



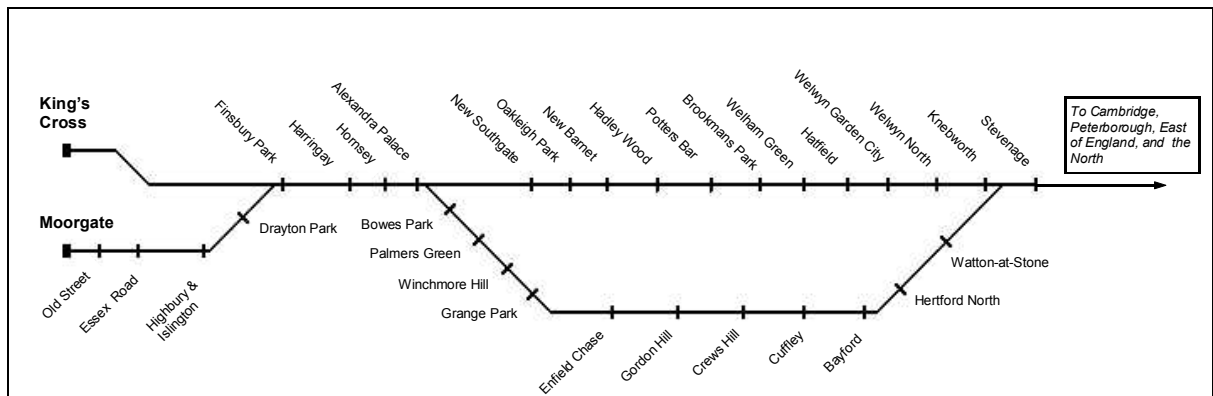
## LONDON TRANSPORT USERS COMMITTEE



Speaking for transport users  
in and around London

# Requirements for Train Services Route Supplement

# King's Cross/Moorgate



March 2004

## **London Transport Users Committee**

*Speaking for transport users in and around London*



LTUC is the official watchdog for transport users in and around London.

The Committee's role is to:

- Investigate suggestions and complaints from users who are dissatisfied with the response received from the service provider;
- Conduct independent research and produce publications on issues affecting transport users;
- Maintain a regular dialogue with operators on differing aspects of their services;
- Assess the impact and make recommendations if proposals are made for the closure of a railway line or a station.

Our remit covers transport in and around London including the Underground, the National Rail network, London's bus network, Docklands Light Railway, Croydon Tramlink, taxis and other users of the Greater London Road Network. To find out more about us see our website **[www.ltuc.org.uk](http://www.ltuc.org.uk)**

## **Who should read this paper?**

Chief Executives, Commercial/Business Directors, Operations/Production Directors and all timetable planning staff of the following organisations.

- Strategic Rail Authority
- Train Operating Companies involved with the King's Cross/Moorgate routes
- Network Rail
- Office of the Rail Regulator
- Transport for London

### **And**

- Department for Transport
- Office of the Deputy Prime Minister
- Mayor of London
- London Assembly members
- Rail Passenger Committees

### **For the areas served by the King's Cross/Moorgate routes:**

- Members of Parliament
- Members of European Parliament
- London Boroughs and Local Authorities
- Rail User Groups

## **What is the paper about?**

**These proposals outline LTUC's requirements for the type and frequency of train services on the King's Cross/Moorgate routes.**

The paper focuses solely on what the timetable should offer to the passenger. There are many other issues necessary to make up a quality service for the passenger and these are dealt with in other LTUC papers, (see Appendix 2). They are all described in general terms in LTUC's policy document 'London on the Move.'

This paper shows the extent to which present services on the King's Cross/Moorgate route comply with the requirements set out by LTUC in 'Requirements for Train Services – Principles'. It includes suggestions on how progress should be made towards closing the gap between present provision and the LTUC requirements.

## EXECUTIVE SUMMARY

This paper presents the principles that need to be applied to gain an adequate level of service for the passengers who travel on King's Cross/Moorgate routes.

It shows in detail how present services match up to the London Transport Users Committee's (LTUC) Requirements for good timetables, which are attractive to passengers and meet their needs. The paper is not just a 'wish list', it should be considered as a reference document for those who make decisions on when and where trains run.

The key points which emerge from the paper are:

- The existing inner services between King's Cross/Moorgate and Welwyn Garden City/Hertford North largely fail to comply with LTUC's Requirements. In part, this is due to services to and from Moorgate ceasing to run late in the weekday evenings and at weekends, at these times all services start and terminate at King's Cross. It appears that platform capacity at King's Cross limits the number of services that can use the station. However, there is scope for improvements in the short and medium term within the present limitations. The priorities should be to:
  - A commitment to a detailed study into the potential costs and benefits of running services to and from Moorgate all day, everyday
  - Services to all stations on the Hertford North line, to Hertford North, should be increased to 4tph.
  - Contra-peak frequencies on the Welwyn Garden City line should be increased to at least 3tph, to match the normal off peak frequencies.
  - A review of the service patterns of 'peak' trains to provide more regular intervals at stations.
  - Make improvements to the first and last trains so that they comply with LTUC Requirements.
- The outer services largely comply with LTUC Requirements, when combined with the inner services.
- Journey opportunities outside the LTUC area would be greatly enhanced if regular direct services to Leeds, Newcastle and Edinburgh, from King's Cross, made additional stops at Stevenage.

<b>CONTENTS</b>		<b>Page No</b>
<b>1.</b>	<b>Introduction</b>	<b>1</b>
<b>2.</b>	<b>Principles</b>	<b>2</b>
<b>3.</b>	<b>King's Cross/Moorgate</b>	
3.1	Weekday midday off peak services	3
3.2	Weekday evening off peak services	7
3.3	Weekday peak services	11
3.4	Weekday contra peak services	15
3.5	Saturday daytime and evening services	19
3.6	Sunday daytime and evening services	23
3.7	Weekday first train	27
3.8	Weekday last train	31
3.9	Saturday first train	35
3.10	Saturday last train	39
3.11	Sunday first train	43
3.12	Sunday last train	47
<b>4.</b>	<b>Journey opportunities to/from stations outside the LTUC area</b>	<b>51</b>
4.1	LTUC Principles	51
4.2	Present level of compliance	51
<b>5.</b>	<b>Other LTUC Requirements</b>	<b>52</b>
5.1	Night Services	52
5.2	Journey Times	52
5.3	Interchange and Connections	52
5.4	Leaf Fall season	52
5.5	Bank and Public Holidays	53
5.6	Christmas Eve	53
5.7	Christmas Day	53
5.8	Boxing Day	53
5.9	27 <sup>th</sup> – 30 <sup>th</sup> December	53
5.10	New Year's Eve	54

**Appendices**

<b>Appendix 1</b>	<b>Route Supplements</b>	<b>I</b>
<b>Appendix 2</b>	<b>Other LTUC publications</b>	<b>II</b>

# 1 INTRODUCTION

- 1.1 This paper presents the London Transport Users Committee's (LTUC) Requirements for Train Services – Route Supplements – King's Cross/Moorgate Routes.
- 1.2 It shows the extent to which present services to and from King's Cross/Moorgate comply with the requirements set out by LTUC in 'Requirements for Train Services – Principles'. It includes suggestions on how progress should be made towards closing the gap between present provision and the LTUC requirements.
- 1.3 The 'Principles' paper sets out the general aspirations of what LTUC believe London's rail services – within the Greater London Assembly (GLA) area, in the wider LTUC area and links with the national rail network as a whole – should be based. The Committee believes that these principles should inform all London area rail decision making, both short and long term, because the timetable is the core of the railway's product. Without a timetable which meets the needs and aspirations of both existing and potential users, investment in all other aspects of rail services (however important) will be ineffective. If the trains don't take people where they want to go, when they want to go, and with a degree of convenience and comfort which matches that of the private car, then Government targets for modal switch and for increasing patronage by 50% in ten years will not be achieved.
- 1.4 The Committee recognises that much of what it advocates requires investment and that it will take more than ten years to achieve the goals in full. Therefore this paper offers constructive proposals for specific improvements in the short and medium term. These enhancements will require little or no infrastructure investment and should therefore be achievable within the next few years.
- 1.5 'Requirements for Train Services – Route Supplement – King's Cross/Moorgate Routes' paper is a structured approach to attaining the improvements by looking closely at the route in sections. In 2004, all of the routes in the LTUC area will have a comprehensive analysis of services and time-scales suggested for which aspirations should be attainable.
- 1.6 Questions and comments should be addressed to:

Rail Support Officer  
LTUC  
6 Middle Street  
London EC1A 7JA

Telephone 020 7505 9000  
Fax 020 7505 9003  
E-mail [railsupportofficer@ltuc.org.uk](mailto:railsupportofficer@ltuc.org.uk)

Copies of this paper and the Requirements for Train Services – Principles paper and other Route Supplements papers that have been published to date can be downloaded from the LTUC website.

**[www.ltuc.org.uk](http://www.ltuc.org.uk)**



## **2. PRINCIPLES**

- 2.1 This section of the paper compares how compliant the King's Cross/Moorgate routes are at present to the principles set out in the 'Requirements for Train Services – Principles' paper.
- 2.2 For all the Route Supplements LTUC have used the SRA's Passenger Service Requirement guidelines for what constitutes as "Peak".

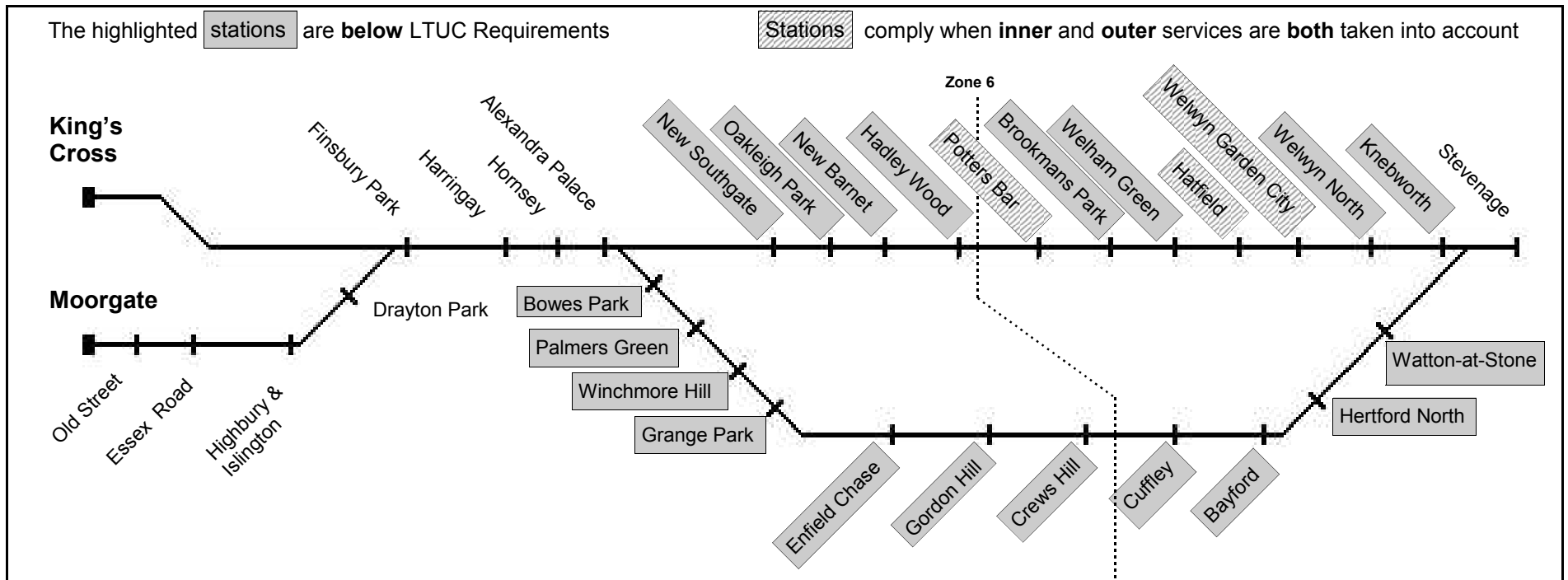
*"Peak" means, in relation to any service, a Weekday service (except services at Christmas or New Year or on a Bank Holiday) which arrives at London between 0700 and 0959 (the "Morning Peak") or departs from London between 1600 and 1859 (the "Evening Peak") and references to "Peak" periods shall be construed accordingly;*

*Strategic Rail Authority  
Schedule 3, Part 1 –Passenger Service Requirements (Clause 5.1)*

### 3.1 Weekday midday off peak services

**LTUC Principles as applicable to King's Cross and Moorgate services**

- Within Zones 1-6 a minimum of 6 trains per hour (tph), at regular 10 min. intervals where possible. (6 tph is the minimum standard for a 'turn up and go' metro service, i.e. one where passengers do not need to refer to the timetable when planning their journey.)
- At stations beyond the Zones and extending to the boundaries, (on this route stations including and beyond Potters Bar and Cuffley) a minimum of 4tph at regular 15 min. intervals where possible;
- Off-peak services and train lengths should be sufficient to provide seats for all passengers.



