

Mark Hopwood **– Stakeholder Webinar**

16 December 2024, 16:43- 18:05

Pages 1 – 6 **Questions from chat**

Pages 7 onwards – **Mark's captured text**

Kevin Hayes 16:43

Please assure me that GWR is committed to providing reliable passenger rail services for the people of Melksham. The current service has deteriorated so much that it is no longer worth considering using the train as a means of transport from, or back to, Melksham. The level of cancellations, late running and suspension of services – due to work at Westbury or on the Newbury line etc – leaves the TransWilts services woefully inadequate. We need a reliable service now. Promises for tomorrow don't cut it. As a keen, and frequent, rail user I am most disappointed to have to raise this issue with you. Please assure us all that GWR is committed to providing reliable passenger rail services for the people of Melksham. This question has been answered live

David Redgewell 16:49

will their be ticket acceptance on Cross country trains arriva 1sq capital and Arriva Cross country trains. and Adventi west coast partnership from Gloucester central Cheltenham spa Ashchurch for Tewkesbury Worcester Shrub Hill Worcester Forgate Street to Euston over Christmas This question has been answered live

David Redgewell 16:54

on the closure of Westbury Station Closure for the month of January 2024 will their be tickets on First group plc Greater Western trains company limited GWR and south western railway First group plc and D1 D1x Warminster Westbury Trowbridge Bradford on Avon and Bath spa and on the D2 D2 x Bath spa bus and coach station to Frome

on First group plc west of England and south west coaches Frome to warminster and Salisbury. Beeline

Thomas Lydon 17:00

Yes we do – full ticket acceptance on buses listed here <https://www.gwr.com/travel-information/travel-updates/planned-engineering/wessex>

Cllr Andy graham 16:54

interested to know of any update on the duelling of the cotswold line? Paddington to Hereford. This question has been answered live

John Brown 16:55

What is the expected impact of Old Oak Common on the Penzance to Paddington line?

It is imperative that we start to see improvement in the comfort of travel if we are to experience longer travel times. Actual reliable WiFi, a decent buffet and restaurant service. A little more for first class service to create a more comfortable service.

This question has been answered live

Graham Ellis (You) 16:55

Good to hear about Sunday staffing. Here in Wiltshire, we have 25% cancellations on many other days too – and gaps of 2 hours extending to 8 or 20 hour gaps – thast was last Saturday. And now Fridays are described as the "New Sunday" and we seem to always be the first trains to be cancelled. Plenty of talk about what the problem is – but what and when will it be fixed so that we can have a service we are proud to promote with you? This question has been answered live

Graham Ellis (You) 16:56

Make that 10 hour not 20 hour gaps This question has been answered live

David Redgewell 16:56

what is latest on reopening station buffets At warminster Yeovil pen mill Torquay Paignton Bridgwater station buffets catering very important to passengers on stations This question has been answered live

philip.price 16:57

Any comments about service into and from Hereford

This question has been answered live

Chris Bates 16:57

Various operators have been given the ability to offer enhanced rates of overtime in order to 'persuade' their crews that Sunday working might be worthwhile. The latest offer was to WMR. Is there any sign that the DfT may be about to offer GWR the same sort of offer?

This question has been answered live

Steve Smith 16:57

What is delaying being able to sign up on the new rolling stock for GWR? Is it the DfT? Cost??

This question has been answered live

Neil Gunnell 16:57

I just wanted to thank Mark for his recent video on the Marlow branch and how it works. Most insightful!

This question has been answered live

Liz Reason 16:57

And in addition to that, we need additional parking at Charlbury. Any progress on that?

This question has been answered live

Bernard Lane 16:58

can you update us on the former Vivarail trains to Greenford trial and when these trains will be seen elsewhere on the network? Thanks

This question has been answered live

Louise.McBride 16:58

What steps are you taking to ensure that the new GWR rolling stock is sustainable and diesel trains are replaced?

This question has been answered live

Tony Jackson 16:59

Are GWR to acquire the Class 175 DMUs?

This question has been answered live

Liz Reason 16:59

Do you yet have any idea when the work at Oxford station may be complete?

This question has been answered live

John Henderson 16:59

On the TransWilts line, could some of the trains timetable be substituted by buses on a permanent basis until new resources are found? The problem

is not only Sunday, but most days of the week.

John Henderson, Frome.

This question has been answered live

Christopher Heaps 16:59

Mark mentioned the possibility of additional rolling stock next year. Is there a timetable for such introduction and does this involve the Class 175s as rumoured?

This question has been answered live

Kate Phillips 16:59

If the test train is coming into service on the Greenford Branch can we expect to see it on other branch lines such as Marlow? Could its introduction simplify the signalling and pointwork required to provide 2 tph without a change? And of course reduce the cost which stalled the idea previously.

Nigel Phillips

This question has been answered live

Pete Brunskill 16:59

Looking forward to seeing Class 175 DMUs cascaded to the West Country. Will this release IETs to e.g. make the trial Bristol-Oxford service permanent and run more 9-car units on the North Cotswold Line?

This question has been answered live

markjameson 16:59

Services EAST of Reading, slightest hiccup and GWR from Twyford vanishes left with Liz only to London.

Also, HOT/TWY. - should this not be 3 car rather than 2 car

This question has been answered live

Derek Buttivant 16:59

There is interest locally here in Somerset in the plans by Go-Op to run some very strange services, some apparently via Westbury and Melksham. Is that remotely feasible given the limited capacity on that route?

This question has been answered live

Chris Bates 17:00

Can I have the answer to David Redgewell too please?

Thomas Lydon 17:09

Hi Chris will do

Harriet & Nick 17:00

Is it widely the case (as it seems to be from Oxford) that traditional commuting is down, and leisure travel is up? If so, does that imply that the traditional peak and offpeak pricing might be obsolete?

This question has been answered live

Christopher Heaps 17:00

Does GWR have any plans to improve the system to book seats so as to allow passengers to choose particular seats (as on LNER and Avanti) /

This question has been answered live

JohnDowell 17:00

What is latest position on potential for extending platforms and/or increasing rolling stock on Barnstaple to Exeter branch line?

This question has been answered live

Graham Ellis (You) 17:00

Thank you for the answers – even if to a somewhat different aspect than asked ;-)

This question has been answered live

Transition Penwith . 17:01

Is there any chance of northbound trains later than 21:00 from Penzance? We're trying to encourage people to get the train into Penzance rather than driving and when the last trains home are so early it's an impossible ask.

(From Cllr Jonathan How, Penzance Council)

This question has been answered live

philip meadowcroft 17:01

Will Sunday operating performance be any better under Great British Railways given the existing arrangements with the rail unions

This question has been answered live

David Martin 17:02

What is your view on the likelihood of getting new rail stations for Corsham and Devizes in the next 5-10 years?

This question has been answered live

Neil Gunnell 17:02

Just to raise also that we were having very poor connectivity onto the Henley branch off the weekday 1D80 from PAD at 1920 because of a tight turnaround of one 387 while another is sitting on an adjacent platform. 5 fails in 5 nights at one point, costing 30 mins a night for people.

I don't expect Mark to know every train but please can a focus be put on this train? (Thanks to Tom for interim help).

This question has been answered live

Neil Butters 17:03

Coming back to Bath from Portsmouth on a Sunday recently train was terminated short at Westbury despite on train display claiming otherwise right the way through. At Westbury two trains completely swapped direction leading to some confusion. One Driver seemed to be suggesting that the problem might have been to do with volume of fuel remaining. ?

Thomas Lydon 17:39

Hi Neil – can you drop me a line with the specifics and I will investigate in full

Dave2 17:03

Will GWR stay completely separate from Grand Central / Alliance

This question has been answered live

Richard Burningham 17:03

Mark, can you tell us your thoughts about developing the North Devon Line?

This question has been answered live

Neil Gunnell 17:03

(Sorry – CONNECTIVITY)

This question has been answered live

Julian Brookes 17:04

Are there plans for battery operated trains on branch lines including the Henley branch line?

This question has been answered live

Giovanni Currado – Exeter Uni 17:05

Given the reduction in service due to the HS2 project from Paddington to Devon, is there any plan to upgrade the service from Waterloo?

Especially at weekends when there is no service from Waterloo to Exeter? Thanks

Thomas Lydon 17:12

Hi Giovanni – the service from Waterloo to Exeter is operated by SWR, happy to provide a contact for you there if helpful

Sam Pearce-Kearney 17:05

Re Sunday issues... Ticket Acceptance on Monday, will this continue? If so, have staff being briefed

that it will continue? Could more trains run if they have no train managers?

This question has been answered live

Neil Butters 17:05

Assuming it has not as yet now happened, when might we see the Bath station clock back?

Thomas Lydon 17:07

Hi Neil – this is a Network Rail matter – I will get them to make contact with you

David Redgewell 17:07

mark any up in the Lifts Bridges at Bodmin Parkway Par Lostwithiel Castle cary CHELTENHAM spa weston super mare Torquay

This question has been answered live

Christopher Irwin 17:07

Can one of the team be tasked with concentrating on practical improvements to rail-air connectivity? I have encountered a range of challenges both in getting to/from Heathrow and acquiring through tickets for same (about which I have written previously to Mark) and at Temple Meads on a wet day where the stop for the First Rail-Air bus to Bristol Airport has been moved someway from the station entrance to a draughty unsheltered spot where waits can be quite long while buses attempt to regain their schedule through heavy Bristol road traffic. Even Gatwick is a problem, despite improved notional frequencies. Cancellations seem to characterise my trips, meaning building in extra journey times.

This question has been answered live

Transition Penwith . 17:07

Will the Touch card system also be useable on buses in the longer term?

(From Cllr Jonathan How, Penzance Council)

This question has been answered live

Malcolm R 17:08

A Q now about the working days and shift/hours. What does the existing employment contract say about flexibility of days – is it specific about the number of duty days and hours worked, or is it open to local negotiation daily/wkly and always extra money?

This question has been answered live

Richard Bickford 17:08

Will the 'new' rolling stock mean a reduction in capacity in Devon and Cornwall. We currently have some crowded 4 car Castle's and IET's which just about cope.

This question has been answered live

Keith Walton 17:08

Are all the Cardiff-Bristol-Cornwall trains to be split at Exeter? Will there be any through services, bearing in mind many less able passengers, and families with children prefer not to have to change en-route?

This question has been answered live

David Redgewell 17:10

update on lifts at Stroud station Bridge

This question has been answered live

Chris Bates 17:10

An update on the Oxford works & a completion date? I'm guessing that the bridge replacement now has to await BMW's summer holiday?

This question has been answered live

GORDON EDWARDS 17:10

Greetings and Good Afternoon! I have been irritated by the increasing number of occasions when a driver is available for the whole of a journey, but a train manager/conductor is not available for a section of a journey. Should greater effort be made to synchronise the duties of drivers and train managers/conductors despite different terms of conditions?

This question has been answered live

Malcolm R 17:11

And a 2nd point relating to working days & hrs – do you anticipate the situation improving or more difficult to change conditions after the renationalisation (Great British Rail)?

This question has been answered live

Andrew McCallum 17:11

Once Sunday is sorted what about a Sunday service for Banbury? XC trains are overcrowded and first one is too late and Sunday shopping in Oxford is growing in popularity.

This question has been answered live

GORDON EDWARDS 17:12

Greetings and Good Afternoon! It is clear that GWR cannot deliver the advertised Sunday timetable – should a reduced timetable be introduced which

matches the projected train crew availability and give customers greater certainty?

This question has been answered live

Nigel 17:13

Is there an option for GWR to renegotiate the franchise with the DfT to relieve themselves of Sunday working, so DfT could offer a new tender to another TOC to operate a Sunday service

This question has been answered live

Christopher Heaps 17:16

Particularly in the context of Operation Churchwood, and the recent NR comments that the North Downs Line in future is likely to rely on battery trains (despite the gradients), has the DfT given any indication to GWR of the likelihood of further electrification generally (whether third-rail or overhead) ?

This question has been answered live

GORDON EDWARDS 17:16

Greetings and Good Afternoon! The 19:02hrs London Paddington to Bristol Temple Meads GWR train continues to depart on Monday to Friday at 19:02hrs, according to the Network Rail working timetable, from this evening, but is now publicly advertised to depart two minutes earlier at 19:00hrs. WHY???

Thomas Lydon 17:48

Hi Gordon - I'll take this away separately and come back to you

johnh 17:16

Not covered in the previous TransWilts questions but what is the progress, if any, on the additional capacity on the Thingley to Bradford junction line (whether its a dynamic loop or extra signalling etc)

This question has been answered live

Peter Tyzack. Pilning & Severn Beach Parish

17:21

At the last conference meeting I raised the fact that there are numerous questions and issues relating to Severnside/Severn Beach/ Pilning. I suggested that we should have a separate meeting to address these (rather than occupying meeting time). Have spoken with our constituency MP (Claire Young) who is keen to be part of the meeting. My understanding is that you would prefer us to arrange the meeting, whether on-line or in person, and so I have asked that Claire's

office will make the arrangements. Are you happy with that approach and still happy that should go ahead. If so I will get her office to coordinate things via Thomas.?

Thomas Lydon 17:26

Hi Peter, yes let's have a conversation offline

Tim Weekes 17:21

Is there any realistic prospect of improving service frequency at Ashley Down ahead of the opening of Henbury and North Filton?

This question has been answered live

David Redgewell 17:22

Does Mark

and First group plc Greater Western trains company limited GWR so more local mayoral combined transport Authority supported Train services like the Bristol Temple meads station to Bath spa Westbury Salisbury line or The Bristol Temple meads station to Bristol Lawrence hill Bristol Stapleton Road Ashley Down Filton Abbey wood Station Filton North for the Arena Henbury for cribs causeway and Bristol zoo Charfield station and local services on the Gloucester line Bristol Temple meads station to Severn Beach line with today's Devolution white paper will this more mayoral combined Authority and mayor's investment in south west England like Dan Norris commissioning more local train and bus services Bristol Temple Meads station to pill and Portishead line

This question has been answered live

Neil Gunnell 17:23

I support Mark's comments - but the 2H16 TWYHOT at 0825 isn't just standing it's rammed and standing with college students, to the extent that some are getting ill. Our MP and the Henley College are on the warpath! It's not about seats. It's about fitting at all.

This question has been answered live

markjameson 17:26

Any progress of further improvement to the capacity of the car park at Twyford please?

This question has been answered live

Christopher Irwin 17:27

And if the GWR journey planner can be made easier for Rail-Air ticketing purchase (especially RDG-Heathrow)

Thomas Lydon 17:32

Thanks Chris – will pick that up with our Transport Integration Manager too

Noel Harrison 17:27

Could you comment on the proposal for First Group to be running open access trains to Paignton seemingly in competition with a nationalised GWR. Can we be confident that existing local services – particularly between Exeter and Newton Abbot along the sea wall – will not suffer any detriment when paths are being negotiated: they aren't deal at present with Marsh Barton only having hourly services.

This question has been answered live

Derek Buttivant 17:28

Is there any progress on Portishead or the Henbury loop?

This question has been answered live

Sam Pearce-Kearney 17:30

Thanks Tom

This question has been answered live

philip.price 17:30

Thanks for your time, I have to leave

This question has been answered live

Fiona Morton 17:38

Slightly departing from service issues but what improvements are you hoping for if transport is devolved to mayors/metro/unitary/authorities. What lesson can we take from Manchester?

