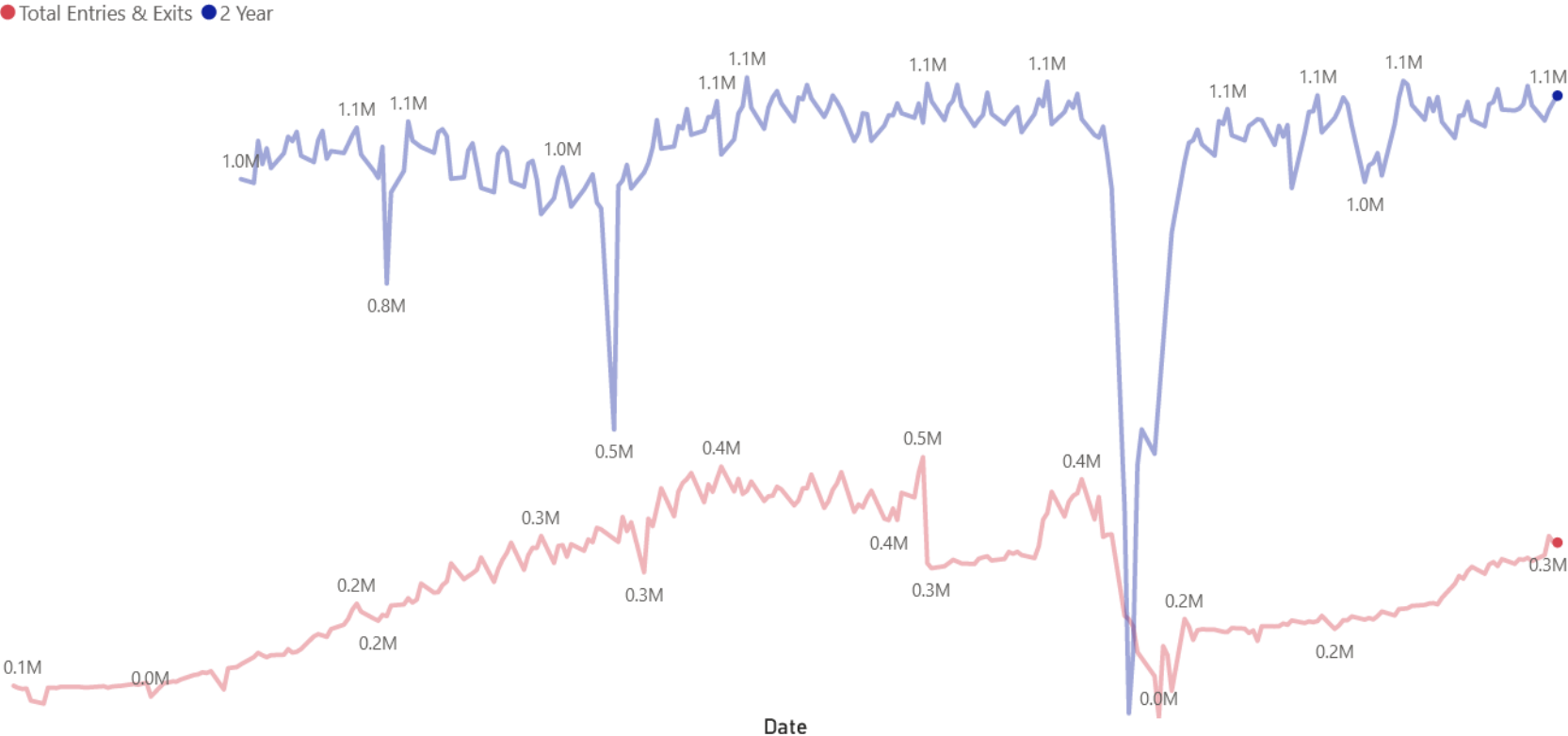


# Hadley Wood Rail User Group Meeting

## 20 April 2021



# Green shoots



Customer demand recovered to 35-40% of pre-covid – similar to mid-late July 2020

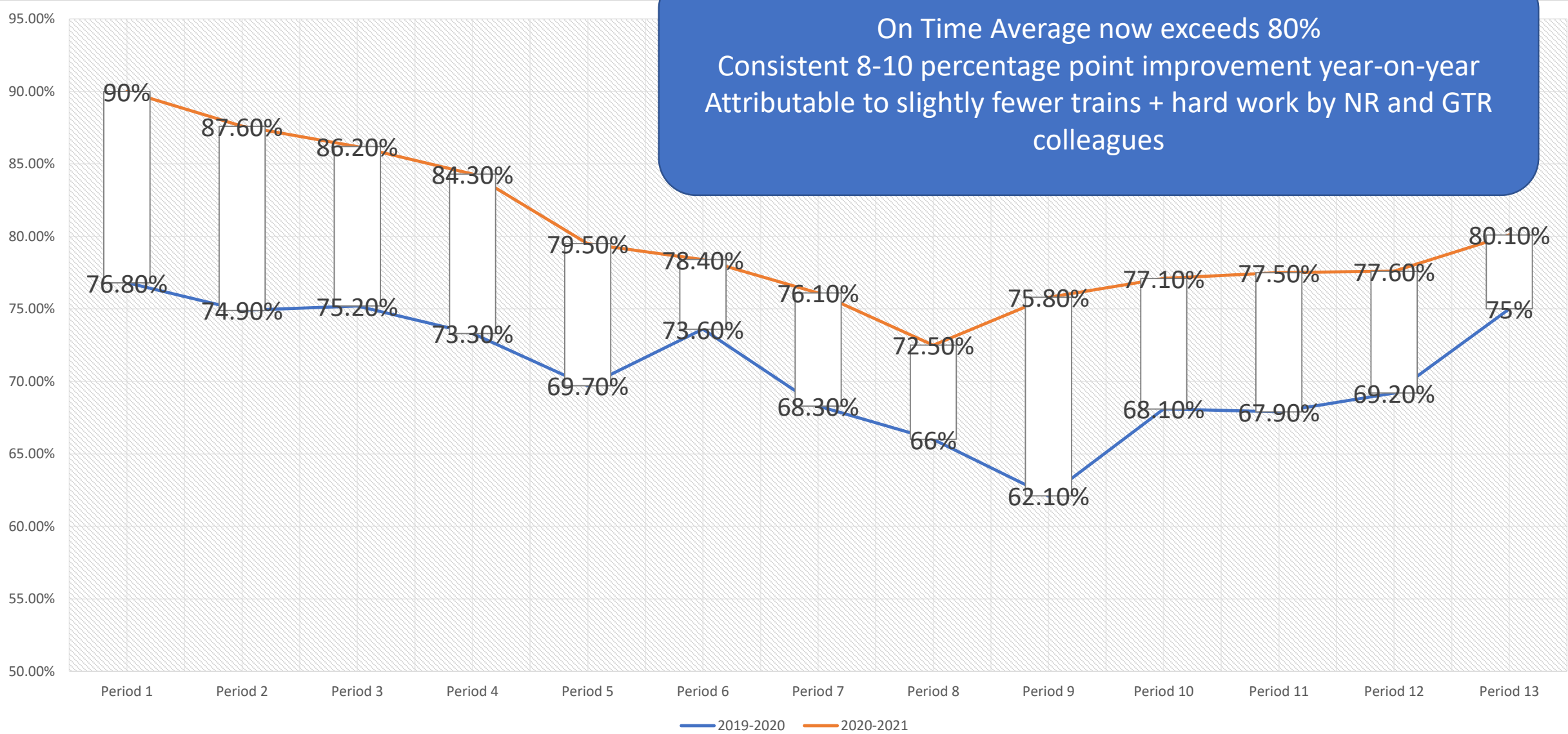
Customer demand increasing at 5-6% week on week



# GTR On-Time

## April 2020-March 2021 vs April 2019-March 2020

On Time Average now exceeds 80%  
Consistent 8-10 percentage point improvement year-on-year  
Attributable to slightly fewer trains + hard work by NR and GTR colleagues



# Service Update – Hadley Wood Performance

Period	PPM	On Time*
11 (05/04 - 02/05)	93.2%	86.6%
12 (03/05 - 30/05)	91.4%	85.5%
13 (31/05 – 09/06)	95.5%	88%

## Monitoring passenger numbers

- 18 April: WGC-Moorgate 16:38 7.1% loading at Hadley Wood
- 16 April: WGC-Moorgate 12.52 22.7% loading at Hadley Wood



# Engineering works – 23-25 April

## Line Closure Map - Saturday 24 and Sunday 25 April



# Future changes

## Timetable

- May 21: very limited changes for Hadley Wood in May (4 extra trains)
  - northbound arr 0918 and 0948; southbound 1627 and 1657
- December 21: Dependant on passenger numbers
- May 22 - consultation on East Coast Mainline timetable to start in June

