capacity for the number of passengers travelling at peak times. The new PSR must permit the addition of services to Oxford without changes to the services on current routes.

Passengers expect reliable, punctual services – a workable timetable is essential part of that.

3. What do passengers get now?

Generally, Chiltern's passengers can expect a reliable¹ service – the lowest result in the past year has been the 97.98% recorded for the four weeks ending 2/4/11. However, since the September timetable change punctuality² has been variable: the highest was 91.48% (4 w/e 15/10/11) but down to 85.53% (4 w/e 10/12/11). That decline is reflected in the last two years' National Passenger Survey (NPS) results. Those aspects that record passengers' opinion of Chiltern's performance and timetables are shown in table 1.

table 1	Autumn 2011		Spring 2011		Autumn 2010		Spring 2010	
NPS scores ³	Chiltern	L&SE	Chiltern	L&SE	Chiltern	L&SE	Chiltern	L&SE
frequency	80	77	82	76	85	76	80	69
punctuality/reliability	82	80	88	79	91	81	91	73
journey time	87	83	83	84	85	84	85	76
connections	76	75	70	76	72	75	74	71

¹ Figures from Chiltern Railways' web site.

² "Within 5 minutes".

³ "satisfied or good"

4. What do Chiltern's proposals offer?

Table 1 shows that satisfaction with reliability and punctuality has fallen; Chiltern's proposals will need to address that.

table 2 PSR for the three hour peaks	7.00 - 9.59			16.00 - 18.59		London peak pax	av. per train	total usage 2009/10
	up			down				
	now	new	from tt	now	new	note 1	note 2	note 3
Wembley Stadium	6	6	6	6	6	43	7	493,240
Sudbury & Harrow Road	4	3	3	3	3	8	3	12,932
Sudbury Hill Harrow	4	3	3	3	3	15	5	35,398
Northolt Park	7	6	6	7	6	77	13	120,806
South Ruislip	6	6	6	6	6	17	3	103,366
West Ruislip	7	6	6	7	6	43	7	223,996
Denham	6	6	6	6	6	252	42	287,000
Denham Golf Club	4	3	3	4	3	18	6	20,564
Gerrards Cross	17	15	12	14	14	1,132	94	1,130,898
Seer Green & Jordans	6	6	6	6	6	152	25	139,270
Beaconsfield	16	12	12	13	12	1,301	108	1,307,226
High Wycombe	17	17	18	20	18	1,674	93	2,151,076
Saunderton	3	3	3	3	3	53	18	48,826
Princes Risborough	11	11	12	14	12	445	37	471,394
Haddenham & Thame P'way	10	9	9	10	9	618	69	559,770
Bicester North	11	11	9	11	11	703	78	1,126,838
Kings Sutton	note 4					9		39,994
Banbury	11	9	9	10	9	532	59	note 5
Leamington Spa	8	8	9	8	8	199	22	note 5

Table 2 is based on Chiltern Railways' data.

Notes

Red signifies a worsening.

1. Approximately equivalent to the three-hour a.m. peak (Chiltern's e-mail 10/1/12).
2. London passenger total divided by the number of trains in the three-hour peak PSR.
3. From the ORR's web site.
4. King's Sutton: one up train to arrive Marylebone before 7.30; no down peak service specified; daily total of 9 trains each way. Total usage includes pax on GW service.
5. No Chiltern-only usage figure available.

Table 2 shows how Chiltern's proposed PSR for the two three-hour peaks compares with the current requirement. The red figures show where the new PSR would specify fewer trains. The "from tt" column is the total number of trains calculated from the proposed standard hour timetable; it must be noted that Gerrards Cross has another six trains in the three-hour peaks that are overtaken, and are therefore unlikely to be used by London passengers. There are also some trains⁴ that arrive only three minutes earlier than later trains; examples are Princes Risborough, where the 7.02 and 7.35 trains arrive only three minutes before the 7.20 and 7.46 trains; Banbury, where the 7.03 arrives three minutes before the 7.24. It is very likely that passengers from such stations will prefer the faster train. The effect would be

⁴ In the illustrative timetable.

to, in effect, reduce the number of trains for London passengers. If all passengers decided to avoid such slower services, the result would be to increase the average per train.

The average per train figure for Banbury would increase from 59 to 89, Bicester North from 78 to 117, Haddenham from 69 to 103, and Risborough from 37 to 74. Using *only London passenger figures* the passenger loads for some trains in the proposed standard hour timetable are high: the xx.07 from Wycombe could have almost 400 aboard, and the xx.48 from Dorridge almost 350.

Chiltern state that their proposals will:

- reduce the gaps between peak departures;
- offer a repeating pattern of trains that will be easier to remember;
- provide adequate connectivity between places;
- provide up to 500 additional seats in the peaks;
- improve punctuality;
- permit a timetable that is easier to operate and be easier to recover from perturbation.

It is clear from table 3 and the sample timetables that: gaps between trains have been reduced; generally, intervals are much more regular; most connectivity is maintained. As part of the changes the overall number of carriages in the peaks will be maintained, despite a reduction in the number of trains operated. No details have been provided of how many fewer trains there will be overall, and we expect that to be provided as part of the timetable consultation.

Table 3 is based on data from Chiltern Railways. The December 2012 details are taken from Chiltern's proposed evening peak standard hour timetable. (Notes are on page 4.)

table 3 Service intervals/journey time	note	longest gap between trains (minutes)		no. of trains	av. journey time (minutes)		fastest (note 1)
		Sep. '11	Dec. '12		Sep. '11	Dec. '12	
Wembley Stadium		40	33	2	8	8	8
Sudbury & Harrow Road		66	60	1	11	9	9
Sudbury Hill Harrow		63	60	1	14	12	12
Northolt Park		46	31	2	14	14	13
South Ruislip		43	31	2	24	17	16
West Ruislip		43	34	2	23	19	14
Denham		43	38	2	21	22	16
Denham Golf Club		66	60	1	19	28	28
Gerrards Cross	2	24	21	4	24	20	18
Seer Green & Jordans		43	30	2	27	25	25
Beaconsfield		26	19	4	27	25	21
High Wycombe	3	26	16	6	32	30	24
Saunderton		39	60	1	38	40	40
Princes Risborough	4	30	27	4	39	40	33
Haddenham & Thame Parkway	5	33	27	3	43	42	36
Bicester North	6	33	30	3	55	52	44
Kings Sutton	7	94	?	1	67	77	77
Banbury	8	43	30	3	62	67	58
Leamington Spa	9	43	30	3	78	74	67

Notes

Red signifies a worsening.