## Weekday midday off peak services

### Inner services King's Cross/Moorgate - Welwyn Garden City/Hertford North

Station	Zone	LTUC Requirement	Actual	Difference	Suggested changes short/medium term	Timescale
Moorgate	1	6tph	complies			
Old Street	1					
Essex Road	2					
Highbury & Islington	2					
Drayton Park	2					
King's Cross	1	—	—	—	—	—
Finsbury Park	2	6tph	complies			
Harringay	3					
Hornsey	3					
Alexandra Palace	3					
<b>New Southgate</b>	<b>4</b>	6tph	<b>3tph</b>	<b>3tph</b>	LTUC recognises that there is no turn back facility south of Welwyn Garden City and to provide one would be very costly. Therefore 6tph to these stations can only be achieved by operating 6tph all the way to Welwyn Garden City. LTUC accepts that this would not be cost effective for the foreseeable future.	Within Great Northern 2 year franchise extension
<b>Oakleigh Park</b>	<b>4</b>					
<b>New Barnet</b>	<b>5</b>					
<b>Hadley Wood</b>	<b>6</b>					
<b>Potters Bar</b>	<b>out</b>	4tph	<b>3tph inner (2tph outer)</b>	<b>Combined inner and outer service comply</b>	The aim should therefore be to increase the service to 4tph.	

## Weekday midday off peak services

### Inner services Kings Cross/Moorgate - Welwyn Garden City/Hertford North

Station	Zone	LTUC Requirement	Actual	Difference	Suggested changes short/medium term	Timescale
Brookmans Park	out	4tph	3tph	1tph	<p>LTUC recognises that there is no turn back facility south of Welwyn Garden City and to provide one would be very costly. Therefore 6tph to these stations can only be achieved by operating 6tph all the way to Welwyn Garden City. LTUC accepts that this would not be cost effective for the foreseeable future.</p> <p>The aim should therefore be to increase the inner service to 4tph.</p>	Within Great Northern 2 year franchise extension
Welham Green	out					
Hatfield	out	4tph	3tph inner (2tph outer)	Combined inner and outer service comply		
Welwyn Garden City	out					
Bowes Park	3/4	6tph	3tph	3tph	<p>The first priority should be to aim to increase the service to 4tph.</p> <p>The second priority should be a commitment to study the service pattern to see whether the 4tph metro service should terminate at Gordon Hill, with additional semi fast trains for stations to Hertford and Stevenage.</p>	Within Great Northern 2 year franchise extension
Palmers Green	4					
Winchmore Hill	4					
Grange Park	5					
Enfield Chase	5					
Gordon Hill	5					
Crews Hill	6					
Cuffley	out	4tph	3tph	1tph		
Bayford	out					
Hertford North	out					
Watton - at - Stone	out	4tph	1tph	3tph	<p>If the semi fast services for stations to Hertford and Stevenage are introduced (above) then increase the service to 2tph</p>	Within Great Northern 2 year franchise extension

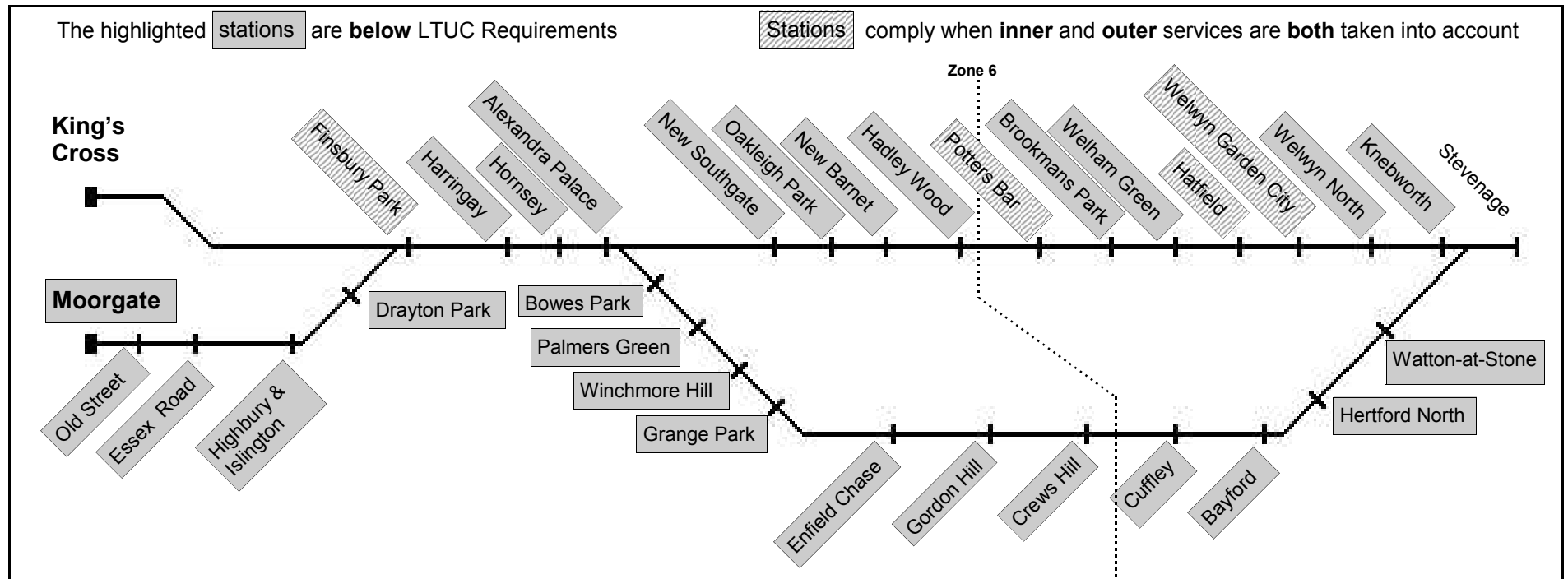
## Weekday midday off peak services Outer services Kings Cross - Stevenage

Station	Zone	LTUC Requirement	Actual	Difference	Suggested changes short/medium term	Timescale
King's Cross	1	—	—	—	—	—
Potters Bar	out	4tph	2tph outer (3tph inner)	Combined inner and outer service comply		
Hatfield	out					
Welwyn Garden City	out					
Welwyn North	out	4tph	2tph outer	2tph	No increase suggested at present.	
Knebworth	out					
Stevenage	out	4tph	complies outer (1tph inner)	complies		

## 3.2 Weekday evening off peak services

### LTUC Principles as applicable to King's Cross and Moorgate services

- To be the same as weekday midday off peak



## Weekday evening off peak services

### Inner services King's Cross/Moorgate - Welwyn Garden City/Hertford North

Station	Zone	LTUC Requirement	Actual	Difference	Suggested changes short/medium term	Timescale
Moorgate	1	6tph	No service after around 2030		<p>A) A commitment to a detailed study of issues of potential benefits and costs of running services in the evenings.</p> <p>The study should look separately at weekday evenings, Saturdays and Sundays.</p> <p>B) Services could run to and from a limited number of stations in the initial stages.</p> <p>C) The effects of the relocation of Arsenal football club and the associated development of leisure facilities need to be considered.</p>	Within Great Northern 2 year franchise extension
Old Street	1					
Essex Road	2					
Highbury & Islington	2					
Drayton Park	2					
King's Cross	1	—	—	—	—	—
Finsbury Park	2	6tph	4tph inner (2tph outer)	Combined inner and outer service comply	Increase to 6tph same as midday off peak	Within Great Northern 2 year franchise extension
Harringay	3	6tph	4tph	2tph	Increase to 6tph same as midday off peak	Within Great Northern 2 year franchise extension
Hornsey	3					
Alexandra Palace	3					
New Southgate	4	6tph	2tph	4tph	As weekday midday off peak	
Oakleigh Park	4					
New Barnet	5					
Hadley Wood	6					
Potters Bar	out	4tph	2tph inner (2tph outer)	Combined inner and outer service comply		

## Weekday evening off peak services

### Inner services King's Cross/Moorgate - Welwyn Garden City/Hertford North

Station	Zone	LTUC Requirement	Actual	Difference	Suggested changes short/medium term	Timescale
Brookmans Park	out	4tph	2tph	2tph	As weekday midday off peak	
Welham Green	out					
Hatfield	out	4tph	2tph inner (2tph outer)	Combined inner and outer service comply		
Welwyn Garden City	out					
Bowes Park	3/4	6tph	2tph	4tph	As weekday midday off peak	
Palmers Green	4					
Winchmore Hill	4					
Grange Park	5					
Enfield Chase	5					
Gordon Hill	5					
Crews Hill	6					
Cuffley	out	4tph	2tph	2tph	As weekday midday off peak	
Bayford	out					
Hertford North	out					
Watton - at - Stone	out	4tph	1tph	3tph	As weekday midday off peak	



