

Annex F Record of Evidence

Within the timescales of this interim publication the Inquiry invited contributions from a wide range of parties. The Inquiry wrote to interested parties at the end of June/beginning of July 2018 requesting submission of information with reference to the Terms of Reference in Annex B. The Inquiry welcomed evidence in any form, including letters, minutes of meetings, copies of emails, as well as parties' overall views on any contributory factors.

Contributions have included a number of interviews, listed below. These interviews were recorded and transcribed for verification:

- i. Interviews with Transport Focus and London TravelWatch
- ii. 12 interviews with Train Operating Companies
- iii. 5 interviews with the DfT
- iv. Interviews with the Chairs of the Thameslink Industry Readiness Board and Thameslink Independent Assurance Panel
- v. 6 interviews with Network Rail

Additionally, we gathered survey data and information from rail users and rail staff:

- i. Independent quantitative research with over 1000 rail users, including social media analysis
- ii. Over 2,200 responses to a web-based survey on the ORR website
- iii. 4 independent qualitative focus groups with affected passengers and interviews with front-line rail staff

Finally, we have received and reviewed over 2,000 documents from interested parties, including correspondence to the Inquiry from members of the public.

Accuracy of information received & disclaimer

The information on which this interim report is based is that provided by the parties to the Inquiry noted above and not from ORR's own verified sources. This Inquiry has not been undertaken using ORR investigative powers that would legally require participants to provide all information they hold. The information on which the findings are based is only that which the parties have volunteered to share and we are grateful for their cooperation.

While facts used in this report have been cross-referenced with the parties and verified wherever possible, ORR cannot independently assure the accuracy of all of the information that it has received during the course of this Inquiry. In several cases, different parties have offered conflicting information or different interpretations of events and this report highlights where that is the case and whether the Inquiry has made judgements about the weight of conflicting information.

Because the findings in this report are drawn from the limited information received, they should not be relied upon for commercial, legal or regulatory purposes. Any regulatory action that ORR subsequently takes will be based on source material.

ORR will correct the record if we become aware that factual inaccuracies have occurred.

A record of evidence considered as part of the Inquiry is set out in the table below.

Stakeholder / Source	Type of evidence	Summary of evidence
ASLEF	Correspondence	Letter to Stephen Glaister with reference to driver shortages
Bowe Review	Written report https://www.gov.uk/government/publications/bowe-review-into-the-planning-of-network-rails-enhancements-programme-2014-to-2019	2015 report, commissioned by DfT, on the planning of CP5 enhancements
Chiltern Railways	Document submission	Covering letter with reference to impact of the timetable change and comments on programme management and resources
Chiltern Railways	Interview held on 2 August 2018	Transcript of interview
Correspondence to ORR	Email correspondence	Email correspondence from members of the public on issues related to the timetable change.
CrossCountry	Document submission	Covering letter with supporting documents, including briefing, reports and correspondence
CrossCountry	Fact verification email	Extract of the report reviewed for factual accuracy

Croydon Council	Correspondence	Correspondence to the Inquiry regarding London Borough of Croydon Streets Environment and Homes Scrutiny Sub-Committee in reference to 20 May timetable change
Cumbria County Council	Correspondence	Letter to Stephen Glaister with reference to Oxenholme to Windermere
Department for Transport	Document submission	Chronology with supporting documents including correspondence and submissions
Department for Transport	Interview with Director, Passenger Services held on 27 July 2018	Transcript of interview
Department for Transport	Interview with Director General, Rail held on 8 August 2018	Transcript of interview
Department for Transport	Interview with Director, Network Services held on 8 August 2018	Transcript of interview
Department for Transport	Interview with Director, Rail Major Projects held on 10 August 2018	Transcript of interview
Department for Transport	Interview with Director, Franchise Markets held on 16 August 2018	Transcript of interview
Department for Transport	Fact verification documents	Extracts of the report and timeline reviewed for factual accuracy
Diary of a GTR passenger	Email submission	Diary of a railway expert's travel on GTR – referenced in Part A: Passenger Impact

Direct Rail Services	Document submission	Submission with supporting attachments containing correspondence
East Midlands Trains	Document submission	Covering letter with reference to headings in the Terms of Reference with supporting appendices to letter
East Midlands Trains	Interview held on 25 July 2018	Transcript of interview
East Midlands Trains	Interview held on 3 August 2018	Transcript of interview
East Midlands Trains	Fact verification document	Extracts of the report and timeline reviewed for factual accuracy
Freightliner	Document submission	Submission document with reference to impact on freight operators
Gibb report	Written report https://www.gov.uk/government/publications/southern-rail-network-gibb-report	2016 independent report by Chris Gibb to the Department for Transport on the GTR franchise
Goldsmiths, University of London	Correspondence	Letter to Stephen Glaister regarding consultation process prior to new timetable
Govia Thameslink Railway	Document submission	Chronology of key events with supporting documents. Responses to further Inquiry information requests.
Govia Thameslink Railway	Interview held on 19 July 2018	Transcript of interview

Govia Thameslink Railway	Interview held on 1 August 2018	Transcript of interview
Govia Thameslink Railway	Fact verification document	Extracts of the report and timeline reviewed for factual accuracy
Grand Central	Document submission	Covering letter with reference to meetings, programme management and resourcing
Greater Anglia	Document submission	Covering email with supporting documents
Thameslink Independent Assurance Panel	Interview held on 4 September 2018 with Chair	Transcript of interview
Thameslink Industry Readiness Board	Interview held on 22 August 2018 with Chair	Transcript of interview
Thameslink Industry Readiness Board	Fact verification email	Extracts of the report and timeline reviewed by Chair for factual accuracy
LNER	Document submission	Covering letter with reference to impact on passengers, planning and delivery of infrastructure and services, timetable planning process and industry preparedness. Further material submitted as follow-up to interview.

