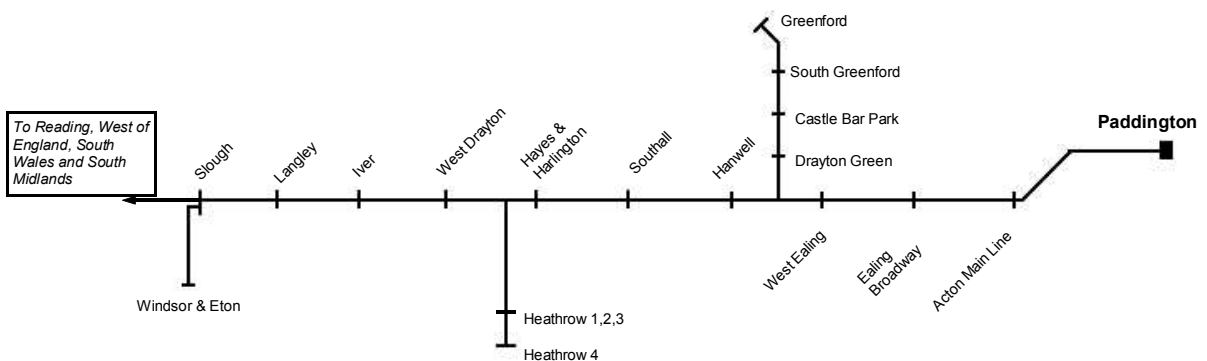




Speaking for transport users
in and around London

Requirements for Train Services Route Supplement Paddington Routes (Great Western Franchise)



February 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**

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 Paddington 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 Paddington 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 Paddington 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 Paddington 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 Paddington 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 Paddington and Slough largely fail to comply with LTUC's Requirements. In part, this is due to the high frequency of other services into and out of Paddington, however there is scope for improvements in the short and medium term within the present limitations. The priorities should be to:
 - Increase services to stations within the travelcard zones to a level that is compliant with, or closer to, the LTUC Requirements.
 - Improve last train departure times at the majority of the stations along the route.
 - Sunday services to be reinstated at all stations on the mainline. In addition, the services to all stations on the mainline should be the same as the LTUC proposed weekday midday off peak service.
 - Additional calls at West Drayton in the existing Paddington to Slough semi fast service.
 - A commitment to a detailed study into the potential benefits and costs of running the Greenford Branch* all day, everyday.
- The introduction of the Heathrow Local Service (HLS) in December 2004 will go some way towards meeting LTUC Requirements for services between Ealing Broadway and Hayes & Harlington.

*** Greenford Branch**

In the longer term, the branch service should be extended to connect with the Marylebone line at West Ruislip.

Alternatively, a higher frequency service could be operated between Ealing Broadway and Greenford by transferring the branch to the proposed West London Tram or an alternative light rail/transit system.

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1 INTRODUCTION

- 1.1 This paper presents the London Transport Users Committee's (LTUC) Requirements for Train Services – Route Supplements – Paddington Routes.
- 1.2 It shows the extent to which present services to and from Paddington 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 on which LTUC believe London's rail services – within Greater London, 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 - Paddington Routes' paper is a structured approach to attaining the improvements by looking closely at the routes in sections. In 2003/04, 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

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

2. PRINCIPLES

- 2.1 This section of the paper compares how compliant the Paddington 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)*

IMPORTANT NOTE

The detailed tables in this paper are based in the winter timetable 2003/04.

As at February 2004, timetable plans for revised London area services to be operated by First Group from December 2004 offer some improvements which go towards meeting LTUC's Requirements

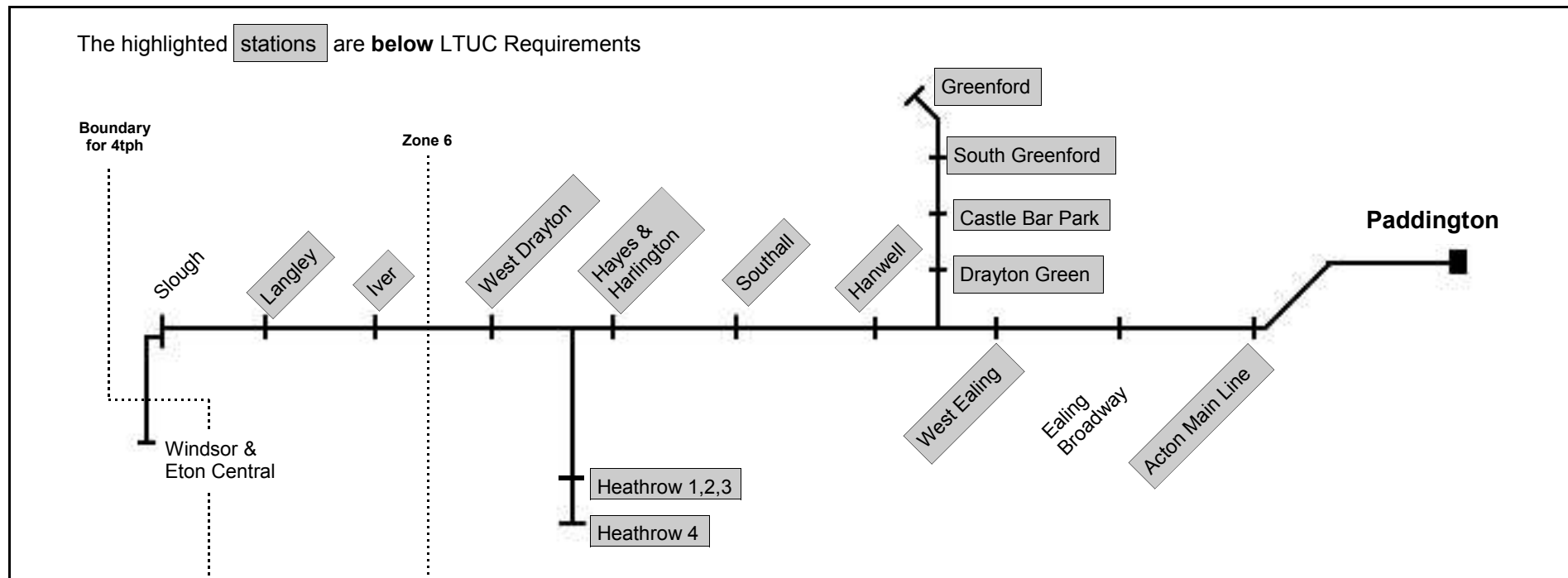
However some stations are planned to have considerably worse services than now. This is a matter of great concern, and is one which LTUC is pursuing with the relevant authorities.

An updated edition of the Route Supplement will be issued after the finalised timetable for December 2004 is published

3.1 Weekday midday off peak services

LTUC Principles as applicable to Paddington 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, (Iver, Langley, and Slough) a minimum of 4tph at regular 15 min. intervals where possible;
- At all other stations in the LTUC area (only Windsor and Eton Central on this route), a minimum of 2 tph, at regular 30 min. intervals where possible.
- Off-peak services and train lengths should be sufficient to provide seats for all passengers.