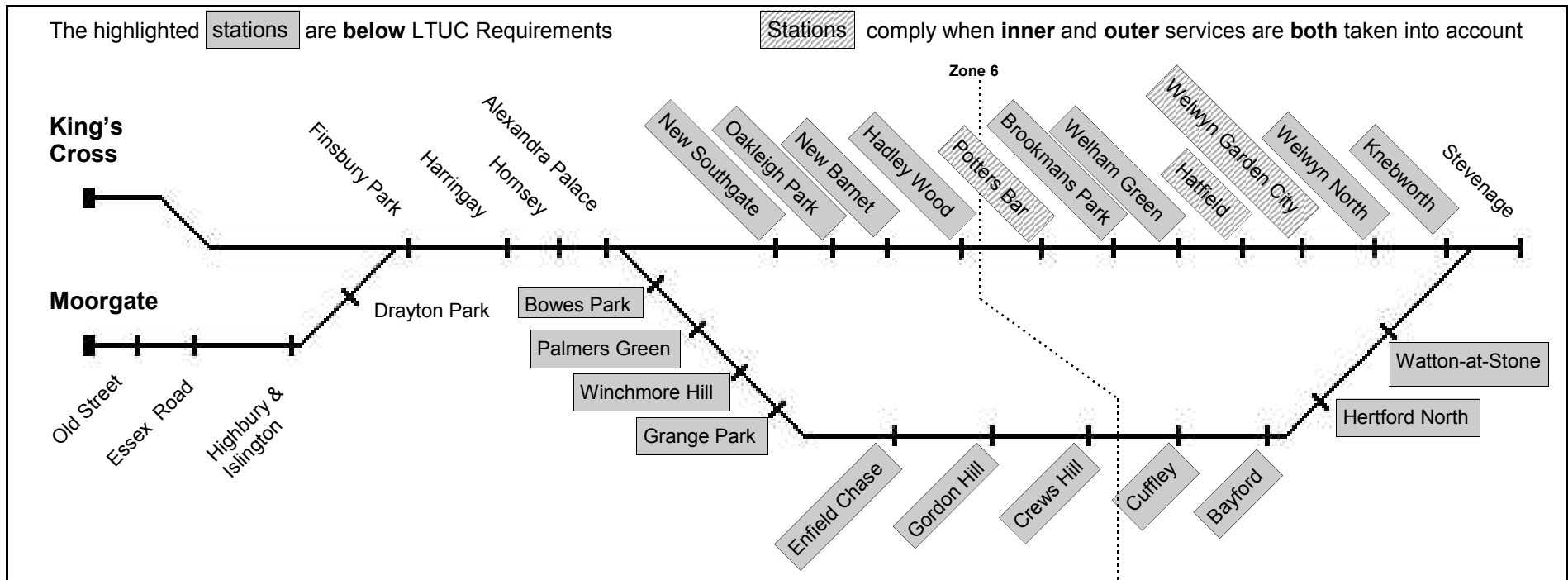
## Weekday evening off peak services Outer services Kings Cross - Stevenage

Station	Zone	LTUC Requirement	Actual	Difference	Suggested changes short/medium term	Timescale
King's Cross	1	—	—	—	—	—
<b>Potters Bar</b>	out	4tph	2tph outer (2tph inner)	Combined inner and outer service comply		
<b>Hatfield</b>	out					
<b>Welwyn Garden City</b>	out					
<b>Welwyn North</b>	out	4tph	2tph outer	2tph	As weekday midday off peak	
<b>Knebworth</b>	out					
Stevenage	out	4tph	complies (1tph inner)	complies		

### 3.3 Weekday peak services

#### LTUC Principles as applicable to King's Cross and Moorgate services

- Peak hour frequency should be no less than off-peak.
- There should be sufficient capacity to ensure that no passengers have to stand involuntarily for more than 10 minutes, and to ensure compliance with PIXC (Passengers in excess of capacity) rules.
- Peak service timetables should be constructed so that off-peak patterns and timings apply all day and that peak services are made up by adding extra trains to the basic off-peak pattern. Exceptionally, where capacity constraints make it impossible to adhere exactly to this principle, every effort should be made to ensure that any broken links (i.e. journeys which can be made by through train in the off-peak) are provided with quick connections in lieu.
- Special consideration should be given to providing sufficient capacity for 'shoulder-peak' demand (generally arriving in London before 0730; 0900-1030 and returning from London 1530-1630 and 1830-2030).



## Weekday peak services

### Inner services King's Cross/Moorgate - Welwyn Garden City/Hertford North

Station	Zone	LTUC Requirement	Actual	Difference	Suggested changes short/medium term	Timescale
Moorgate	1	6tph	complies			
Old Street	1					
Essex Road	2					
Highbury & Islington	2					
Drayton Park	2					
King's Cross	1	—	—	—	—	—
Finsbury Park	2	6tph	complies			
Harringay	3	6tph	complies			
Hornsey	3					
Alexandra Palace	3					
<b>New Southgate</b>	<b>4</b>	6tph	<b>2-6tph</b>	<b>0-4tph</b>	<b>Review service patterns to provide more regular intervals at all stations.</b>	<b>Within Great Northern 2 year franchise extension</b>
<b>Oakleigh Park</b>	<b>4</b>					
<b>New Barnet</b>	<b>5</b>					
<b>Hadley Wood</b>	<b>6</b>	6tph	<b>2-4tph</b>	<b>2-4tph</b>		
<b>Potters Bar</b>	<b>out</b>	4tph	<b>AM complies inner (0-1tph Outer) PM complies (0-2tph outer)</b>	<b>Combined inner and outer service complies</b>		

## Weekday peak services

### Inner services King's Cross/Moorgate - Welwyn Garden City/Hertford North

Station	Zone	LTUC Requirement	Actual	Difference	Suggested changes short/medium term	Timescale
Brookmans Park	out	4tph	AM 3tph PM 3-4tph	AM 1tph PM 0-1tph	Review service patterns to provide more regular intervals at all stations.	Within Great Northern 2 year franchise extension
Welham Green	out					
Hatfield	out	4tph	AM complies inner (1-2tph outer) PM complies inner (0-2tph outer)	Combined inner and outer service comply	Review service patterns to provide more regular intervals at all stations.	Within Great Northern 2 year franchise extension
Welwyn Garden City	out	4tph	AM complies inner (1-3tph outer) PM complies inner (2tph outer)			
Bowes Park	3/4	6tph	AM 4-5tph PM 3-4tph	AM 1-2tph PM 2-3tph	Review service patterns to provide more regular intervals at all stations.	Within Great Northern 2 year franchise extension
Palmers Green	4	6tph	AM 4-6tph PM 3-6tph	AM 0-2tph PM 0-3tph		
Winchmore Hill	4					
Grange Park	5	6tph	AM 4-6tph PM 3-4tph	AM 0-2tph PM 2-3tph		
Enfield Chase	5	6tph	AM 5-7tph PM 3-6tph	AM 0-1tph PM 0-3tph		
Gordon Hill	5					
Crews Hill	6	6tph	AM 2-3tph PM 2tph	AM 3-4tph PM 4tph		
Cuffley	out	4tph	AM complies PM 2-6tph	PM 0-2tph	Increase service between 1600-1700 to 4tph	Within Great Northern 2 year franchise extension
Bayford	out	4tph	2-3tph	3-4tph	Review service patterns to provide more regular intervals at all stations.	
Hertford North	out	4tph	AM complies PM 2-6tph	0-4tph		
Watton - at - Stone	out	4tph	1-3tph	1-3tph	Increase service to a minimum 2tph	Within Great Northern 2 year franchise extension

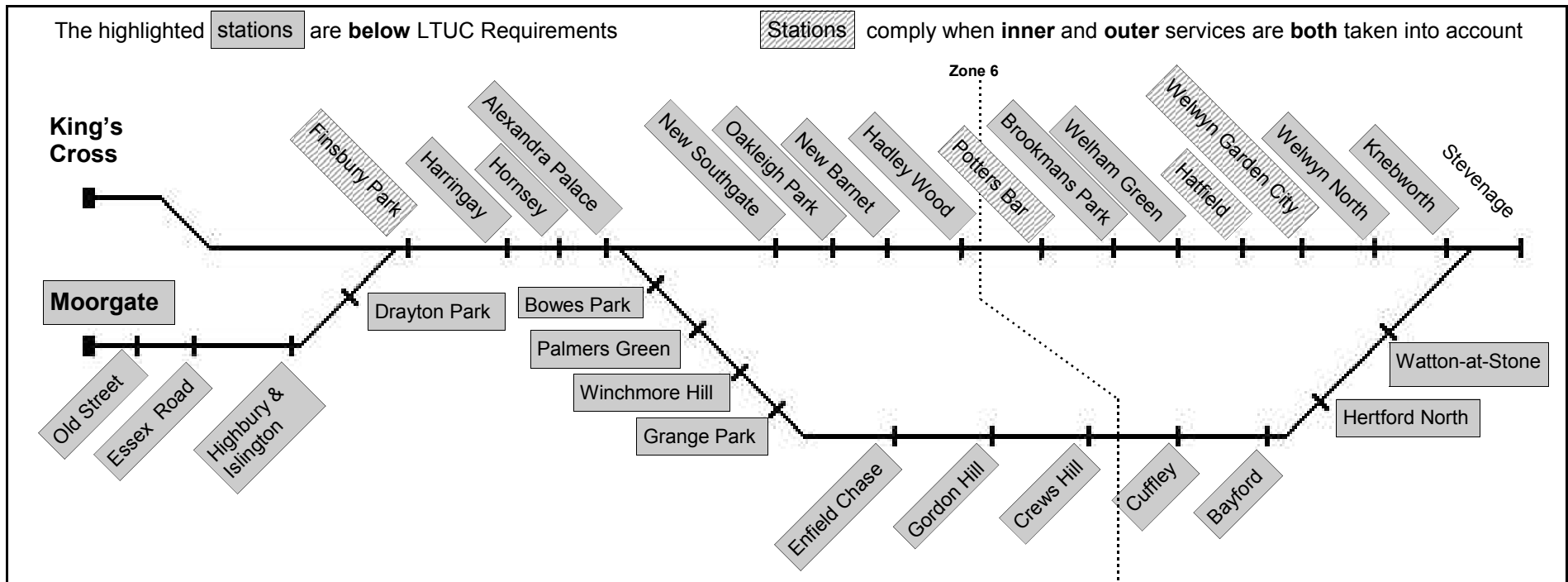
## Weekday peak services Outer services Kings Cross - Stevenage

Station	Zone	LTUC Requirement	Actual	Difference	Suggested changes short/medium term	Timescale
King's Cross	1	—	—	—	—	—
<b>Potters Bar</b>	<b>out</b>	4tph	AM 0-1tph outer (complies inner) PM 0-2tph outer (complies inner)	Combined inner and outer service comply	<b>Any necessary service changes to be considered as part of the SRA East Coast Route Utilisation and Development Strategy</b>	
<b>Hatfield</b>	<b>out</b>	4tph	AM 1-2tph outer (complies inner) PM 0-2tph outer (complies inner)			
<b>Welwyn Garden City</b>	<b>out</b>	4tph	AM 1-3tph outer (complies inner) PM 2tph outer (complies inner)			
<b>Welwyn North</b>	<b>out</b>	4tph	AM 2tph outer (1-2tph inner) PM 2tph outer (1-2tph inner)	0-1tph combined inner and outer services	<b>Any necessary service changes to be considered as part of the SRA East Coast Route Utilisation and Development Strategy</b>	
<b>Knebworth</b>	<b>out</b>	4tph	AM 2tph outer (0-2tph inner) PM 2tph outer (1-2tph inner)	0-2tph combined inner and outer services		
Stevenage	out	4tph	AM complies outer (3-4tph inner) PM complies outer (2-5tph inner)	complies		

### 3.3 Weekday contra peak services

LTUC Principles as applicable to King's Cross and Moorgate services

- To be the same as weekday midday off peak



## Weekday contra peak services

### Inner services King's Cross/Moorgate - Welwyn Garden City/Hertford North

Station	Zone	LTUC Requirement	Actual	Difference	Suggested changes short/medium term	Timescale
Moorgate	1	6tph	4tph	2tph	Increase the service to 6tph	Within Great Northern 2 year franchise extension
Old Street	1					
Essex Road	2					
Highbury & Islington	2					
Drayton Park	2					
King's Cross	1	—	—	—	—	—
Finsbury Park	2	6tph	4tph inner (2tph outer)	Combined inner and outer service comply	Increase the service to 6tph	Within Great Northern 2 year franchise extension
Harringay	3	6tph	4tph	2tph		
Hornsey	3					
Alexandra Palace	3					
New Southgate	4	6tph	2tph	4tph	As weekday midday off peak	
Oakleigh Park	4					
New Barnet	5					
Hadley Wood	6					
Potters Bar	out					

