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**John Larkinson**  
Director Railway Markets and Economics  
One Kemble Street  
London WC2B 4AN]

By Email 16 July 2018

Dear John

**Compliance with condition 4 of the Passenger Licence and GB Statement of National Regulatory Provisions: Passenger, and Consumer Law – Regulatory WebTIS Information**

Please find below our response to your letter dated 10 July 2018.

Since receiving your letter of 10 July 2018, GA and our Abellio Operating Companies (OpCo's) have received a Statement of Works (SoW) document from Trainline confirming the development of work required and what the key deliverables are. GA understand a copy of this document has also been sent to the ORR to ensure everyone's expectations are aligned. Within the Abellio Group, we agree the Trainline proposal meets with what we understand is in need of development and what the TOC API and NRE would provide.

GA confirm its intent to commence this work as soon as possible with a purchase order to be issued to Trainline for Monday 16 July 2018 (Trainline's deadline). The work will take a month from when the project starts and all OpCo's have agreed to sign the SoW and provide a purchase order by Monday's deadline.

If you require further information please do not hesitate to contact us.

Yours sincerely,

Susan Cross  
Head of Franchise Management

CC:-  
[Nick Layt \(ORR\)](#)  
[Ela Hawran Beaumont \(GA\)](#)

John Larkinson  
Director of railway markets and economics  
Office of Rail & Road  
One Kemble Street  
London  
WC2B 4AN

16 July 2018

*Dear John,*

**Compliance with condition 4 of the Passenger Licence and GB Statement of National Regulatory Provisions: Passenger, and customer law**

I write with reference to the e-mail received on 10 July, regarding compliance with Condition 4 of the Passenger Licence and GB Statement of National Regulatory Provisions: Passenger (Information to Passengers) and the Consumer Protection (from Unfair Trading) Regulations 2008 (the CPRs).

We understand that assurance and evidence is needed to confirm that all reasonable steps are being taken to address improvements to the customer information that we provide on our online channels.

You have requested the following 2 points are addressed;

- (1) Evidence of the new information that will be available to passengers and the changes that you plan to make to your information channels so that they show consistent information (both between each channel and with other rail industry sites such as NRE); and
- (2) The date by which the information specified above will be shown to prospective passengers using your desktop website, mobile website and mobile app.

We have received a Statement of Work from the Trainline which we believe is common to all Trainline TOCs. The purpose of the document is to detail the development required to integrate the NRE unconfirmed timetable feed into the TOC desktop, mobile site and app. The feed will allow us to show the user (passenger) a warning that the timetable for their journey search has not been confirmed within industry systems, and trains may not be running as shown

Proposed design changes are detailed below for our desktop channel:

Single from London (Any) to Birmingham (Any)

**Unconfirmed timetable**  
We cannot confirm whether some of the journeys shown here will run. This is because Network Rail haven't fully confirmed the timetables (usually done 12 weeks before travel). [Find more info](#) →

<b>OUT</b> Friday 27 Sep 2018 London Marylebone (MYB) to Birmingham Moor Street (BMO) or London Euston (EUS) to Birmingham New Street (BHM)				+ Add a return
< Earlier		Later >		
MYB <b>12:34</b> ↓ BMO <b>16:27</b>  3h 48m 2 chg	MYB <b>13:11</b> ↓ BMO <b>17:03</b>  3h 48m 2 chg	EUS <b>13:34</b> ↓ BHM <b>17:27</b>  2h 24m 1 chg	MYB <b>14:08</b> ↓ BMO <b>18:04</b>  3h 48m 2 chg	<b>Unconfirmed timetable</b>
<b>Advance single</b> <small>Specified train only, no refunds</small>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
£75.80	Cheapest Only 3 left	£55.80	£88.70	£75.80
<b>Offpeak single</b> <small>Any offpeak train</small>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	£99.50		Cheapest Only 3 left	£55.80
<b>Anytime single</b> <small>Travel any time of day</small>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
£109.90	£109.90	£109.90		£100.90

- An amber warning triangle will be displayed for specific journeys that are affected along with the existing amber warning triangle for journeys that have non-train legs.
- An “unconfirmed timetable” field will also be displayed when the user hovers over the triangle.
- An information banner will also be displayed above the main page content which can be directed to a dedicated landing page to provide more information for the user

Similar messages will be made displayed on the mobile sites and apps as shown below:

**14:27** → **17:36** Not available  
15:04 expected On time to buy

Platform 3 • 3h 9m • 1 Changes Live times >

Unconfirmed timetable

**Edinburgh (Waverly)**  
→ Glasgow Queen Street

Alert message that goes over two lines  
lorum ipsum >

**Monday, Feb 6th** Open return from

The current anticipated go-live dates for these developments are:

- Desktop and mobile site - end of August
- App - mid-September

We do hope that the above information provides a clearer overview on the options made available to all Trainline TOCs along with delivery timescales.