LNER	Interview held on 25 July 2018	Transcript of interview
London TravelWatch	Email submission	Covering email
London TravelWatch	Interview held on 25 July 2018	Transcript of interview
National Union of Rail, Maritime and Transport Workers (RMT)	Document submission	Submission document
National Audit Office	Written report https://www.nao.org.uk/wp-content/uploads/2013/06/10164-001-Thameslink-Full-Report.pdf	2013 report on progress in the Thameslink project
Network Code	Industry code of practice https://www.networkrail.co.uk/industry-commercial-partners/information-operating-companies/	Common industry contractual rules, including Part D – on the development of timetables
Network Rail	Document submission	Chronology and supporting documents on timetable process, Thameslink Programme, NWEF and information provided as follow-up to interviews.
Network Rail	Interview with System Operator on 31 July 2018	Transcript of interview
Network Rail	Interview with Infrastructure Projects (North) on 1 August 2018	Transcript of interview
Network Rail	Interview with Infrastructure Projects (Thameslink) on 1 August 2018	Transcript of interview
Network Rail	Interview with Chief Executive Officer (at the time) Mark Carne on 21 August 2018	Transcript of interview

Network Rail	Interview with Route Managing Director, London North West on 23 August 2018	Transcript of interview
Network Rail	Interview with Route Managing Director, South East Route on 23 August 2018	Transcript of interview
Network Rail	Fact verification documents	Extracts of the report and timeline reviewed for factual accuracy
Northern	Document submission	Chronology and index of documents provided. These include meeting papers, minutes and correspondence.
Northern	Interview held on 18 July 2018	Transcript of interview
Northern	Interview held on 30 July 2018	Transcript of interview
Northern	Interview held on 24 August 2018	Transcript of interview
Northern	Fact verification document	Extracts of the report and timeline reviewed for factual accuracy
Office of Rail and Road	Relevant material already held	Minutes of meetings, correspondence. Documents already held in relation to NWEF and Thameslink Programme.

<p>Office of Rail and Road – evidence base for Part A: Passenger impact</p>	<p>Quantitative and qualitative research, focus groups</p>	<p>Direct engagement with NR and GTR, as well as other train operators;</p> <p>Engagement with Transport Focus and London Travelwatch in their roles as statutory consumer advocates</p> <p>Independent quantitative research with over 1000 rail users nationally</p> <p>Independent qualitative focus group research with passengers in the Northern Rail area and the GTR area;</p> <p>Independent research interviews with four Northern Rail and GTR staff to gain high-level insight into the disruption;</p> <p>Contacting members of parliament and city mayors in the areas affected by the change to seek their views, as well as those of the people in the areas they represent</p> <p>Information from Rail user groups;</p> <p>Analysis of posts made by passengers on twitter;</p> <p>Receiving contacts directly from the public;</p> <p>Responses to our own web-based survey with rail passengers (running 27 June – 31 July) to which we received over 2,200 responses.</p>
--	--	--

Office of Rail and Road – Rail Timetable Investigation	Information submitted to rail timetable investigation related to T-12 - http://orr.gov.uk/rail/consumers/rail-timetable-issues	Information submitted to rail timetable investigation including submissions from Network Rail and ORR/Network Rail correspondence
Rail Delivery Group	Submission with supporting documents	Covering email with supporting documents including National Task Force (NTF) meeting notes and papers
Rail Freight Group	Submission letter	Submission letter with reference to impact of timetable change on freight operators
Rail User Groups	Document submissions	Submissions from rail user groups referring to information provided by the relevant train company and impact of disruption on passengers
ScotRail	Email submissions	Covering email submission and follow-up documents following interview.
ScotRail	Interview held on 24 July 2018	Transcript of interview
ScotRail	Fact verification email	Extract of report reviewed for factual accuracy
Southeastern	Document submission	Covering letter with reference to Inquiry Terms of Reference with supporting appendices
Southeastern	Fact verification email	Extract of report reviewed for factual accuracy.
TransPennine Express	Documentary submission	Submission with reference to headings in the Inquiry terms of reference, including a chronology. Documents following interviews including minutes

		of meetings, slides and correspondence.
TransPennine Express	Interview held on 18 July 2018	Transcript of interview
TransPennine Express	Interview held on 2 August 2018	Transcript of interview
TransPennine Express	Fact verification document	Extracts of the report and timeline reviewed for factual accuracy
Transport Focus	Document submission	Submission on passenger impact and additional submission regarding causes and how disruption might be avoided in the future.
Transport Focus	Interview held on 25 July 2018	Transcript of interview
Transport for Greater Manchester	Document submission	Covering letter with supporting documents
Transport for London	Document submission	Covering letter with supporting documents.
Transport for the North/Rail North Partnership	Document submission	Covering document with supporting documents including meeting minutes, briefings, correspondence and chronology.
Transport for the North	Fact verification document	Extracts of the report and timeline reviewed for factual accuracy

Transport Select Committee	Transcript of committee proceedings: https://www.parliament.uk/business/committees/committees-a-z/commons-select/transport-committee/inquiries/parliament-2017/rail-timetable-changes-17-19/publications/	Transcript of TSC hearings on timetable disruption. 18 June 2018, 9 July 2018
Which?	Document submission	Submission with reference to passenger impact.