- 1 bold signifies only one train with this journey time
- 2 excludes two trains that are overtaken, and terminate at Gerrards Cross
- 3 two fastest trains, xx.18 and xx.51
- 4 next fastest train is 34 mins., 30 min. gap
- 5 next fastest train is 39 mins., xx.18 and xx.51
- 6 next fastest train is 48 mins., 30 min. gap
- 7 "some" trains, in line with current number; current trains at 17.10 - 63 mins. and 18.44 - 71 mins.
- 8 next fastest train is 61 mins., 30 min. gap
- 9 fastest train is at xx.15, runs non-stop, next fastest is xx.48 - 75 mins., 2 stops

Inevitably, given the nature of timetables, some passengers will be disadvantaged by the proposed PSR. The most obvious disbenefits will be:

1. The peak-hours frequency at Saunderton will be reduced to hourly.
2. The hourly service between stations beyond Gerrards Cross serves South Ruislip in the up direction, but West Ruislip in the down direction.
3. Connections at Gerrards Cross are just over 15 minutes on average, which will disadvantage passengers travelling to and from Ruislip and the Central Line.

The PSR does not meet some stakeholders' aspirations for improved frequencies at Sudbury Hill Harrow, and Sudbury & Harrow Road stations.

However, as mentioned in section one, the timetable is still under development, for consultation later this year. Doubtless comments received from this consultation will help inform the development of the "fully operable timetable".

The proposals appear to match the needs of the vast majority of passengers – commuters to London – although without details of the capacity proposed it is not yet possible to judge if that particular requirement will be met. Passenger Focus notes that the vast majority of London passengers travel from stations beyond Denham Golf Club – see table 4⁵. What is clear is that the vast majority of passengers in the peaks are travelling to London:

table 4 peak traffic	London as % of peak total	as % of all London ⁶
Bicester N. to Risbro' inc.	86	23
Saunderton to Gerrards Cross	93	56
Denham GC to Wembley Stadium	74	6

Stations Banbury and north thereof produce 14% of the total London traffic during the peaks.

5. In conclusion

Undoubtedly some passengers will find that Chiltern Railways' proposals would alter "their" train in a way that they find inconvenient. The evidence is that most passengers will benefit in some way from Chiltern's proposed PSR changes. Passenger Focus believes that they go a long way towards improving the structure of Chiltern's timetables. The informed responses to this consultation should be used to finalise a PSR that will meet, for as many passengers as possible, the objectives set out in Chiltern Railways' letter of 15 November 2011

Preparing the Chiltern Railways timetable for the future.

⁵ See also table 2, which gives the actual numbers taken from LENNON, the rail industry's ticket and revenue analysis database.

⁶ From these stations, as a percentage of the total for the route.

Our Ref:

Your Ref:

31 January 2012

[REDACTED]
Chiltern Railways
Marylebone Station
Great Central House
Melcombe Place
LONDON NW1 6JJJ

Dear [REDACTED]

Preparing the Chiltern Railways timetable for the future

I am writing in response to your letter of the 15th November 2011.

General concerns

London TravelWatch (and other London stakeholders that we have spoken to) supports the concept of a standard hour timetable in the peak, of the type that you propose in your letter. We are pleased that it represents the application of the first stage principles that we proposed in our October 2011 document 'Development of Train Services for Chiltern Routes' <http://www.londontravelwatch.org.uk/document/14032>

Experience from elsewhere on the rail network where intensive service patterns operate indicates that this is an effective means of ensuring reliable and robust services are provided for the benefit of passengers. We believe that the principles behind this standard hour timetable should also be extended to designing timetables for services which operate in the off-peak (between the peaks, evenings, early mornings and at weekends) and on contra-peak movements during the peak itself.

Passengers tell us that they value having memorable timetables, with regular and consistent stopping patterns and provision of rolling stock. This is consistent with the results from the National Passenger Survey (which I note that a number of your smaller stations have not been part of in the past ten years, and for which might like to consider getting an enhanced sample included in the next survey wave).

In compiling a combined timetable covering all times of the day, we recommend that you adopt the following principles:-

1. Define the peak service, including contra-peak movements
2. Define the off-peak service
3. Work out the operation linkages between the peak and off-peak, and wherever feasible operate these in passenger service
4. Work any other movements that are necessary to provide the core peak and off-peak services, and wherever feasible operate these in passenger service.

An example of this might be a High Wycombe – Marylebone peak service, might be required to start from Aylesbury depot, and so the service is run from Aylesbury in passenger service even though the defined peak service is only for High Wycombe – Marylebone.

Additional services such as those to Stratford-upon-Avon or the daily service to London Paddington should be provided as either stand alone trains or as extensions to the standard hour pattern, and not detract from the standard hour pattern.

You should also make a discipline of not allowing exceptions to the 'rules' of the defined standard hour timetable.

Individual station issues

Sudbury and Harrow Road. We welcome the idea of revising the stopping pattern at this station to a regular hourly peak service, and your proposal that this should also extend into the off-peak after 1000, thus maintaining the current number of trains calling at this station. However, we believe that the off-peak Public Service Requirement (PSR) should be altered to reflect this change and to guarantee that service levels would not deteriorate in future.

We also believe that there is a case for further improving the service levels at this station by providing contra-peak services and off-peak. Your own surveys showed that even at 2050 from Marylebone there was some demand for stops at this station. This to us shows that with a regular even interval contra-peak and off-peak service, it would be possible to generate additional (or capture suppressed) demand from this station. In addition, the exercise which you have carried out for the peak would also indicate that there is likely to be sufficient line capacity in the off and contra peaks to allow these stops to occur without imposing time penalties on other trains or requiring other stops in the Greater London area to be deleted.