Weekday midday off peak services

Station	Zone	LTUC Requirement	Actual (Winter 2003/04)	Difference	Suggested changes short/medium term	Timescale
Acton Main Line	3	6tph	2tph	4tph	Introduce a 2tph Paddington to Heathrow service stopping at all stations Additional call by existing 2tph Paddington to Slough stopping service	December 2004
Ealing Broadway	3	6tph	complies			
West Ealing	3	6tph	4tph	2tph	Introduce a 2tph Paddington to Heathrow service stopping at all stations	December 2004
Hanwell	4	6tph	2tph	4tph	Introduce a 2tph Paddington to Heathrow service stopping at all stations Additional call by existing 2tph Paddington to Slough and onwards semi fast service.	December 2004
Southall	4	6tph	4tph	2tph	Introduce a 2tph Paddington to Heathrow service stopping at all stations	December 2004
Hayes & Harlington	5	6tph	5tph	1tph		
West Drayton	6	6tph	2tph	4tph	Additional call by existing 2tph Paddington to Slough and onwards semi fast service.	December 2004
Iver	out	4tph	2tph	2tph	No scope for increased service in the short term	
Langley	out	4tph				
Slough	out	4tph	complies			

See the table on page 6 showing suggested service pattern

Weekday midday off peak services

Station	Zone	LTUC Requirement	Actual (Winter 2003/04)	Difference	Suggested changes short/medium term	Timescale
Windsor and Eton Central	out	2tph	complies		In the long term a high frequency service could be achieved by conversion to a light rail/light transit.	
Heathrow 1,2,3	6	6tph	4tph	2tph	2tph local stopping service to be introduced in December 2004	December 2004
Heathrow 4	6					
Drayton Green	4	6tph	2tph	4tph	<p>It is difficult to see how the frequency of services on the Greenford Branch could be increased above 2tph due to capacity limitations between Ealing Broadway and Paddington.</p> <p>Options for longer term development of the service could include extension of the 2tph service to connect with Marylebone line at West Ruislip. Alternatively, operation of a high frequency service between Ealing Broadway and Greenford by transferring the branch to the proposed West London Tram or an alternative light rail/transit system.</p>	
Castle Bar Park	4					
South Greenford	4					
Greenford	4					

Suggested off peak service pattern

Station	Zone	Paddington - Slough all stations (2tph)	*Paddington semi fast to Slough then onwards (2tph)	Paddington - Heathrow all stations (2tph)	Paddington - Greenford all stations (2tph)	Total number of trains per hour (tph)
Acton Main Line	3	X		X	X	6
Ealing Broadway	3	X	X	X	X	8
West Ealing	3	X		X	X	6
Drayton Green	4				X	2
Castle Bar Park	4				X	2
South Greenford	4				X	2
Greenford	4				X	2
Hanwell	4	X	X	X		6
Southall	4	X	X	X		6
Hayes & Harlington	5	X	X	X		6
Heathrow 1,2,3	6			X		2†
Heathrow 4	6			X		2†
West Drayton	6	X	X			4
Iver	out	X				2
Langley	out	X				2
Slough	out	X	X			4
Windsor and Eton Central	out	Windsor line runs 2tph shuttle				2

Plus other
semi fast
Reading Line
services

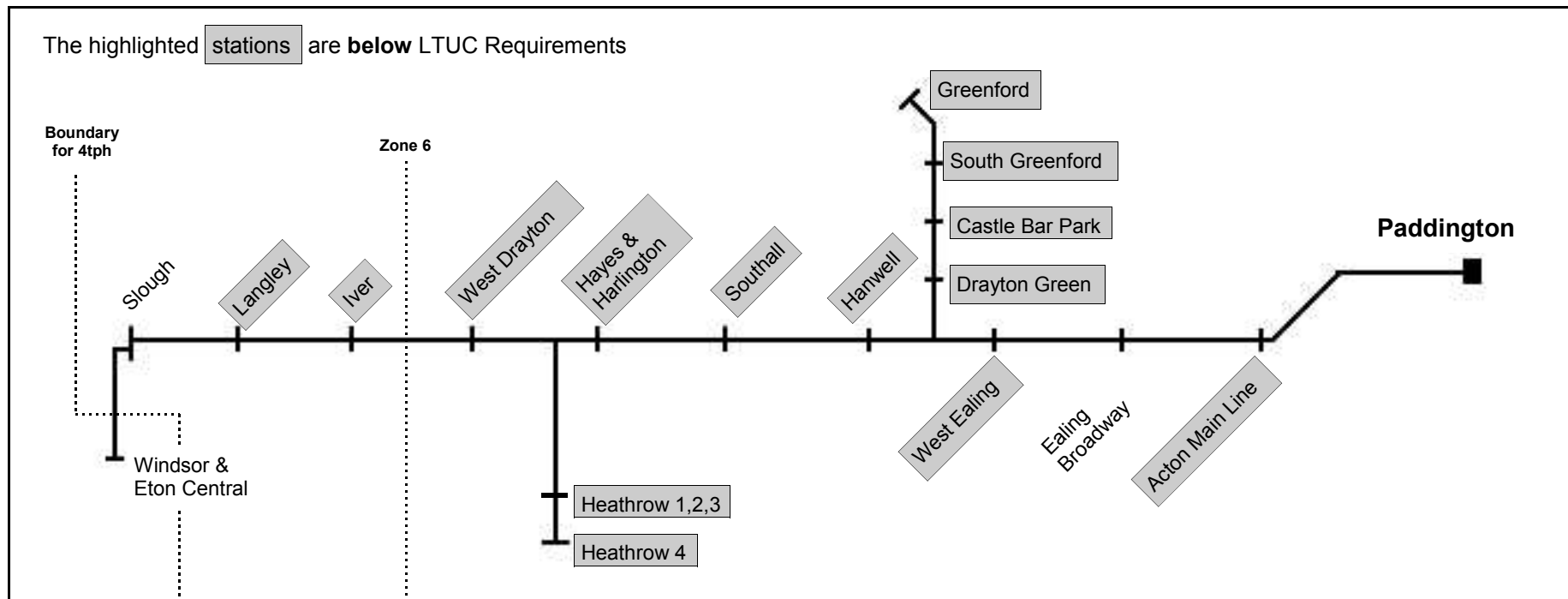
* Calling at Ealing Broadway, Hanwell, Southall, Hayes & Harlington, West Drayton, Slough and onwards

