

Dear Member



This is just a quick newsletter to update you on a couple of items.

Driver shortage – an update

I start this item with a repeat of my comment in the last newsletter “*First and foremost, I do not have an ‘inside track’ on when we might see a return to rest day working.*”. More generally, there is, unfortunately, little to report on this. I understand FCC and the Unions continue to meet regularly - I believe the next meeting is tomorrow. Whilst I do not know if a new offer has been tabled, I rather assume it must have been, since I believe there would be no discussions regard the offer that FCC have previously published on their website.

From what I can tell, virtually every train in the reduced timetable is running, and a few extras are added most days. On the GN route, I note that there are now occasional cancellations.

FCC have issued an “Apologies” leaflet and a poster - PDF copies of both are on our website:

- Poster: www.btinternet.com/~nlks/aptu/pdfs/fcc_apologies_poster_nov2009.pdf
- Leaflet: www.btinternet.com/~nlks/aptu/pdfs/fcc_apologies_leaflet_nov2009.pdf

The poster contains photos of the Executive team at FCC - quite a few of them travel on the Thameslink route.

Feedback – a reminder

Please let us know of very overcrowded services or 4 car formations, particularly if there are not problems elsewhere on the route at that time.

We’d also like feedback of particularly bad information on the Train Indicators. Members have reported a number of instances when they have let the first service at the platform go (eg all stations, or very crowded) on the basis that the next one (eg fast) looks a better option. Only after the first one has gone is the second one cancelled, heavily delayed, 4 cars only, turned into an all-stations etc.

Please send through to me specific details so we can take this up with FCC.

Delay Repay

We have written to FCC regarding compensation options other than Delay Repay and are hopeful of a positive response.

In the meantime:

1. **I recommend you keep expired tickets**
2. FCC have said to me that Delay Repay compensation is being paid based the disruption to your journey, not disruption to your rail trip. If, for instance, you had to leave home 30 minutes earlier than you might otherwise have done, then a claim will be accepted.
 - For instance, the 10:00 and 10:30 are running, the 10:15 and 10:45 have been cancelled. You would normally get the 10:30, with a fallback of the 10:45. It is important to be there on time, so you opt for the 10:00. Compensation should be payable.

Any feedback on the success, or otherwise, of Delay Repay Claims in such circumstances much appreciated.

Delay Repay can be claimed in bulk.

The Underground – Kings Cross Northern Ticket Hall

For a change - some good news!

The Underground Northern Ticket Hall opens today. For St Pancras International passengers, there are three main advantages:

1. It is noticeably quicker to the Victoria, Northern and Piccadilly line platforms. Quoted times are as follows:

<i>Line</i>	<i>New time</i>	<i>Old time</i>
Piccadilly	5 mins 40 secs	8 mins
Victoria	7 mins	8 mins
Northern	5 mins 50 secs	9 mins 30 secs

2. There is step free access to the Victoria and Piccadilly line platforms (step free access to the Northern line is from mid 2010).
3. There should be less congestion on the current route, and thus less closures.

To get to the new Underground ticket hall, turn left as you leave the FCC ticket gates, walk past the main train indicators and go down the escalators before the outside doors.

FCC have issued a leaflet and a poster - PDF copies of both are on our website:

- Poster: www.btinternet.com/~nlks/aptu/pdfs/kx_northerntickethall_leaflet.pdf
- Leaflet: www.btinternet.com/~nlks/aptu/pdfs/kx_northerntickethall_poster.pdf (note 1.7Mb).

Transport for London also have a special web page: www.tfl.gov.uk/kings-cross.

Radlett Strategic Rail Freight Interchange

The Planning Inquiry for this continues - more information at

www.stalbans.gov.uk/environment-and-planning/planning/railfreight/, including the timetable.

FCC are due to speak on Tuesday or Wednesday of this week, and will be represented by Hugh Clancy, Commercial Director. FCC and APTU concerns are similar to identical. It is of note that Network Rail are not mentioned as speaking.

Regards

Neil

Neil Middleton

29 November 2009