Sudbury Hill Harrow. We welcome the idea of revising the stopping pattern at this station to a regular hourly peak service, and your proposal that this should also extend prior to the start of the peak to give an arrival in Marylebone before 0700. Similarly to Sudbury & Harrow Road, we believe that this exercise you have conducted indicates that there is likely to be sufficient line capacity on Saturdays to allow a service to be provided at this station in common with a standard off-peak timetable.

Providing additional services at these two stations would fulfil the recommendation 14 of the West Midlands and Chiltern Route Utilisations Strategy (RUS) as published by Network Rail in May 2011. Regular timetabling of stops at West and South Ruislip also could assist with other concerns of the RUS relating to capacity at Marylebone as it would make the option of interchanging to the Central Line toward central and west London more attractive.

As noted in our 'Development of Train Services for Chiltern Routes' document, the London Plan provides the provision of an additional 17,000 homes, and expanded employment opportunities within the broad catchment of the Chiltern Greater London stations in the next ten years, and enhancing the services at these stations will fulfil some of the travel demand that these developments will generate.

Saunderton. We welcome the idea of revising the stopping pattern here in the morning peak toward London to restore a regular through service in the peak that does not require an excessive layover at West Ruislip. However, given that the proposal would produce an actual reduction in services in the evening peak from London rather than a PSR reduction – because at present there is a half-hourly service at this time, we recommend that you look at what other measures you could do to ameliorate this situation e.g. whether any standard

hour services that terminate at Gerrards Cross or High Wycombe, and which would otherwise run empty to Aylesbury depot could be used to provide additional services at this station. There is also an element of local commuting to Saunderton from Aylesbury, Princes Risborough and High Wycombe to local factories and research establishments that would be worthwhile trying to retain and encourage. In the long term it would be desirable to consider platform extensions at this station to enable more flexibility in the trains that could call here.

Buckinghamshire local journeys. Denham, Gerrards Cross, Beaconsfield, High Wycombe, Princes Risborough and Aylesbury are all centres of employment, education and shopping in their own right and present opportunities for growth, particularly in the contra-peak to and from Marylebone and the smaller stations within Greater London. The timetable needs to be configured to encourage growth and satisfy suppressed demand for local journeys to and from these centres. This in particular requires that the Aylesbury – Princes Risborough service needs to be configured in such a way as to preserve existing local journey opportunities as well as those to London Marylebone.

Effect on franchise. The changes proposed in this PSR change would obviously produce significant cost reduction benefits to Chiltern and potential for increasing revenue. To ensure that these benefits are fairly shared with passengers it would be appropriate to consider the following measures (in the London TravelWatch area) which would be of passenger benefit (and also potentially produce benefit to the taxpayer in the form of additional revenue generation, and possible reduction in subsidy requirement in the long term):-

- Provision of additional services or stops at stations currently underserved by the existing services, such as providing a Saturday service at Sudbury Hill Harrow as outlined above
- Provision of ticket vending machines at Sudbury Hill Harrow and Sudbury and Harrow Road stations (including Oyster top up capability)
- Provision of Oyster top up facilities at all ticket vending machines in the Greater London area
- Replacement of the current waiting shelters at Sudbury Hill Harrow.
- Refurbishment of the frontage, entrance area and subway at Sudbury & Harrow Road
- Provision of additional Oyster readers at the side entrances to Wembley Stadium station, and providing additional signage to the level access / step free access routes to and from the station
- Bringing forward of plans to provide step free access at other stations on the route
- Enhancement of the sample size of the National Passenger Survey to include all smaller stations served by Chiltern.

Thank you for the opportunity to comment on this proposal. If it is accepted we would expect you to consult further on the detailed timetable proposal particularly on the meshing of the peak and off peak services. When you do this we might suggest that you highlight the 'core' standard hour parts of the timetable separately to those pieces which are additional to that 'core' such as positioning journeys or one off services.

It would also be useful to consider setting up some 'community partnerships' to help promote the benefits of this change to passengers when the time comes to actually implement this proposal.

Yours sincerely

[REDACTED]
Director – Policy and Investigation

[REDACTED]
Switchboard Telephone: 020 7505 9000

Email: [REDACTED]@londontravelwatch.org.uk

[REDACTED]

From: [REDACTED] - Environment & Economy - Highways & Transport
[REDACTED]@Oxfordshire.gov.uk]
Sent: 27 January 2012 12:14
To: [REDACTED]
Cc: [REDACTED] - Environment & Economy - Highways & Transport; [REDACTED]
Environment & Economy - Highways & Transport; [REDACTED]
Subject: RE: Chiltern Railways PSR Change

Dear [REDACTED]

We covered the proposed PSR change with our Cabinet Member for Transport yesterday. I can confirm that we are happy to support the changes being proposed and for this to be recorded as a consultation response.

Regards

[REDACTED]
Strategic Manager, Policy & Strategy
Highways & Transport, Oxfordshire County Council
www.oxfordshire.gov.uk
Speedwell House, Speedwell Street
Oxford OX1 1NE
Tel: 01865 810460
E-Mail: [REDACTED]@oxfordshire.gov.uk

Think before you print!

From: [REDACTED]
Sent: Thu 05/01/2012 16:32
Subject: Chiltern Railways PSR Change

In support of the live PSR change consultation, I have prepared some supporting data. Please find attached:

1. An excel file (Station Usage summary Nov 10 to Nov 11) which summarises the peak passenger usage of each station. This is taken from the LENNON industry system and shows the number of peak passenger journeys on a typical day.
2. An excel file (Gaps and Journey Times) which compares the longest gap in departures and average journey times between the September 2011 timetable and the proposal for December 2012. This indicates improvements in both indicators for the majority of stations, demonstrating the benefits of slightly fewer, but better spaced, trains which we believe is a key benefit of the proposals.

Care is needed when interpreting the LENNON data, in that:

- Oyster pay as you go journeys are correctly captured, however travel using Oyster season tickets within Greater London is not accurately included
- Anyone buying tickets at London Marylebone is not included. Under-reporting is only believed to be significant for journeys from stations that are unstaffed (shown marked)

Despite these caveats, the data is hopefully helpful.

