

Hi Jonathan,

Thank you for your e-mail.

We note the update provided by the former franchise operator on 17th November where it is confirmed the Kenilworth service will not be proposed for Sunday operation and also that there will be a delay in providing a Class 172 train to operate the service. Whilst the former point is helpful the latter is a concern and we are unclear when and if the Class 172 will be provided. We note Warwickshire County Council's announcement but it does not alter the matters pertaining to the railway operation proposed.

The letter does not address all of the points of concern that we raised back in August 2017:

- Have the promised infrastructure improvements been delivered to support performance over the route with the new service?
- Has the network-wide impact of deteriorating CrossCountry performance been properly taken into account and modelled? It is a fact that delays to our services spread delay across the network which must be a serious concern given the current concern expressed about railway punctuality by Department for Transport and ORR.
- Have Network Rail's action plans to address the poor performance over the whole CrossCountry route to help operation of a reliable Kenilworth service been articulated? Network Rail's track record in clearly defining such plans has in our experience been highly inconsistent, something we have raised repeatedly. We do not believe that 'every attempt' has been made to address these performance shortcomings (as suggested in the October letter).

We are keen that the new service commences operation but must equally insist that commitments to actions to mitigate the risk to existing services are properly followed through and we trust that progress in this regard will form part of your ongoing assessment of the access application.

Best regards

Pauline Rawlings Head of Planning and Performance, CrossCountry

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From: Rodgers, Jonathan

Sent: Thursday, December 21, 2017 4:19 PM

To: pauline.rawlings

Cc: Satchwell Carew; James Carter
Subject: WM trains 5th SA - Kenilworth Station

Dear Pauline

I refer to your consultation response to this application, dated 10 August 2017, and London Midland's reply to you, dated 6 October 2017.

ORR's review of this application is ongoing. I assume that you are aware of Warwickshire County Council's recent [statement](#) that train services are now due to start from February 2018. In addition, on 17 November 2017, London Midland wrote to us regarding their decision not to proceed with Sunday services at this time (attached).

Taking into account these recent developments, please let me know if you have any comments regarding the 17 November letter. Please also confirm if you consider that your earlier objections to this application have been resolved.

Regards

Jonathan Rodgers
Senior Executive, Access & Licensing

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