## Weekday contra peak services

### Inner services King's Cross/Moorgate - Welwyn Garden City/Hertford North

Station	Zone	LTUC Requirement	Actual	Difference	Suggested changes short/medium term	Timescale
Brookmans Park	out	4tph	2tph	2tph	As weekday midday off peak	
Welham Green	out					
Hatfield	out	4tph	2tph Inner (2tph outer)	Combined inner and outer service comply		
Welwyn Garden City	out					
Bowes Park	3/4	6tph	2tph	4tph	As weekday midday off peak	
Palmers Green	4					
Winchmore Hill	4					
Grange Park	5					
Enfield Chase	5					
Gordon Hill	5					
Crews Hill	6					
Cuffley	out	4tph	2tph	2tph	As weekday midday off peak	
Bayford	out					
Hertford North	out					
Watton - at - Stone	out	4tph	2tph	2tph	As weekday midday off peak	

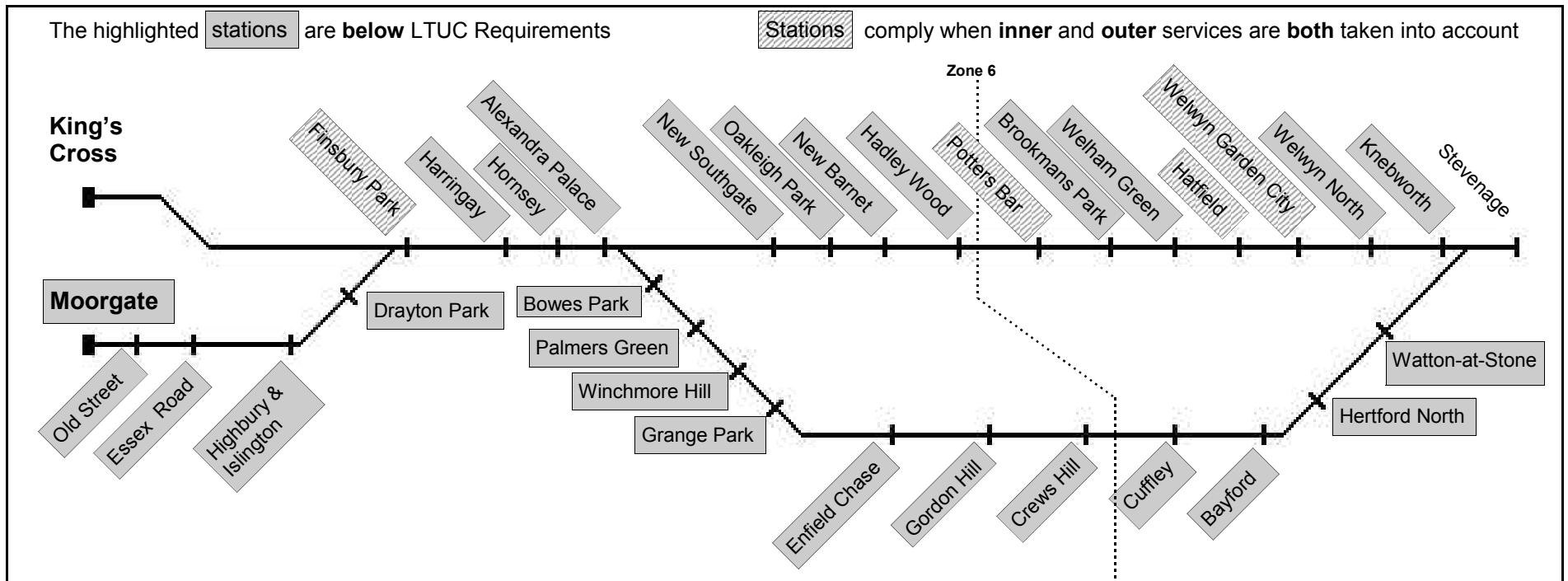


This page has been left blank intentionally

### 3.4 Saturday daytime and evening services

LTUC Principles as applicable to King's Cross and Moorgate services

- To be the same as weekday midday off peak



## Saturday daytime and evening services

### Inner services King's Cross/Moorgate - Welwyn Garden City/Hertford North

Station	Zone	LTUC Requirement	Actual	Difference	Suggested changes short/medium term	Timescale
Moorgate	1	6tph	No service		As weekday evening off peak services	
Old Street	1					
Essex Road	2					
Highbury & Islington	2					
Drayton Park	2					
King's Cross	1	—	—	—	—	—
Finsbury Park	2	6tph	4tph inner (2tph outer)	Combined inner and outer service comply	As weekday midday off peak services	
Harringay	3	6tph	4tph	2tph		
Hornsey	3					
Alexandra Palace	3					
New Southgate	4	6tph	2tph	4tph	As weekday midday off peak services	
Oakleigh Park	4					
New Barnet	5					
Hadley Wood	6					
Potters Bar	out	4tph	2tph inner (2tph outer)	Combined inner and outer service comply		

## Saturday daytime and evening services

### Inner services King's Cross/Moorgate - Welwyn Garden City/Hertford North

Station	Zone	LTUC Requirement	Actual	Difference	Suggested changes short/medium term	Timescale
Brookmans Park	out	4tph	2tph	2tph	As weekday midday off peak	
Welham Green	out					
Hatfield	out	4tph	2tph inner (2tph outer)	Combined inner and outer service comply		
Welwyn Garden City	out					
Bowes Park	3/4	6tph	2tph	4tph	As weekday midday off peak	
Palmers Green	4					
Winchmore Hill	4					
Grange Park	5					
Enfield Chase	5					
Gordon Hill	5					
Crews Hill	6					
Cuffley	out	4tph	2tph	2tph	As weekday midday peak	
Bayford	out					
Hertford North	out					
Watton - at - Stone	out	4tph	1tph	3tph	As weekday midday off peak	

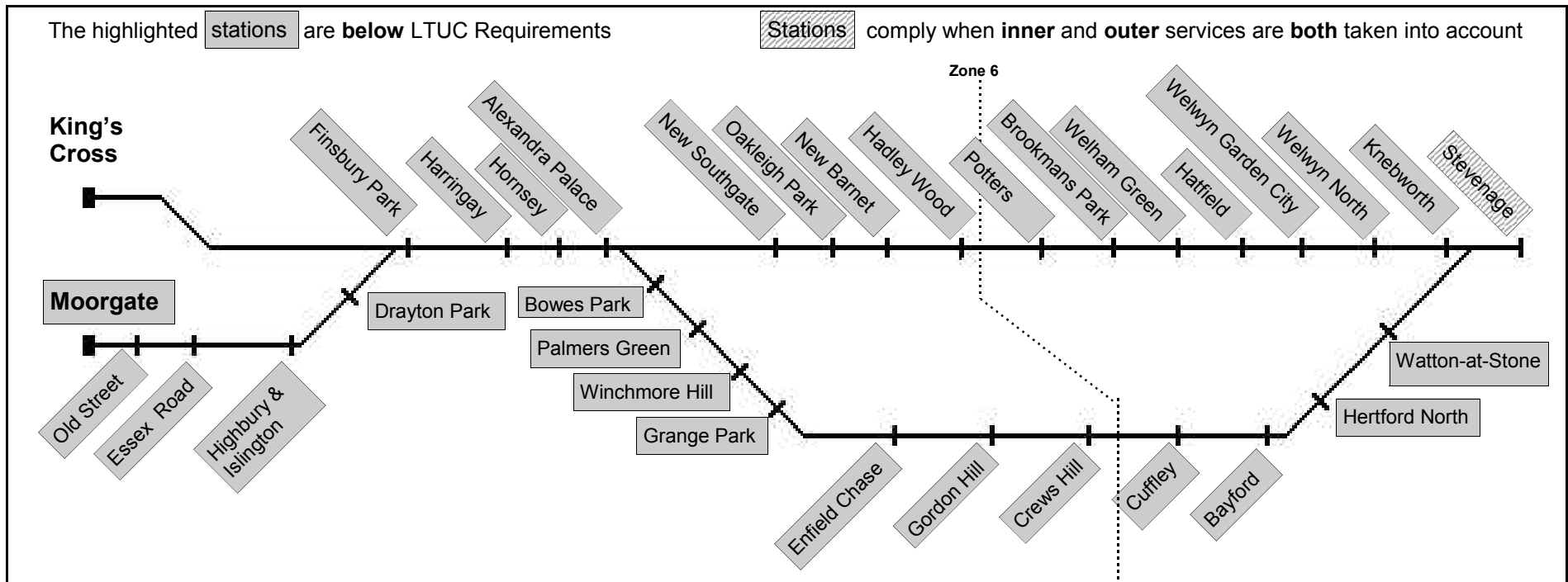
## Saturday daytime and evening services Outer services Kings Cross - Stevenage

Station	Zone	LTUC Requirement	Actual	Difference	Suggested changes short/medium term	Timescale
King's Cross	1	—	—	—	—	—
Potters Bar	out	4tph	2tph outer (2tph inner)	Combined inner and outer service complies		
Hatfield	out					
Welwyn Garden City	out					
Welwyn North	out	4tph	2tph outer	2tph	As weekday evening off peak services	
Knebworth	out					
Stevenage	out	4tph	complies outer (1tph inner)	complies		

### 3.6 Sunday daytime and evening services

**LTUC Principles as applicable to King's Cross and Moorgate services**

- Except for a later start-up, (see Sunday first and last services) Sunday frequency should be the same as Saturdays.
- It is recognised that the Network Rail's present maintenance practices lead to restricted Sunday services, particularly on multi-track routes, see Requirements for Train Services—Principles, Appendix 1. These maintenance practices should be reviewed and methods revised so that the train service standard described as above can be attained in the next four years, i.e. by 2008.



## Sunday daytime and evening services

### Inner services King's Cross/Moorgate - Welwyn Garden City/Hertford North

Station	Zone	LTUC Requirement	Actual	Difference	Suggested changes short/medium term	Timescale
Moorgate	1	6tph	No service		As weekday evening off peak services	
Old Street	1					
Essex Road	2					
Highbury & Islington	2					
Drayton Park	2					
Kings Cross	2	—	—	—	—	—
Finsbury Park	1	6tph	4tph Inner (1tph outer)	1tph	Increase the service to the same as weekday midday off peak	Within Great Northern 2 year franchise extension
Harringay	3	6tph	4tph	2tph	As weekday midday off peak	
Hornsey	3					
Alexandra Palace	3					
New Southgate	4	6tph	2tph	4tph	As weekday midday off peak	
Oakleigh Park	4					
New Barnet	5					
Hadley Wood	6					
Potters Bar	out	4tph	2tph inner (1tph outer)	1tph	Increase the service to the same as weekday midday off peak	Within Great Northern 2 year franchise extension

## Sunday daytime and evening services

### Inner services King's Cross/Moorgate - Welwyn Garden City/Hertford North

Station	Zone	LTUC Requirement	Actual	Difference	Suggested changes short/medium term	Timescale
Brookmans Park	out	4tph	2tph	2tph	As weekday midday off peak	
Welham Green	out					
Hatfield	out	4tph	2tph inner (1tph outer)	1tph	Increase the service to the same as weekday midday off peak	Within Great Northern 2 year franchise extension
Welwyn Garden City	out					
Bowes Park	3/4	6tph	2tph	2tph	As weekday midday off peak	
Palmers Green	4					
Winchmore Hill	4					
Grange Park	5					
Enfield Chase	5					
Gordon Hill	5					
Crews Hill	6					
Cuffley	out	4tph	2tph	2tph	As weekday midday off peak	
Bayford	out					
Hertford North	out					
Watton - at - Stone	out	4tph	1tph	3tph	As weekday midday off peak	