As a reminder the PSR change consultation closes on 31st January 2012. Should you require any further information to assist your response please do contact me.

Kind regards

[REDACTED]
[REDACTED]
Head of Network Development
[REDACTED]

Chiltern Railways

CONFIDENTIAL

The information contained in this email and any attachment is confidential. It is intended only for the named addressee(s). If you are not the named addressee please notify the sender immediately and do not disclose, copy or distribute the contents to any other person other than the intended addressee(s) without the prior written consent of Chiltern Railways.

Chiltern Railways is the trading name of The Chiltern Railway Company Limited. Registered office: Great Central House, Marylebone Station, Melcombe Place, London, NW1 6JJ. Company No: 3007939.

This email has been scanned by the Symantec Email Security.cloud service.
For more information please visit <http://www.symanteccloud.com>

This email, including attachments, may contain confidential information. If you have received it in error, please notify the sender by reply and delete it immediately. Views expressed by the sender may not be those of Oxfordshire County Council. Council emails are subject to the Freedom of Information Act 2000.
<http://www.oxfordshire.gov.uk/emaildisclaimer>

This email has been scanned by the Symantec Email Security.cloud service.
For more information please visit <http://www.symanteccloud.com>

Transport for Buckinghamshire

Cabinet Member for Planning & Transport
[REDACTED]

Buckinghamshire County Council

County Hall, Walton Street
Aylesbury, Buckinghamshire HP20 1UY

Telephone 0845 2302882

www.buckscc.gov.uk

Mr [REDACTED]
By email

Date: Tuesday, 31st January, 2012

Dear [REDACTED]

Re: Consultation on proposed changes to Chiltern Railways' PSR

Thank you for the invitation to comment on the proposed changes to Chiltern Railways' Public Service Requirement, due for implementation in December 2012. I also thank you for your time in visiting officers to discuss these proposals in some more detail.

The proposed changes to the PSR will greatly impact on residents of Buckinghamshire, particularly in the south of the County, with some of these impacts giving great cause for concern locally.

The overall principle of the proposal is stated as an attempt to introduce a "clock-face" timetable, that being one where trains are scheduled to leave the station at the same minutes past each hour. Furthermore it is stated that, in doing so, the average journey times to London Marylebone have the potential to be reduced and that the maximum gap between peak hour trains shall also be reduced.

This principle has clear benefits to rail users. Ensuring that trains leave at the same minutes past each hour on consistent patterns increases the transparency of the service and makes it easier to use. Indeed, it is understood that the same principle shall be applied not just at peak times, as is the subject of the PSR consultation, but to trains throughout the day.

It is, however, noted that in order to achieve this repeating pattern over the course of 3 hours, there is a trend of reducing the quantum on trains calling at individual stations with only a small number of exceptions to this.

This concerning trend is most notable at some of the more rural stations along the route, for example:

- Saunderton, where the service is reduced by 50% to hourly from approximately half-hourly
- Little Kimble and Monks Risborough, where there is a 40% reduction in the morning and 25% in the evening, to hourly and all trains requiring a change at Princes Risborough

national
transport awards
Transport Local Authority of the Year
2008 Winners



- Denham Golf Club, where the service reduces by 25%, to hourly

Several of these are within Wycombe District, and Wycombe District Council have voiced their concerns to the County Council over these proposed reductions.

It is noted from supporting information that the number of commuters travelling from Little Kimble and Denham Golf Club are 20 or less per day. A more regular hourly service from these villages may make these services more attractive.

However, the level of usage at Saunderton is listed as three times this that at Denham Golf Club, and has received a service of at least every 30 minutes with some trains more frequent. Wycombe District Council share the County Council's concerns over the level of service proposed for Saunderton, and feel that the present level of service should at least be maintained.

The following table summarises the gap between trains, based on the information provided. Whilst it is appreciated that the timetable is only indicative, there are instances where a reduced number of trains calling through a peak period continue to depart just a few minutes apart.

Proposed Maximum and Minimum gap between peak hour trains at Buckinghamshire stations (mins)		Beaconsfield	Gerrards Cross	High Wycombe	Haddenham & Thame Parkway	Little Kimble	Monks Risborough	Princes Risborough	Seer Green & Jordans	Denham Golf Club	Denham	Saunderton
Morning Peak into London	Present Max	21	15	21	37	60	60	31	39	58	32	42
	Proposed Max	22	16	14	27	60	60	18	30	60	34	60
	Present Min	6	4	6	11	30	30	4	18	31	10	23
	Proposed Min	6	3	6	16	60	60	11	30	60	26	60
Afternoon Peak from London	Present Max	26	24	26	33	54	54	30	43	66	43	43
	Proposed Max	19	19	16	27	60	60	27	30	60	38	60
	Present Min	3	3	3	3	43	43	3	23	31	13	30
	Proposed Min	11	3	3	6	60	60	3	30	60	22	60

The level of service from Beaconsfield reduces by 25% in the morning to 4 per hour. This brings the service in to line with the evening peak, but does not address the variance in the spacing between trains. Indeed, the maximum gap between trains is indicated as increasing to 22 minutes, whilst maintaining the minimum gap of 6 minutes. The afternoon peak addresses this issue, having trains more evenly spaced at 11-19 minutes. If this proposal was to be implemented, a fifth calling train being reintroduced at Beaconsfield in the morning would significantly reduce the maximum gap in trains. Otherwise, only a full retiming to have trains closer to quarter hourly will alleviate these concerns.

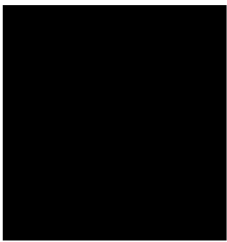
At other stations where there are reductions in the quantum of trains, the result of doing so must be that trains are more evenly spaced. Concerns on this matter relate to Haddenham & Thame Parkway, Princes Risborough and Denham in particular, with concern over Gerrards Cross during the morning peak. Only if trains become more evenly spaced will passengers recognise the benefits of the repeating timetable.