This question has been answered live

John Henderson 17:39

Car parking at Westbury: there is often no space in the car park mid week. There seems to be plenty of spare brownfield land in the Network Rail and freight operations area to the south of the car park. Could GWR take the initiative and try to get some of that land released for public access?

Thomas Lydon 17:43

Hi John – will take this away separately and come back to you

Graham Ellis (You) 17:45

There would be strong local resistanc eto buses – THANK YOU Mark.

This question has been answered live

[Thomas Lydon] 16:42:32

Thank you to everyone who's continued to join. We'll be getting started in a couple of minutes or so, but you're in the right place.

[Thomas Lydon] 16:44:07

Okay, as we approach quarter two, I suggest we make a start. So my name is Tom Lydon. I'm Public Affairs Manager here at Great Western Railway. I think I know

[Thomas Lydon] 16:44:16

Many of you, or I've met many of you, and I keep you updated with

[Thomas Lydon] 16:44:21

various things going on the railway and of course always here to help answer your question and with me as well is mark copwood who's our managing director who again know

[Thomas Lydon] 16:44:28

Many of you know very well. Before we get started, just a couple of little bits of housekeeping.

[Thomas Lydon] 16:44:34

We're running this as a webinar as we've done previously

[Thomas Lydon] 16:44:37

you can see us, but we can't see you. That's just to keep it nice and clean. Otherwise, it'd be very difficult to follow along.

[Thomas Lydon] 16:44:43

But please use the Q&A function.

[Thomas Lydon] 16:44:45

which should be at the bottom of your Zoom setup.

[Thomas Lydon] 16:44:49

Let's put in the questions and we will endeavour to get to all of those. We've got lots and lots of times for questions today.

[Thomas Lydon] 16:44:56

So yeah, do drop anything there. And if there's anything we can't get back to either because

[Thomas Lydon] 16:45:00

of the detail required or for whatever reason, rest assured i'll be taking them away

[Thomas Lydon] 16:45:06

And we'll get those answers hopefully by Christmas, though obviously that's very close now. So as we get started, I think that's probably all the housekeeping.

[Thomas Lydon] 16:45:16

And we've just got a couple of short videos to share. It's about eight

[Thomas Lydon] 16:45:21

eight, nine minutes of video

[Thomas Lydon] 16:45:24

Just with Mark going over a few of the things that we want to discuss today.

[Thomas Lydon] 16:45:29

And then pretty much the rest of the time, so until six o'clock or so, we're going to dedicate to

[Thomas Lydon] 16:45:34

to questions so i'm just going to share my screen and we'll get started with the videos.

[Thomas Lydon] 16:45:56

Hello and welcome to this update. I wanted to just say

[Thomas Lydon] 16:46:01

A few words to you about two key things really. One is to talk

[Thomas Lydon] 16:46:05

about our performance and particularly focus

[Thomas Lydon] 16:46:09

on our train service performance

[Thomas Lydon] 16:46:11

as it is on a Sunday.

[Thomas Lydon] 16:46:14

A lot of people have serious concerns about this, quite rightly so. It's top of my priorities to

[Thomas Lydon] 16:46:21

address. Why have things gone so badly wrong?

[Thomas Lydon] 16:46:24

Well, the industry has recently made changes to

[Thomas Lydon] 16:46:28

enhanced payments for rest day working for

[Thomas Lydon] 16:46:32

drivers, it's made it more attractive to work

[Thomas Lydon] 16:46:34

on a rest day rather than on a Sunday. There have been other

[Thomas Lydon] 16:46:40

changes giving drivers back pay over three or four years of

[Thomas Lydon] 16:46:44

industrial disputes

[Thomas Lydon] 16:46:47

as well and there's been a reduced willingness to work Sundays which at the moment

[Thomas Lydon] 16:46:54

voluntary for many of our colleagues. So since 2017 for drivers we've been recruiting

[Thomas Lydon] 16:47:01

drivers with a commitment to work their rostered Sundays, but we still have colleagues

[Thomas Lydon] 16:47:05

from the previous

[Thomas Lydon] 16:47:07

arrangements, of course, in the business

[Thomas Lydon] 16:47:10

At the moment, all of our guards and train managers have

[Thomas Lydon] 16:47:13

no commitment to work.

[Thomas Lydon] 16:47:15

Sundays that are in the roster and they're outside the working week.

[Thomas Lydon] 16:47:19

We have made progress with customer hosts and over 90% of those

[Thomas Lydon] 16:47:24
are now committed to Sundays in the working week and our engineering staff have Sundays in the working week

[Thomas Lydon] 16:47:32
Most of our station staff don't.

[Thomas Lydon] 16:47:34
We have tried in the past to change our agreements with trade unions

[Thomas Lydon] 16:47:39
to get to a position to get to a position

[Thomas Lydon] 16:47:41
where Sunday is either Sunday is either

[Thomas Lydon] 16:47:44
something that forms a

[Thomas Lydon] 16:47:46
compulsory component of the roster or is in the working week. We've not been

[Thomas Lydon] 16:47:51
entirely successful with those because it is a negotiation

[Thomas Lydon] 16:47:56
We need their buy-in and their support.

[Thomas Lydon] 16:47:58
But I think the trade unions are indicating to us now they want to see this

[Thomas Lydon] 16:48:04
resolved as well so we are close to reaching agreement with Department of Transport colleagues that we can get on

[Thomas Lydon] 16:48:11
and have those negotiations with colleagues and move towards

[Thomas Lydon] 16:48:16
putting Sunday in the working week. That will result in us needing more colleagues because the

[Thomas Lydon] 16:48:21
length of the working week will then include

[Thomas Lydon] 16:48:24
the Sunday rather than exclude it

[Thomas Lydon] 16:48:25
So there'll be a big program of recruitment and training. But it's absolutely the right thing.

[Thomas Lydon] 16:48:32
for us to do. Some businesses have already done it and as you've heard

[Thomas Lydon] 16:48:36
some parts of GWR already operate

[Thomas Lydon] 16:48:39
In that manner until we can get to that point, we're looking at how we provide the right incentives for people to come in to encourage people

[Thomas Lydon] 16:48:48
to work and while we have to work

[Thomas Lydon] 16:48:50
a disappointing level of performance

[Thomas Lydon] 16:48:52
most Sundays. We do actually have a lot of colleagues in work a lot of people

[Thomas Lydon] 16:48:57
who are working their Sundays in the roster.

[Thomas Lydon] 16:49:01
And it's important that we thank our colleagues that are doing that, but also some colleagues working

[Thomas Lydon] 16:49:06
extra Sundays and going the extra mile and we very much appreciate that.

[Thomas Lydon] 16:49:11
But that's where we are. That's what we need to do. It's going to be a busy few months as we push ahead.

[Thomas Lydon] 16:49:17
with those discussions we obviously want to conclude things

[Thomas Lydon] 16:49:20
and make progress. But you're probably aware

[Thomas Lydon] 16:49:23
from news that you're receiving elsewhere that other train companies have

[Thomas Lydon] 16:49:28
Some of these challenges as well, challenges about Sundays, about rest day working, about their agreements for

[Thomas Lydon] 16:49:34
enhanced rates and that's impacting performance

[Thomas Lydon] 16:49:37
across quite a large part of the industry. Sadly, GWR is not immune to that.

[Thomas Lydon] 16:49:43
But we are keen to put in place plans and deliver those plans to make this

[Thomas Lydon] 16:49:48
a feature of the past and make sure that our future

[Thomas Lydon] 16:49:52
terms and conditions have that degree of resilience. This is something the business has inherited.

[Thomas Lydon] 16:49:58
And I think now is the time to really focus

[Thomas Lydon] 16:50:02
on changing that.

[Thomas Lydon] 16:50:04
more generally around performance, obviously the weather, the storms have had an impact

[Thomas Lydon] 16:50:09
We continue to work

[Thomas Lydon] 16:50:11
to bring our extra rolling stock into Great Western Railway. It's not always

[Thomas Lydon] 16:50:16
as straightforward as we'd like but

[Thomas Lydon] 16:50:19
we're slowly...

[Thomas Lydon] 16:50:20
bashing away at the various obstacles in our path and
hopefully good progress will

[Thomas Lydon] 16:50:25
be made. Our colleagues in that were at Rail have
obviously had their

[Thomas Lydon] 16:50:29
hands full with the weather but they're also continuing to
work

[Thomas Lydon] 16:50:32
on the reliability of the infrastructure, particularly in the
Thames Valley. So the other

[Thomas Lydon] 16:50:38
area that I wanted to talk about is the change in the
industry

[Thomas Lydon] 16:50:44
Since we came together

[Thomas Lydon] 16:50:47
last time for a session like this.

[Thomas Lydon] 16:50:50
We've seen the public ownership bill

[Thomas Lydon] 16:50:54
pass through both houses of Parliament. It's now
received royal assent

[Thomas Lydon] 16:51:00
the government have announced the first three

[Thomas Lydon] 16:51:03
train companies to

[Thomas Lydon] 16:51:06
from their current private sector contracts international

[Thomas Lydon] 16:51:09
ownership will be Southwestern Railway C2C

[Thomas Lydon] 16:51:13
and grey Trianglia. Those three contracts will take

[Thomas Lydon] 16:51:17
most of 2025 to enact that position. So we're not
expecting change for Great Western Railway.

[Thomas Lydon] 16:51:25
Until well into 2026.

[Thomas Lydon] 16:51:28
at the earliest. We will become part of DFT Rail, the part
of DFT that will be operating

[Thomas Lydon] 16:51:36
those contracts and the part of DFT

[Thomas Lydon] 16:51:39
that already runs northern that runs LNER, southeastern

[Thomas Lydon] 16:51:43
and trans-Pennay Express and obviously that portfolio
will grow

[Thomas Lydon] 16:51:48
with the addition of those three operators next year.

[Thomas Lydon] 16:51:51
And then the other operators I mentioned. We've also
had news that our owners in first group are

[Thomas Lydon] 16:51:58
staking their commitment to rail in the future and are

[Thomas Lydon] 16:52:02
going to purchase, have purchased already in fact

[Thomas Lydon] 16:52:06
the Grand Union open access operator that hopes to run
trains from

[Thomas Lydon] 16:52:11
South Wales up to London, Pallington

[Thomas Lydon] 16:52:15
and are expressing an interest in getting further paths.

[Thomas Lydon] 16:52:19
from Payton through Bristol.

[Thomas Lydon] 16:52:21
up to London, Paddington. So we watch those
developments with interest and we see

[Thomas Lydon] 16:52:27
what impact they have.

[Thomas Lydon] 16:52:32
Okay, so that's the first video and I'm just going to share
my screen for the second video, which is a little bit
shorter but do

[Thomas Lydon] 16:52:41
Keep your questions

[Thomas Lydon] 16:52:42
coming in using the Q&A function at the end.

[Thomas Lydon] 16:52:46
And once we've got through this video, we're moving on
to that. So just give me one second.

[Thomas Lydon] 16:52:56
hello everyone so it's mark

[Thomas Lydon] 16:53:11
Hello everyone, so it's Mark Hockwood. I'm here at Old
Oak Common. You can see behind me the construction
work that's going on

[Thomas Lydon] 16:53:18
to build the HS2 station and also to build the station for
Old Oak Common on the Great Western Main Line. And in
future there'll be interchange between the two.

[Thomas Lydon] 16:53:29
So I think you're probably keen to have an update from
me on what's going on.

[Thomas Lydon] 16:53:35
Our trains on Great Western Railway for the first time
into Euston. Last Sunday, the 17th of

[Thomas Lydon] 16:53:41
November and that's the first time that we've diverted
our trains with passengers on

[Thomas Lydon] 16:53:46
into Euston Station and what that project is all about is saying when

[Thomas Lydon] 16:53:51
although common work is blocking the main line those lines behind me

[Thomas Lydon] 16:53:55
are shot. We can't get into Paddington. Can we run a limited service to Euston?

[Thomas Lydon] 16:54:00
as well as encouraging passengers to travel on Chilton railways, on Southwestern Railway.

[Thomas Lydon] 16:54:05
And through Ealing Broadway and onto the district

[Thomas Lydon] 16:54:09
and central line. Of course, this work is disruptive and we recognise

[Thomas Lydon] 16:54:14
that it isn't something that brings immediate benefit.

[Thomas Lydon] 16:54:17
to customers on Great Western, but it's a national infrastructure project. It's one the government's very keen

[Thomas Lydon] 16:54:23
happens and keen that we support. So we've put a lot of work into planning this developing

[Thomas Lydon] 16:54:30
our proposition. And I think what went on on the 17th of November showed that we can do this

[Thomas Lydon] 16:54:35
We do have the challenge

[Thomas Lydon] 16:54:38
of providing train proof services on a sunday

[Thomas Lydon] 16:54:41
I'll address that separately, but that obviously interfaced

[Thomas Lydon] 16:54:45
with this project. There's more to come around Old Oak Common in particular this christmas

[Thomas Lydon] 16:54:51
with engineering work either side of the christmas

[Thomas Lydon] 16:54:55
holiday and in future years there'll be other

[Thomas Lydon] 16:54:58
blockades of the railway at Old Oak Common that will need to use these plans for

[Thomas Lydon] 16:55:03
to keep running a train service to look after

[Thomas Lydon] 16:55:06
our customers. So from Old Oak Common, that's a quick update on the HS2 work and what it means for us at Great Western Railway.

[Thomas Lydon] 16:55:18
Okay, so there we go. Mark, I don't know if there's anything else you wanted to add before we move into the

[Thomas Lydon] 16:55:22
Q&A sections or if you're happy that we've summarized things on those two videos

[Platform 1 (Didcot) (Teams Room)] 16:55:28
Yeah, I think, I mean, yesterday was clearly a reminder of the difficulty we're facing on

[Platform 1 (Didcot) (Teams Room)] 16:55:36
sunday so that's clearly a

[Platform 1 (Didcot) (Teams Room)] 16:55:40
challenge for us. I think our response is based around trying to

[Platform 1 (Didcot) (Teams Room)] 16:55:44
improve the number of people we have working Sundays who are not committed and then we're hopeful that we can get agreement

[Platform 1 (Didcot) (Teams Room)] 16:55:53
with DFT, who we have to agree these things with that we can start negotiations to put something in the working week but um i mean i can't overestimate really how

[Platform 1 (Didcot) (Teams Room)] 16:56:06
or overemphasize i mean how big an issue this is and how keen we are to get this sorted. So I guess I'll just be

[Platform 1 (Didcot) (Teams Room)] 16:56:14
clear about that. We've also talked to many of you before about new

[Platform 1 (Didcot) (Teams Room)] 16:56:22
rolling stock or additional rolling stock

[Platform 1 (Didcot) (Teams Room)] 16:56:25
And we haven't yet signed on the dotted line but we are making

[Platform 1 (Didcot) (Teams Room)] 16:56:31
reasonable progress.

[Platform 1 (Didcot) (Teams Room)] 16:56:34
in trying to get those resolved and hopefully those drones will start running

[Platform 1 (Didcot) (Teams Room)] 16:56:42
Next year. So that's again very much top of our priority list.

