

Inquiry into May 2018 network disruption

Note of stakeholder meetings held in Manchester and London following the publication of interim findings

ORR held two meetings, one in Manchester and one in London, with invited stakeholders. These sessions were designed to explain ORR's interim findings, answer any questions on the first report, and address any issues which may surface in the final report. We are grateful to all those representing user groups, passenger bodies and industry who made time to attend the sessions.

At each session a presentation took place which covered off the interim findings – summarising each chapter of the report and looking at failings. Discussions which followed this presentation centred on:

- The makeup and constitution of the Thameslink Readiness Board
- ORR's power to penalise Network Rail if it were found to be in breach of its license
- Ability of the affected Train Operating Companies to foresee the timetable change disruption
- Specific problems in the Castleford corridor
- The need to communicate how decisions are made to the public
- The import of ensuring franchises are deliverable
- Devolution and the size of franchises
- The importance of ensuring lessons are learned
- Poor performance outside of the timetable disruption

Following the discussion of the interim report, a brief presentation was given on initial thoughts on the final report.

Discussion following this centred around the following:

- Importance of passenger impacts
- The upcoming timetable changes in December and the importance of future changes going ahead
- Siloes within the system
- Technology within the timetabling process
- The role of the System Operator and the overseeing of it
- The impact of changes on freight
- Compensation arrangements
- The investigation into provision of information by GTR and Northern during the disruption