I would again like to take this opportunity to request additional services directly from Aylesbury to High Wycombe. This facility appears to cease completely in these present proposals, and it is a long-standing aspiration of the County Council to provide greater direct links along this corridor.

In addition to what is proposed in the PSR, the County Council also understands that a separate timetable consultation will follow later this year, to further detail the proposed changes to this route, including at peak times, and the route from Aylesbury via Amersham. I look forward to the opportunity to comment on these proposals.

Again, I thank you for the opportunity to comment on these proposals and I trust these comments have been constructive and will allow you to fully consider our concerns when drafting final proposals.

Yours Sincerely




Cabinet Member for Planning & Transport

Transport for London



Your ref:

Our ref:

[REDACTED]
Chiltern Railways PSR Change Consultation
Banbury ICC
Merton Street
Banbury
OX16 4RN

Transport for London
London Rail

55 Broadway
London
SW1H 0BD

Phone [REDACTED]
tfl.gov.uk

30 January 2012

Dear [REDACTED]

Re: Preparing the Chiltern Railways timetable for the future

Thank you for consulting Transport for London (TfL) on the proposed changes to Chiltern Railways' Public Service Requirement (PSR).

We recognise and welcome the overall improvements in passenger services to and from London that were delivered by the September 2011 'Evergreen 3' timetable change. As you recognise, the timetable does however have some shortcomings, particularly regarding the balance of passengers between services which results in overcrowding. TfL was also disappointed at the lack of frequency improvements at stations in London. When Evergreen 3 was first announced we understood the new infrastructure would allow additional services starting closer to London providing higher frequencies at London stations. Instead, there are virtually no frequency increases planned, and some stations have suffered a reduction in frequency.

The West Midlands & Chilterns RUS also highlighted the insufficient service levels at some stations, stating (on page 156) that: "the RUS therefore proposes that the review of demand and capacity following the introduction of the Evergreen 3 project and during the planning of future timetables on the Chiltern route includes consideration of service provision at stations in the Greater London area."

Peak services

The proposed new timetable for 2012 would provide a standard hour service across the peak period. We recognise that this will deliver benefits by making services easier for passengers to understand compared to the current irregular

MAYOR OF LONDON



VAT number: 756 2769 90

pattern. We also support the enhanced links that would be provided between key destinations, for example at Wembley Stadium and the Ruislip stations.

The standard hour timetable does result in a slight reduction in service levels over the peak period at most of the affected stations in London (West Ruislip, Northolt Park, Sudbury Hill Harrow and Sudbury & Harrow Road). This is very disappointing.

We support the introduction of the standard-hour timetable, but additional services are necessary to compensate for the reductions in the PSR.

Specifically, TfL supports the proposal that has been suggested by other stakeholders to provide additional calls at the Sudbury stations just outside the peak period. We understand this takes the form of:

- An earlier train at Sudbury Hill Harrow arriving at Marylebone before 07:00
- A later train at Sudbury & Harrow Road arriving at Marylebone after 10:00

We would expect similar enhancements to be provided around the evening peak period. TfL's acceptance of the proposed changes to the PSR is conditional upon these additional services being provided.

We also understand that the standard hour timetable will have some consequential impacts on Aylesbury services and therefore London Underground (LU) Metropolitan Line services. Chiltern Railways will need to continue to work collaboratively with LU to ensure a mutually satisfactory timetable can be developed.

Off peak and weekend services

As you are aware, a meeting between TfL, Chiltern Railways and Network Rail will be held shortly to start the process of a formal review of service levels at the stations in London on the Chiltern route. We required this as a condition of our acceptance of the changes to Chiltern Railways' track access rights that were needed to implement the September 2011 timetable, given our disappointment at the lack of improvements at stations in London mentioned above.

This review should identify whether there are opportunities to provide enhancements to service levels at the London stations. This may only be realistic at off peak times and weekends because of the limited infrastructure capacity. One of the most important improvements we will be seeking is the provision of a standard hour timetable at off peak times which provides similar service levels to the peak hours at stations in London. This should include an

hourly service at Sudbury & Harrow Road in addition to the existing hourly service at Sudbury Hill Harrow.

We expect these off peak and weekend improvements to be made from the December 2012 timetable change. If there are financial reasons why improvements are not possible, then this financial analysis should be made public to TfL and other stakeholders.

We feel that the London stations on the Chiltern route have been neglected for far too long. It is time for progress to be made, as it has by other London train operators, to stimulate the virtuous circle between enhanced service frequencies and higher passenger demand. There are real opportunities to generate demand, particularly with the significant development planned or taking place close to Wembley Stadium and in the Sudbury area.

We hope this consultation response provides a constructive approach to improving services within London. Please do not hesitate to contact us if you would like to discuss these issues further.

Yours sincerely

A black rectangular box redacting the signature of the Principal Planner.

Principal Planner – Network Development, London Rail

Copy:

[REDACTED]
Banbury ICC
Merton Street
Banbury
OX16 4RN

Our Ref 578477
Your Ref [REDACTED]
Telephone [REDACTED]
Email [REDACTED]@centro.org.uk
Date 30 January 2012

Dear [REDACTED]

Chiltern Railways Proposed PSR Change

Thank you for inviting our comments on the proposed changes to Chiltern Railways' Passenger Service Requirement (PSR).

Centro supports the overall objective of the proposed changes, which we understand is to provide the opportunity to develop train services more effectively matched to the needs of passengers, particularly on the route south of Princes Risborough. We do, however, have some specific concerns about the proposals as presented in the consultation document.

Chiltern Railways train services provide vital connectivity for the West Midlands, both within the metropolitan area and beyond. Large numbers of local people depend on these services for access to employment, education, shopping or leisure. As a consequence, Centro's priority is to ensure that there is no worsenment in the service currently offered.

Recent timetable changes introduced by Chiltern Railways in December 2010 and September 2011 brought a number of improvements for rail users but there were also some notable downsides. In particular, Dorridge lost its half-hourly service to Birmingham and London. Also, the 06:30 Kidderminster-London Marylebone was withdrawn between Kidderminster and Birmingham, creating a c.25 minute gap between services in the morning peak and leading to a significant increase in standing passengers on the following 06:36 London Midland service.