[Thomas Lydon] 16:56:48
Very good. In which case I will move into the Q&A part of this meeting now.

[Thomas Lydon] 16:56:53
I've got two questions already that relate to

[Thomas Lydon] 16:56:57
service on the trans worlds line so we've got one from

[Thomas Lydon] 16:57:01
Kevin Hayes who to paraphrase is saying

[Thomas Lydon] 16:57:04
Mark, can you assure us that GWO is committed to providing

[Thomas Lydon] 16:57:07
reliable passenger services for the people of milkshire

[Thomas Lydon] 16:57:10
the current series deteriorated

[Thomas Lydon] 16:57:13
and the trans volts frequencies and performance is inadequate. And a similar question from

[Thomas Lydon] 16:57:19
Graham Ellis as well, who obviously is also

[Thomas Lydon] 16:57:22
at Milkham about lots of trains, particularly the first trains being cancelled on the trans world so mark i don't know if you wanted to

[Thomas Lydon] 16:57:28
address that directly when it comes to

[Thomas Lydon] 16:57:31
comes to performance on the trans wilts line.

[Platform 1 (Didcot) (Teams Room)] 16:57:36
Yeah, I mean, I think, I mean, I agree the service is not reliable enough. I mean, Kevin says that it's no good us promising to improve it in the future but you know i clearly if we haven't got

[Platform 1 (Didcot) (Teams Room)] 16:57:50
everything in place that ought to be in place today we have to promise to deliver it in the future because that's what we'll have to do i think

[Platform 1 (Didcot) (Teams Room)] 16:58:01
a large chunk of the problems come from the sunday

[Platform 1 (Didcot) (Teams Room)] 16:58:05
trying to prove a problem we've talked about. I mean, there are some other

[Platform 1 (Didcot) (Teams Room)] 16:58:09
challenges around trying to accrue availability but

[Platform 1 (Didcot) (Teams Room)] 16:58:13
they're generally focused on a Sunday. There have been some issues

[Platform 1 (Didcot) (Teams Room)] 16:58:19
with the infrastructure as the infrastructure as

[Platform 1 (Didcot) (Teams Room)] 16:58:23
is flagged, I guess, in David's question unfortunately the route is used as a diversionary route so

[Platform 1 (Didcot) (Teams Room)] 16:58:31
We've also got work taking place at Westbury

[Platform 1 (Didcot) (Teams Room)] 16:58:34
during january which network round need to do and that will impact on the route so

[Platform 1 (Didcot) (Teams Room)] 16:58:40
I think we absolutely share the aspiration to get the service running.

[Platform 1 (Didcot) (Teams Room)] 16:58:44
more reliably um you know reliability is a big issue across the whole of the railway

[Platform 1 (Didcot) (Teams Room)] 16:58:50
network it's receiving a lot of attention within our business but also

[Platform 1 (Didcot) (Teams Room)] 16:58:55
Nationally, there's a lot going on within

[Platform 1 (Didcot) (Teams Room)] 16:58:57
network rail um as well as

[Platform 1 (Didcot) (Teams Room)] 16:59:01
train operators and i think you know most operators would agree they've got a lot more work to do

[Platform 1 (Didcot) (Teams Room)] 16:59:07
So, I mean, we can always go into more

[Platform 1 (Didcot) (Teams Room)] 16:59:13
detail um

[Platform 1 (Didcot) (Teams Room)] 16:59:15
but it's probably not helpful to go into too many specifics on the truth. So, you know, we recognize

[Platform 1 (Didcot) (Teams Room)] 16:59:21
there's a lot more work to be done.

[Platform 1 (Didcot) (Teams Room)] 16:59:26
So, um.

[Thomas Lydon] 16:59:28
Thanks, Mark. Just to uh

[Platform 1 (Didcot) (Teams Room)] 16:59:29
i think that i think that covers that really

[Thomas Lydon] 16:59:32
Yeah, Deb Ridgewell's got a couple of questions relating specifically to

[Thomas Lydon] 16:59:37
technicalised around closures so

[Thomas Lydon] 16:59:39
Do we have ticket accepted on cross-country novante when Paddington is closed at Christmas? To which I believe the answer is

[Thomas Lydon] 16:59:45
Yes, but I will go away and get that confirmed for you, Dave, and drop you an email.

[Thomas Lydon] 16:59:48
Similarly, when Westbridge Station is closed from the end of this month for most of January.

[Thomas Lydon] 16:59:54
we do have ticket acceptance on the D1 and D2 and i'll also

[Thomas Lydon] 16:59:58
drop a link in to the web page that's got all the local buses that we have.

[Thomas Lydon] 17:00:04
rail ticket acceptance on.

[Thomas Lydon] 17:00:07
Got a couple of questions, Mark, relating, one from Councillor Andy Graham about dueling of the Cotswold North Cotswold line to Hereford.

[Thomas Lydon] 17:00:14
And related to that question from Philip Price about if you have any more general comments about the service

[Thomas Lydon] 17:00:20
to and from Hereford. So I don't know if you want to take that on the

[Thomas Lydon] 17:00:24
Northcott's line on redoubling and also on um

[Thomas Lydon] 17:00:28

on the service into Hereford more generally.

[Platform 1 (Didcot) (Teams Room)] 17:00:30

Yeah, I mean, we obviously have benefited from the redoubling that was done in the last decade and I think that helps to deliver

[Platform 1 (Didcot) (Teams Room)] 17:00:40

better performance but you're right there's you know we've still got perceptions

[Platform 1 (Didcot) (Teams Room)] 17:00:45

between Wolverhampton and Charlbury and from just north of Heathsham

[Platform 1 (Didcot) (Teams Room)] 17:00:51

through to Norton Junction as well as the sections further west beyond Great Moulburn

[Platform 1 (Didcot) (Teams Room)] 17:00:57

So yeah, we would like to see those doubled. I guess in the spirit of honesty, there is no funding

[Platform 1 (Didcot) (Teams Room)] 17:01:03

for that at the moment there doesn't appear to be any new funding from government into network rail to do that work

[Platform 1 (Didcot) (Teams Room)] 17:01:11

But it remains something that we would like to see.

[Platform 1 (Didcot) (Teams Room)] 17:01:16

happen but it's probably not going to happen in the near term.

[Platform 1 (Didcot) (Teams Room)] 17:01:20

I mean, there's no...

[Platform 1 (Didcot) (Teams Room)] 17:01:24

It says any comments about the service interference I mean I guess we would like to see the service operate more reliably. I think that is the

[Platform 1 (Didcot) (Teams Room)] 17:01:33

position across our network. We're not planning any frequency

[Platform 1 (Didcot) (Teams Room)] 17:01:37

changes for Hereford and obviously at the moment

[Platform 1 (Didcot) (Teams Room)] 17:01:39

there's a small number of three phones. Otherwise, it's a connection

[Platform 1 (Didcot) (Teams Room)] 17:01:44

there are some

[Platform 1 (Didcot) (Teams Room)] 17:01:48

changes that were made to the Transport for Wales timetable this weekend and we continue to look at how we can

[Platform 1 (Didcot) (Teams Room)] 17:01:56

speed up some of the connections.

[Platform 1 (Didcot) (Teams Room)] 17:01:59

via um

[Platform 1 (Didcot) (Teams Room)] 17:02:03

And that's a priority for us.

[Thomas Lydon] 17:02:05

Thanks, Mark. I've got um

[Thomas Lydon] 17:02:08

I'm going to try to we will try to get every question individually but also

[Thomas Lydon] 17:02:12

I'll try and group some questions together. So to come back to the Sunday issue.

[Thomas Lydon] 17:02:18

Chris Bates has asked about various operators have been given the ability to offer enhanced rates of overtime in order to persuade, in inverted commerce.

[Thomas Lydon] 17:02:25

their crews that Sunday working might be worthwhile. The latest offer was to West Midlands railway

[Thomas Lydon] 17:02:30

Is there any sign that DfT may be backed off a GDBR the same?

[Thomas Lydon] 17:02:34

There's a couple of other questions relating to Sunday so um

[Thomas Lydon] 17:02:38

I've got one here saying

[Thomas Lydon] 17:02:42

From Philip Meadercroft at Walgrave saying

[Thomas Lydon] 17:02:43

Do you think Sunday Opera's performance will be any better under Great British Railways given the existing arrangements with the

[Thomas Lydon] 17:02:50

the rail unions.

[Platform 1 (Didcot) (Teams Room)] 17:02:53

Yeah, I mean, I don't think it'll make any difference actually if you look at

[Platform 1 (Didcot) (Teams Room)] 17:02:57

current issues you know one of the worst affected operators with um

[Platform 1 (Didcot) (Teams Room)] 17:03:03

some days in cancellations is northern that's been under

[Platform 1 (Didcot) (Teams Room)] 17:03:08

DfT control for some time.

[Platform 1 (Didcot) (Teams Room)] 17:03:11

I think we have got a number of talks that have got legacy arrangements and we just need to get rid of those but

[Platform 1 (Didcot) (Teams Room)] 17:03:18

Unfortunately, we can't do that unilaterally. We've just got to do it.

[Platform 1 (Didcot) (Teams Room)] 17:03:24

with the trade unions agreement, but I hope that we can

[Platform 1 (Didcot) (Teams Room)] 17:03:28

we can crack on with that once we get agreement with DfT, but it will need extra people, but I think everyone accepts that.

[Platform 1 (Didcot) (Teams Room)] 17:03:36

it's a case of getting that agreement in place, getting on

[Platform 1 (Didcot) (Teams Room)] 17:03:39
with recruiting and then put in some better arrangements

[Platform 1 (Didcot) (Teams Room)] 17:03:42
in place during the interim.

[Thomas Lydon] 17:03:46
Thanks, Mark. I'm going to...

[Thomas Lydon] 17:03:49
again try and group some questions together on rolling stock. Now, there's a specific type of train that people are

[Thomas Lydon] 17:03:55
referring to in the questions that has been reported in the real media i'll let you mark

[Thomas Lydon] 17:04:00
speak about that. So Steve at bedwinter is asking, what is the delay

[Thomas Lydon] 17:04:04
in GWR signing up for new rolling stock is related to DFT? Is this related to cost

[Thomas Lydon] 17:04:10
people asking our GWR about to acquire

[Thomas Lydon] 17:04:13
class 175s

[Thomas Lydon] 17:04:15
a few questions related to the questions related to

[Thomas Lydon] 17:04:19
if those were introduced. So Pete Bronskill at Oxfordshire is asking

[Thomas Lydon] 17:04:23
does that release IoTs and will it make things like

[Thomas Lydon] 17:04:26
locks were permanent, more nine car workings

[Thomas Lydon] 17:04:31
And then moving away from kind of that short medium term

[Thomas Lydon] 17:04:34
look ahead.

[Thomas Lydon] 17:04:35
We've also got a couple of questions about if you could just do a quick update on where we are with the XV Loyal Greenfield battery train trial.

[Thomas Lydon] 17:04:43
the fast charging system there and also

[Thomas Lydon] 17:04:46
Related to that, I appreciate having quite a few questions here together

[Thomas Lydon] 17:04:50
on what are our long-term plans to replace our local diesel rolling stock. So I guess the

[Thomas Lydon] 17:04:55
the question relating to the deal

[Thomas Lydon] 17:04:58
spoke about at the start

[Thomas Lydon] 17:05:01

talking about what the implications of that might be and then looking more longer term ahead.

[Platform 1 (Didcot) (Teams Room)] 17:05:06
yeah so i mean i i guess it's, you know, it's reasonably well known amongst those people that are interested that we're looking to get our hands on some additional units that the um

[Platform 1 (Didcot) (Teams Room)] 17:05:19
enthusiasts will perhaps understand those as the class 175s.

[Platform 1 (Didcot) (Teams Room)] 17:05:24
There's still some work to do. I think it's a combination of some issues around the condition of the trains themselves. They've been parked up for a while and we need to get the vehicles

[Platform 1 (Didcot) (Teams Room)] 17:05:36
put through a program.

[Platform 1 (Didcot) (Teams Room)] 17:05:38
which brings them up to an acceptable level of reliability. I think that work is perfectly possible.

[Platform 1 (Didcot) (Teams Room)] 17:05:45
But at the moment, we've been struggling with the owner and the supply chain to get that

[Platform 1 (Didcot) (Teams Room)] 17:05:51
work agreed and quite frankly to find some space in facilities to do it and then um

[Platform 1 (Didcot) (Teams Room)] 17:05:59
there's no fundamental problem but until that issue is sorted

[Platform 1 (Didcot) (Teams Room)] 17:06:05
And some issues around funding, we can't move forward but you know it's something we're spending quite a lot of time on.

[Platform 1 (Didcot) (Teams Room)] 17:06:12
And we are hopeful of making good progress at the beginning of

[Platform 1 (Didcot) (Teams Room)] 17:06:16
As soon as we've got you know confirmation on that, we'll let people know

[Platform 1 (Didcot) (Teams Room)] 17:06:21
the plan is for those drones

[Platform 1 (Didcot) (Teams Room)] 17:06:24
if we get them to run in Devon and Cornwall but then to Cascade Rolling Stock around the business now we do need to withdraw

[Platform 1 (Didcot) (Teams Room)] 17:06:34
the remaining high-speed train vehicles they are coming

[Platform 1 (Didcot) (Teams Room)] 17:06:39
to um you know the end of their lives they need if they were to continue some very heavy

[Platform 1 (Didcot) (Teams Room)] 17:06:45
maintenance and those trains have also come

[Platform 1 (Didcot) (Teams Room)] 17:06:49
out of recent RAIB investigations into railway accidents with some criticisms around the

[Platform 1 (Didcot) (Teams Room)] 17:06:58

the crush worthiness of the cabs rather than passenger vehicles

[Platform 1 (Didcot) (Teams Room)] 17:07:03
But I think it will be increasingly difficult for us to

[Platform 1 (Didcot) (Teams Room)] 17:07:07
still run those trains and I think many of you know a little bit about what's going on in the industry and you'll be well aware that Scott Rail have

[Platform 1 (Didcot) (Teams Room)] 17:07:18
also started a process to get those trains

[Platform 1 (Didcot) (Teams Room)] 17:07:21
replace. So that is...

[Platform 1 (Didcot) (Teams Room)] 17:07:25
First thing we'll have to do and then we want to

[Platform 1 (Didcot) (Teams Room)] 17:07:29
make sure we've got units to run them in Cornwall Metro and strengthen certain other

[Platform 1 (Didcot) (Teams Room)] 17:07:34
So sadly, there's not enough trains there to do everything that everyone on this call

[Platform 1 (Didcot) (Teams Room)] 17:07:39
would like...

[Platform 1 (Didcot) (Teams Room)] 17:07:41
giving us resilience and reducing cancellations is a key part.

[Platform 1 (Didcot) (Teams Room)] 17:07:46
of our plan. Moving on and just talking about the battery trains

[Platform 1 (Didcot) (Teams Room)] 17:07:52
We don't have any commitment in terms of funding to convert any more of the battery trains, but we would like to explore that.