† Plus Heathrow Express

3.2 Weekday evenings off peak services

LTUC Principles as applicable to Paddington services

- To be the same as weekday midday off peak



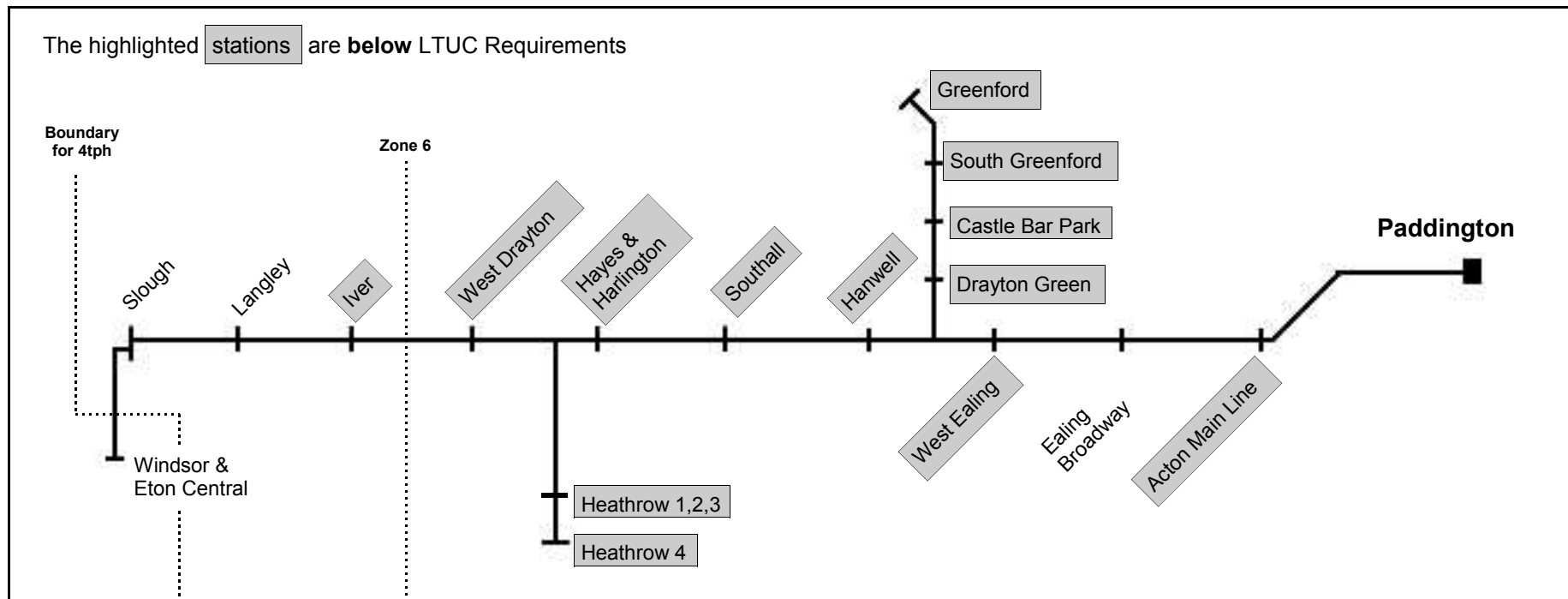
Weekday evenings off peak services

Station	Zone	LTUC Requirement	Actual (Winter 2003/04)	Difference	Suggested changes short/medium term	Timescale
Acton Main Line	3	6tph	2tph	4tph	As weekday midday off peak	
Ealing Broadway	3	6tph	complies			
West Ealing	3	6tph	4tph	2tph	As weekday midday off peak	
Hanwell	4	6tph	2tph	4tph		
Southall	4	6tph	3-4tph	2-3tph		
Hayes & Harlington	5	6tph	4-5tph	1-2tph		
West Drayton	6	6tph	2tph	4tph		
Iver	out	4tph	2tph	2tph		
Langley	out	4tph				
Slough	out	4tph	complies			
Windsor and Eton Central	out	2tph	complies			
Heathrow 1,2,3	6	6tph	4tph	2tph	As weekday midday off peak	
Heathrow 4	6	6tph				
Drayton Green	4	6tph	2tph	4tph		
Castle Bar Park	4					
South Greenford	4					
Greenford	4					

3.3 Weekday peak services

LTUC Principles as applicable to Paddington 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).



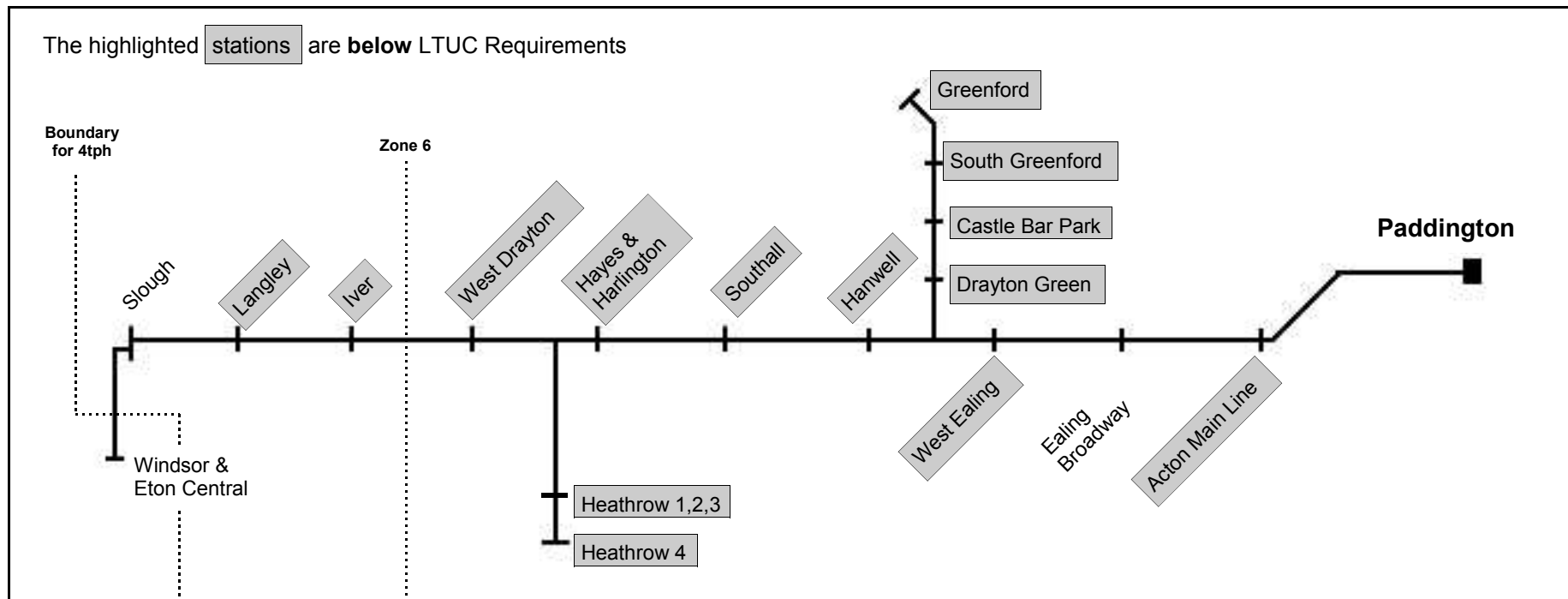
Weekday peak services

Station	Zone	LTUC Requirement	Actual (Winter 2003/04)	Difference	Suggested changes short/medium term	Timescale
Acton Main Line	3	6tph	4tph	2tph	As weekday midday off peak	
Ealing Broadway	3	6tph	complies			
West Ealing	3	6tph	complies - am 4tph- pm	2tph- pm	As weekday midday off peak	
Hanwell	4	6tph	4tph - am 2tph - pm	2tph - am 4tph - pm		
Southall	4	6tph	4-5tph	1-2tph		
Hayes & Harlington	5	6tph	5tph- am complies –pm	1tph - am		
West Drayton	6	6tph	4tph	2tph	Complies with LTUC short term Requirements	
Iver	out	4tph	2-3tph	1-2tph		
Langley	out	4tph	complies			
Slough	out	4tph	complies			
Windsor and Eton Central	out	2tph	complies			
Heathrow 1,2,3	6	6tph	4tph	2tph	As weekday midday off peak	
Heathrow 4	6	6tph				
Drayton Green	4	6tph	2tph	4tph		
Castle Bar Park	4					
South Greenford	4					
Greenford	4					