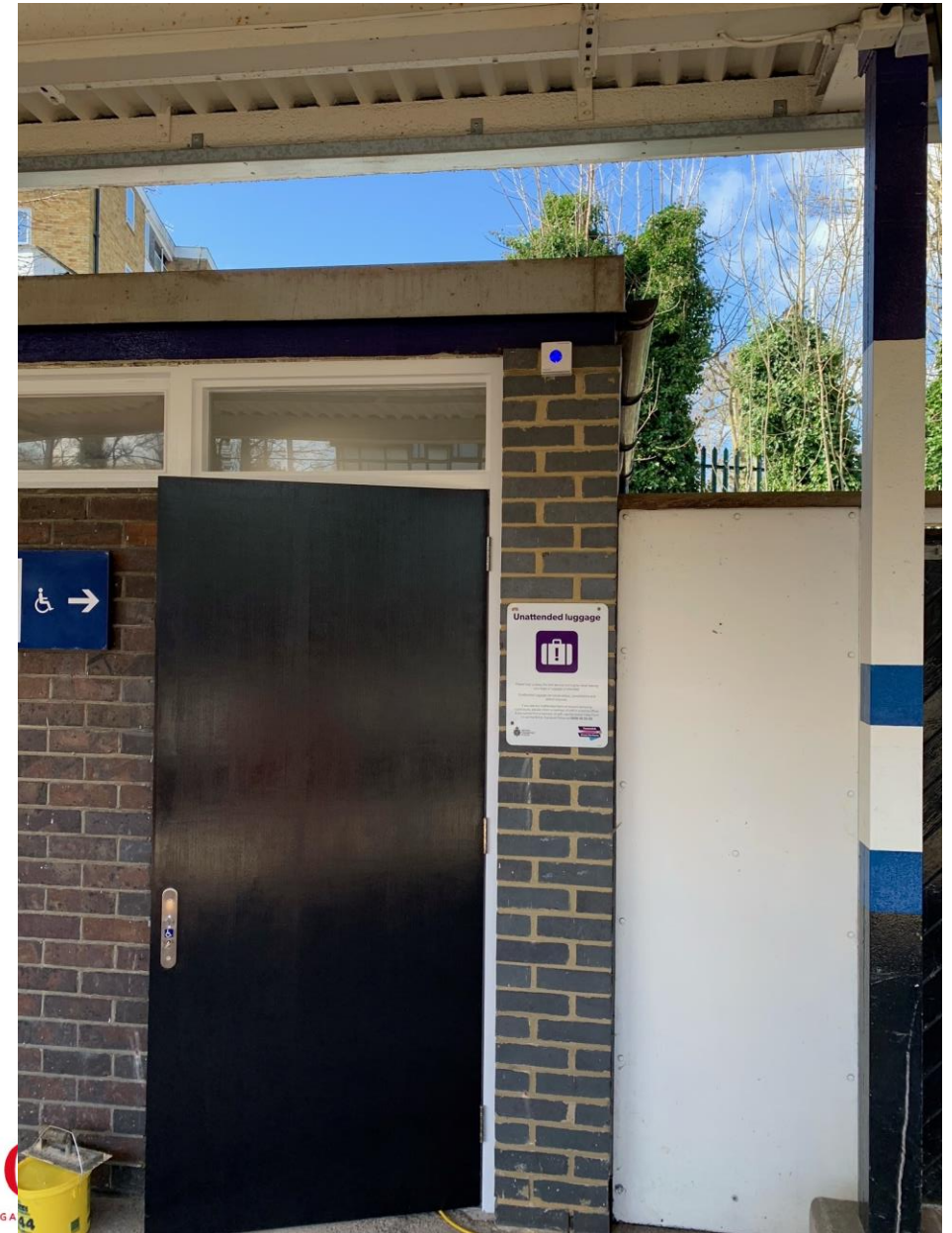
## Organisation

- Industry return to rail reassurance campaign
- New Accessible Travel Policy
- Emergency Recovery Measures Agreement and new contracts



# Station improvements

- Toilet works completed apart from emergency alarm intercom
- Water Butt installed at side of toilet for station garden
- New CIS and PA system installed on platform 4
- HWRUG met with Network Rail to discuss footbridge



# OPEN FORUM