Kind regards



Andrew Cooper  
Managing Director

John Larkinson  
Director Railway Markets & Economics

16<sup>th</sup> July 2018

Dear Mr Larkinson

## Compliance with condition 4 of the passenger licence and GB Statement of National Regulatory Provisions: Passenger, and Consumer law

In response to your letter dated 10<sup>th</sup> July 2018 regarding potential changes to our Ticket Issuing System supplier, Trainline, to improve the information available to prospective passengers through online journey planners and ticket engines, we received a proposed statement of works from Trainline on 12<sup>th</sup> July 2018 and have used this information to provide the information requested below;

### 1. Evidence of the new information that will be available to passengers

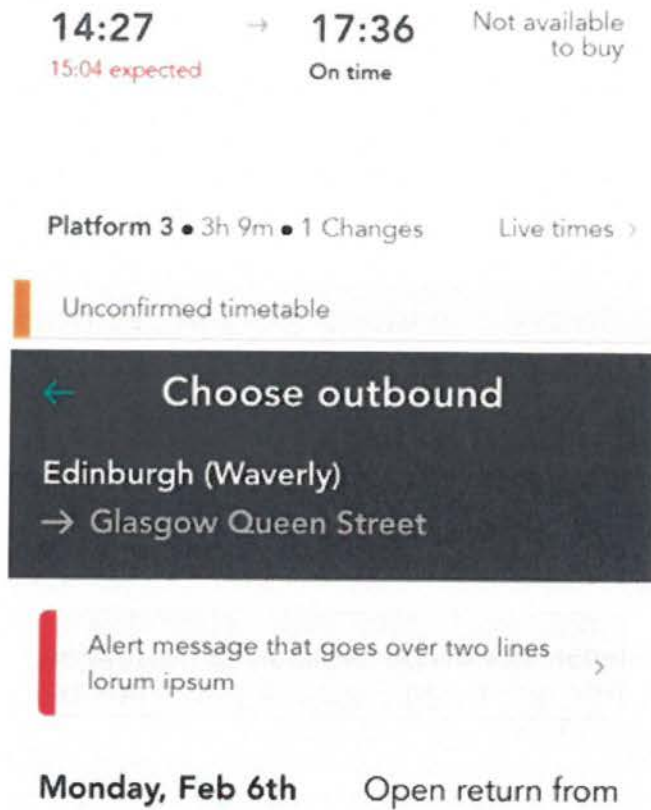
- Trainline intend to integrate with the NRE Unconfirmed Timetables feed in all online channels i.e. desktop, mobile website, and app
- Therefore, when a customer performs a journey search on the desktop site this will return information on whether the timetable is confirmed in the form of an amber warning triangle which will display a bubble stating "unconfirmed timetable"
- An example of this is shown below;

OUT	Friday 27 Sep 2018	London Marylebone (MDR)	Birmingham New Street (BHM)	
12:34	13:11	13:34	14:08	
16:27	17:03	17:27	18:04	
Advance single	£75.80	£55.80	£88.70	£75.80
Offpeak single		£99.50		£55.80
Anytime single	£109.90	£109.90	£109.90	£100.90

- The banner shown above the journey search can be tailored to direct

customers to our ticket alerts sign up page, an NRE information page, or an EMT landing page, depending on which is most relevant

- In the case of the mobile app and mobile website the customer will see "unconfirmed timetable" alongside the journey having performed a search along with information on why, this is shown in the two examples below;



## 2. The date by which the information will be shown to prospective passengers using our online channels

- East Midlands Trains believe this solution meets the requirements of Condition 4 and, as such, agreed to this statement of works with Trainline on the 13<sup>th</sup> July 2018.
- Trainline have provided the following delivery schedule;
  - o API work starts 16<sup>th</sup> July and completes by 31<sup>st</sup> August 2018
  - o Mobile work starts 23<sup>rd</sup> July and completes by 30<sup>th</sup> September
  - o Desktop works starts 30<sup>th</sup> July and completes by 31<sup>st</sup> August

We hope this aligns with your expectations.