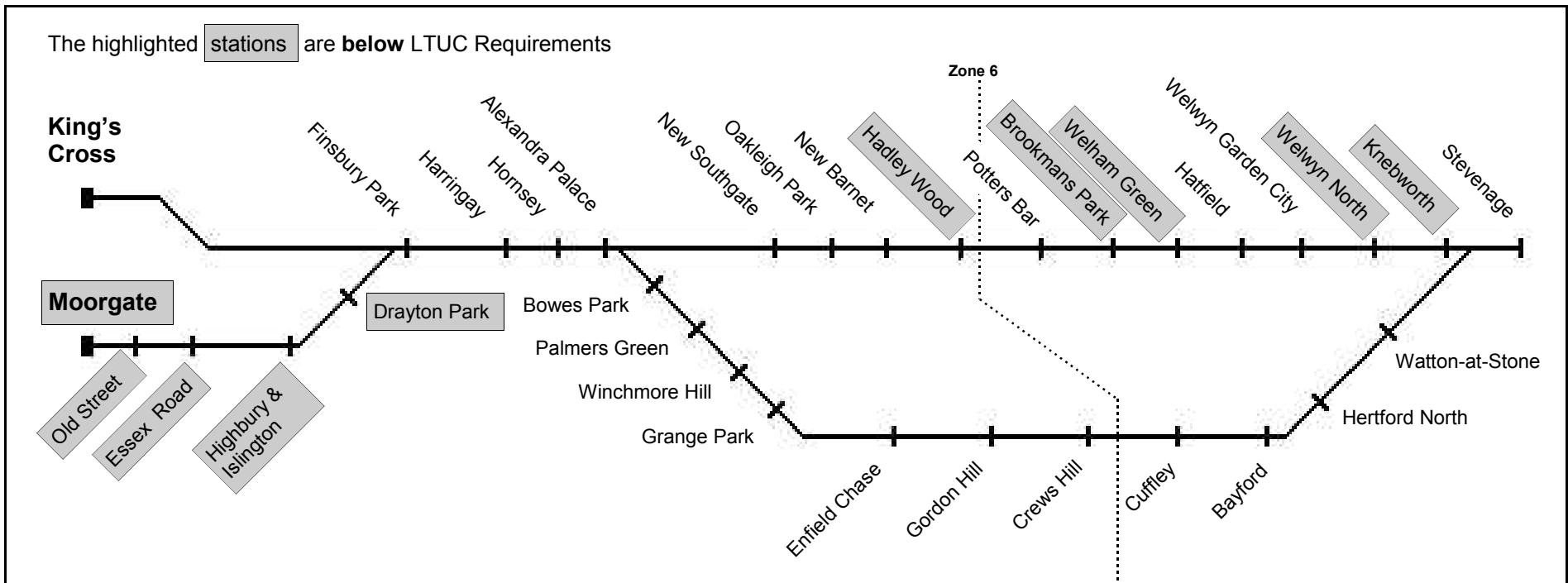
## Sunday daytime and evening services Outer services Kings Cross - Stevenage

Station	Zone	LTUC Requirement	Actual	Difference	Suggested changes short/medium term	Timescale
King's Cross	1	—	—	—	—	—
Potters Bar	out	4tph	1tph outer (2tph inner)	1tph	Increase the service to the same as weekday midday off peak	Within Great Northern 2 year franchise extension
Hatfield	out					
Welwyn Garden City	out					
Welwyn North	out	4tph	1tph outer	3tph	Increase the service to the same as weekday midday off peak	Within Great Northern 2 year franchise extension
Knebworth	out					
Stevenage	out	4tph	3tph outer (1tph inner)	Combined inner and outer service complies	Increase the service to the same as weekday midday off peak	Within Great Northern 2 year franchise extension

### 3.7 Weekday first train

LTUC Principles as applicable to King's Cross and Moorgate services

- All stations in the LTUC area should have first departures that facilitate connections with the first tranche of long-distance services from main London termini such as Paddington, Euston, King's Cross, Liverpool Street and Waterloo, and where possible to facilitate catching an early (pre-0630) Eurostar departure from Waterloo International. In general this means a first arrival in London by no later than 0600 on Mondays to Saturdays, 0730 on Sundays.
- For engineering work issues arising from first and last train policy see Requirements for Train Services—Principles—Appendix 1



## Weekday first train

### Inner services King's Cross/Moorgate - Welwyn Garden City/Hertford North

Station	Zone	LTUC Requirement	Actual	Difference	Suggested changes short/medium term	Timescale
Moorgate	1	—	—	—	—	—
Old Street	1	Into London before 0600	<b>0630</b>	<b>30 mins</b>	<b>Introduce a service calling at all stations from Welwyn Garden City, arriving in Moorgate before 0600.</b>	<b>Within Great Northern 2 year franchise extension</b>
Essex Road	2					
Highbury & Islington	2					
Drayton Park	2					
King's Cross	1	—	—	—	—	—
Finsbury Park	2	Into London before 0600	complies	—		
Harringay	3	Into London before 0600	complies			
Hornsey	3					
Alexandra Palace	3					
New Southgate	4					
Oakleigh Park	4					
New Barnet	5					
Hadley Wood	6	Into London before 0600	<b>0645</b>	<b>45 mins</b>	<b>Introduce a service calling at all stations from Welwyn Garden City, arriving in Moorgate before 0600.</b>	<b>Within Great Northern 2 year franchise extension</b>
Potters Bar	out	Into London before 0600	complies			

## Weekday first train

### Inner services King's Cross/Moorgate - Welwyn Garden City/Hertford North

Station	Zone	LTUC Requirement	Actual	Difference	Suggested changes short/medium term	Timescale
<b>Brookmans Park</b>	<b>out</b>	Into London before 0600	<b>0645</b>	<b>45 mins</b>	<b>Introduce a service calling at all stations from Welwyn Garden City, arriving in Moorgate before 0600.</b>	<b>Within Great Northern 2 year franchise extension</b>
<b>Welham Green</b>	<b>out</b>					
Hatfield	out	Into London before 0600	complies			
Welwyn Garden City	out					
Bowes Park	3/4	Into London before 0600	complies			
Palmers Green	4					
Winchmore Hill	4					
Grange Park	5					
Enfield Chase	5					
Gordon Hill	5					
Crews Hill	6					
Cuffley	out					
Bayford	out					
Hertford North	out					
Watton - at - Stone	out					

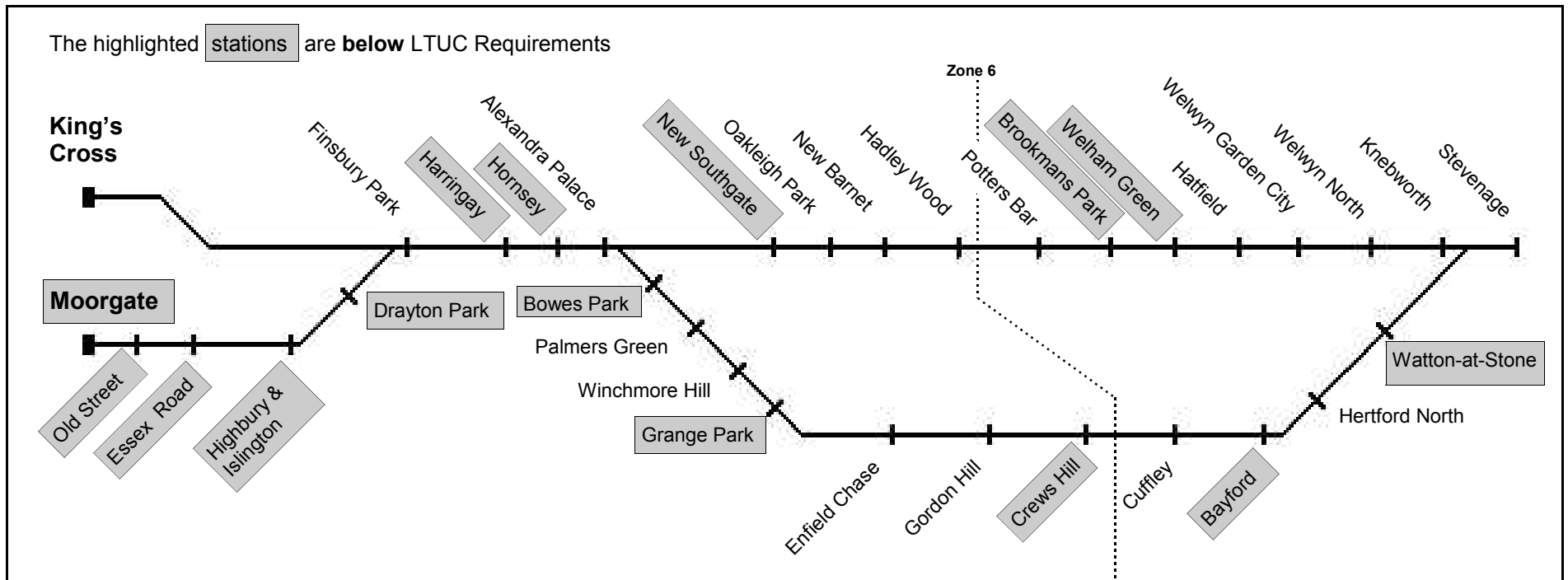
## Weekday first train Outer services Kings Cross - Stevenage

Station	Zone	LTUC Requirement	Actual	Difference	Suggested changes short/medium term	Timescale
King's Cross	1	—	—	—	—	—
Potters Bar	out	Into London before 0600	Inner service complies			
Hatfield	out					
Welwyn Garden City	out					
<b>Welwyn North</b>	<b>out</b>	Into London before 0600	<b>0624</b>	<b>24 mins</b>	<b>The 0401 from Peterborough to make additional stops at Welwyn North and Knebworth</b>	<b>Within Great Northern 2 year franchise extension</b>
<b>Knebworth</b>	<b>out</b>					
Stevenage	out	Into London before 0600	Inner service complies			

## 3.8 Weekday last train

### LTUC Principles as applicable to King's Cross and Moorgate services

- For the benefit of both long-distance travellers and passengers visiting London for evening entertainment, last departures every day from King's Cross and Moorgate should be no earlier than **0030 to stations in the Zones** and **2400 to other LTUC area stations**
- For engineering work issues arising from first and last train policy see Requirements for Train Services—Principles—Appendix 1



## Weekday last train

### Inner services King's Cross/Moorgate - Welwyn Garden City/Hertford North

Station	Zone	LTUC Requirement	Actual	Difference	Suggested changes short/medium term	Timescale
Moorgate	1	—	—	—	—	—
Old Street	1	Leave London after 0030	2035	2 hours 55 mins	As weekday evening services	
Essex Road	2					
Highbury & Islington	2					
Drayton Park	2					
King's Cross	1	—	—	—	—	—
Finsbury Park	2	Leave London after 0030	complies			
Harringay	3	Leave London after 0030	2341	49 mins	The 0006 and the 0106 from King's Cross to call all stations to Hertford North	Within Great Northern 2 year franchise extension
Hornsey	3					
Alexandra Palace	3	Leave London after 0030	complies			
New Southgate	4	Leave London after 0030	2341	49 mins	The 0036 from King's Cross to call at New Southgate	Within Great Northern 2 year franchise extension
Oakleigh Park	4	Leave London after 0030	complies			
New Barnet	5					
Hadley Wood	6					
Potters Bar	out	Leave London after 2400	complies			

