

Hadley Wood Rail User Group Meeting

10 June 2020



Passenger Benefit Fund (PBF)

Accessible Toilet Proposal

- Received DfT Assurance this week, however still requires landlord consent and station change approval
- Tendering will start next week– will provide estimated costs when received
- PBF administration time including Project Manager visits not taken from a station's PBF allocation



COVID-19 Impact on the railway

- Government Emergency Measures Agreement with all train companies
- Industry message is 'Consider all other forms of transport before using public transport'
- GTR has made 3 timetable changes in 8 weeks
- Social distancing signs and hand sanitisations points at stations
- Staff provided with face masks, gloves and hand sanitising gel



Service Update – Hadley Wood Performance

- 17 May timetable change –4 trains per hour in the am and pm peak

| Period | PPM | On Time* |
|--------------------|-------|----------|
| 01 (05/04 - 02/05) | 95.8% | 96% |
| 02 (03/05 - 30/05) | 95.3% | 92.8% |
| 03 (31/05 – 09/06) | 98.6% | 92.6% |

Monitoring services and stations - Over 10% of usual numbers

- Mon 1 June :Hadley Wood 13:45 18.22% loading



Future Timetable changes

15th June 2020

- Additional morning and evening peak trains between Hertford North and Moorgate to help social distancing

5 July 2020 – plans still to be confirmed

- Take service from 58% to 80% of usual service
- Step up to 4 trains per hour throughout most of the day on weekdays

December 2020

- To be confirmed



Moorgate Tunnel Cleaning



East Coast Mainline Upgrade

- Awareness posters at stations
- Digital adverts on NRES/Trainline
- Social media on GTR channels started this week
- CIS & Announcements started this week
- Car park banners to arrive at impacted stations
- Customer mailing to go out Thursday 18th June
- Accessibility information added to website engineering pages
- Help point posters at unmanned stations
- Rail replacement buses from Potters Bar and New Barnet



The East Coast Upgrade
Bringing you
Fast, Comfortable

**Do not travel to
or from London**
on Saturday 20th and Sunday 21st June

No trains will run to or from London as we upgrade the tracks on the East Coast Main Line to bring you more reliable journeys.

Avoid travel if you can. Rail replacement buses will be provided for those making essential journeys who have no other way to travel.

The work and travel is subject to government guidelines on COVID-19.

Find out more at EastCoastUpgrade.co.uk