[Platform 1 (Didcot) (Teams Room)] 17:08:01
I think being open and honest with you there is a

[Platform 1 (Didcot) (Teams Room)] 17:08:05
a big question about whether we focus on converting some of those trains to give us a short to medium term

[Platform 1 (Didcot) (Teams Room)] 17:08:13
those in battery drain capability or whether we wait a little bit until we can

[Platform 1 (Didcot) (Teams Room)] 17:08:19
by some new trades, some of which would have batteries

[Platform 1 (Didcot) (Teams Room)] 17:08:23
And we'd use batteries to use

[Platform 1 (Didcot) (Teams Room)] 17:08:27
support their traction so that work is still going on. It's possible that we may convert a few more

[Platform 1 (Didcot) (Teams Room)] 17:08:35
of the past 230s before we get to the point of adding

[Platform 1 (Didcot) (Teams Room)] 17:08:40
additional neutrons in the fleet but we're still doing some work on that at the moment.

[Thomas Lydon] 17:08:46

Thanks, Mark. And then I guess looking just the final part of that question, looking longer term, we have something called

[Thomas Lydon] 17:08:52
Project Churchwood, which is about replacing

[Thomas Lydon] 17:08:54
eventually our current diesel rolling stock that we use in our local and regional services, I don't know if you just wanted to talk a bit

[Thomas Lydon] 17:09:02
more about where we are with that time scales.

[Platform 1 (Didcot) (Teams Room)] 17:09:02
Yeah. Yeah. So we are looking

[Platform 1 (Didcot) (Teams Room)] 17:09:06
We are looking at replacing all of the rolling stocks, essentially. It's not an intercity Express frame.

[Platform 1 (Didcot) (Teams Room)] 17:09:15
We would like to have

[Platform 1 (Didcot) (Teams Room)] 17:09:17
a fleet of drones that's predominantly focused on using electric power whether that's electric power from a

[Platform 1 (Didcot) (Teams Room)] 17:09:24
overhead supply possibly a third rail or from a battery and we're doing quite a lot of good work with network road to understand what that would look like.

[Platform 1 (Didcot) (Teams Room)] 17:09:34
And we'd like to move that forward into our procurement process over the next couple of years.

[Platform 1 (Didcot) (Teams Room)] 17:09:41
And just going back to the interim stuff, I know Chris Heaps was asking

[Platform 1 (Didcot) (Teams Room)] 17:09:46
about timetable for introduction. I'd certainly like us to have

[Platform 1 (Didcot) (Teams Room)] 17:09:50
some of these trains available for may timetable next year but we can't guarantee that.

[Platform 1 (Didcot) (Teams Room)] 17:09:55
this stage for those of the sort of time scales that we're looking at.

[Thomas Lydon] 17:10:05
managed to mute myself. We've covered up a little bit about Rolistock and the questions are now coming in.

[Thomas Lydon] 17:10:11
pick and fast, which is great to see. Question from John Brown relating to the

[Thomas Lydon] 17:10:17
second video we showed, what is the expected impact of although common on

[Thomas Lydon] 17:10:22
Dependence Paddington line it's imperative that we start to see improvement in the comfort of travel if we are to experience longer travel times.

[Thomas Lydon] 17:10:29
e.g. Wi-Fi, decent buffet etc

[Thomas Lydon] 17:10:34

I guess, Mark, there's two aspects, isn't there when they've all got common there's

[Thomas Lydon] 17:10:38

changes to our train service while the station is being constructed

[Thomas Lydon] 17:10:41

And then there's any changes to our train service once the station is

[Thomas Lydon] 17:10:45

is in service in probably

[Platform 1 (Didcot) (Teams Room)] 17:10:48

Yeah, so...

[Thomas Lydon] 17:10:48

10 years time or whatever.

[Platform 1 (Didcot) (Teams Room)] 17:10:51

Well, actually, once we get through this Christmas, there is quite a gap then before any further blockades. But over the next few years there will be some disruption

[Platform 1 (Didcot) (Teams Room)] 17:11:01

as the railway is closed and then the journey times

[Platform 1 (Didcot) (Teams Room)] 17:11:05

the track will be slewed which means you move the tracks across

[Platform 1 (Didcot) (Teams Room)] 17:11:11

And that reduces the line speed and potentially we're looking at two or three minutes additional

[Platform 1 (Didcot) (Teams Room)] 17:11:17

journey time. We are trying to reduce that and avoid the impact and this is being dealt with you know at the highest level in

[Platform 1 (Didcot) (Teams Room)] 17:11:25

in government i mean in terms of other improvements

[Platform 1 (Didcot) (Teams Room)] 17:11:31

things like Wi-Fi. I mean, the Wi-Fi that we have on the train

[Platform 1 (Didcot) (Teams Room)] 17:11:35

is just a reflection really of what the strength of the mobile phone signal is so

[Platform 1 (Didcot) (Teams Room)] 17:11:40

one of the things in the you know until we move away from

[Platform 1 (Didcot) (Teams Room)] 17:11:44

a signal powered by phones

[Platform 1 (Didcot) (Teams Room)] 17:11:46

possibly to something like satellite or whatever but until that point then

[Platform 1 (Didcot) (Teams Room)] 17:11:52

if you want a better Wi-Fi signal, we need to get a better phone signal. So that's really the area that we need to focus on. In terms of catering, we are looking at the first class product but

[Platform 1 (Didcot) (Teams Room)] 17:12:03

The challenge is trying to do this in a way that fits with DFT because they have you know more and more control over these things

[Platform 1 (Didcot) (Teams Room)] 17:12:13

and um

[Platform 1 (Didcot) (Teams Room)] 17:12:15

I mean, there's a question about buffet and restaurant. I mean, we have a small number of restaurant cars, but if I'm honest, we're not planning to increase that.

[Platform 1 (Didcot) (Teams Room)] 17:12:25

And the buffet is provided by a trolley on the train. So we are looking at making sure the trolleys have

[Platform 1 (Didcot) (Teams Room)] 17:12:32

the ability to get through the train and they've got a good arrange as possible but we're not planning

[Platform 1 (Didcot) (Teams Room)] 17:12:38

radical change in that area at this point in time.

[Thomas Lydon] 17:12:43

Thanks, Mark.

[Platform 1 (Didcot) (Teams Room)] 17:12:44

And actually, I mean, I guess it's interesting i mean while people say well you know what about if you had competition and of course we have had the news that there will be competition and the competition will come from Lumo

[Platform 1 (Didcot) (Teams Room)] 17:12:56

who will have a standard class only train with a trolley so there'll be no first class offer there'll be no rest form car

[Platform 1 (Didcot) (Teams Room)] 17:13:04

there'll be no buffet car.

[Platform 1 (Didcot) (Teams Room)] 17:13:06

It doesn't appear the competition believes that that's it.

[Thomas Lydon] 17:13:11

Thanks, Mark. And actually, while you mention other potential new operators, we do have a question

[Thomas Lydon] 17:13:17

We've got here from Derek Butterbon asking about the

[Thomas Lydon] 17:13:21

recent amounts go up service, which has been given rights by the regulator

[Thomas Lydon] 17:13:26

In his words, they plan to run some very strange services

[Thomas Lydon] 17:13:31

So apparently via Westbury milkshire

[Thomas Lydon] 17:13:32

And he asked the question, do you think that's remotely feasible given the limited capacity

[Thomas Lydon] 17:13:37

on that route.

[Platform 1 (Didcot) (Teams Room)] 17:13:41

I mean, look, I sort of broadly welcome

[Platform 1 (Didcot) (Teams Room)] 17:13:45

competition. I don't think it's helpful for me

[Platform 1 (Didcot) (Teams Room)] 17:13:49

give a running commentary on what all the weaknesses of other people's proposals are i mean i'm more focused on trying to sort out my um

[Platform 1 (Didcot) (Teams Room)] 17:13:59
services but i mean let's see how they uh

[Platform 1 (Didcot) (Teams Room)] 17:14:03
Let's see how these people get on. I mean, they've been given a tough

[Platform 1 (Didcot) (Teams Room)] 17:14:07
target by the regulator to meet to get their services up and running. You know, I genuinely wish them well but um

[Platform 1 (Didcot) (Teams Room)] 17:14:15
Yeah, and it's a very different proposition to the competition on the london

[Platform 1 (Didcot) (Teams Room)] 17:14:20
groups where there's a lot of london revenue to go after but yeah let's let's see how they get on.

[Thomas Lydon] 17:14:26
Thanks, Mark. I'm going to do kind of two more regional uh

[Thomas Lydon] 17:14:32
threads at this point. So we've got quite a few questions asking about

[Thomas Lydon] 17:14:36
the North Devon Mine, also known as the Tarka line or also known as the Barnstable line

[Thomas Lydon] 17:14:41
Can you talk a bit about Richard Burningham from DCL? He has asked your thoughts about developing the line and we also had a question

[Thomas Lydon] 17:14:48
from John Dowell asking about the potential for extending platforms and or increasing rolling stock on on the Barnstable line as well.

[Platform 1 (Didcot) (Teams Room)] 17:14:59
Yeah, I mean, I guess the challenge with all of these things, I mean, a lot of this

[Platform 1 (Didcot) (Teams Room)] 17:15:04
stuff is stuff we would like to do but at the end of the day, it all has to be funded and you know these are services that don't make a profit and they don't have a commercial place so ultimately it's about the government

[Platform 1 (Didcot) (Teams Room)] 17:15:18
being willing to support them um i mean obviously we've launched services to Oakhampton we're expecting

[Platform 1 (Didcot) (Teams Room)] 17:15:25
to still get the new station of the Oakhampton interchange

[Platform 1 (Didcot) (Teams Room)] 17:15:31
As well. And in terms of balance the ball, I think one of the interesting

[Platform 1 (Didcot) (Teams Room)] 17:15:36
things about the master group is that most of the business goes right to the end of the line so

[Platform 1 (Didcot) (Teams Room)] 17:15:42
While there are some important flows to local stations actually most people get on the train

[Platform 1 (Didcot) (Teams Room)] 17:15:49

an extraord going all the way through to Barstool.

[Platform 1 (Didcot) (Teams Room)] 17:15:52
And I think...

[Platform 1 (Didcot) (Teams Room)] 17:15:55
I mean, people who use that line regularly will know the journey is a bit slow that's partly

[Platform 1 (Didcot) (Teams Room)] 17:16:00
because of the actual line speed but it's also about how to stop for level crossings and also stop to exchange and change the token which is a

[Platform 1 (Didcot) (Teams Room)] 17:16:10
sort of rather primitive form of railway signaling and actually you know we can probably take

[Platform 1 (Didcot) (Teams Room)] 17:16:16
eight and nine minutes off the journey time if we didn't have to

[Platform 1 (Didcot) (Teams Room)] 17:16:21
deal with those things and i think

[Platform 1 (Didcot) (Teams Room)] 17:16:26
It would also be good to have two platforms advanced potentially certainly at the busy times of day have

[Platform 1 (Didcot) (Teams Room)] 17:16:33
are showing that runs relatively fast to exit up and a train that runs uh perhaps swapping at more of the intermediate course.

[Platform 1 (Didcot) (Teams Room)] 17:16:41
We actually think you don't need to make

[Platform 1 (Didcot) (Teams Room)] 17:16:45
massive changes to the infrastructure to do that.

[Platform 1 (Didcot) (Teams Room)] 17:16:49
you would have to invest a little bit and i think

[Platform 1 (Didcot) (Teams Room)] 17:16:53
I mean, it's not always a popular thing to say

[Platform 1 (Didcot) (Teams Room)] 17:16:57
But actually, you know, my belief is that

[Platform 1 (Didcot) (Teams Room)] 17:17:00
if people want to invest in the railways in the southwest of england actually

[Platform 1 (Didcot) (Teams Room)] 17:17:06
investing in a route like the Barclay line for me is probably a much more important priority than it is to be reopening

[Platform 1 (Didcot) (Teams Room)] 17:17:14
new railway lines and we've seen some

[Platform 1 (Didcot) (Teams Room)] 17:17:17
nice coverage with the railway opening

[Platform 1 (Didcot) (Teams Room)] 17:17:20
to Ashton.

[Platform 1 (Didcot) (Teams Room)] 17:17:23
Which is a great achievement. It's been three years longer than us to

[Platform 1 (Didcot) (Teams Room)] 17:17:28
get their railway reopened. But I think it's um

[Platform 1 (Didcot) (Teams Room)] 17:17:33
something perhaps for us to reflect on because a route like Barstool could deliver a much much better

[Platform 1 (Didcot) (Teams Room)] 17:17:40
service with a relatively small amount of investment compared to the cost of renting

[Platform 1 (Didcot) (Teams Room)] 17:17:47
But those are the type of things that I would like us to

[Platform 1 (Didcot) (Teams Room)] 17:17:51
to prioritize and that would help our customers

[Platform 1 (Didcot) (Teams Room)] 17:17:54
with um

[Platform 1 (Didcot) (Teams Room)] 17:17:56
Yeah, faster journey times but more

[Platform 1 (Didcot) (Teams Room)] 17:18:00
slightly more frequent services as well.

[Thomas Lydon] 17:18:03
Thanks, Mark. My next kind of area of focus, which declare these questions are more for Network Rail, but as

[Thomas Lydon] 17:18:10
It's us here. Do you have any indication of when the works in Oxford for Oxford Station will finish referred to

[Thomas Lydon] 17:18:17
formally oxford phase two

[Platform 1 (Didcot) (Teams Room)] 17:18:24
We have been talking to network rail about this today. They don't yet

[Platform 1 (Didcot) (Teams Room)] 17:18:29
have themselves ready to sort of make an announcement

[Platform 1 (Didcot) (Teams Room)] 17:18:33
about this um but i think everyone knows this is a priority but it's really something that WorkRail are in the

[Platform 1 (Didcot) (Teams Room)] 17:18:40
are reading the lead on um and i think uh you know we we share with one's aspiration to send out sort of

[Thomas Lydon] 17:18:48
Thanks, Mark. I'm moving east again at Henley, got a couple of questions relating to Henley on Thames and the services there.

[Thomas Lydon] 17:18:55
So Neil Gunnell has asked, and there's something we've been engaging with offline as well as he refers to but

[Thomas Lydon] 17:19:01
the performance of one delta eight zero

[Thomas Lydon] 17:19:06
which uh does

[Thomas Lydon] 17:19:08
not infrequently missed Mr. Connection.

[Thomas Lydon] 17:19:11
So we are looking at that and I'll continue talking to the team about that. But Mark, I have some

[Thomas Lydon] 17:19:15
comments on that as well and also uh

[Thomas Lydon] 17:19:21
And I know this is something we discuss in these calls before, Mark Jameson also of henley

[Thomas Lydon] 17:19:26
asking about when there's issues between Reading and London. That's obviously something we've seen a lot of in the last couple of years.

[Thomas Lydon] 17:19:34
we would draw our local services

[Thomas Lydon] 17:19:37
on the main line and it's Lisbeth line

[Thomas Lydon] 17:19:40
That is something we've discussed here previously and thanks to Neil and with mark's intervention

[Thomas Lydon] 17:19:45
We now allow customers to travel to Reading and then double back which

[Thomas Lydon] 17:19:49
doesn't alleviate the issue of there not being great western trains.

[Thomas Lydon] 17:19:52
serving twice in the main head etc when there's disruption, but it does provide that quicker journey

[Thomas Lydon] 17:19:57
He also asks about should the hilly branch be

[Thomas Lydon] 17:20:00
free car rather than two car. So there's the specific on one delta 80 and mainline performance and then also on

[Thomas Lydon] 17:20:08
train formation on the Henley branch.