Centro has highlighted the above issues in previous correspondence and would welcome any proposals from Chiltern Railways to improve upon the current situation.

Our specific comments on the SLC proposals are detailed below. For ease of reference, we have split these into Morning Peak and Evening Peak.

Morning Peak (0700-0959)

Quantum of Trains

There are no proposed changes to the PSR for stations in the West Midlands area. However, a review of train service calling patterns in the existing and proposed standard hour timetables has identified several discrepancies with the PSR, as highlighted in the following table.

	PSR Requirement	Current Timetable	Proposed Timetable
Kidderminster	3	3	3
Stourbridge Junction	3	3	3
Birmingham Snow Hill	3	3	3
Birmingham Moor Street	5	7	5
Solihull	5	7	5
Dorridge	5	5	3

The proposed standard hour timetable, although compliant with the PSR, appears to result in a reduction in the number of Morning Peak trains from Birmingham Moor Street and Solihull from the current 7 to 5, unless additional trains are inserted into the pattern.

The proposed standard hour pattern also only appears to give the opportunity to stop 3 Morning Peak trains at Dorridge, 2 less than the 5 trains specified in the PSR.

We would welcome clarification on the above apparent reduction in service, which potentially means a reduction in capacity and service frequency for West Midlands rail users. Centro would be unable to support such a change.

Service Pattern

The proposed standard hour pattern from Birmingham Moor Street provides an irregularly spaced service with gaps of 15 minutes and then 45 minutes between London trains. Whilst we acknowledge this is an illustrative development timetable and not the final product, we would like to highlight this issue as 45 minutes seems like an excessively long gap between services. We would hope that further development work enables the maximum gap between services to be reduced to something closer to 30 minutes.

Intermediate Station Calls

The PSR consultation does not make clear the implications for intermediate stations in the West Midlands, for instance between Kidderminster and Birmingham Snow Hill. Chiltern Railways provides a valuable service in calling at these intermediate stations and Centro would not support a reduction in the current level of service.

A key example is the 08:09 train from Kidderminster, which calls at Blakedown and Hagley. This train is used by a significant number of children from Kidderminster and Blakedown to both Hagley RC and Haybridge High Schools, located adjacent to Hagley Station. In excess of 100 children regularly alight at Hagley, with around 50 passengers boarding at Blakedown. Centro, therefore, strongly supports retention of the stops in the 08:09 service from Kidderminster at both Blakedown and Hagley.

Evening Peak (1600-1859)

Quantum of Trains

As with the Morning Peak, there are no proposed changes to the PSR for stations in the West Midlands area. However, there again appear to be several discrepancies with both the existing and proposed timetables as highlighted below.

	PSR Requirement	Current Timetable	Proposed Timetable
Kidderminster	3	2	3
Stourbridge Junction	3	3	3
Birmingham Snow Hill	3	7	6
Birmingham Moor Street	6	8	6
Solihull	6	8	6
Dorridge	6	6	3

The current timetable appears to have 1 less train to Kidderminster than is specified in the PSR (the 18:10 train terminates at Stourbridge Junction). This situation seems to be remedied in the proposed standard hour pattern, which indicates 3 Evening Peak services to Kidderminster.

Birmingham Snow Hill and Birmingham Moor Street presently enjoy more services than are specified in the PSR. The number of trains to both of these stations would reduce in the proposed standard pattern scenario by 1 and 2 trains respectively.

The proposed standard hour pattern includes only 3 Evening Peak trains to Dorridge, 3 less than the 6 trains specified in the PSR.

We would welcome clarification on the above apparent reduction in service, which potentially means a reduction in capacity and service frequency for West Midlands rail users. Centro would be unable to support such a change.

Intermediate Station Calls

As for the Morning Peak, Centro supports retention of existing intermediate station calls between Birmingham and Kidderminster. Chiltern Railways services provide a valuable service in moving peak commuters out of Birmingham to stations such as Smethwick Galton Bridge and Rowley Regis. Centro would welcome clarification on the future retention of these station calls, which are not specified in the PSR.

Further Comments

The indicated journey times in the proposed standard hour pattern between the West Midlands and London offer an improvement over many of the Peak services in the current timetable. This journey time improvement is welcome in offering a more attractive and competitive service for West Midlands rail users.

Centro also welcomes the move towards a more customer friendly repeating pattern timetable, with trains at the same easily memorable minutes past the hour, every hour.

However, on the downside Dorridge continues to suffer from a poorer level of service compared with the half-hourly service enjoyed prior to December 2010. Centro would welcome additional station calls at Dorridge. If it is not possible to insert these calls into London services, we believe consideration should be given to increasing the current 2 hourly shuttle to hourly, which would increase the number of journey opportunities and also provide a more attractive standard pattern timetable with trains running at the same times every hour.

Further Engagement

Although we have some reservations about the SLC proposals, we do not believe any of these should present insurmountable issues. Centro would welcome further dialogue with Chiltern Railways to understand the implications of the proposals in more detail and to hopefully address these concerns.

Yours sincerely



Transport Partnerships Manager (Rail)



HILLINGDON

LONDON

[REDACTED]
Chiltern Railways PSR Change Consultation
Banbury ICC
Merton Street
Banbury
OX16 4RN

30 January 2011

Dear [REDACTED]

Passenger Service Requirement changes

Thank you for giving the London Borough of Hillingdon the opportunity to comment on the proposed changes to the Chiltern Line Passenger Services Requirement. According to the information provided, the new timetable would reduce the largest PM peak gap between departures at West Ruislip station from 43 to 34 minutes. The average PM peak journey time from London Marylebone to West Ruislip also falls from 23 to 19 minutes. Some other advantages of changing the timetable include offering passengers the benefit of a memorable, repeating set of departure times, an increase in the number of seats provided at the busiest times and improved punctuality through the operation of slightly fewer trains.

Taking the above into account the proposed changes would be an improvement in service quality and would be supported.

If you require any further information please do not hesitate to contact me.