3.4 Saturday daytime services

LTUC Principles as applicable to Paddington services

- To be the same as weekday midday off peak



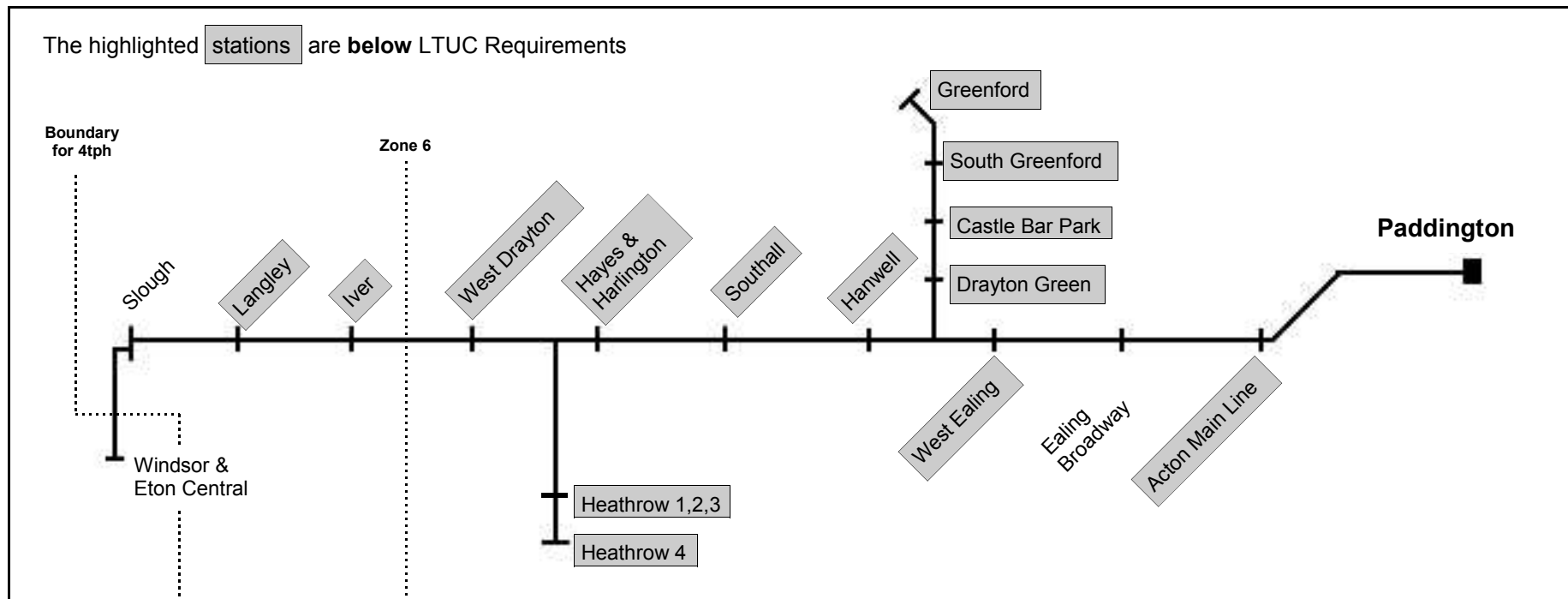
Saturday daytime services

Station	Zone	LTUC Requirement	Actual (Winter 2003/04)	Difference	Suggested changes short/medium term	Timescale
Acton Main Line	3	6tph	2tph	4tph	As weekday midday off peak	
Ealing Broadway	3	6tph	complies			
West Ealing	3	6tph	4tph	2tph	As weekday midday off peak	
Hanwell	4	6tph	2tph	4tph		
Southall	4	6tph	4tph	2tph		
Hayes & Harlington	5	6tph	5tph	1tph		
West Drayton	6	6tph	2tph	4tph		
Iver	out	4tph	2tph	2tph		
Langley	out	4tph				
Slough	out	4tph	complies			
Windsor and Eton Central	out	2tph	complies			
Heathrow 1,2,3	6	6tph	4tph	2tph	As weekday midday off peak	
Heathrow 4	6	6tph				
Drayton Green	4	6tph	2tph	4tph		
Castle Bar Park	4					
South Greenford	4					
Greenford	4					

3.5 Saturday evening services

LTUC Principles as applicable to Paddington services

- To be the same as weekday midday off peak.



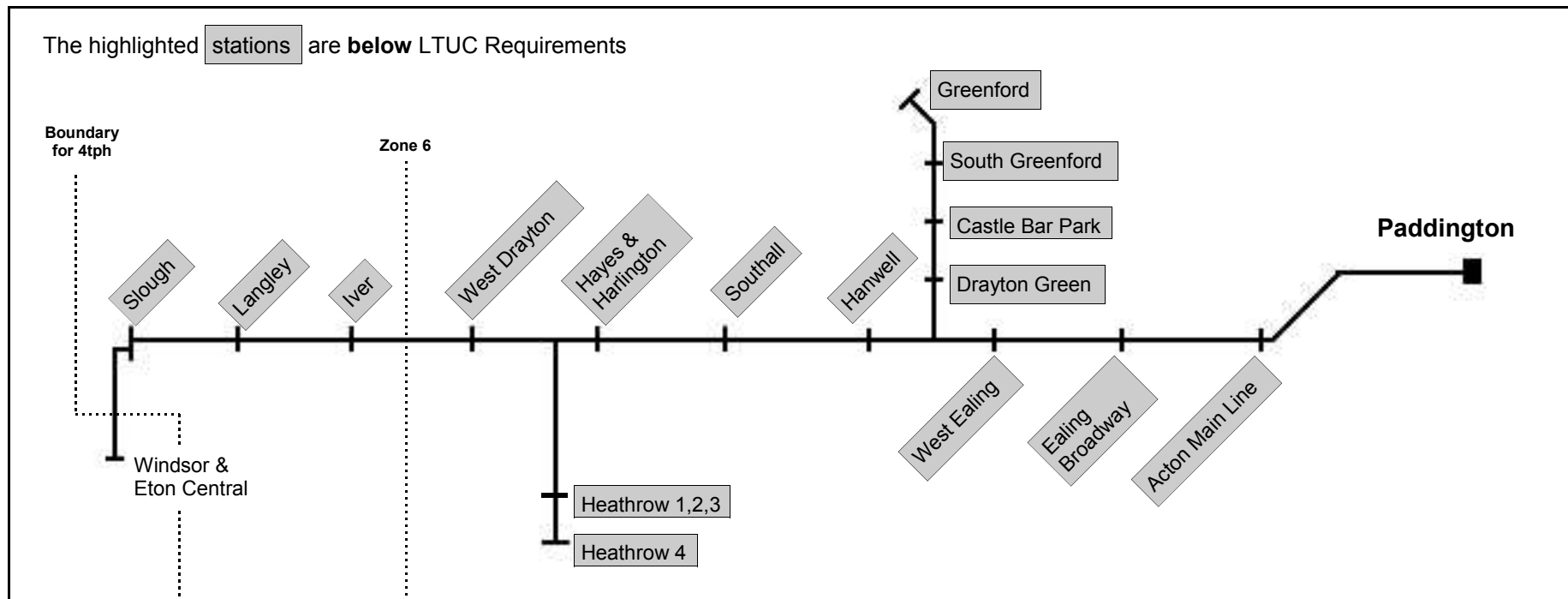
Saturday evening services

Station	Zone	LTUC Requirement	Actual (Winter 2003/04)	Difference	Suggested changes short/medium term	Timescale
Acton Main Line	3	6tph	2tph	4tph	As weekday midday off peak	
Ealing Broadway	3	6tph	complies			
West Ealing	3	6tph	4tph	2tph	As weekday midday off peak	
Hanwell	4	6tph	2tph	4tph		
Southall	4	6tph	4tph	2tph		
Hayes & Harlington	5	6tph	5tph	1tph		
West Drayton	6	6tph	2tph	4tph		
Iver	out	4tph	2tph	2tph		
Langley	out	4tph				
Slough	out	4tph	complies			
Windsor and Eton Central	out	2tph	complies			
Heathrow 1,2,3	6	6tph	4tph	2tph	As weekday midday off peak	
Heathrow 4	6	6tph				
Drayton Green	4	6tph	2tph	4tph		
Castle Bar Park	4					
South Greenford	4					
Greenford	4					

3.6 Sunday daytime and evening services

LTUC Principles as applicable to Paddington 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 five years, i.e. by 2008.



