

Chris Littlewood
Office of Rail Regulation
One Kemble Street
London WC2B 4AN

Our Ref:
Your Ref:

27th September 2012

Dear Chris,

Network Rail's output framework for 2014 – 19 consultation response

Thank you for inviting us to respond to your recent consultation and meeting on this subject.

The area of principle concern for London TravelWatch is the proposed Station Stewardship Measure. As I said at the meeting I think it is very important that this should be able to measure the accessibility of the network to people with reduced mobility. Network Rail (and train operators) should be incentivised to improve this as they carry out other work on their estate and not simply rely on 'Access for All' funding for such work. This should reduce the cost of doing such work and provide benefits to passengers. This is especially important in the London area, because of the fact that 70% of all national rail journeys are to, from or through London.

An accessibility measure could also be incorporated into the 'whole industry scorecard', under the connectivity metric.

London TravelWatch supports the proposed measures to incentivise train punctuality, reduce the number of cancellations and significant lateness, and the number of delay minutes attributable to Network Rail. However, we are concerned that whilst improving long distance service reliability may be desirable, an unintended consequence might be that lower financial yield local passenger services might be withdrawn or altered, if it is seen that their operation has even a small chance of reducing the reliability of a longer distance service. An example of this type of decision has influenced the proposed December 2012 timetable by Chiltern Railways.

London TravelWatch does not have a view on the other areas raised in your consultation document.

Yours sincerely

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Director, Policy and Investigation

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