Yours sincerely

[REDACTED]
Transport and Aviation Manager
[REDACTED]



INVESTOR IN PEOPLE

Transport and Projects
Planning, Environment, Education and Community Services Directorate

Tel [REDACTED] Fax [REDACTED]
[REDACTED]@hillington.gov.uk www.hillingdon.gov.uk

London Borough of Hillingdon,
4W/06, Civic Centre, High Street, Uxbridge, UB8 1UW

[REDACTED]

From: [REDACTED]
Sent: 30 January 2012 17:26
To: Timetable Consultation
Subject: Proposed change to PSR for December 2012 timetable

Dear [REDACTED]

I refer to the changes proposed in your letter of 15th November 2011 entitled "Preparing the Chiltern Railways timetable for the future".

Although the Chiltern Line runs just outside the London Borough of Ealing, two stations - Sudbury Hill Harrow and Northolt Park - lie only just outside and on the borough boundary respectively and are used by a number of Ealing residents. Changes in the level of service at these stations are therefore of interest to us.

Together with London Travelwatch, TfL and other local authorities involved, we support an extension of service to cover more of the off peak period and the establishment of a "clock face" timetable, replicated throughout the peak and off peaks. This is considered particularly important in view of the over-complexity of the stopping pattern in the Chiltern timetable as it has evolved.

This is of course only the first stage of longer term aspirations to protect and enhance the service in the London area by providing a minimum half hourly service throughout the day, and throughout the week. Enhanced usage would also result in greater footfall at the stations, and hopefully lead to greater investment in the quality of the station environments and facilities offered.

There is one aspect of the proposals on which I remain unclear, however, having read the PSR document. There is an overall loss of one peak hour service to Northolt Park; can I just clarify that it is the intention to provide at least one additional off peak service to compensate, as is the case with the Sudbury stations?

I look forward hearing from you.

[REDACTED]
Snr Transport Planner
Transport Planning service
LB Ealing
Perceval House
14-16 Uxbridge Road
London W5 2HL

Please consider the environment before printing this email.

The content of this email and any attachment transmitted within are confidential and may be privileged. If you are not the intended recipient and have received this email in error, please notify the sender and delete this message along with any attachments immediately. Unauthorised usage, disclosure, copying or forwarding of this email, its content and/or any attachments is strictly forbidden.

This footnote also confirms that this email message has been swept by Mimecast for the presence of computer viruses.

www.mimecast.com

LONDON BOROUGH OF BRENT

RESPONSE TO THE CHILTERN RAILWAYS PASSENGER SERVICE REQUIREMENT (PSR) CONSULTATION

JANUARY 2012

Introduction

The London Borough of Brent lies at the southern end of the main Chiltern route between London Marylebone and the West Midlands. It has an interest in three stations along that line: Wembley Stadium, the nearest of the three key stations to the National Stadium, Sudbury and Harrow Road and Sudbury Hill Harrow. The first two are in Brent; the latter is on the Harrow side of the Brent/Harrow border, but is close to several residential streets in Brent.

Sudbury and Harrow Road is believed to be the least used suburban station in the whole of Greater London, whilst Sudbury Hill Harrow, which currently has a more frequent service, is almost as lightly used.

The borough has an expanding population, particularly in its northern part, where all three stations are situated; and is strongly supportive of initiatives to further public transport usage across its area.

Event days at the National Stadium, whether sporting occasions or concerts, result in extra demand for Chiltern's services. The council is appreciative of the cooperation shown by Chiltern since the new stadium opened five years ago, with extra stops and sometimes special trains, and staffing of Wembley Stadium station, being provided.

Brent Aspiration for the Chiltern Line

The service into Marylebone from Wembley Stadium station is currently considered to be adequate with a service throughout the day seven days a week, broadly half-hourly on- and off-peak Monday-Friday and at the weekend. It is recognised that Marylebone station is not ideally situated for further access to main destinations in central London, but this inconvenience is moderated by the rapid access from the borough's stations; with a quarter-hour journey time from Wembley Stadium station directly into Marylebone.

However, there are complaints that the September 2011 timetable change worsened journeys (in longer travelling times and sometimes more changes of train) for passengers travelling to Wembley Stadium station from the north in the key morning peak and returning in the evening peak, in particular from and to High Wycombe. This is unacceptable and the council requires this to be addressed.

In addition, the council is seeking improvements to service provision at Sudbury and Harrow Road and Sudbury Hill Harrow, particularly the former; although both lack any service at weekends and on public holidays.

The Chiltern Timetable

Brent understands and supports Chiltern's main objective to achieve a 'clock-face timetable' i.e. one in which trains depart in each direction of travel at the same time(s) each hour through the day. However, it rejects any diminution of the present level of service to any of its stations.

The present timetable has evolved since privatisation in 1996 and the PSR is based on the level of service provided at that time. Subsequent amendments have reduced but not eliminated resultant anomalies, which the schedule planners at Chiltern now wish to eliminate in order to achieve a timetable that is more straightforward for both passengers and staff to understand.

In particular, both the morning and peaks, which are defined respectively as the three-hour period arriving at Marylebone in the morning (between 07:00 and 10:00) and the three-hour period outbound in the evening (between 16:00 and 19:00), require the number of stops to be made at each station to be divisible by three in order to achieve a clockface timetable. In the case of High Wycombe (their busiest commuter station) departures would decrease from seventeen to fifteen stops in the morning peak, which should still provide an adequate level of service, at an average of a train every twelve minutes.

Minimum acceptable Level of Service

In order to accommodate a clock-face timetable it is assumed that would mean one train per hour calling at both Sudbury and Harrow Road and Sudbury Hill Harrow in the three hours of the morning peak, a reduction of one at each on the present number. Chiltern have already indicated their willingness (verbally to Brent's Public Transport Liaison Officer) to account for this decrease with an extra stop shortly after 10:00 at Sudbury and Harrow Road and one just before 07:00 at Sudbury Hill Harrow.

Meanwhile in the evening Chiltern already provide two extra stops above the present PSR requirement at Sudbury and Harrow Road, five rather than three; one of these after the evening peak. To maintain the clockface pattern in the peak, one stop just before 16:00 and one after 19:00 (as at present) are essential, so that there are three in the actual peak and five in total.

