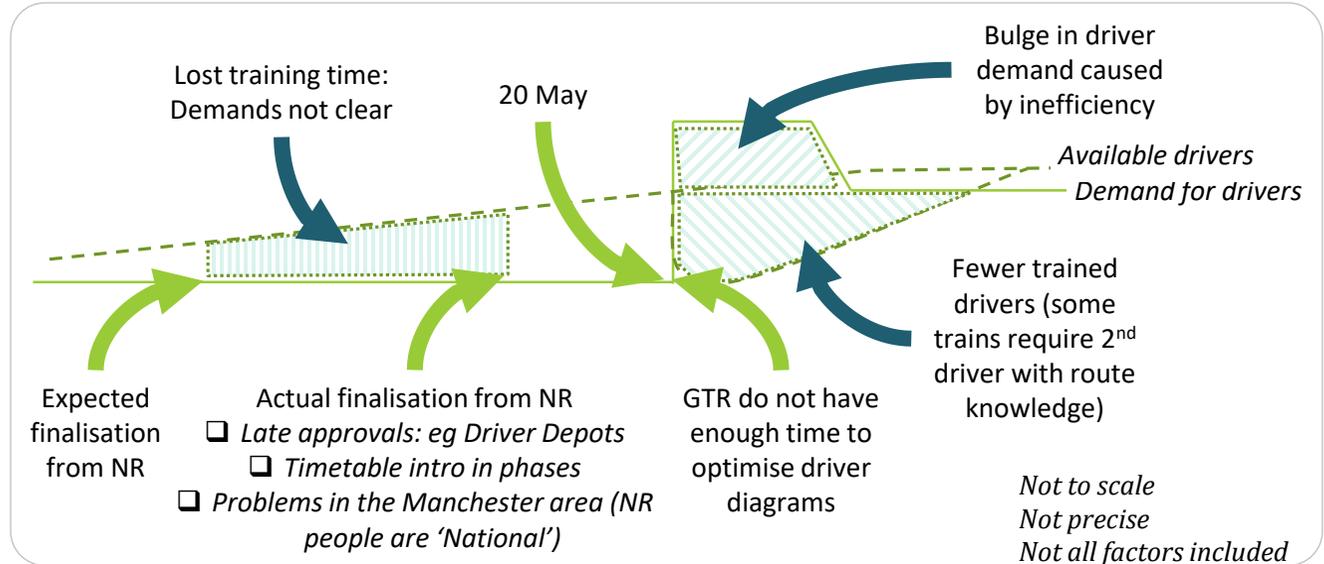


The Thameslink May 2018 timetable: A user group perspective

What has gone wrong?

1. Lots of things.
2. In all areas of the rail industry: DfT, Network Rail, TOCs.
3. At its core, this is not a timetabling issue, nor a driver problem.
4. **It is a failure of change or execution risk management¹. For the rail industry as a whole, including the government.**
5. The desire for a higher rate of change was more than the industry (or parts of it) could deliver.
6. Decisions that were sensible in isolation did not hang together – or were made late when looked at in overall terms.
7. GTR (and possibly the DfT) have made it worse by bad communication.



Three key points

1. Be nice to Thameslink (and other rail industry) frontline staff: It isn't their fault.
2. In the short term, focus all the change capability that can benefit Thameslink and Great Northern exclusively on immediate passenger centred improvements: A predictable service, well communicated, equitably allocated
 1. Do not distract with reorganisation, franchise change etc – just think how it has gone wrong with each change of operator:.
3. Lobby the Government to instruct East Midlands Trains to stop at Bedford and Luton again in peak hours.

¹ Execution risk noun [C or U] the risk that a company's business plans will not be successful when they are put into action <https://dictionary.cambridge.org/dictionary/english/execution-risk>