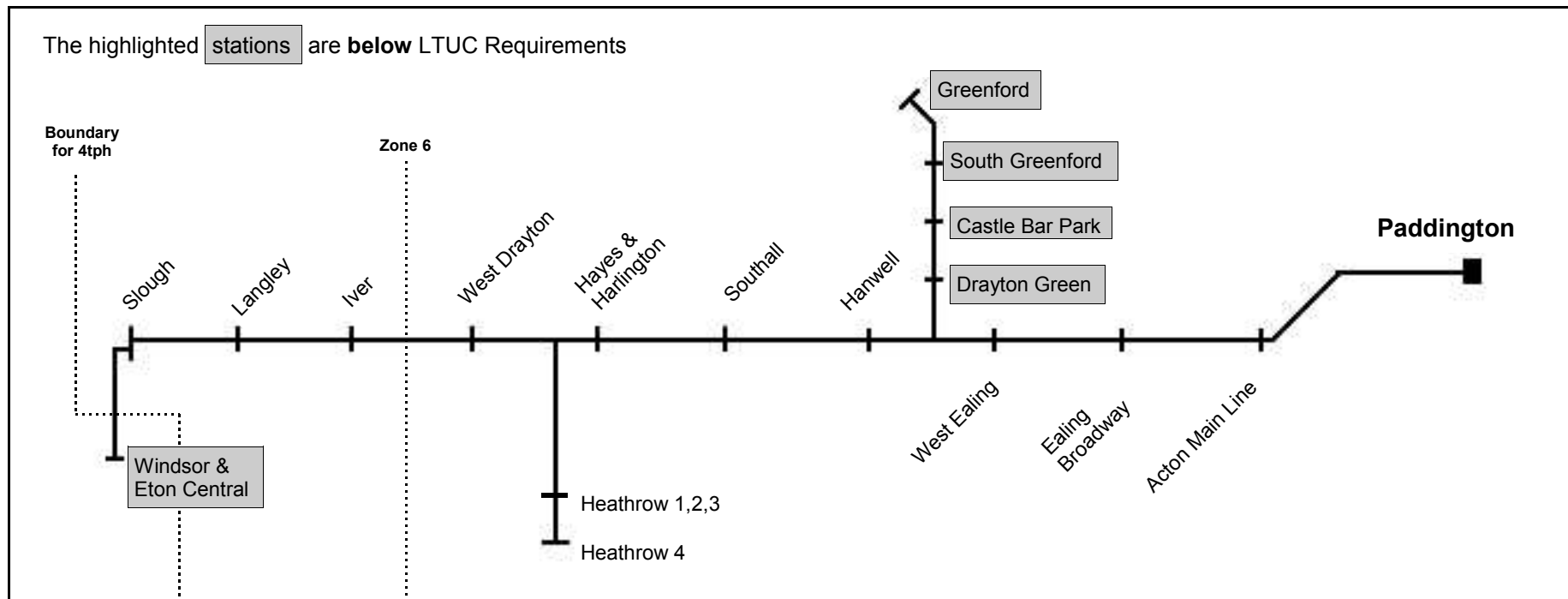
Sunday daytime and evening services

Station	Zone	LTUC Requirement	Actual (Winter 2003/04)	Difference	Suggested changes short/medium term	Timescale
Acton Main Line	3	6tph	no service	6tph	Reinstate service same as weekday midday off peak	December 2006
Ealing Broadway	3	6tph	3tph	3tph	As weekday midday off peak	
West Ealing	3	6tph	no service	6tph	Reinstate service same as weekday midday off peak	
Hanwell	4	6tph	no service	6tph		
Southall	4	6tph	2tph	4tph	As weekday midday off peak	
Hayes & Harlington	5	6tph	2tph	4tph	As weekday midday off peak	
West Drayton	6	6tph	2tph	4tph	As weekday midday off peak	
Iver	out	4tph	no service	4tph	Reinstate service same as weekday midday off peak	
Langley	out	4tph	1tph	3tph	As weekday midday off peak	
Slough	out	4tph	3tph	1tph	As weekday midday off peak	
Windsor and Eton Central	out	2tph	complies			
Heathrow 1,2,3	6	6tph	4tph	2tph	2tph local stopping service to be introduced in December 2004	
Heathrow 4	6	6tph				
Drayton Green	4	6tph	no service	6tph	Reinstate same as weekday midday off peak	December 2006
Castle Bar Park	4					
South Greenford	4					
Greenford	4					

3.7 Weekday first train

LTUC Principles as applicable to Paddington 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



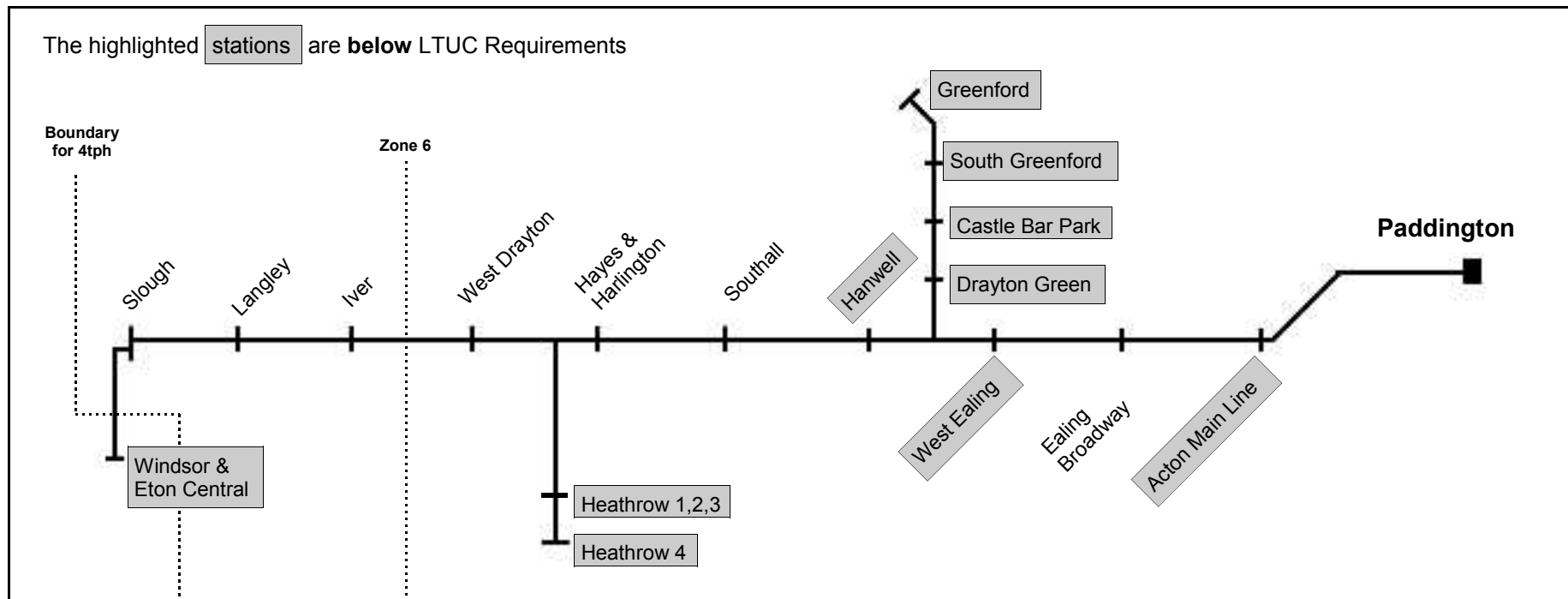
Weekday first train

Station	Zone	LTUC Requirement	Actual (Winter 2003/04)	Difference	Suggested changes short/medium term	Timescale
Acton Main Line	3	Into London before 0600	complies			
Ealing Broadway	3					
West Ealing	3					
Hanwell	4					
Southall	4					
Hayes & Harlington	5					
West Drayton	6					
Iver	out					
Langley	out					
Slough	out					
Windsor and Eton Central	out	Into London before 0600	Connects at Slough, arrives 0623	23 mins	Start up for services should be 30 mins earlier	December 2004
Heathrow 1,2,3	6	Into London before 0600	complies			
Heathrow 4	6					
Drayton Green	4	Into London before 0600	0649	49 mins	Start up for services should be 1 hour earlier	December 2004
Castle Bar Park	4					
South Greenford	4					
Greenford	4					