In total Sudbury Hill Harrow should receive fifteen stops in each direction between 06:15 and 19:15 and at present this is actually exceeded with sixteen northbound and seventeen southbound. This is a situation which Brent Council insists is maintained by extending the hours of service to later in the evening in both directions to about 21:15 at the earliest, plus the aforementioned southbound stop into Marylebone before 07:00.

Wembley Stadium station currently enjoys a much higher standard of service than the two 'Sudburys', which Brent requires to be maintained, seven days a week. There will be substantial growth in population and commercial activity in the area around the Stadium, dubbed 'Wembley City' in the next few years, to which the council is anxious to improve public transport connections. Nonetheless, it is acknowledged that the present and increased levels of demand at Wembley Stadium can easily be accommodated by a half-hourly service.

The main concern with regard to the service at Wembley Stadium is that the present service does not provide adequate connectivity from and to stations to the north of Gerrards Cross, particularly in the peaks. This has resulted in complaints by employees of both Brent Council

and the Football Association/Wembley National Stadium Limited that their journeys to and from work have become more difficult since the September 2011 timetable change that followed the London-Birmingham 'Evergreen 3' upgrade of Chiltern's 'Mainline'.

Currently these commuters form only a small proportion of the total using Chiltern Mainline; however the development of retail, leisure and further employment opportunities in 'Wembley City' means that increased commuter and leisure traffic is expected through Wembley Stadium station.

Full Passenger Service Requirement sought by Brent Council

Wembley Stadium:

A half-hourly service throughout the day, seven days a week; with much better connectivity to and from stations to the north of Gerrards Cross; so that passengers are not unduly delayed when having to change trains to complete their journeys.

Sudbury and Harrow Road:

Notwithstanding the minimum level of service described above, much better use of the station would be obtained by an hourly service to and from Marylebone, operating seven days a week. Connectivity to stations to the north is also a matter of concern, although less so than in the case of Wembley Stadium.

This would satisfy the many complaints received by the Council that the station is under-used and surrounding developments of new housing will increase the potential level of demand.

Sudbury Hill Harrow:

Whilst broadly satisfied with the level of service until mid-evening Monday-Friday additional late-night stops are sought; to furnish an hourly service throughout the day.

The main failure is that there is no service at weekends or on public holidays; therefore an hourly service is also a Council ambition for this station.

Summary

It is recognised that Chiltern Railways is constrained by operating a 'two-track railway' on a mixed suburban and middle-distance route as far as Birmingham, with a few services beyond, whereas other lines into the capital have added two further tracks for suburban services over the years.

Additionally, its core market is identified as beyond London, from Gerrards Cross and Beaconsfield, through High Wycombe, Bicester and Banbury, to Warwick and Leamington Spa in the West Midlands.

However, its route provides a fast, convenient link into central London from stations along its line in the outer suburbs; whilst the development of 'Wembley City' will enhance the attraction of stops at its main station within the London Borough of Brent.

[REDACTED]
From: [REDACTED]
Sent: 31 January 2012 15:26
To: [REDACTED]
Cc: Timetable Consultation
Subject: PSR Consultation - Response from CRUG

Hi [REDACTED]

Unfortunately, we are unable to support Chiltern's proposals for amending their PSR.

While the proposal is to reduce by 2 the number of trains serving Banbury in each Peak, the reality is that currently, Chiltern actually run more trains than the PSR requires. This consists of two fast (non- or 1-stop) trains each hour, together with the Stratford(s) and the terminators (which supply connectional services from the heartlands with the fast Birmingham services).

I have to assume that the purpose of this PSR change is to run exactly the number of services contained within this proposed change, otherwise you would be proposing a lesser change?

Therefore we aren't just losing two trains in each peak, but close to double that!

Fares from Banbury are based on the supply of this PSR. I see no proposal to reduce these. Also, the third, extremely slow, service is proposed to arrive within a few minutes of one of the other two, realistically meaning that you are providing just two trains every hour, not three.

With that in mind, we are extremely concerned that you will be unable to provide sufficient *seating* capacity on these two trains. It would appear that the longest train you will be able to run (from the proposed stopping patterns provided) is 7-cars. As you are providing only one fast train every hour, you will be concentrating most BAN & BCS pax into this train. These two stations are very busy in the peaks, and would easily fill this train on their own, with no other stops!

However, I notice there is no GUARANTEE that we'll be getting 7car trains on any of these services. I need you to show, and guarantee, that you'll be able to supply a seat for every ticket holder from our stations. Chiltern don't currently pay much attention to providing this - cf. the 1915 ex-MYB, which is SRO every night. And yet Chiltern do nothing to alleviate the lack of seating....

It is unfair to force pax onto trains they do not want to catch just to obtain a seat! We are paying an extortional amount of money with you, and are currently pretty happy with the level of service. To remove one of two fast trains an hour, along with several terminators without reducing the fare offered is just unacceptable.

You are proposing a better service at LMS (two fast trains each hour, one non-stop, one with 2-stops) than at BAN - and we have three or four times the number of season ticket holders than LMS - your proposals just don't make any sense to us.

Your proposed service fails also to provide a 1-change service from any of your stations to reach BAN/BCS, and vice-versa. Which you do manage now. So a further reduction in the service that you currently offer.

We require an evenly-spaced service that provides everyone a guaranteed seat, and rapid & comfortable travel. WE are not currently confident that this reduction in PSR will be able to provide that.

Maybe a solution is to put a stop into the proposed service fast to/from LMS, and provide a 1-change service at BCS from stations south thereof to stations north thereof? I'm sure our commuters would be more likely to be happy with this level of service for their hard-earned £.

We look forward to working with you going forward to provide a service no worse than we receive currently, for which we pay handsomely, and if that really can't be achieved without good reason, a proposal to reduce the fares accordingly.

Best,

[REDACTED]
Chair, Cherwell Rail Users Group
[REDACTED]

This email has been scanned by the Symantec Email Security.cloud service.
For more information please visit <http://www.symanteccloud.com>