## Weekday last train

### Inner services King's Cross/Moorgate - Welwyn Garden City/Hertford North

Station	Zone	LTUC Requirement	Actual	Difference	Suggested changes short/medium term	Timescale
<b>Brookmans Park</b>	out	Leave London after 2400	<b>2341</b>	49 mins	0036 from King's Cross to call at Brookmans Park and Welham Green	Within Great Northern 2 year franchise extension
<b>Welham Green</b>	out					
Hatfield	out	Leave London after 2400	complies			
Welwyn Garden City	out					
<b>Bowes Park</b>	<b>3/4</b>	Leave London after 0030	<b>2326</b>	<b>1 hour 4 mins</b>	The 0006 and the 0106 from King's Cross to call all stations to Hertford North	Within Great Northern 2 year franchise extension
Palmers Green	4	Leave London after 0030	complies			
Winchmore Hill	4					
<b>Grange Park</b>	<b>5</b>	Leave London after 0030	<b>2326</b>	<b>1 hour 4 mins</b>		
Enfield Chase	5	Leave London after 0030	complies			
Gordon Hill	5					
<b>Crews Hill</b>	<b>6</b>	Leave London after 0030	<b>2326</b>	<b>1 hour 4 mins</b>		
Cuffley	out	Leave London after 2400	complies			
<b>Bayford</b>	<b>out</b>	Leave London after 2400	<b>2326</b>	<b>34 mins</b>		
Hertford North	out	Leave London after 2400				
<b>Watton - at - Stone</b>	<b>out</b>	Leave London after 2400	<b>2326</b>	<b>34 mins</b>		



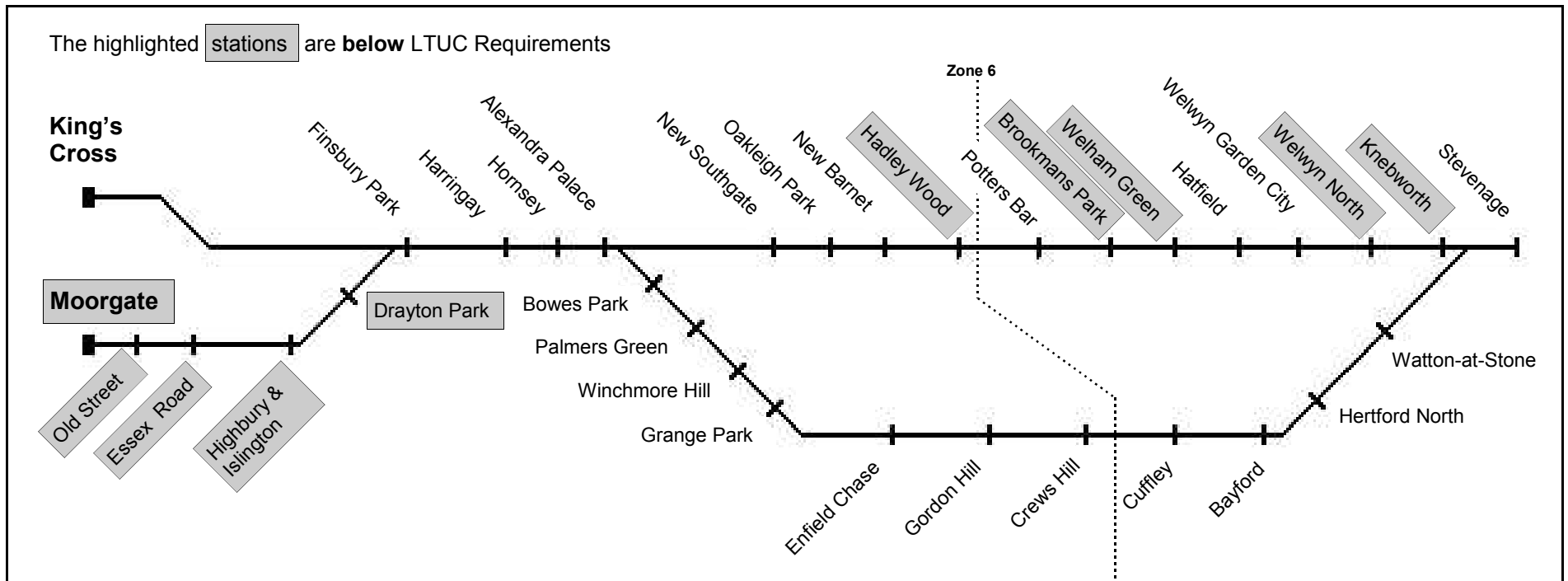
## Weekday last train Outer services Kings Cross - Stevenage

Station	Zone	LTUC Requirement	Actual	Difference	Suggested changes short/medium term	Timescale
King's Cross	1	—	—	—	—	—
Potters Bar	out	Leave London after 2400	complies			
Hatfield	out					
Welwyn Garden City	out					
Welwyn North	out					
Knebworth	out					
Stevenage	out					

### 3.9 Saturday first train

#### LTUC Principles as applicable to Kings Cross and Moorgate services

- All stations in the LTUC area should have first departures that facilitate connections with the first tranche of long-distance services from main London termini such as Paddington, Euston, King's Cross, Liverpool Street and Waterloo, and where possible to facilitate catching an early (pre-0630) Eurostar departure from Waterloo International. In general this means a first arrival in London by no later than 0600 on Mondays to Saturdays, 0730 on Sundays.
- For engineering work issues arising from first and last train policy see Requirements for Train Services—Principles—Appendix 1



## Saturday first train

### Inner services King's Cross/Moorgate - Welwyn Garden City/Hertford North

Station	Zone	LTUC Requirement	Actual	Difference	Suggested changes short/medium term	Timescale
Moorgate	1	—	—	—	—	—
Old Street	1	Into London before 0600	No service	—	As weekday evening services	
Essex Road	2					
Highbury & Islington	2					
Drayton Park	2					
Finsbury Park	2	Into London before 0600	complies			
King's Cross	1	—	—	—	—	—
Harringay	3	Into London before 0600	complies			
Hornsey	3					
Alexandra Palace	3					
New Southgate	4					
Oakleigh Park	4					
New Barnet	5					
Hadley Wood	6	Into London before 0600	0640	45 mins	As weekday first train	
Potters Bar	out	Into London before 0600	complies			

## Saturday first train

### Inner services King's Cross/Moorgate - Welwyn Garden City/Hertford North

Station	Zone	LTUC Requirement	Actual	Difference	Suggested changes short/medium term	Timescale
<b>Brookmans Park</b>	<b>out</b>	Into London before 0600	<b>0640</b>	<b>45 mins</b>	<b>As weekday first train</b>	
<b>Welham Green</b>	<b>out</b>					
Hatfield	out	Into London before 0600	complies			
Welwyn Garden City	out					
Bowes Park	3/4	Into London before 0600	complies			
Palmers Green	4					
Winchmore Hill	4					
Grange Park	5					
Enfield Chase	5					
Gordon Hill	5					
Crews Hill	6					
Cuffley	out					
Bayford	out					
Hertford North	out					
Watton - at - Stone	out					

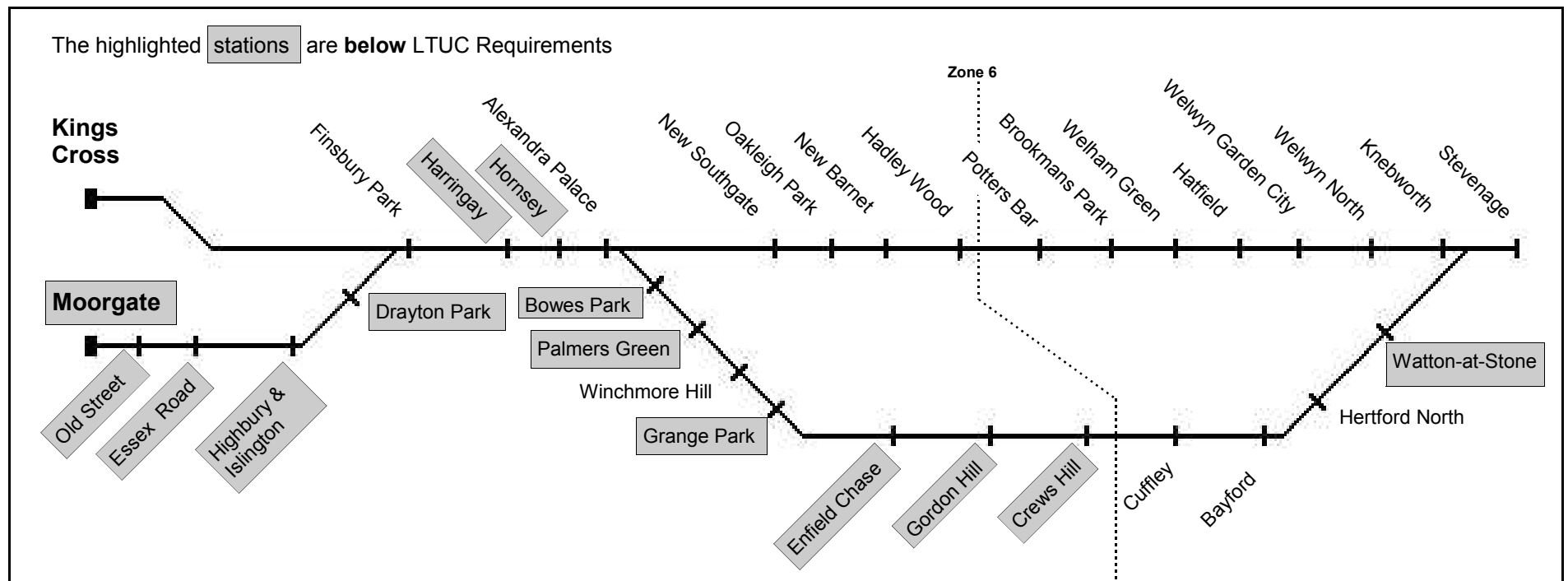
## Saturday first train Outer services Kings Cross - Stevenage

Station	Zone	LTUC Requirement	Actual	Difference	Suggested changes short/medium term	Timescale
King's Cross	1	—	—	—	—	—
Potters Bar	out	Into London before 0600	Inner service complies			
Hatfield	out					
Welwyn Garden City	out					
<b>Welwyn North</b>	<b>out</b>	Into London before 0600	<b>0624</b>	<b>24 mins</b>	<b>As weekday first train</b>	
<b>Knebworth</b>	<b>out</b>					
Stevenage	out	Into London before 0600	Inner service complies			

## 3.10 Saturday last train

### LTUC Principles as applicable to King's Cross and Moorgate services

- For the benefit of both long-distance travellers and passengers visiting London for evening entertainment, last departures every day from King's Cross and Moorgate should be no earlier than **0030 to stations in the Zones** and **2400 to other LTUC area stations**
- For engineering work issues arising from first and last train policy see Requirements for Train Services—Principles—Appendix 1



## Saturday last train

### Inner services King's Cross/Moorgate - Welwyn Garden City/Hertford North

Station	Zone	LTUC Requirement	Actual	Difference	Suggested changes short/medium term	Timescale
Moorgate	1	—	—	—	—	—
Old Street	1	Leave London after 0030	No service	—	As weekday evening services	
Essex Road	2					
Highbury & Islington	2					
Drayton Park	2					
Finsbury Park	2	Leave London after 0030	complies			
King's Cross	1	—	—	—	—	—
Harringay	3	Leave London after 0030	0026	4 mins	Re-timetable service so that the 0026 leaves at 0030	Within Great Northern 2 year franchise extension
Hornsey	3					
Alexandra Palace	3	Leave London after 0030	complies			
New Southgate	4					
Oakleigh Park	4					
New Barnet	5					
Hadley Wood	6					
Potters Bar	out	Leave London after 2400	complies			