3.8 Weekday last train

LTUC Principles as applicable to Paddington services

- For the benefit of both long-distance travellers and passengers visiting London for evening entertainment, last departures every day from Paddington 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



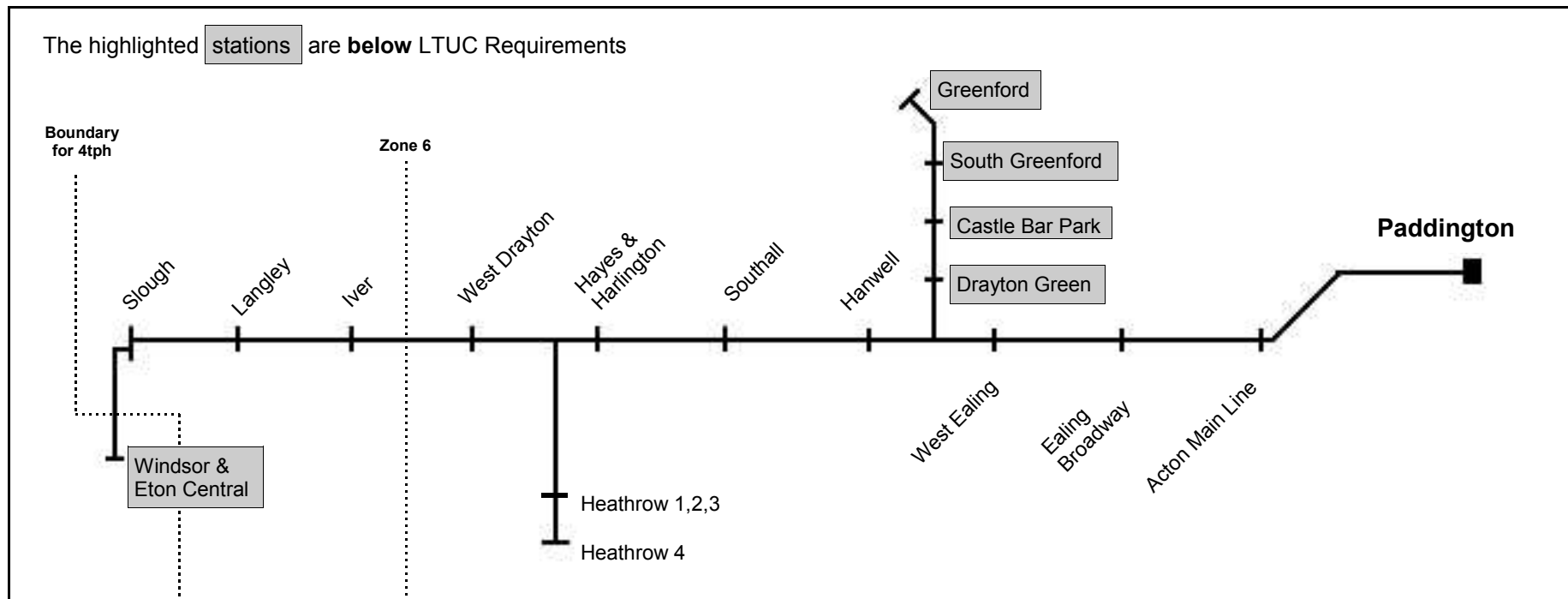
Weekday last train

Station	Zone	LTUC Requirement	Actual (Winter 2003/04)	Difference	Suggested changes short/medium term	Timescale
Acton Main Line	3	Leave London after 0030	2355	35 mins	0020 from Paddington to call at all stations to Slough	December 2004
Ealing Broadway	3	Leave London after 0030	complies			
West Ealing	3	Leave London after 0030	2355	35 mins	0020 from Paddington to call at all stations to Slough	December 2004
Hanwell	4	Leave London after 0030				
Southall	4	Leave London after 0030	complies			
Hayes & Harlington	5					
West Drayton	6					
Iver	out	Leave London after 2400	complies			
Langley	out					
Slough	out	Leave London after 2400	complies			
Windsor and Eton Central	out	Leave London after 2400	Connecting train leaves London at 2307	53 mins	Extend services to provide connection from the 0020 from Paddington	December 2004
Heathrow 1,2,3	6	Leave London after 0030	2330	1 hour	Services to Heathrow should be increased as necessary if later flights are introduced	
Heathrow 4	6					
Drayton Green	4	Leave London after 0030	2131	2 hours 59 mins	Reinstate the evening service on the Greenford Branch	December 2004
Castle Bar Park	4					
South Greenford	4					
Greenford	4					

3.9 Saturday first train

LTUC Principles as applicable to Paddington 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