Yours sincerely

**Lucy Dean**

Head of Revenue

16 July 2018

John Larkinson

Office of Rail and Road

One Kemble Street

London

WC2B 4AN

Dear John,

**Re: Compliance with condition 4 of the Passenger Licence and GB Statement of National Regulatory Provisions: Passenger, and Customer law**

I write with reference to your letter dated 10<sup>th</sup> July, requesting assurance that all reasonably practicable steps are being taken to improve the information available to prospective passengers through online journey planners and ticket engines.

My letter dated 29<sup>th</sup> June gave an update on the improvements to the mobile website that had already been made since your initial letter and an update that Arriva Trains Wales (ATW) were awaiting proposals from Trainline to access information relating to unconfirmed disruption on our WebTIS.

In response to the specific questions within your 10<sup>th</sup> July letter:

***1) Evidence of the new information that will be available to passengers and the changes that you plan to make to your information channels so that they show consistent information (both between each channel and with other rail industry sites such as NRE)***

In my previous letter on this subject, I stated that Trainline had advised ATW on 27<sup>th</sup> June that based on their current development roadmap, the earliest they could start work to WebTis was October. Since this letter ATW (and other Arriva Group Trainline TOC's) have been provided with a statement of work (SoW) dated 12<sup>th</sup> July. This SoW includes a description of the improved functionality and a screenshot that shows the introduction of warning triangles and 'unconfirmed timetable' bubble messages with a link to more information that will be hosted within the TOC website. This functionality would be made available for both desktop and mobile websites.

Single from London (Any) to Birmingham (Any)

**Unconfirmed timetable**  
 We cannot confirm whether some of the journeys shown here will run. This is because Network Rail haven't fully confirmed the timetables (usually done 12 weeks before travel). [Find more info](#) →

<b>OUT</b> Friday 27 Sep 2018 London Marylebone (MYB) to Birmingham Moor Street (BMCI) or London Euston (EUS) to Birmingham New Street (BHM)			
< Earlier		Later >	
MYB <b>12:34</b> ↓ BMCI 1h 48m 2 chg ⚠	MYB <b>13:11</b> ↓ BMCI 1h 48m 2 chg ⚠	EUS <b>13:34</b> ↓ BHM 2h 28m 1 chg	MYB <b>14:08</b> ↓ BMCI 1h 48m 2 chg ⚠
<b>Advance single</b> <small>Specific train only. No refunds.</small>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
£75.80	£55.80	£88.70	£75.80
<small>Only 3 left</small>			
<b>Offpeak single</b> <small>For offpeak train.</small>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
£99.50		£55.80	£55.80
		<small>Only 3 left</small>	
<b>Anytime single</b> <small>Travel any time of day</small>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
£109.90	£109.90	£109.90	£100.90

The ATW App is provided through the ATW contract with Trainline however is a legacy App maintained by Masabi only until end of franchise and is therefore out of scope as Masabi have confirmed that the App cannot support the API requirements and they are no longer undertaking any development work within the current franchise.

2) The **date** by which information specified above will be shown to prospective passengers using your desktop website, mobile website and mobile App.

Within the SoW are dates for work as follows:

- API work starts: 16<sup>th</sup> July.
- Mobile work starts: Monday 23<sup>rd</sup> July
- Desktop work starts: Monday 30<sup>th</sup> July.

No times have yet been committed to by Trainline to have this work completed. In addition, within the SoW is a disclaimer advising that Trainline cannot be held responsible for late or non-delivery.

Given the above, and as stated in my previous letter on this subject, ATW will find it very difficult to commit to deliver the specified enhancements within the existing franchise term.





Arriva Trains Wales/  
Trenau Arriva Cymru Limited  
St. Mary's House  
47 Penarth Road  
Cardiff  
CF10 5DJ

[www.arrivatrainswales.co.uk](http://www.arrivatrainswales.co.uk)

We will however continue to commit to ensuring that we take all possible steps to inform our customers as best as possible on any potential issues that may affect their journey with ATW through all other channels as previously demonstrated. In addition, we continue to engage with the new Wales & Borders franchise operator on this subject, and will work with them to ensure that these enhancements are in scope for their WebTis, Mobile TIS and App providers from 14<sup>th</sup> October.

Can I please ask that any future correspondence on this issue is addressed to myself in the first instance.

Yours Sincerely,

A handwritten signature in black ink, appearing to read "C. Williams", with a long horizontal flourish extending to the right.