## Saturday last train

### Inner services King's Cross/Moorgate - Welwyn Garden City/Hertford North

Station	Zone	LTUC Requirement	Actual	Difference	Suggested changes short/medium term	Timescale
Brookmans Park	out	Leave London after 2400	complies			
Welham Green	out					
Hatfield	out					
Welwyn Garden City	out					
<b>Bowes Park</b>	<b>3/4</b>	Leave London after 0030	<b>0026</b>	<b>4 mins</b>	<b>Re-timetable service so that the 0026 leaves at 0030</b>	<b>Within Great Northern 2 year franchise extension</b>
<b>Palmers Green</b>	<b>4</b>					
<b>Winchmore Hill</b>	<b>4</b>					
<b>Grange Park</b>	<b>5</b>					
<b>Enfield Chase</b>	<b>5</b>					
<b>Gordon Hill</b>	<b>5</b>					
<b>Crews Hill</b>	<b>6</b>					
Cuffley	out	Leave London after 2400	complies			
Bayford	out					
Hertford North	out					
<b>Watton - at - Stone</b>	<b>out</b>	Leave London after 2400	<b>2326</b>	<b>34 mins</b>	<b>No changes suggested at present.</b>	



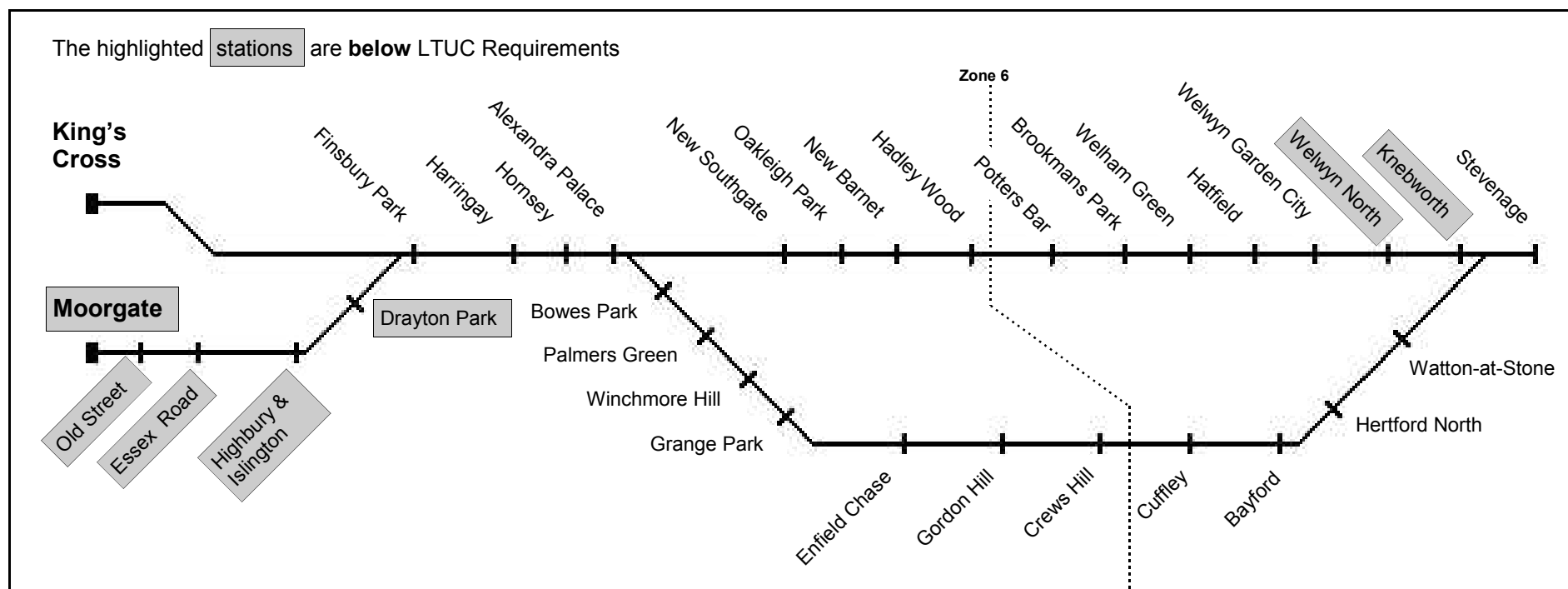
## Saturday last train Outer services Kings Cross - Stevenage

Station	Zone	LTUC Requirement	Actual	Difference	Suggested changes short/medium term	Timescale
King's Cross	1	—	—	—	—	—
Potters Bar	out	Leave London after 2400	complies			
Hatfield	out					
Welwyn Garden City	out					
Welwyn North	out					
Knebworth	out					
Stevenage	out					

## 3.11 Sunday first train

### LTUC Principles as applicable to Kings Cross and Moorgate services

- All stations in the LTUC area should have first departures that facilitate connections with the first tranche of long-distance services from main London termini such as Paddington, Euston, King's Cross, Liverpool Street and Waterloo, and where possible to facilitate catching an early (pre-0630) Eurostar departure from Waterloo International. In general this means a first arrival in London by no later than 0730 on Sundays.
- In addition, on Sundays within the Zones, rail start-up times should be synchronised with the night bus network in such a way that for any locality with a direct night bus to central London there should be no more than a 30 min. interval between the departure of the last night bus and the departure of the first train.
- For engineering work issues arising from first and last train policy see Requirements for Train Services—Principles—Appendix 1



## Sunday first train

### Inner services King's Cross/Moorgate - Welwyn Garden City/Hertford North

Station	Zone	LTUC Requirement	Actual	Difference	Suggested changes short/medium term	Timescale
Moorgate	1	—	—	—	—	—
Old Street	1	Into London before 0730	No service	—	As weekday evening services	
Essex Road	2					
Highbury & Islington	2					
Drayton Park	2					
Finsbury Park	2	Into London before 0730	complies			
King's Cross	1	—	—	—	—	—
Harringay	3	Into London before 0730	complies			
Hornsey	3					
Alexandra Palace	3					
New Southgate	4					
Oakleigh Park	4					
New Barnet	5					
Hadley Wood	6					
Potters Bar	out					

## Sunday first train

### Inner services King's Cross/Moorgate - Welwyn Garden City/Hertford North

Station	Zone	LTUC Requirement	Actual	Difference	Suggested changes short/medium term	Timescale
Brookmans Park	out	Into London before 0730	complies			
Welham Green	out					
Hatfield	out					
Welwyn Garden City	out					
Bowes Park	3/4					
Palmers Green	4					
Winchmore Hill	4					
Grange Park	5					
Enfield Chase	5					
Gordon Hill	5					
Crews Hill	6					
Cuffley	out					
Bayford	out					
Hertford North	out					
Watton - at - Stone	out					

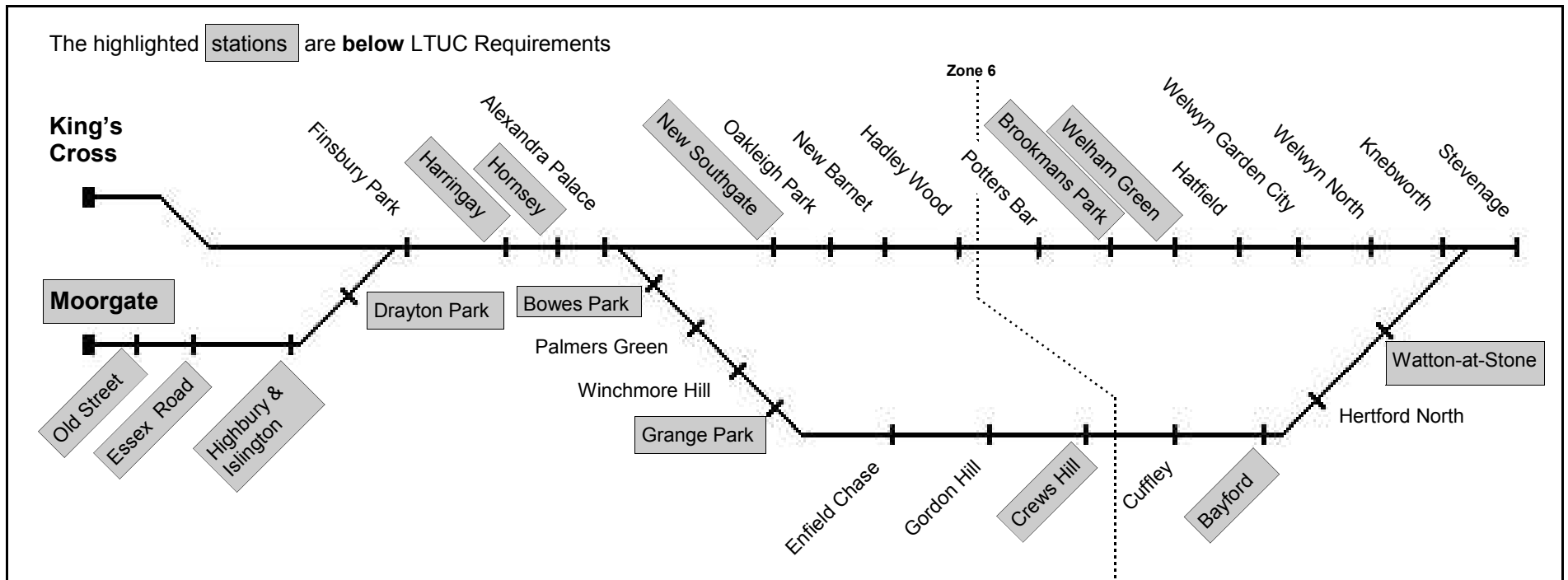
## Sunday first train Outer services Kings Cross - Stevenage

Station	Zone	LTUC Requirement	Actual	Difference	Suggested changes short/medium term	Timescale
King's Cross	1	—	—	—	—	—
Potters Bar	out	Into London before 0730	Inner service complies			
Hatfield	out					
Welwyn Garden City	out					
<b>Welwyn North</b>	<b>out</b>	Into London before 0730	<b>0919</b>	<b>1 hour 49 mins</b>	<b>The 0631 Cambridge train to stop at Welwyn North and Knebworth</b>	<b>Within Great Northern 2 year franchise extension</b>
<b>Knebworth</b>	<b>out</b>					
Stevenage	out	Into London before 0730	Inner service complies			

## 3.12 Sunday last train

### LTUC Principles as applicable to Kings Cross and Moorgate services

- For the benefit of both long-distance travellers and passengers visiting London for evening entertainment, last departures every day from King's Cross and Moorgate should be no earlier than **0030 to stations in the Zones** and **2400 to other LTUC area stations**
- For engineering work issues arising from first and last train policy see Requirements for Train Services—Principles—Appendix 1



## Sunday last train

### Inner services King's Cross/Moorgate - Welwyn Garden City/Hertford North

Station	Zone	LTUC Requirement	Actual	Difference	Suggested changes short/medium term	Timescale
Moorgate	1	—	—	—	—	—
Old Street	1	Leave London after 0030	<b>No service</b>	—	<b>As weekday evening services</b>	
Essex Road	2					
Highbury & Islington	2					
Drayton Park	2					
Finsbury Park	2	Leave London after 0030	complies			
King's Cross	1	—	—	—	—	—
Harringay	3	Leave London after 0030	<b>2341</b>	<b>49 mins</b>	<b>As weekday last trains</b>	
Hornsey	3					
Alexandra Palace	3	Leave London after 0030	complies			
New Southgate	4	Leave London after 0030	<b>2341</b>	<b>49 mins</b>	<b>As weekday last trains</b>	
Oakleigh Park	4	Leave London after 0030	complies			
New Barnet	5					
Hadley Wood	6					
Potters Bar	out	Leave London after 2400	complies			