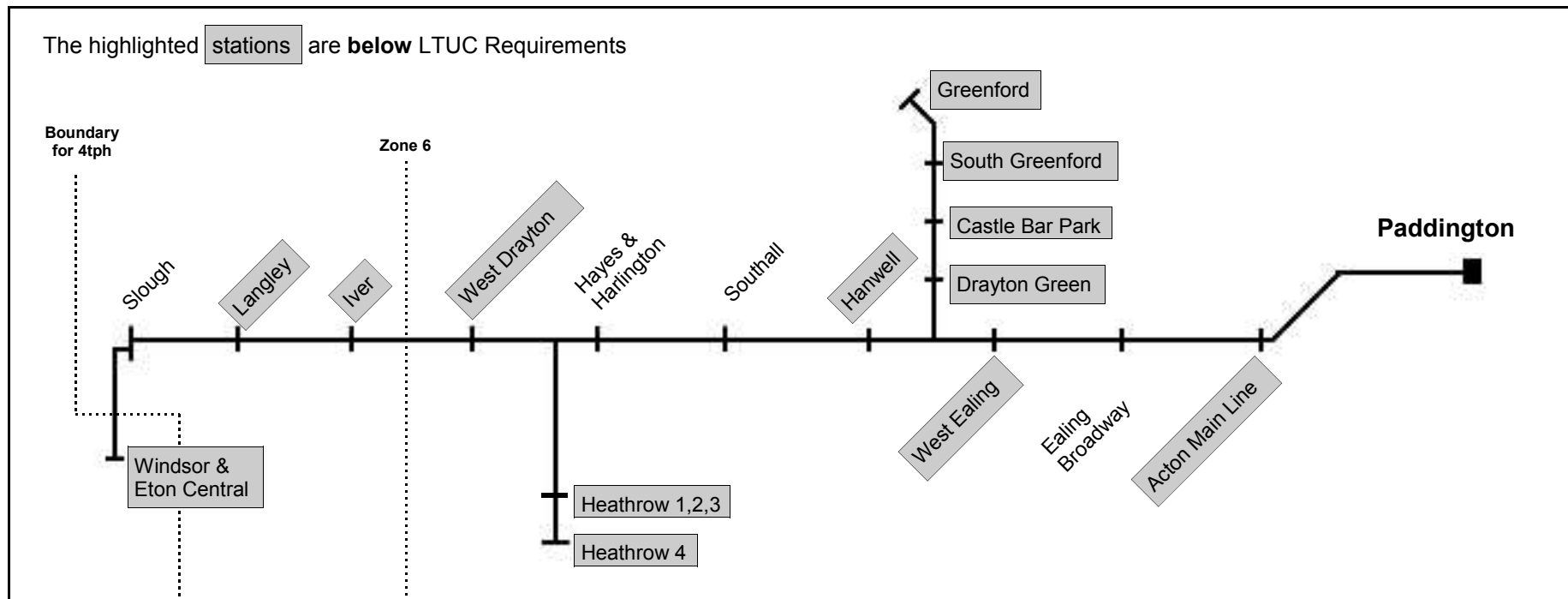
Saturday first train

Station	Zone	LTUC Requirement	Actual (Winter 2003/04)	Difference	Suggested changes short/medium term	Timescale
Acton Main Line	3	Into London before 0600	complies			
Ealing Broadway	3					
West Ealing	3					
Hanwell	4					
Southall	4					
Hayes & Harlington	5					
West Drayton	6					
Iver	out					
Langley	out					
Slough	out					
Windsor and Eton Central	out	Into London before 0600	Connects at Slough, arrives 0659	59 mins	Start up for services should be 1 hour earlier	December 2004
Heathrow 1,2,3	6	Into London before 0600	complies			
Heathrow 4	6					
Drayton Green	4	Into London before 0600	0656	56 mins	Start up for services should be 1 hour earlier	December 2004
Castle Bar Park	4					
South Greenford	4					
Greenford	4					

3.10 Saturday last train

LTUC Principles as applicable to Paddington services

- For the benefit of both long-distance travellers and passengers visiting London for evening entertainment, last departures every day from Paddington 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



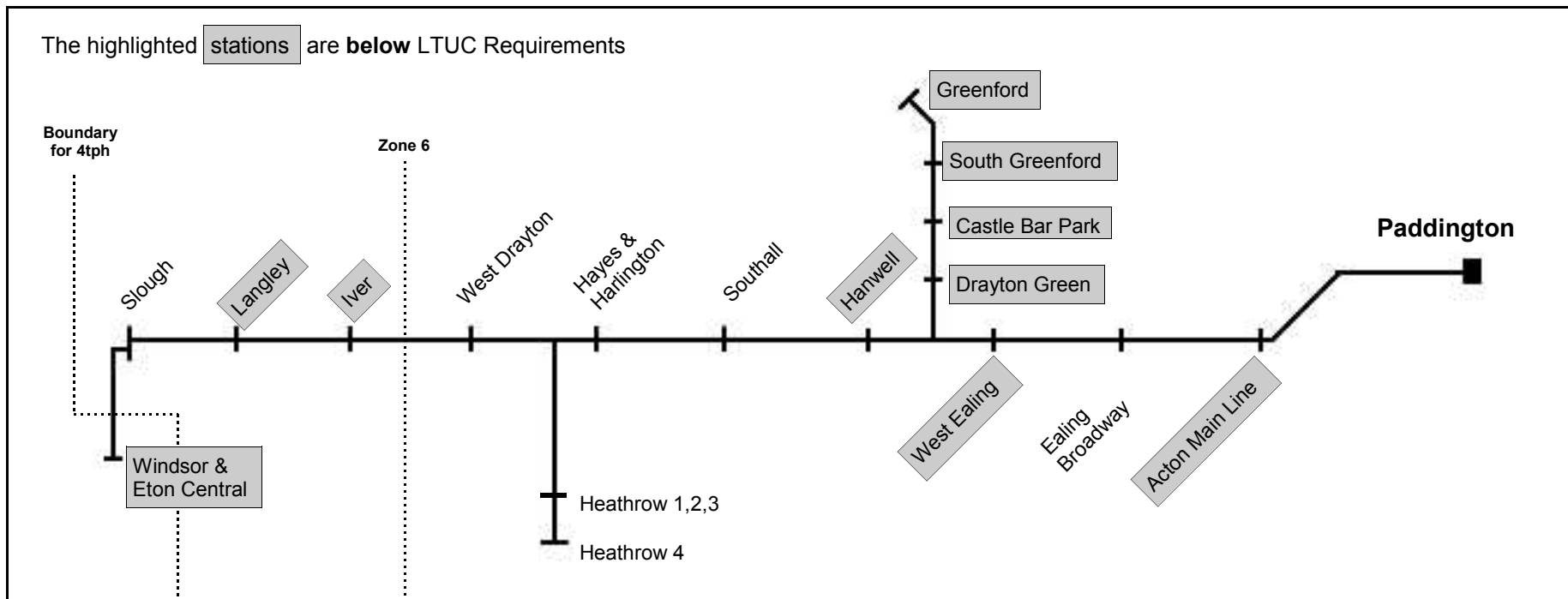
Saturday last train

Station	Zone	LTUC Requirement	Actual (Winter 2003/04)	Difference	Suggested changes short/medium term	Timescale
Acton Main Line	3	Leave London after 0030	2355	35 mins	As weekday last trains	December 2004
Ealing Broadway	3	Leave London after 0030	complies			
West Ealing	3	Leave London after 0030	2355	35 mins	As weekday last trains	December 2004
Hanwell	4	Leave London after 0030				
Southall	4	Leave London after 0030	complies			
Hayes & Harlington	5					
West Drayton	6	Leave London after 0030	0020	10 mins	0100 from Paddington to stop at West Drayton	December 2004
Iver	out	Leave London after 2400	2355	5 mins	As weekday last trains	December 2004
Langley	out	Leave London after 2400				
Slough	out	Leave London after 2400	complies			
Windsor and Eton Central	out	Leave London after 2400	Connecting train leaves London at 2307	53 mins	As weekday last trains	December 2004
Heathrow 1,2,3	6	Leave London after 0030	2330	1 hour	As weekday last trains	December 2004
Heathrow 4	6					
Drayton Green	4	Leave London after 0030	2131	2 hours 59 mins	As weekday last trains	December 2004
Castle Bar Park	4					
South Greenford	4					
Greenford	4					

3.11 Sunday first train

LTUC Principles as applicable to Paddington 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