[Platform 1 (Didcot) (Teams Room)] 17:20:12
Yeah, well, it's always difficult on a call like this to get into specifics on a train but i mean fundamentally, Neil, I agree with you if we've got a particular train.

[Platform 1 (Didcot) (Teams Room)] 17:20:21
that's consistently a challenge we need to go and have a look at it and i think i mean you've already sort of answered your own question. So I'll ask Tom to do a bit of work with the performance team and just see

[Platform 1 (Didcot) (Teams Room)] 17:20:33
what we need to do to make that 1920 at Paddington perform.

[Platform 1 (Didcot) (Teams Room)] 17:20:39
a little bit better. I mean, we have had a bit of discussion

[Platform 1 (Didcot) (Teams Room)] 17:20:45
about the formation of the Henley branch and I've spent a bit of time on this call

[Platform 1 (Didcot) (Teams Room)] 17:20:50
talking about rolling stock availability i mean

[Platform 1 (Didcot) (Teams Room)] 17:20:54
I don't want to come across the wrong way, but at the end of the day, the journey from Henley into Twyford is 11 minutes.

[Platform 1 (Didcot) (Teams Room)] 17:21:02
And a lot of customers do join the training immediately at Wargrave

[Platform 1 (Didcot) (Teams Room)] 17:21:08
which obviously makes it a shorter journey and you know the number of

[Platform 1 (Didcot) (Teams Room)] 17:21:13
trains that are very very busy is probably

[Platform 1 (Didcot) (Teams Room)] 17:21:18
two in each peak and i i just struggle i mean in in london if i get on the Elizabeth line

[Platform 1 (Didcot) (Teams Room)] 17:21:25
I have to spend most, you know, there's nowhere near enough seats on the Elizabeth line track we're not talking about an hour's journey here or even

[Platform 1 (Didcot) (Teams Room)] 17:21:34
half an hour or even 15 minutes you know we're talking about

[Platform 1 (Didcot) (Teams Room)] 17:21:39
that you can use in a shuttle train for just a few minutes. And I mean, rolling stock today

[Platform 1 (Didcot) (Teams Room)] 17:21:44
costs i mean we're just getting prices in and they're getting towards four million pounds a carriage now

[Platform 1 (Didcot) (Teams Room)] 17:21:51
I mean, if you look at the revenue on the Henley branch

[Platform 1 (Didcot) (Teams Room)] 17:21:55
you know putting an extra carriage on for £4 million a year, £4 million capital cost you know would destroy the

[Platform 1 (Didcot) (Teams Room)] 17:22:03
economics of the line, really. And I think we have just got to be a little bit sensible about this.

[Platform 1 (Didcot) (Teams Room)] 17:22:09
And again, if you get on a bus in the middle of the

[Platform 1 (Didcot) (Teams Room)] 17:22:13
peek into somewhere like Reading, you're going to have people standing

[Platform 1 (Didcot) (Teams Room)] 17:22:18
And I think we just need to decide what our priorities are. And where I've got customers standing for long distances

[Platform 1 (Didcot) (Teams Room)] 17:22:25
home trains, I certainly don't want to do that. I want to add capacity

[Platform 1 (Didcot) (Teams Room)] 17:22:29
And I think we've just got to have a serious think about what we're asking for because

[Platform 1 (Didcot) (Teams Room)] 17:22:35
otherwise we just make the railway.

[Platform 1 (Didcot) (Teams Room)] 17:22:37
on economic and we play into the hands of people that are trying to cut

[Platform 1 (Didcot) (Teams Room)] 17:22:42
from these and not all of you will like that answer but i do think we've just got to be a little bit sensible. But things like connections

[Platform 1 (Didcot) (Teams Room)] 17:22:50

And so absolutely we need to get to grips with that. And it's quite right that people are flagging that up for us.

[Thomas Lydon] 17:22:58
Thanks, Mark. We've got a few questions on access for all, which is the government-run accessibility scheme.

[Thomas Lydon] 17:23:05
I think I can probably answer that quite quickly so we're still

[Thomas Lydon] 17:23:09
awaiting with the new government, as people will be aware, they're doing a full spending review

[Thomas Lydon] 17:23:14
And we understand that includes access for all.

[Thomas Lydon] 17:23:17
So we're still waiting final decisions on that. It's obviously something that we're very keen

[Thomas Lydon] 17:23:21
to see progress and accessibility is absolutely integral to making sure that

[Thomas Lydon] 17:23:26
everyone can access the railway and obviously there's

[Thomas Lydon] 17:23:28
certain stations in key locations which we put forward together with network rail to

[Thomas Lydon] 17:23:33
into that bid uh which we would well we'd submitted this over two years ago now.

[Thomas Lydon] 17:23:38
But that decision sits whollywood government. And again, as I'm sure people are aware

[Thomas Lydon] 17:23:42
doing these things is imperative, but it is very expensive.

[Thomas Lydon] 17:23:47
So we still await from government what is happening with access for all.

[Thomas Lydon] 17:23:53
In slightly better news.

[Thomas Lydon] 17:23:55
We know that the Western Command Authority will be funding

[Thomas Lydon] 17:23:57
making Lawrence Hill Station accessible in Bristol

[Thomas Lydon] 17:24:00
And work continues on the other stations where um

[Thomas Lydon] 17:24:04
This has been installed includes the likes of Field and Cheltenham as an example.

[Thomas Lydon] 17:24:09
But nothing more to say on that.

[Thomas Lydon] 17:24:11
of the current time. Question mark from Chris Irwin, sorry.

[Thomas Lydon] 17:24:18

about integration with airport services. So he's spoken about

[Thomas Lydon] 17:24:25
Heathrow and Railair and Reading and also Rail Air from Bristol Temple meads.

[Thomas Lydon] 17:24:30
into Bristol Airport, including the

[Thomas Lydon] 17:24:35
where the waiting space is at Bristol Temple Meads to get to uh

[Thomas Lydon] 17:24:39
Let's get to the airport. I don't know if he wants to comment on airport connectivity.

[Platform 1 (Didcot) (Teams Room)] 17:24:46
Yeah, I think Chris Irwin has asked a question about this as well, hasn't he, I think.

[Thomas Lydon] 17:24:51
Yes, yeah, that's the one I've just been speaking about.

[Platform 1 (Didcot) (Teams Room)] 17:24:53
Yeah, sure.

[Platform 1 (Didcot) (Teams Room)] 17:24:56
I mean, I think everything that Chris says in his question is

[Platform 1 (Didcot) (Teams Room)] 17:25:01
is probably correct really i mean i think clearly the the performance the punctuality and the reliability challenges that

[Platform 1 (Didcot) (Teams Room)] 17:25:09
we've been facing recently obviously have an impact on these type of journeys as well.

[Platform 1 (Didcot) (Teams Room)] 17:25:15
I mean, I think, you know, my personal

[Platform 1 (Didcot) (Teams Room)] 17:25:20
view is that while people have reorganized the four courts at temple meads i think with good intentions

[Platform 1 (Didcot) (Teams Room)] 17:25:26
It is a shame that we've moved the buses further away and I think that is something that we need to give

[Platform 1 (Didcot) (Teams Room)] 17:25:33
to give some thought to.

[Platform 1 (Didcot) (Teams Room)] 17:25:37
we aren't doing a lot more work with Heathrow about looking at the connectivity of Heathrow

[Platform 1 (Didcot) (Teams Room)] 17:25:43
from the West. And that is something that is something

[Platform 1 (Didcot) (Teams Room)] 17:25:48
that we're committed to trying to improve

[Platform 1 (Didcot) (Teams Room)] 17:25:51
in the short term and the longer term

[Platform 1 (Didcot) (Teams Room)] 17:25:54
And Chris has mentioned the frequency improvement for gap weight but obviously we've got to deliver it

[Platform 1 (Didcot) (Teams Room)] 17:26:00
broadly and i think i think

[Platform 1 (Didcot) (Teams Room)] 17:26:03
I mean, with the current infrastructure and the current challenges

[Platform 1 (Didcot) (Teams Room)] 17:26:08
it's more difficult than I would like to increase the frequency, but I still aspire

[Platform 1 (Didcot) (Teams Room)] 17:26:14
to have three trains an hour on the north downs they may not do three of them run the full length of the route but certainly if we could speed up

[Platform 1 (Didcot) (Teams Room)] 17:26:22
some of the existing services to Gatworth i think that would be good and we also want to look at rolling stock and

[Platform 1 (Didcot) (Teams Room)] 17:26:28
capacity and i

[Platform 1 (Didcot) (Teams Room)] 17:26:30
I guess I share Chris's view that the airport business is good business for us

[Platform 1 (Didcot) (Teams Room)] 17:26:36
you know if you're driving to the airport and you've got to park in the long story car park you've got to pay quite a lot of money for that.

[Platform 1 (Didcot) (Teams Room)] 17:26:43
Actually, if we can produce a reliable

[Platform 1 (Didcot) (Teams Room)] 17:26:47
service on the train that runs at the right time of day at the right frequency.

[Platform 1 (Didcot) (Teams Room)] 17:26:51
That will also be good for our business and that's something I very much want to focus on.

[Thomas Lydon] 17:26:56
Thanks, Mark. And Chris, I will take that away specifically on the um

[Thomas Lydon] 17:27:01
where the bus stops at Tampa Mes. As Mark said, obviously, it's not absent from May, but we can talk to

[Thomas Lydon] 17:27:05
colleagues in first group so i'll get our transmit integration manager because there's someone who recently used the rail air bus from

[Thomas Lydon] 17:27:11
Bristol Airport, I do agree it doesn't

[Thomas Lydon] 17:27:14
it's definitely something worth reviewing if um

[Thomas Lydon] 17:27:16
If that's something we can look at amending.

[Thomas Lydon] 17:27:20
I think jumping back to Sundays, Mark, and more generally wider performance issues, we've got a few questions from our

[Thomas Lydon] 17:27:27
friend Gordon Edwards on this.

[Thomas Lydon] 17:27:30
So he's asking about...

[Thomas Lydon] 17:27:33
Where's the one I just want to ask goodbye? Should we be introducing a reduced timetable on Sundays?

[Thomas Lydon] 17:27:39
To give customers that great uncertainty.

[Thomas Lydon] 17:27:42
And actually, Nigel, I'm not sure if Nigel sermon asked about

[Thomas Lydon] 17:27:45
Is there an option for GWR to renegotiate its franchise with the DFT to relieve themselves

[Thomas Lydon] 17:27:50
a Sunday working and then the DFT could offer a new tender to another talk to operate a Sunday service.

[Thomas Lydon] 17:27:56
I'll let you come back on that. And then a few other questions just generally relating to

[Thomas Lydon] 17:28:01
performance more widely

[Thomas Lydon] 17:28:05
Should we, when we have say a driver who's rostered for the whole train but not train managers and then that can

[Thomas Lydon] 17:28:12
cause performance issues, which I know is something you've spoken about in the past as well, Mark.

[Platform 1 (Didcot) (Teams Room)] 17:28:16
Yeah, I mean, I guess one of the things that is a little bit tricky is to sort of give a

[Platform 1 (Didcot) (Teams Room)] 17:28:23
a running commentary on negotiations, isn't it but we

[Platform 1 (Didcot) (Teams Room)] 17:28:27
I think the simple answer is, and I think I gave a clear indication about this earlier but if

[Platform 1 (Didcot) (Teams Room)] 17:28:33
In simple terms, yeah, we recognise the current arrangements don't work

[Platform 1 (Didcot) (Teams Room)] 17:28:38
and we want to get completely new arrangements in place with the trade unions

[Platform 1 (Didcot) (Teams Room)] 17:28:44
around Sunday being in the working week but you know i have to be realistic that that will be a

[Platform 1 (Didcot) (Teams Room)] 17:28:50
that will be a negotiation rather than you know we're not able to enforce this stuff so not that we'd want to but it will and the dft i think

[Platform 1 (Didcot) (Teams Room)] 17:29:00
understand that as well so that's something that we are going to try and progress as quickly as possible.

[Thomas Lydon] 17:29:07
Thanks, Mark. I don't know if you want to come back on Gordon's question about where we might have

[Thomas Lydon] 17:29:12
a train which has driver for its entire route but um

[Thomas Lydon] 17:29:16
the train manager changes en route and that can cause

[Thomas Lydon] 17:29:20
performance issues as well.

[Platform 1 (Didcot) (Teams Room)] 17:29:24
Yeah, I mean, it's...

[Platform 1 (Didcot) (Teams Room)] 17:29:26
In principle, I agree with Gordon, but it always ends up being slightly more complicated than that so

[Platform 1 (Didcot) (Teams Room)] 17:29:32
drivers for you know often the trains come off the depot with a driver and that means the drivers do a break before the guard

[Platform 1 (Didcot) (Teams Room)] 17:29:41
there are different

[Platform 1 (Didcot) (Teams Room)] 17:29:43
requirements about when a break has to be put in a diagram

[Platform 1 (Didcot) (Teams Room)] 17:29:48
And the problem with taking the guard off whenever we take the driver off is that you lose some of that

[Platform 1 (Didcot) (Teams Room)] 17:29:55
efficiency um but i i accept there's a performance issue there as well it is something that we try and have

[Platform 1 (Didcot) (Teams Room)] 17:30:01
a look at, but it's not always um not always possible

[Thomas Lydon] 17:30:06
Thanks, Mark. We've got half an hour left and we're making good progress.

[Thomas Lydon] 17:30:10
But do keep your questions coming in if you haven't put them in yet.

[Thomas Lydon] 17:30:14
I'm going to continue on the theme of, and Neil's put an additional comment about the

[Thomas Lydon] 17:30:21
Henley capacity conversation we were just having

[Thomas Lydon] 17:30:26
Relating to Sundays, Sam has asked about ticket acceptance on Mondays.

[Thomas Lydon] 17:30:31
will this continue? I think we can probably say that for now, while we continue to have the

[Thomas Lydon] 17:30:36
issue we've identified at the moment it will do

[Platform 1 (Didcot) (Teams Room)] 17:30:37
Yes.

[Platform 1 (Didcot) (Teams Room)] 17:30:38
Yeah, I will.

[Thomas Lydon] 17:30:40
And Sam, if you've got a specific instance of when

[Thomas Lydon] 17:30:44
you've got staff, onboard colleagues or station colleagues who haven't been made aware of that.

[Thomas Lydon] 17:30:49
do let me know and we can investigate that in more detail

[Thomas Lydon] 17:30:53
They should be aware of that when those decisions are taken.

[Thomas Lydon] 17:30:57
So if you let me know, Sam, I'm happy to dig into that a bit more.

[Thomas Lydon] 17:31:01
David Martin is asking, Mark, what is your view on the likelihood of getting new rail stations for caution and divisors in the next decade? Now, I think you

[Thomas Lydon] 17:31:08
alluded to your more wider thinking on this in terms of

[Thomas Lydon] 17:31:12
focusing on what we run at the moment as opposed to

[Thomas Lydon] 17:31:15
Lots of effort going into new lines or stations, but welcome your view on caution and divisors.