## Sunday last train

### Inner services King's Cross/Moorgate - Welwyn Garden City/Hertford North

Station	Zone	LTUC Requirement	Actual	Difference	Suggested changes short/medium term	Timescale
<b>Brookmans Park</b>	<b>out</b>	Leave London after 2400	<b>2341</b>	<b>49 mins</b>	<b>As weekday last trains</b>	
<b>Welham Green</b>	<b>out</b>					
Hatfield	out	Leave London after 2400				
Welwyn Garden City	out					
<b>Bowes Park</b>	<b>3/4</b>	Leave London after 0030	<b>2326</b>	<b>1 hour 4 mins</b>	<b>As weekday last trains</b>	
Palmers Green	4	Leave London after 0030	complies			
Winchmore Hill	4					
<b>Grange Park</b>	<b>5</b>	Leave London after 0030	<b>2326</b>	<b>1 hour 4 mins</b>	<b>As weekday last trains</b>	
Enfield Chase	5	Leave London after 0030	complies			
Gordon Hill	5					
<b>Crews Hill</b>	<b>6</b>	Leave London after 0030	<b>2326</b>	<b>1 hour 4 mins</b>	<b>As weekday last trains</b>	
Cuffley	out	Leave London after 2400	complies			
<b>Bayford</b>	<b>out</b>	Leave London after 2400	<b>2326</b>	<b>1 hour 4 mins</b>	<b>As weekday last trains</b>	
Hertford North	out	Leave London after 2400	complies			
<b>Watton - at - Stone</b>	<b>out</b>	Leave London after 2400	<b>2326</b>	<b>34 mins</b>	<b>As weekday last trains</b>	



## Sunday last train Outer services Kings Cross - Stevenage

Station	Zone	LTUC Requirement	Actual	Difference	Suggested changes short/medium term	Timescale
King's Cross	1	—	—	—	—	—
Potters Bar	out	Leave London after 2400	complies			
Hatfield	out					
Welwyn Garden City	out					
Welwyn North	out					
Knebworth	out					
Stevenage	out					

## **4. JOURNEY OPPORTUNITIES TO / FROM STATIONS OUTSIDE THE LTUC AREA**

### **4.1 LTUC Principles (as applicable to King's Cross/Moorgate route)**

- Except as regards frequency, services to and from stations outside the London Transport Users Committee (LTUC) area should be organised on the same principles listed for journeys within the LTUC area.
- As a minimum, sufficient longer-distance services should call at key interchange stations in the LTUC area in order to provide the following:
  - a) Out and back day return journey opportunities
  - b) Out and back longer-stay journeys using reduced-price tickets such as Saver, SuperSaver and Apex on both weekdays and for 'Friday out - Sunday return' journeys, with travel times suitable for leisure travellers, e.g. departures between 1000 & 1400
  - c) Avoiding the need to double-back via London terminals

The key interchange station on the route is Stevenage.

### **4.2 Present level of compliance**

WAGN outer area services on the King's Lynn, Cambridge and Peterborough routes comply with these principles.

Compliance level of GNER services to Leeds, Newcastle and Edinburgh tends to vary from one timetable period to another, as the pattern of calls at Stevenage seems to be treated as something of a residual after other requirements of the route have been met.

For the future, LTUC welcomes the concept of the SRA East Coast Route Utilisation Strategy that the intercity service on the King's Cross route should operate on a regular interval pattern throughout the day. As part of such a pattern LTUC would wish to see direct services from Stevenage to Leeds, Newcastle and Edinburgh at least every two hours<sup>1</sup>.

The intercity service at Stevenage also provides the link between Hertford and the north. It is very unlikely that an intercity service pattern could be devised which gave regular calls at Stevenage and which also gave good connections with the existing Hertford - Stevenage service at its present service level of 1tph. This is one of the reasons why LTUC wishes to see the Hertford - Stevenage service increased to 2tph.

<sup>1</sup> If the final outcome of the East Coast Route Utilisation Strategy is that daylong regular interval services are not provided at Stevenage, then as a minimum the service provided must meet the LTUC Principles. In addition LTUC would wish Stevenage to have as many extra services as possible.

## **5 OTHER LTUC REQUIREMENTS**

### **5.1 Night Services**

5.1.1 All operators should consider running a 24-hour service, at least between Central London terminals and key interchange stations, particularly on multi-track and bi-directionally signalled routes where trains can operate around maintenance work.

### **5.2 Journey Times**

5.2.1 The target maximum journey time between the appropriate central London terminal and all stations in the zones should be 30 minutes, achieved as appropriate by a mixture of fast/semi-fast services from more distant stations and all-stations services in the inner area.

5.2.2 For LTUC stations beyond the zones the target journey time should be equivalent to 60 mph average speed.

### **5.3 Interchange and Connections**

5.3.1 Good inter-operator and inter-modal interchange is essential between all National Rail operators, London Underground (LUL), Docklands Light Railway (DLR), Tramlink and bus services, focusing on key interchange locations that offer convenience and frequency to the passenger. Integration of ticketing outside the Travelcard Zones should be a priority, and also within the Zones for ordinary (i.e. non-period) fares.

5.3.2 Key interchange locations for the King's Cross/Moorgate routes, which are particularly important for making non-central London journeys without having to travel via the central area are:

- Highbury & Islington
- Finsbury Park
- Welwyn Garden City
- Stevenage

5.3.3 In outer areas where train services are less frequent, interchange with buses should be well co-ordinated.

### **5.4 Leaf fall season**

5.4.1 In the short term, on sections of line where autumn leaf fall is a problem, the principle of re-scheduling trains to depart slightly earlier (or arrive slightly later) than normal is accepted in the interests of maintaining overall service punctuality on the London network.

5.4.2 However in terms of integrated transport this practice is undesirable as it risks disrupting both rail-rail and bus-rail connections. In the longer term the industry is therefore expected to find environmental and technical solutions so that timetable adjustments of this type are no longer necessary.

- 5.4.3 The practice of some operators in simply adding time between the penultimate stop and the terminus (or issuing a general declaration that all trains will arrive at the terminus later than normal) is deplored as this provides no passenger benefit and can only be seen as an attempt to massage the punctuality statistics.

## **5.5 Bank and Public Holidays**

- 5.5.1 The full Saturday service should operate.
- 5.5.2 Bank and Public Holiday services at present are a complete hotchpotch with different operators providing Sunday services, Saturday services and special services. This destroys connections between different operator' services and makes it very difficult for passengers to understand what services are available. System-wide standardisation on Saturday services should be an immediate priority for the industry.

## **5.6 Christmas Eve**

- 5.6.1 Services should operate until the normal daily finishing times.

## **5.7 Christmas Day**

- 5.7.1 Within the Zones, rail operators should work in conjunction with Transport for London (TfL) to operate a day-long co-ordinated rail and bus network to provide a limited but strategic service across London. Each route should operate at least every 30 mins. This special Christmas Day network should be extended to serve other principal LTUC area stations at least hourly. Rail tickets should be valid on appropriate bus routes.

## **5.8 Boxing Day**

- 5.8.1 Within the Zones, trains should operate at a minimum of 2 tph with normal Sunday start and normal daily finishing times. The presumption should be that all stations should be open; where operators consider that any station should be closed this should be a matter for consultation with LTUC. This special Boxing Day timetable should be extended beyond the zones to serve other principal LTUC area stations at least hourly.

## **5.9 27<sup>th</sup> – 30<sup>th</sup> December**

- 5.9.1 Services should operate as appropriate to the day of the week. Where an assessment of employers' intentions shows that the full Monday – Friday peak services are not required, there should be a consistent policy throughout the LTUC area as regards the level of peak services to be operated. As with Bank and Public Holiday services, standardisation between operators should be an immediate priority for the industry.
- 5.9.2 Special events, such as horse racing meetings and football fixtures, should be taken into consideration when planning services.

## **5.10 New Year's Eve**

- 5.10.1 On New Year's Eve, services within the LTUC area should be extended by at least one hour after midnight to allow passengers to travel home safely. These services need to be adequately publicised by the provider well in advance of New Year's Eve.

**ROUTE SUPPLEMENTS**

Over the course of 2004 route supplements will be published. These will show the extent to which present services comply with LTUC's Requirements and will include suggestions on how progress should to be made towards closing the gap between present provision and the Requirements.

The following route supplements will be issued.

- Fenchurch Street
- Liverpool Street **ISSUED AUGUST 2003**
- King's Cross / Moorgate **ISSUED MARCH 2004**
- St Pancras / Thameslink North
- Euston
- Marylebone
- Paddington **ISSUED FEBRUARY 2004**
- Waterloo
- Victoria / London Bridge (South Central/Thameslink South)
- Victoria / Blackfriars (South Eastern)
- Charing Cross / Cannon Street
- Orbital Routes
- Docklands Light Railway
- London Underground

**To receive copies of the issued papers, please contact publications at LTUC on 020 7505 9000 or email [publications@ltuc.org.uk](mailto:publications@ltuc.org.uk)**

## OTHER LTUC PUBLICATIONS

### Publications directly relevant to train service provision

**Requirements for Train Services – Principles** (LTUC, May 2003)

**Which Street for Southend?** - The choice of terminus for c2c late evening trains (LTUC, December 2001)

**There's more to Chiltern than the Chilterns** - The case for the Chiltern Metro (LTUC, January 2001)

### Other publications

**All Aboard** - LTUC's submission to the Greater London Authority's scrutiny of 'Priority Bus Issues for London' (LTUC, March 2001)

**Crossing the Border** – A study of cross-boundary bus services (LTUC, December 2000)

**Easing the Trip** – Addressing the needs of disabled rail users (LTUC, March 2001)

**Going Underground** – LTUC's submission to the Greater London Authority's scrutiny of 'The Tube – Moving On' (LTUC, October 2001)

**Good riddance to bad rubbish** – A guide to getting litter cleared from railway land (LTUC and RPC network, December 2002)

**London for the Continent** – Public toilets at transport interchanges (LTUC, January 2003)

**London on the Move** – Transport policies for a liveable city (LTUC, March 2002)

**Organising National Rail in London** – A statement of evidence from LTUC to the Greater London Authority's scrutiny of mainline rail services in London (LTUC, January 2002)

**Reaching the Skies** – Policies for surface access to London's airports (LTUC, February 2002)

**Times Tables** – Making sense of when and where trains run (LTUC, March 2002)

**Transport for all?** – Dial-a-Ride and Taxicard users speaking (LTUC, May 2003)

**What do Passengers Want from Public Transport in Outer London?** – A note to the Greater London Authority's scrutiny of public transport in outer London. (LTUC, November 2001)

**Where am I?** – Street name signs in London (LTUC, May 2003)

### Reports published by the Committee's predecessor, the London Regional Passengers Committee. These reports are still available from LTUC.

**Inconvenience** – A survey of lavatory facilities at London railway stations (1994)

**Major Rail Construction Schemes in London** - Results of a public consultation exercise, (March 1997 & March 1998)

**The South London Overground** – The case for enhanced suburban rail services (LRPC, July 1998)

**Who goes home?** - A study of last trains from London (LRPC, April 2000)

**Your Disgusted, yours Delighted** – Case studies in complaint handling (March 2000)

**To receive a copy of any of the listed publications please contact publications at LTUC on 020 7505 9000 or email [publications@ltuc.org.uk](mailto:publications@ltuc.org.uk)**