**Chris Williams**  
**Commercial Director**  
**Arriva Trains Wales**

John Larkinson  
Director Railway Markets and Economics  
Office of Rail and Road  
1 Kemble Street  
London  
EC2B 4AN

5<sup>th</sup> Floor  
Northern House  
9 Rougier Street  
York  
YO1 6HZ

16 July 2018

Dear John

## Compliance with Condition 4 of the Passenger Licence and GB Statement of National Regulatory Provisions: Passenger and Consumer Law

Further to your letter dated 10<sup>th</sup> July 2018, in relation to compliance with condition 4 of our passenger licence.

You have requested the following 2 points are addressed;

- (1) **Evidence of the new information that will be available to passengers** and the changes that you plan to make to your information channels so that they show consistent information (both between each channel and with other rail industry sites such as NRE); and
- (2) The **date** by which the information specified above will be shown to prospective passengers using your desktop website, mobile website and mobile app.

### Deliverables

Northern and other Arriva TOCs have worked collaboratively with digital retailing supplier Trainline under the **Trainline and Arriva Trains UK Ltd agreement** to support the below key deliverables to customers who use Northern online channels for journey information:

1. API Integration to National Rail Enquires info r.e. whether a timetable is confirmed or not.
2. Visual confirmation at journey search results level; across desktop, mobile website and app.  
Examples on page 2:

## a. Desktop

**Unconfirmed timetable**  
We cannot confirm whether some of the journeys shown here will run. This is because Network Rail haven't fully confirmed the timetables (usually done 12 weeks before travel). [Find more info](#) →

**OUT**  
Friday 27 Sep 2018  
London Marylebone (MYB) to Birmingham Moor Street (BMO) or London Euston (EUS) to Birmingham New Street (BHM)

< Earlier Later >

MYB 12:34 ↓ BMO 16:27 3h 48m 2 chg ⚠	MYB 13:11 ↓ BMO 17:03 3h 48m 2 chg ⚠	EUS 13:34 ↓ BHM 17:27 2h 24m 1 chg	MYB 14:08 ↓ BMO 18:04 3h 48m 2 chg ⚠
--	--	--	--

Unconfirmed timetable

Advance single  
Specified train only, no refunds  
£75.80

Cheapest  
Only 3 left  
£55.80

£88.70

£75.80

- An amber warning triangle will be displayed for specific journeys that are affected along with the existing amber warning triangle for journeys that have non-train legs.
- An “unconfirmed timetable” field will also be displayed when the user hovers over the triangle.
- An information banner will also be displayed above the main page content which can be directed to a dedicated landing page to provide more information for the user.

Similar messages will be made available on the mobile sites and apps as shown below:

## b. Mobile and App

14:27 → 17:36 Not available to buy  
15:04 expected On time

Platform 3 • 3h 9m • 1 Changes Live times >

Unconfirmed timetable

Due to the nature of the product being 'whitelabel', the customer will be directed to the NRE ticket alert page for full info.

3. Explanation of why the 'unconfirmed timetable' message is being displayed. Example below:

### a. Mobile and App

← Choose outbound  
Edinburgh (Waverly)  
→ Glasgow Queen Street

Alert message that goes over two lines  
lorem ipsum >

Monday, Feb 6th Open return from

Due to the nature of the product being 'whitelabel', the customer will be directed to the NRE info page for full info.

### Timescales

Northern received a statement of work (SOW) from Trainline on Thursday 12<sup>th</sup> July. The go-live dates are dependent upon consensual approval from all TOCs invested in the white label product. Northern have approved this SOW and raised a PO.

If all TOC's have approved the SOW by Monday 16<sup>th</sup> delivery has been anticipated by supplier Trainline as:

**Desktop and mobile website:** end of August

**App:** mid-September

I trust that the information supplied within this letter will give ORR the confidence that Northern are committed to improving and developing the quality of information supplied to customers.

Yours sincerely

A handwritten signature in dark blue ink, appearing to read 'David Brown', with a stylized flourish at the end.

**David Brown**  
Managing Director

16<sup>th</sup> July 2018

John Larkinson  
Director Railway Markets & Economics  
Office of Rail and Road  
One Kemble Street  
London  
WC2B 4AN

Dear John,

**Compliance with condition 4 of the Passenger Licence and GB Statement of National Regulatory Provisions: Passenger, and Consumer law**

Thank you for your letter dated 10 July 2018.

Since receiving your letter, we and our other Abellio operating companies have received the Statement of Work from Trainline confirming the specification and project timescales for the changes we have asked for following our last meeting with you. We understand that a copy of this has also been sent to the ORR to ensure everyone's expectations are consistent. Within Abellio, we agree this meets with what we understand is the development requirement and what the API from National Rail Enquiries would provide.

