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

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