[Platform 1 (Didcot) (Teams Room)] 17:31:24
Yeah, I think the challenge with new some news stations

[Platform 1 (Didcot) (Teams Room)] 17:31:29
work very well with the existing train service. I think the challenge we both caution

[Platform 1 (Didcot) (Teams Room)] 17:31:35
and devices is that

[Platform 1 (Didcot) (Teams Room)] 17:31:37
I don't think there's a particular enthusiasm for stopping

[Platform 1 (Didcot) (Teams Room)] 17:31:43
existing fast trains on that route at more stations so if you know in the case of caution it's about getting something like a Bristol oxford

[Platform 1 (Didcot) (Teams Room)] 17:31:51
So it's up and running on a regular basis and in the case of devices

[Platform 1 (Didcot) (Teams Room)] 17:31:55
probably extending the bedroom trains west but i think

[Platform 1 (Didcot) (Teams Room)] 17:32:00
I mean, as Tom alluded to.

[Platform 1 (Didcot) (Teams Room)] 17:32:03
you know new stations have been opened and built and actually more news stations are opened on gwr in the last few years than many other

[Platform 1 (Didcot) (Teams Room)] 17:32:12
trying operators so hopefully people think that we are willing

[Platform 1 (Didcot) (Teams Room)] 17:32:16
to engage on this topic. But I do think we just need to be careful and

[Platform 1 (Didcot) (Teams Room)] 17:32:21
I think, you know.

[Platform 1 (Didcot) (Teams Room)] 17:32:23
If we've got challenges delivering the

[Platform 1 (Didcot) (Teams Room)] 17:32:27
operation we've got today um we need to have a serious think about that and i think

[Platform 1 (Didcot) (Teams Room)] 17:32:34
Someone was just asking earlier about access for all and i think

[Platform 1 (Didcot) (Teams Room)] 17:32:39
You know, on a similar statement, there's a lot of energy and appetite to get

[Platform 1 (Didcot) (Teams Room)] 17:32:44
more solutions made accessible but i think we've also got to remember

[Platform 1 (Didcot) (Teams Room)] 17:32:48
that some of the stations that are accessible in theory like bath actually have

[Platform 1 (Didcot) (Teams Room)] 17:32:53
very very limited

[Platform 1 (Didcot) (Teams Room)] 17:32:55
lift access and very limited space so maybe some of the

[Platform 1 (Didcot) (Teams Room)] 17:33:00
priority needs to be on improving the existing

[Platform 1 (Didcot) (Teams Room)] 17:33:04
provision but i think as far as news stations are concerned, as long as people think through properly

[Platform 1 (Didcot) (Teams Room)] 17:33:11
what's going on but if we are going to have to develop a new train service

[Platform 1 (Didcot) (Teams Room)] 17:33:16
You know, that's potentially quite expensive but it's certainly something that we've already done

[Platform 1 (Didcot) (Teams Room)] 17:33:21
as Oakhampton is an example of, we're certainly willing to do it again

[Platform 1 (Didcot) (Teams Room)] 17:33:25
But I think we've just got to be clear what our priorities are.

[Thomas Lydon] 17:33:29
Thanks, Mark. And sticking with um

[Thomas Lydon] 17:33:31
But you mentioned recently opened or planned

[Thomas Lydon] 17:33:35
news stations and services. We've got a question from

[Thomas Lydon] 17:33:38
Tim at the Bristol Rail Campaign, formerly Fosburgh, asking about

[Thomas Lydon] 17:33:44
improving frequency for Ashley down

[Thomas Lydon] 17:33:46
Now, obviously, when, as Tim refers to when

[Thomas Lydon] 17:33:50
line to Henry opens that service that we currently operate between Bristol meads and Fulton Abbey Wood which serves ashley Down.

[Thomas Lydon] 17:33:58
will become the Henry service and much longer term we do

[Thomas Lydon] 17:34:02
with Wecker and network rail and I stress much longer term and not yet funded have the ambition to

[Thomas Lydon] 17:34:08
look to see what we can do with that service, but that isn't something that is

[Thomas Lydon] 17:34:12
in the next few years so i don't want to give you any false ambition and i think

[Thomas Lydon] 17:34:16
when we look at, you know, Mark's spoken a lot about the challenge we have with rolling stock and performance at the minute.

[Thomas Lydon] 17:34:22
there isn't the rolling stock available to

[Thomas Lydon] 17:34:25
looked up the frequency on that on that route for now, Tim.

[Thomas Lydon] 17:34:29
So I know that won't be necessarily the news you want to hear. Again, longer term

[Thomas Lydon] 17:34:33
obviously with the arena being built at um

[Thomas Lydon] 17:34:35
North Filton, we do think we want to look at a half hourly service but that would require funding additional rolling stock etc

[Thomas Lydon] 17:34:43
So we'll be certain to keep you updated on that.

[Thomas Lydon] 17:34:45
And Mark, I don't know if you want to comment on where things are with the

[Thomas Lydon] 17:34:49
Henbury Loop, not just the henry line the henry loop and

[Thomas Lydon] 17:34:53
Now, Porto said obviously is subject to the government spending review, so we all await to see

[Thomas Lydon] 17:34:58
what happens to that but that is something we are supportive of.

[Thomas Lydon] 17:35:01
I don't know if you want to speak about the Henry loop mark or any latest developments on getting that line

[Platform 1 (Didcot) (Teams Room)] 17:35:04
Yeah, I mean, it's progressing. There's, you know, work...

[Platform 1 (Didcot) (Teams Room)] 17:35:12
which needs to be done, as I think most people know so that that

[Platform 1 (Didcot) (Teams Room)] 17:35:17
that work he's he's he's

[Platform 1 (Didcot) (Teams Room)] 17:35:19

development with network rail and hopefully we'll get to where we need to get to in the future but i don't have a lot to

[Platform 1 (Didcot) (Teams Room)] 17:35:26
And on that.

[Thomas Lydon] 17:35:27
Thanks, Mark. Got a question from Chris Heaps about do we have any plans this comes to

[Thomas Lydon] 17:35:33
customer experience. Do we have any plans to improve the system to book seats

[Thomas Lydon] 17:35:37
So like on LMER and Avanti, customers would be able to book a particular seat rather than being

[Thomas Lydon] 17:35:43
allocate one on saying I want a table or I want a window as an example.

[Platform 1 (Didcot) (Teams Room)] 17:35:47
Yes. That is something we want to do and we are in the process of

[Platform 1 (Didcot) (Teams Room)] 17:35:54
tendering our internet ticket returning solution. So I can't promise that we'll get there but i'm

[Platform 1 (Didcot) (Teams Room)] 17:36:00
you know hopeful that we should be able to be able to provide that in the future.

[Thomas Lydon] 17:36:06
Thanks, Mark. I'm going to start with, I think I've done my big grouping, so we're kind of into slightly the

[Thomas Lydon] 17:36:12
The more specific questions, as it were.

[Thomas Lydon] 17:36:15
We've got a couple of questions about car parking specifically at Twyford and Charlby which we know are

[Thomas Lydon] 17:36:20
very busy. So Chalbury, I can answer in that there is not the space available at the station to expand that but we are talking

[Thomas Lydon] 17:36:27
with local stakeholders about if there's other

[Thomas Lydon] 17:36:29
places that they wish to be able to provide. So I think in particular we're talking to

[Thomas Lydon] 17:36:33
the town council who are looking to promote

[Thomas Lydon] 17:36:37
car parking at the cricket club

[Thomas Lydon] 17:36:39
But it's not something that we are able to progress at this time.

[Thomas Lydon] 17:36:43
And a lot of the land around the station is prone to flooding etc so that

[Thomas Lydon] 17:36:47
that answers childbury and again at twyford

[Thomas Lydon] 17:36:50
we're very aware of the ambition and frankly the need to

[Thomas Lydon] 17:36:54
increased level of car parking there but it's again it's a very difficult site and it's something that we've looked at for a long time but we're working closely with

[Thomas Lydon] 17:37:01
workingham who are the local council and with network rail

[Thomas Lydon] 17:37:04
on what can be done there. But I think that that wider piece that mark is

[Thomas Lydon] 17:37:08
alluded to quite a few times and probably applies to other questions that we've got as well

[Thomas Lydon] 17:37:12
I think we just have to be very cognizant of the current funding situation, not just for the railway and not just for public transport but in

[Thomas Lydon] 17:37:20
the public sector more widely.

[Thomas Lydon] 17:37:22
And some of these schemes, while the ambition and the need is very apparent.

[Thomas Lydon] 17:37:28
actually they do still require the funding needed to get the things over the line so

[Thomas Lydon] 17:37:33
I think we just all need to ensure, as I know people will be, we bear that in mind when we're thinking about

[Thomas Lydon] 17:37:38
thinking about projects. Mark, you've been asked by Noel down at Al Rug, the Abbasid Line News Group. Could you comment a bit more on

[Thomas Lydon] 17:37:46
the first group proposal to run

[Thomas Lydon] 17:37:49
services to Payton.

[Thomas Lydon] 17:37:51
And can we be confident that existing local services, particularly between Extra and Newton hour along the seawall, will not suffer any detriment

[Thomas Lydon] 17:37:58
when paths are being negotiated, they aren't able to deal at present with marshbot on

[Thomas Lydon] 17:38:03
only having hourly services. So I don't know if you want to speak a bit more about

[Thomas Lydon] 17:38:07
first groups I can access commissions.

[Platform 1 (Didcot) (Teams Room)] 17:38:09
Yeah, I mean, I guess just in the interest of clarity, Noel and everyone else, I mean, I'm

[Platform 1 (Didcot) (Teams Room)] 17:38:16

I'm sort of sat here before you as the managing director of Great Western Railway. I'm not here to

[Platform 1 (Didcot) (Teams Room)] 17:38:23
represent first group and I've not been involved in first groups

[Platform 1 (Didcot) (Teams Room)] 17:38:27
plans on their development. I mean, I know

[Platform 1 (Didcot) (Teams Room)] 17:38:32
a little bit about them because I've read what some of you have read but i've not been involved on the inside.

[Platform 1 (Didcot) (Teams Room)] 17:38:40
And I mean...

[Platform 1 (Didcot) (Teams Room)] 17:38:42
No, says those seemingly be in competition with the nationalised GWR.

[Platform 1 (Didcot) (Teams Room)] 17:38:48
Well, yeah, you probably don't need the words seemingly in that sentence. They will be in competition.

[Platform 1 (Didcot) (Teams Room)] 17:38:53
with a nationalized sheet that'd be a lot.

[Platform 1 (Didcot) (Teams Room)] 17:38:56
And I mean, I'm...

[Platform 1 (Didcot) (Teams Room)] 17:39:00
I can't promise you that they won't interfere with the local services i mean

[Platform 1 (Didcot) (Teams Room)] 17:39:05
obviously my job is to run those local services we've upgraded those

[Platform 1 (Didcot) (Teams Room)] 17:39:10
the half hourly and ultimately we'll be bidding to carry on running those but

[Platform 1 (Didcot) (Teams Room)] 17:39:17
it would be a matter for the Office of Rail and Road or the rail regulator

[Platform 1 (Didcot) (Teams Room)] 17:39:21
to decide i mean i i think it's

[Platform 1 (Didcot) (Teams Room)] 17:39:25
exceptionally unlikely that they would agree to make

[Platform 1 (Didcot) (Teams Room)] 17:39:29
any new access paths available that

[Platform 1 (Didcot) (Teams Room)] 17:39:32
led to a detrimental impact

[Platform 1 (Didcot) (Teams Room)] 17:39:35
on local services but

[Platform 1 (Didcot) (Teams Room)] 17:39:38
they could in theory do that. I don't think it's likely

[Platform 1 (Didcot) (Teams Room)] 17:39:42
But yeah, ultimately, we'll have to see what happens but it's not within my gift

[Platform 1 (Didcot) (Teams Room)] 17:39:49
to determine that. And I don't think

[Platform 1 (Didcot) (Teams Room)] 17:39:52

they want to see that it's likely to lead to a deterioration in local services.

[Platform 1 (Didcot) (Teams Room)] 17:39:58
So I don't think people

[Platform 1 (Didcot) (Teams Room)] 17:40:00
ought to be concerned about that but i can't guarantee it because it is a theoretical possibility.

[Thomas Lydon] 17:40:07
Thanks, Mark. We've got a question. So we're getting more into the specifics about um

[Thomas Lydon] 17:40:12
later trains from Penzance.

[Thomas Lydon] 17:40:14
I was going to say heading north, but of course everything headed north from Penzance. Trains later than 2100.

[Thomas Lydon] 17:40:20
Is that something we could look at? I'm sure that there'll be

[Thomas Lydon] 17:40:23
you know there's network engineering allowance and stuff but i don't know. I'm happy to take that away and see if

[Thomas Lydon] 17:40:29
that's something we can look at. But again, I think there's that wider piece we were speaking about in terms of

[Thomas Lydon] 17:40:34
funding that includes services

[Thomas Lydon] 17:40:37
and obviously trends that are unleash at night do tend to have fewer people on.

[Thomas Lydon] 17:40:41
So there's probably a wider gap there in terms of meeting

[Thomas Lydon] 17:40:46
revenue not necessarily meeting what the cost of operating is. But Jonathan, I can take that away and

[Thomas Lydon] 17:40:51
and find out for you what our position is. A wider question mark um

[Thomas Lydon] 17:40:57
about uh

[Thomas Lydon] 17:40:58
travel patterns and certainly since COVID.

[Thomas Lydon] 17:41:03
Traditional community this is from Harriet and Nick. I'm not quite sure who Harriet and Nick are apologies but

[Thomas Lydon] 17:41:07
Is it widely the case that traditional commuting is down and leisure travel is up?

[Thomas Lydon] 17:41:10
If so, does that imply that the traditional peak and off-peak pricing might be obso

[Platform 1 (Didcot) (Teams Room)] 17:41:19

Yeah, I mean, I certainly agree that the current

[Platform 1 (Didcot) (Teams Room)] 17:41:23
arrangements to define what's peak and off peak

[Platform 1 (Didcot) (Teams Room)] 17:41:27
really don't work in the new world. And I think the problem with the railway fares

[Platform 1 (Didcot) (Teams Room)] 17:41:32
structure and rail fares regulation was that a lot of it was sort of fossilised

[Platform 1 (Didcot) (Teams Room)] 17:41:37
in the early 90s and it's quite difficult to

[Platform 1 (Didcot) (Teams Room)] 17:41:41
change now.

[Platform 1 (Didcot) (Teams Room)] 17:41:43
I think lots of people have looked at changing fares

[Platform 1 (Didcot) (Teams Room)] 17:41:46
arrangements and have found it quite difficult but i i agree it needs to be done

[Platform 1 (Didcot) (Teams Room)] 17:41:53
It will require the support of government but i um

[Platform 1 (Didcot) (Teams Room)] 17:41:56
I think peak and off-peak is something that does need to be looked at.

[Thomas Lydon] 17:42:02
Thanks, Mark. A question from fiona

[Thomas Lydon] 17:42:05
who says she's slightly pardon himself as you service issues

[Thomas Lydon] 17:42:09
And it relates to a question from David Reddall as well obviously today

[Thomas Lydon] 17:42:14
government have announced in more detail their plans for devolution, which includes looking at

[Thomas Lydon] 17:42:19
more devolution for transport powers and for rail to rail

[Thomas Lydon] 17:42:23
combined authorities and we anticipate that

[Thomas Lydon] 17:42:25
while at the minute we only have one combined authority, well, I suppose two if you're in good london but the west of England.