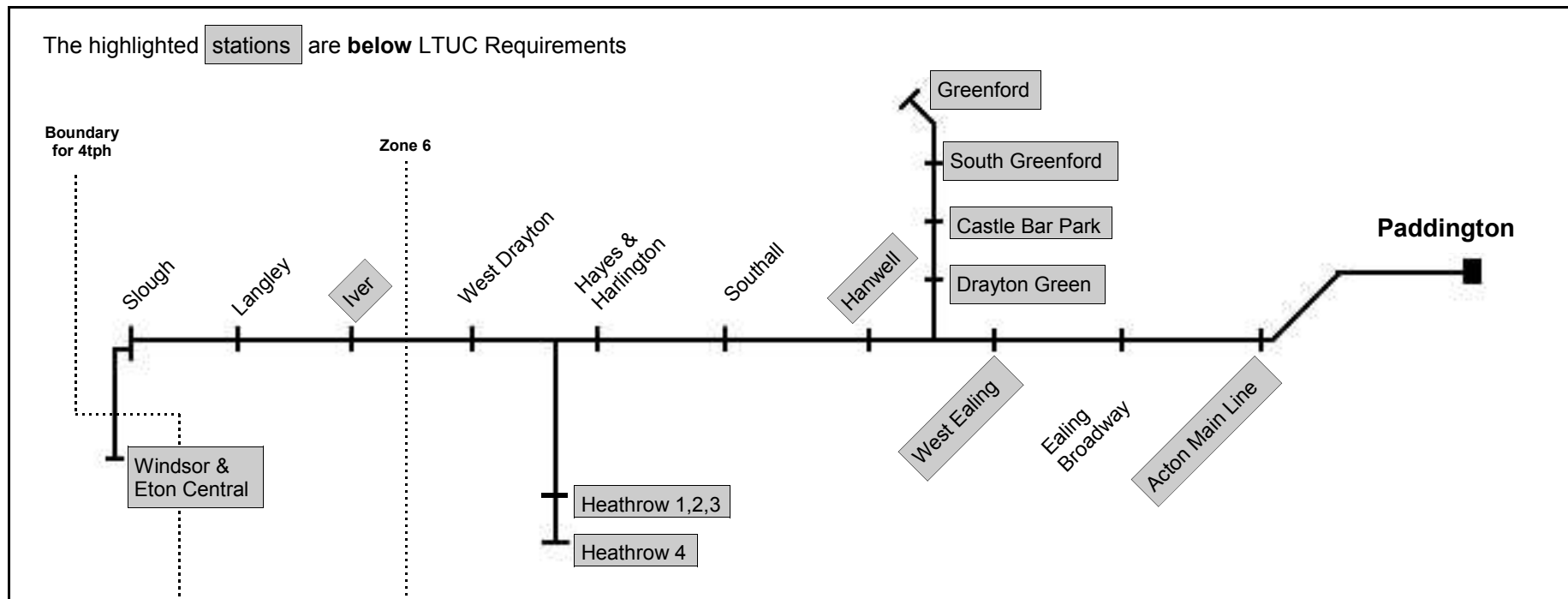
Sunday first train

Station	Zone	LTUC Requirement	Actual (Winter 2003/04)	Difference	Suggested changes short/medium term	Timescale
Acton Main Line	3	Into London before 0730	no service		Reinstate a Sunday service with first service arriving at Paddington no later than 0730	December 2006
Ealing Broadway	3	Into London before 0730	complies			
West Ealing	3	Into London before 0730	no service		Reinstate a Sunday service with first service arriving at Paddington no later than 0730	December 2006
Hanwell	4	Into London before 0730				
Southall	4	Into London before 0730	complies			
Hayes & Harlington	5					
West Drayton	6					
Iver	out	Into London before 0730	no service		Reinstate a Sunday service with first service arriving at Paddington no later than 0730	December 2006
Langley	out	Into London before 0730	0917	1 hour 47 mins	0625 and 0725 service from Reading to call at Langley.	December 2004
Slough	out	Into London before 0730	complies			
Windsor and Eton Central	out	Into London before 0730	Connects at Slough, arrives 0917	1 hour 47 mins	Start up for services should be at least 1 ½ hours earlier	December 2004
Heathrow 1,2,3	6	Into London before 0730	complies			
Heathrow 4	6					
Drayton Green	4	Into London before 0730	no service		Reinstate a Sunday service with first service arriving at Paddington no later than 0730	December 2006
Castle Bar Park	4					
South Greenford	4					
Greenford	4					

3.12 Sunday last train

LTUC Principles as applicable to Paddington services

- For the benefit of both long-distance travellers and passengers visiting London for evening entertainment, last departures every day from Paddington 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

Station	Zone	LTUC Requirement	Actual (Winter 2003/04)	Difference	Suggested changes short/medium term	Timescale
Acton Main Line	3	Leave London after 0030	no service		Reinstate a Sunday service with last train leaving Paddington 0030	December 2006
Ealing Broadway	3	Leave London after 0030	complies			
West Ealing	3	Leave London after 0030	no service		Reinstate a Sunday service with last train leaving Paddington 0030	December 2006
Hanwell	4	Leave London after 0030				
Southall	4	Leave London after 0030	complies			
Hayes & Harlington	5					
West Drayton	6					
Iver	out	Leave London after 2400	no service		Reinstate a Sunday service with last train leaving Paddington 0030	December 2006
Langley	out	Leave London after 2400	complies			
Slough	out	Leave London after 2400	complies			
Windsor and Eton Central	out	Leave London after 2400	Connecting train leaves London at 2246	1 hour 14 mins	As weekday last trains	December 2004
Heathrow 1,2,3	6	Leave London after 0030	2333	57 mins	As weekday last trains	December 2004
Heathrow 4	6					
Drayton Green	4	Leave London after 0030	no service		Reinstate a Sunday service with last train leaving Paddington 0030	December 2006
Castle Bar Park	4					
South Greenford	4					
Greenford	4					

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

4.1 LTUC Principles (as applicable to Paddington 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 stations on the Paddington route are Slough and Reading.

In addition to these minimum standards LTUC supports continuation of day-long fast services from Slough to Reading and Oxford, and welcomes proposals for day-long through services from Slough to other South Midlands, Welsh and West of England destinations.

4.2 Stratford upon Avon

LTUC acknowledges the importance of through trains from London to / from Stratford upon Avon, especially the 'Theatre Trains' that run to / from London which must be continued. We are willing to consider transfer of the Stratford service to operate from Marylebone. However in this event, good direct connections will be needed at Banbury to / from Slough.

4.3 Reading - Gatwick and Cross-Country services via Guildford and via Kensington Olympia

LTUC's Requirements for these services will be considered in Requirements for Train Services - Route Supplement - Orbital Routes

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.
- 5.1.2 Reinstate an hourly night service from Paddington to Slough (Reading)

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 Paddington routes, which are particularly important for making non-central London journeys without having to travel via the central area are:
 - Ealing Broadway
 - Hayes & Harlington
 - Slough
 - Reading
- 5.3.3 In outer areas where train services are less frequent, interchange with buses should be well co-ordinated.

5.4 Heathrow Airport Services

- 5.4.1 All airports with direct rail access should be served by rail services at all times when flights (including night flights) are scheduled and should cater for the needs of airport workers.
- 5.4.2 In the franchise specification for the Thames Trains Franchise 2004-06 the SRA asked bidders to put forward proposals to improve access to Heathrow Airport. They asked bidders to look at ways of providing the service by making changes

to the existing timetable and service patterns. LTUC potentially welcome the proposals with the following provisos:

- That the proposed stopping service would be considered of particular importance to workers as well as local airline passengers.
- Services are integrated with other local services.
- The effect of the integration needs to consider the effect on other services and passengers – this must be examined closely before any decisions are made.
- Improvement of connections at Hayes & Harlington and Ealing Broadway (from the Underground) is paramount to increasing access to Heathrow.

5.5 Leaf fall season

- 5.5.1 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.
- 5.5.2 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.
- 5.5.3 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.

5.6 Bank and Public Holidays

- 5.6.1 The full Saturday service should operate.
- 5.6.2 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's 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.

5.7 Christmas Eve

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

5.8 Christmas Day

- 5.8.1 All airport routes should operate train services as appropriate to flight times.

- 5.8.2 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.

5.9 Boxing Day

- 5.9.1 All airport routes should operate train services as appropriate to flight times.
- 5.9.2 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.

5.10 27th – 30th December

- 5.10.1 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.
- 5.10.2 Special events, such as horse racing meetings and football fixtures, should be taken into consideration when planning services.

5.11 New Year's Eve

- 5.11.1 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 2003/04 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**
- Kings Cross / Moorgate
- 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

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