[Thomas Lydon] 17:42:31
But we should see more of our network

[Thomas Lydon] 17:42:34
constitutes the combined authorities

[Thomas Lydon] 17:42:37
What's your view on that? What lessons can we take from other areas where that started to happen like in Manchester

[Thomas Lydon] 17:42:43
Obviously, there's issues relating to bus franchising but also

[Thomas Lydon] 17:42:46
Whether that's something that they'll be looking to do in terms of rail as well. And obviously there's the TFL model that

[Thomas Lydon] 17:42:52
that currently is in existence already.

[Platform 1 (Didcot) (Teams Room)] 17:42:55
Yeah, I mean, I think fundamentally it's a good thing. I think where it becomes a bit more challenging is where you're running a training service that crosses the boundaries. And Fiona talks about Manchester.

[Platform 1 (Didcot) (Teams Room)] 17:43:08
And of course, the mayor in Manchester has focused most of his

[Platform 1 (Didcot) (Teams Room)] 17:43:13
efforts actually on the bus network and a little bit on the train network and the trainers are still run by

[Platform 1 (Didcot) (Teams Room)] 17:43:19
by more than um and i think i mean i used to run the rail network in manchester you could

[Platform 1 (Didcot) (Teams Room)] 17:43:25
move to a point where you have some manchester

[Platform 1 (Didcot) (Teams Room)] 17:43:29
services carved out i think you know as people will know that the number of trains that we run

[Platform 1 (Didcot) (Teams Room)] 17:43:36
around poor school don't actually

[Platform 1 (Didcot) (Teams Room)] 17:43:40
anywhere too far beyond. Bristol is relatively limited but i think um

[Platform 1 (Didcot) (Teams Room)] 17:43:46
in principle, I support the evolution but obviously what we can't have is people

[Platform 1 (Didcot) (Teams Room)] 17:43:56
a one you know area trying to um

[Platform 1 (Didcot) (Teams Room)] 17:44:00
train services to the detriment of another area that they don't represent so

[Platform 1 (Didcot) (Teams Room)] 17:44:06
In principle we support but

[Platform 1 (Didcot) (Teams Room)] 17:44:09
yeah um

[Platform 1 (Didcot) (Teams Room)] 17:44:11
you know somewhere like Cornwall for example actually have a lot more trains that run Uber entirely or larger

[Platform 1 (Didcot) (Teams Room)] 17:44:20
And Bristol, we'll work with whoever's there. We'll obviously set up the uh

[Platform 1 (Didcot) (Teams Room)] 17:44:26
in-home services and we've already got uh you know a good relationship with wacker

[Platform 1 (Didcot) (Teams Room)] 17:44:33
and the mayoral in fact develops further.

[Platform 1 (Didcot) (Teams Room)] 17:44:36
then we'll be quite happy about that.

[Thomas Lydon] 17:44:39
Thanks, Mark. A question.

[Thomas Lydon] 17:44:41
coming back to the TransWirts line, but I think it probably applies everywhere and people want

[Thomas Lydon] 17:44:46
want the answer. Looking particularly not just Sundays, but particularly sundays

[Thomas Lydon] 17:44:51
could some of the timetable be replaced by buses on a permanent basis until

[Thomas Lydon] 17:44:56
resources around now i know what your answer will be, but I think people will be keen to hear

[Thomas Lydon] 17:45:01
your answer and the reasoning behind it.

[Platform 1 (Didcot) (Teams Room)] 17:45:04
Yeah, I mean, I think there's an issue around journey time by bus. But I mean, there are existing bus services on that corridor. But yeah, I mean, our focus will be on trying to

[Platform 1 (Didcot) (Teams Room)] 17:45:15
kind of run the training service and to be honest about where we are with that but yeah we we want to fix the issues that we're currently dealing with.

[Platform 1 (Didcot) (Teams Room)] 17:45:26
But I don't think running permanent bus services is

[Platform 1 (Didcot) (Teams Room)] 17:45:30
something that we'll be able to do for most of us.

[Thomas Lydon] 17:45:32
Thanks, Mark. As we approach the last 15 minutes, we might start rattling through these a bit quicker.

[Thomas Lydon] 17:45:37
There's a couple of questions about where

[Thomas Lydon] 17:45:41
the test train is being used slash where we look to see it used. So I think we can say with confidence that

[Thomas Lydon] 17:45:48
We do see, well, as Mark said earlier, we see battery technology as absolutely integral to the

[Thomas Lydon] 17:45:52
future of our services going forward in particular on the branch lines but

[Thomas Lydon] 17:45:56
we can't say right now with any certainty that this is what the specific solution will be and when that will be

[Thomas Lydon] 17:46:02
then when that will be implemented, excuse me. But we'll absolutely keep people here updated but we do want to see

[Thomas Lydon] 17:46:09
some type of battery technology rollout

[Thomas Lydon] 17:46:11
If it's sitting on our branch lines where

[Thomas Lydon] 17:46:13
I think we feel we are proving the capability of that at the minute with

[Thomas Lydon] 17:46:17
with the trial on the greenford branch.

[Thomas Lydon] 17:46:19
So that would include Marlowe, Henley, Windsor as an example, as well as looking further afield in

[Thomas Lydon] 17:46:25
say Devon and Cornwall as well.

[Thomas Lydon] 17:46:27
So I think that's answered that one. We've answered the one about Cortchman devices

[Thomas Lydon] 17:46:31
Will GWR stay completely separate, Mark, from Grand Central?

[Thomas Lydon] 17:46:36
slash arriva slash

[Thomas Lydon] 17:46:38
Lumo, I think the answer to that is yes

[Thomas Lydon] 17:46:41
Not just, as Mark alluded to we are um

[Thomas Lydon] 17:46:44
you know he didn't have the full awareness of the

[Thomas Lydon] 17:46:47
the detail of the proposals and obviously when we are brought into public ownership that relationship with first group

[Thomas Lydon] 17:46:54
is ended and we'll have a bit more clarity on how those things look.

[Thomas Lydon] 17:46:57
when our colleagues in SWR, Southwestern railway.

[Thomas Lydon] 17:47:00
are nationalizing the way you leave May next year

[Thomas Lydon] 17:47:03
So we'll see how the model works then really.

[Thomas Lydon] 17:47:07
Mark, a question coming back to

[Thomas Lydon] 17:47:09
Well, not just Sundays, but I think, again, related to Sunday from Malcolm saying

[Thomas Lydon] 17:47:14
What does the existing employment contract say about flexibility of days?

[Thomas Lydon] 17:47:18
days working. Is it specific about the number of duty days and hours worked or is it open to local negotiation

[Thomas Lydon] 17:47:24
And is it always about extra money?

[Platform 1 (Didcot) (Teams Room)] 17:47:28
Well, look, I mean, again, I'm...

[Platform 1 (Didcot) (Teams Room)] 17:47:31

I'm nervous of sort of ending up having a negotiation with them

[Platform 1 (Didcot) (Teams Room)] 17:47:36
I mean, the reality is all of these

[Platform 1 (Didcot) (Teams Room)] 17:47:40
contracts are slightly different so we have drivers we have guards we have station staff

[Platform 1 (Didcot) (Teams Room)] 17:47:46
And we have catering staff. We've made progress in the engineering grades and we've

[Platform 1 (Didcot) (Teams Room)] 17:47:52
about 90% of the catering staff to have Sunday in the working week. All the drivers that we've recruited since

[Platform 1 (Didcot) (Teams Room)] 17:48:01
2017 and some of the drivers that came from West 6 and Thames drones have a commitment to work their Sunday shifts

[Platform 1 (Didcot) (Teams Room)] 17:48:09
So the answer to the question is it varies. It's not really negotiable locally. It's a matter of fact.

[Platform 1 (Didcot) (Teams Room)] 17:48:18
where the contracts don't have

[Platform 1 (Didcot) (Teams Room)] 17:48:22
a commitment to Sunday in the working week or a commitment to a roster sundays it does give us a

[Platform 1 (Didcot) (Teams Room)] 17:48:29
problem um a problem which is being manifest in the last few weeks so that's that's the area that we need to focus on.

[Thomas Lydon] 17:48:38
Thanks, Mark.

[Thomas Lydon] 17:48:40
Sorry, I'm just picking up the questions here.

[Thomas Lydon] 17:48:44
Again, Jonathan append's answer. No, our touch card system isn't usable

[Thomas Lydon] 17:48:48
on buses, but it's something that we want to work together and we share the ambition of

[Thomas Lydon] 17:48:52
trying to get some of that or obviously as is the case in London, you actually just have contactless so

[Thomas Lydon] 17:48:57
Even though it might still be two separate systems you actually have

[Thomas Lydon] 17:49:01
that capability and you have capping available

[Thomas Lydon] 17:49:04
on both systems but again that's something we've worked closely with Cornwall council on. Well, Cormall Council helped to fund

[Thomas Lydon] 17:49:09
us introducing pay as you go on our trains in Cornwall we've got something similar in the west of england

[Thomas Lydon] 17:49:15

Which again, we want to expand and obviously there's the contactless scheme

[Thomas Lydon] 17:49:18
that comes out of London to Reading and including the branch line so

[Thomas Lydon] 17:49:21
That's absolutely part of our plans. But again, it requires government support and funding or third party support to help.

[Thomas Lydon] 17:49:27
bring that forward. Mark, coming back to the additional road stock that you spoke about, and again obviously there's

[Thomas Lydon] 17:49:34
contractual things like this. Richard Bickford of Soltash is asking if um

[Thomas Lydon] 17:49:39
This will mean a reduction in capacity because of

[Thomas Lydon] 17:49:42
the castle classes and the ITs which we currently use. And similarly.

[Thomas Lydon] 17:49:46
from Sevenside has asked about

[Thomas Lydon] 17:49:49
the potential service implications. I think on that one, Keith, we need to wait until

[Thomas Lydon] 17:49:54
we've actually secured these trains and confirmed 100% what our plans are.

[Thomas Lydon] 17:49:58
But Mark, I don't know if you wanted to speak any more about those.

[Platform 1 (Didcot) (Teams Room)] 17:50:02
Yeah, I mean, it shouldn't mean a reduction in capacity overall. It should hopefully mean more capacity but um

[Platform 1 (Didcot) (Teams Room)] 17:50:10
the trains that we're looking at come in two and three car formations

[Platform 1 (Didcot) (Teams Room)] 17:50:17
And they're 23 metre vehicles so they're broadly similar to the hst

[Platform 1 (Didcot) (Teams Room)] 17:50:22
trailers so you know where we've got a full coach HST, if we need all that

[Platform 1 (Didcot) (Teams Room)] 17:50:27
capacity we can provide a four or a five coach

[Platform 1 (Didcot) (Teams Room)] 17:50:33
formation but we will obviously try and use the trains as wisely as possible um

[Platform 1 (Didcot) (Teams Room)] 17:50:40
And as you can tell from other

[Platform 1 (Didcot) (Teams Room)] 17:50:42
you know uh contributions for this call obviously there are quite a lot of people that would like to see

[Platform 1 (Didcot) (Teams Room)] 17:50:49

capacity improve but we'll do our best with what we've got but it's about 80 vehicles so it's quite a substantial

[Platform 1 (Didcot) (Teams Room)] 17:50:56
number of vehicles. Some of them are here to replace, some are here to enhance, but we'll hopefully get that right. In terms of Keith's question.

[Platform 1 (Didcot) (Teams Room)] 17:51:04
a lot of them will be, yes. But of course, there'll still be, you know, all our london

[Platform 1 (Didcot) (Teams Room)] 17:51:11
trains will still run through

[Platform 1 (Didcot) (Teams Room)] 17:51:14
Excellent. And the cross-country trains will still run through Exeter so um

[Platform 1 (Didcot) (Teams Room)] 17:51:21
there will still be through trains from Bristol and London and from Exeter through into Cornwall.

[Platform 1 (Didcot) (Teams Room)] 17:51:29
I appreciate there may be some specific examples where people may have to

[Platform 1 (Didcot) (Teams Room)] 17:51:33
change but generally that will be

[Platform 1 (Didcot) (Teams Room)] 17:51:39
it won't be at the expense of journey time but um

[Platform 1 (Didcot) (Teams Room)] 17:51:43
Otherwise, we struggle to bring the class 175s into traffic.

[Thomas Lydon] 17:51:49
And it's worth saying on that, Mark, that's a return to what we had in place

[Thomas Lydon] 17:51:53
pre-COVID where most of the service actually just ran car left to Taunton obviously some

[Thomas Lydon] 17:51:57
I've been extended through so that's that's going back to that um

[Thomas Lydon] 17:52:02
we've, again, there's some more specific questions that have

[Thomas Lydon] 17:52:05
to go through. So Andrew asking about Sunday services for Banbury because cross country is struggling with

[Thomas Lydon] 17:52:12
capacity i think again the answer for that is

[Thomas Lydon] 17:52:14
we need to focus on delivering what we intend to deliver at the moment before we look at

[Thomas Lydon] 17:52:18
doing anything else but mark you might have different views on that and also a question about um

[Thomas Lydon] 17:52:24
additional capacity on Fingley Junction to Bradford junction line and whether

[Thomas Lydon] 17:52:29
there's any news on upping the capacity there.

[Platform 1 (Didcot) (Teams Room)] 17:52:34
Yeah, I mean.

[Platform 1 (Didcot) (Teams Room)] 17:52:36
I suppose my personal view is that I do think

[Platform 1 (Didcot) (Teams Room)] 17:52:41
Banbury would benefit from a better Great Western service but it's

[Platform 1 (Didcot) (Teams Room)] 17:52:47
a...

[Platform 1 (Didcot) (Teams Room)] 17:52:48
it has to be added to the list of lots of other things. And as I've said, our immediate priorities to focus on the reliability.

[Platform 1 (Didcot) (Teams Room)] 17:52:56
of our own services but actually

[Platform 1 (Didcot) (Teams Room)] 17:52:59
you know the benefit that we bring people in Branbury is that we can lead them

[Platform 1 (Didcot) (Teams Room)] 17:53:04
talks to Reading into Paddington. Paddington i think has much better

[Platform 1 (Didcot) (Teams Room)] 17:53:09
links to other parts of London and to Heathrow than Marlon does.

[Platform 1 (Didcot) (Teams Room)] 17:53:13
But I don't always worry.

[Platform 1 (Didcot) (Teams Room)] 17:53:16
brownie points in the children rallies camp for saying that. But we're not planning at this stage to ramp up the service to Banbury but i'm sympathetic

[Platform 1 (Didcot) (Teams Room)] 17:53:26
to the observations there.

[Platform 1 (Didcot) (Teams Room)] 17:53:29
What was the other point, Tom?

[Thomas Lydon] 17:53:33
Additional capacity on Fingley to Bradford junction

[Thomas Lydon] 17:53:36
things like dynamic loop for extra signaling

[Platform 1 (Didcot) (Teams Room)] 17:53:36
Oh, yeah. So again, I think the challenge with things like this, I mean, it's a bit like the North Cotswold line

[Platform 1 (Didcot) (Teams Room)] 17:53:44
I mean, there are lots of

[Platform 1 (Didcot) (Teams Room)] 17:53:46
single track so she's a railway which i would like

[Platform 1 (Didcot) (Teams Room)] 17:53:50
that have donald trump you know in an ideal world

[Platform 1 (Didcot) (Teams Room)] 17:53:53
the line through the mountain will be double draft if it's not double track throughout it will at least have

[Platform 1 (Didcot) (Teams Room)] 17:53:59
a dynamic belief that mounts.

[Platform 1 (Didcot) (Teams Room)] 17:54:02
but

[Platform 1 (Didcot) (Teams Room)] 17:54:07
But at the moment, there is no funding for this.

[Platform 1 (Didcot) (Teams Room)] 17:54:13
I just think, you know, while it makes me sound like a miserable

[Platform 1 (Didcot) (Teams Room)] 17:54:17
So I...

[Platform 1 (Didcot) (Teams Room)] 17:54:19
I don't think it's always helpful for people to leave calls like this full of optimism.

[Platform 1 (Didcot) (Teams Room)] 17:54:25
the things that in reality we don't have any funding for in the industry. But it doesn't mean that I'm not

[Platform 1 (Didcot) (Teams Room)] 17:54:32
you know keen to find ways to make this stuff happen.

[Platform 1 (Didcot) (Teams Room)] 17:54:36
and we have you know over recent years, we've managed to get

[Platform 1 (Didcot) (Teams Room)] 17:54:40
parts of the North Cotswold doubled. We did Swindon to kemble with Network Rail and we've done some enhancements in Cornwall and we'll carry on

[Platform 1 (Didcot) (Teams Room)] 17:54:49
looking for opportunities to do stuff like this but at the moment there isn't a

[Platform 1 (Didcot) (Teams Room)] 17:54:56
pot of money in government that's reserved for these type of

[Platform 1 (Didcot) (Teams Room)] 17:55:00
it helps me. I am...

[Platform 1 (Didcot) (Teams Room)] 17:55:04
very supportive of them. I just also, Tom, just wanted to go back to Neil Gunnall because neil

[Thomas Lydon] 17:55:10
Yeah.

[Platform 1 (Didcot) (Teams Room)] 17:55:10
took issue in my comments i mean i i think

[Platform 1 (Didcot) (Teams Room)] 17:55:14
in fairness to there we we have asked to get that trained

[Platform 1 (Didcot) (Teams Room)] 17:55:18
counted. I mean, if it really is like a point

[Platform 1 (Didcot) (Teams Room)] 17:55:21
where people can't even get on it, we'll have to have a look. But I don't at the moment, I don't have any

[Platform 1 (Didcot) (Teams Room)] 17:55:27
spare rolling stock but obviously I do have a list of things that people would like us to

[Platform 1 (Didcot) (Teams Room)] 17:55:32
address as we cascade out the 175 so we will um

[Platform 1 (Didcot) (Teams Room)] 17:55:37
we will have a look at it.

[Thomas Lydon] 17:55:39
Thanks, Mark. We've got five minutes, so I'm just we
whiz really of questions. So Giovanni's asked about

[Thomas Lydon] 17:55:44
hydrogen trains i think in the team that are looking at
this for us, we feel the the better value for money option,
the better option when it comes to performance and in
terms of usability is looking at

[Thomas Lydon] 17:55:54
a battery hybrid train

[Thomas Lydon] 17:55:56
whether that would have to require a diesel engine or
ideally uh

[Thomas Lydon] 17:56:01
operate under battery and then charging in certain
locations

[Thomas Lydon] 17:56:05
and don't see hydrogen as the

[Thomas Lydon] 17:56:07
the answer but obviously they are absolutely keeping an
eye on all of these different technologies to make sure
that we're getting the

[Thomas Lydon] 17:56:13
the right solution. Railway 200 obviously we are mere
weeks away from entering the

[Thomas Lydon] 17:56:19
railway 200 designated year.

[Thomas Lydon] 17:56:20
I don't know, Mark, if you can talk anything about any
plans we might have or your personal view on how we
should be marking this

[Thomas Lydon] 17:56:27
this anniversary.

[Platform 1 (Didcot) (Teams Room)] 17:56:31
I guess. I mean, I guess the way I feel at the moment,
Tom, I just think there's enough challenges

[Platform 1 (Didcot) (Teams Room)] 17:56:36
You know, day-to-day business to be getting on with and
I'm really focused on those but we will be trying to
support around 200 celebrations but i certainly don't
want to do it in a way that

[Platform 1 (Didcot) (Teams Room)] 17:56:48
distracts people from the call.

[Platform 1 (Didcot) (Teams Room)] 17:56:51
junk that we've got hand.

[Thomas Lydon] 17:56:53
We're good. Gordon is asking about

[Thomas Lydon] 17:56:57
control the decisions being taken by control and

[Thomas Lydon] 17:57:02
what are we doing to address this? I think you've
probably spoken a fair bit about that, but I don't know if
there's anything you want to add.

[Platform 1 (Didcot) (Teams Room)] 17:57:09
I mean, I...

[Platform 1 (Didcot) (Teams Room)] 17:57:11
I think, I mean, Gordon's very observant and will
sometimes pick up things that could have been done
better and

[Platform 1 (Didcot) (Teams Room)] 17:57:18
I think we have to be honest there are sometimes
examples but i think the other you know the challenge is
that we

[Platform 1 (Didcot) (Teams Room)] 17:57:25
In recent times we've had so much

[Platform 1 (Didcot) (Teams Room)] 17:57:28
to deal with the Sunday challenge with infrastructure

[Platform 1 (Didcot) (Teams Room)] 17:57:32
other issues it does become difficult

[Platform 1 (Didcot) (Teams Room)] 17:57:36
for the control office so you know fundamentally

[Platform 1 (Didcot) (Teams Room)] 17:57:40
I think when Gordon says what action are we taking you
know fundamentally we've got to get

[Platform 1 (Didcot) (Teams Room)] 17:57:45
reliability back into the core of the operation so you know
bringing in some extra rolling sculpt, getting on with

[Platform 1 (Didcot) (Teams Room)] 17:57:53
Sunday in the working week will help network rail have
got their own plans and we've not

[Platform 1 (Didcot) (Teams Room)] 17:57:59
you know featured those today because we're talking

[Platform 1 (Didcot) (Teams Room)] 17:58:02
I mean, there have been a lot of

[Platform 1 (Didcot) (Teams Room)] 17:58:09
people retiring from the control of all the changes

[Platform 1 (Didcot) (Teams Room)] 17:58:14
We've been working hard to recruit people. But yeah, I
think when Gordon and other people get us

[Platform 1 (Didcot) (Teams Room)] 17:58:20
examples of things that we need to learn from we need
to learn from

[Platform 1 (Didcot) (Teams Room)] 17:58:27
And there's an opportunity to do things.

[Platform 1 (Didcot) (Teams Room)] 17:58:29
better i mean i i remain optimistic that technology will
help us

[Platform 1 (Didcot) (Teams Room)] 17:58:35
improve the quality of information

[Platform 1 (Didcot) (Teams Room)] 17:58:37
But it is obviously a battle that many of us have been
fighting for a long period of time, but that remains our

[Platform 1 (Didcot) (Teams Room)] 17:58:43
Okay.

[Thomas Lydon] 17:58:45
Thanks, Mark. Brian has asked about uh

[Thomas Lydon] 17:58:49
He's spoken to an IET driver who said that IETs can be
used

[Thomas Lydon] 17:58:53
drive early between Pallet and oxford

[Thomas Lydon] 17:58:55
Is that correct? And if so.

[Thomas Lydon] 17:58:58
why are we running some trains at their book time, but as empty stock?

[Thomas Lydon] 17:59:01
I'm not sure of the specifics on that.

[Platform 1 (Didcot) (Teams Room)] 17:59:04
Yeah, I mean, it's very complicated. Brian is right in some respects, but there are constraints about things like the length of the train and whether the train, there are some safety issues that we manage very carefully, of course, and there are some trade union

[Platform 1 (Didcot) (Teams Room)] 17:59:19
issues and what we've agreed with the trade union.

[Platform 1 (Didcot) (Teams Room)] 17:59:22
Which we don't want to breach

[Platform 1 (Didcot) (Teams Room)] 17:59:25
we're going to end up having further challenges with trade unions. So we do our best to take advantage of the ability to run trains

[Platform 1 (Didcot) (Teams Room)] 17:59:35
in driver only form but you know even where we're allowed to do that with the car 307s we've still had some

[Platform 1 (Didcot) (Teams Room)] 17:59:42
agitation and throw musicians so it is something we have to manage carefully.

[Thomas Lydon] 17:59:47
Thanks, Mark. To answer David's question about us promoting days out by buses

[Thomas Lydon] 17:59:53
and other things, we do have a specific transport integration marketing manager. So that is something that we promote. It's something that we work really hard on.

[Thomas Lydon] 18:00:00
And we do have publications and various campaigns that will be going out across the year, obviously.

[Thomas Lydon] 18:00:05
this time of year is probably not the

[Thomas Lydon] 18:00:09
when there'll be the huge surge of demand for that, but that is absolutely something we focus on.

[Thomas Lydon] 18:00:15
Andrew Mock is asking about, have we got plans to run more super fast trains to inform south wales

[Thomas Lydon] 18:00:20
He happened to be on one last week and he thinks it's a very good

[Thomas Lydon] 18:00:24
idea and it makes good progress and reflects in the journey time of South Wales. So do we have

[Thomas Lydon] 18:00:28
plans to run more super fast into South Wales.

[Platform 1 (Didcot) (Teams Room)] 18:00:32
Yeah, the challenge is trying to make the business case work because, you know, going back to my boring

[Platform 1 (Didcot) (Teams Room)] 18:00:39
response to a few questions. We've got to have a business case for this but again

[Platform 1 (Didcot) (Teams Room)] 18:00:44
fundamentally i agree with the questioner

[Platform 1 (Didcot) (Teams Room)] 18:00:48
It makes sense. It's quite nice when you're traveling on them and it frees up

[Platform 1 (Didcot) (Teams Room)] 18:00:54
capacity if we can provide them a stopping train behind it so um yeah we are looking at that.

[Thomas Lydon] 18:01:02
I'm aware we're at six o'clock and there are still a few questions left, but I'll have a note to them all so we can

[Thomas Lydon] 18:01:07
come back separately but mark i don't know if there's anything you just wanted to say to

[Thomas Lydon] 18:01:11
sum up or if you did just want to quickly

[Thomas Lydon] 18:01:14
whiz through the few questions we've got left.

[Thomas Lydon] 18:01:17
Or if you want to

[Platform 1 (Didcot) (Teams Room)] 18:01:18
Yeah, well, let's do that. I mean, Nigel Rose is asking about us working on longer term investment. I think we agree we've got people

[Platform 1 (Didcot) (Teams Room)] 18:01:27
led by Tom Pierpoint and others on that. There's a timetable question about Chippenham. It's difficult to run later trains around engineering work, but we'll have a look at that. Nigel Phillips is talking about abysmal

[Platform 1 (Didcot) (Teams Room)] 18:01:41
service every two hours to weymouth. Of course, it was even more abysmal with some three-hour gaps which we've

[Platform 1 (Didcot) (Teams Room)] 18:01:47
got rid of but um i mean nigel sort of answers his own question by talking about the single track and the passing loops but we'll have a look. Some nice comments from John Boe about the

[Platform 1 (Didcot) (Teams Room)] 18:01:59
So thank you for those. Wendy asks about mid-Cornwall metro

[Platform 1 (Didcot) (Teams Room)] 18:02:06
And how it will fit in with the existing operation. Well, of course, this is something that we've been asked to do, but it doesn't involve that much actually.

[Platform 1 (Didcot) (Teams Room)] 18:02:15
frame knowledge. Most of it is about running extra

[Platform 1 (Didcot) (Teams Room)] 18:02:18
drones on the new key branch which people are supportive but we will have to bear Wendy's comments in

mind. Bernard asks about a sleeper to Scotland which sadly is not

[Platform 1 (Didcot) (Teams Room)] 18:02:28 currently part of our thinking. Philly Skip asks about tap in tap out integration. We're talking to the Welsh government

[Platform 1 (Didcot) (Teams Room)] 18:02:38 So that is something that's happening tablets start reopening is sadly not really on the agenda following the cancellation of the restoring your railways.

[Platform 1 (Didcot) (Teams Room)] 18:02:47 projects but we do keep a close eye on that Ruth Bagley's offered some helpful insight into Western Rail access

[Platform 1 (Didcot) (Teams Room)] 18:02:56 for Heathrow, Malcolm asks about season ticket flexibility, which we'll certainly take into

[Platform 1 (Didcot) (Teams Room)] 18:03:02 account um battery trained on green so we'll hopefully be carrying passengers

[Platform 1 (Didcot) (Teams Room)] 18:03:08 from May, a couple of people making some helpful

[Platform 1 (Didcot) (Teams Room)] 18:03:13 remarks about this. So thank you for your feedback. Hopefully it's been useful

[Platform 1 (Didcot) (Teams Room)] 18:03:21 And please tell me you'd like us to summarize the points for a wider.

[Platform 1 (Didcot) (Teams Room)] 18:03:26 distribution which is a challenge I'll pass to Tom

[Platform 1 (Didcot) (Teams Room)] 18:03:31 and um

[Platform 1 (Didcot) (Teams Room)] 18:03:32 Fiona Morton asks about

[Platform 1 (Didcot) (Teams Room)] 18:03:37 decarbonisation on the north down so we are working on that

[Platform 1 (Didcot) (Teams Room)] 18:03:43 And so thank you for your kind comments. Thank you for your comments about Erna. And we'll make sure we get on with that.

[Platform 1 (Didcot) (Teams Room)] 18:03:51 And I think...

[Platform 1 (Didcot) (Teams Room)] 18:03:53 I think I've covered everything there. So I'm three minutes past six, Tom. We'll just say thank you to everyone for joining us. Thanks for sticking with us.

[Thomas Lydon] 18:03:54 Three months.

[Platform 1 (Didcot) (Teams Room)] 18:04:01 to the end. If you find this useful, do let Tom know and we'll continue to run these sessions into

[Platform 1 (Didcot) (Teams Room)] 18:04:09 2025.

[Platform 1 (Didcot) (Teams Room)] 18:04:11

Thanks for your patience while we're doing some substantial challenges and I look forward to catching up with you all

[Platform 1 (Didcot) (Teams Room)] 18:04:17 And if I don't see you before, I wish you a pleasant Christmas as

[Platform 1 (Didcot) (Teams Room)] 18:04:24 possible and best wishes in 2025.

[Thomas Lydon] 18:04:28 Thanks, Mark. And as ever, if anyone needs anything, you should all have my email address. So do drop me an email and we'll pick any questions or comments up. And as Mark said, if you

[Thomas Lydon] 18:04:37 have comments on the format and particularly the use of videos at the start. That's something we've tried for the first time in this.

[Thomas Lydon] 18:04:42 do let me know and we will absolutely be continuing to have these sessions. We might use some of our other directors so

[Thomas Lydon] 18:04:48 You get to know them a bit more as well, but we will absolutely be having more of these sessions

[Thomas Lydon] 18:04:53 As 2025 progresses.

[Thomas Lydon] 18:04:55 So I'll bring us all to a close. Have a lovely evening.