We can confirm we have given The Trainline authority to progress with the project today. The work will take a month from when the project commences but requires approval from all Abellio operating companies. We have received notification that our sister companies have also agreed to this work, and so the project work should be completed by late August. We will be happy to notify you when the project has completed.

I hope this information reassures you of our ongoing commitment to this issue, but please get in touch should you have any further questions.

Yours sincerely,



**Jan Chaudhry-van der Velde**  
Managing Director



John Larkinson  
Director, Railway Markets and Economics  
Office of Rail and Road  
One Kemble Street  
WC2B 4AN

**16 July 2018**

Dear John

**Compliance with condition 4 of the Passenger Licence and GB Statement of National Regulatory Provisions: Passenger, and Consumer law**

Thank you for your letter of 10 July regarding the efforts we are making through our contractual arrangements with TrainLine to improve linkages between our own site and the NRE site regarding alerts to customers about potential changes to timetable information.

In response to the specific requests in your letter:

**1. Evidence of the new information that will be available to passengers**

We have been liaising with Trainline over a modification that they believe will satisfy your concerns in this area.

The work will integrate with the NRE unconfirmed timetables feed, and the solution will be part of the white label platform so will be the same across all applicable TOC websites.

The proposed concept, as shown in Appendix 1, will contain a warning triangle in the journey results. There will also be a text box at the top of the page to alert customers to the fact that timetables are as yet unconfirmed. A link will also be provided back to NRE for more information.

When customers hover over the warning triangle a bubble message will appear stating the issue of "unconfirmed timetable".

Changes will be made across Desktop/Mobile and App.

**2. The date by which the information specified above will be shown to prospective passengers using your desktop website, mobile website and mobile app.**

We are pressing for an implementation for this change as soon as can be achieved and are hopeful that it may be as early as mid August.



We do recognise however that as with any software developments which require full testing and acceptance ahead of roll out that early September may be a more realistic expectation. In any event we will work closely with TrainLine to achieve the best possible outcome.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Mark Whitehouse', with a large, sweeping flourish underneath.

Mark Whitehouse  
Managing Director  
Virgin Trains

Appendix 1.

**Single from London (Any) to Birmingham (Any)**

**Unconfirmed timetable**  
 We cannot confirm whether some of the journeys shown here will run. This is because Network Rail haven't fully confirmed the timetables (usually done 12 weeks before travel). [Find more info](#) →

**OUT**  
 Friday 27 Sep 2018  
 London Marylebone (MYB) to Birmingham Moor Street (BMO) or London Euston (EUS) to Birmingham New Street (BHM)

< Earlier Later >

MYB <b>12:34</b> ↓ BMO <b>16:27</b> 3h 48m 2 chg ⚠	MYB <b>13:11</b> ↓ BMO <b>17:03</b> 3h 48m 2 chg ⚠	EUS <b>13:34</b> ↓ BHM <b>17:27</b> 2h 24m 1 chg	MYB <b>14:08</b> ↓ BMO <b>18:04</b> 3h 48m 2 chg ⚠
--	--	--	--

**+ Add a return**

<b>Advance single</b> Specified train only, no refunds	○	<b>Cheapest</b> ○ £55.80 Only 3 left	○	○
	£75.80		£88.70	£75.80
		○		<b>Cheapest</b> ○ £55.80 Only 3 left
<b>Offpeak single</b> Any offpeak train		○ £99.50		
<b>Anytime single</b> Travel any time of day	○ £109.90	○ £109.90	○ £109.90	○ £100.90

**Unconfirmed timetable**



John Larkinson  
Director Railway Markets & Economics  
Office of Rail and Road  
One Kemble Street  
London  
WC2B 4AN

17<sup>th</sup> July 2018

Dear John,

**Compliance with condition 4 of the Passenger Licence and GB Statement of National Regulatory Provisions: Passenger, and Consumer law**

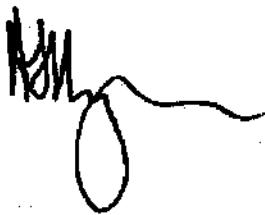
Thank you for your letter dated 10 July 2018.

Since receiving your letter, we and our other Abellio operating companies have received the Statement of Work from Trainline confirming the development of work and what this entails. We understand that a copy of this has also been sent to the ORR to ensure everyone's expectations are the same. Within Abellio, we agree this meets with what we understand is in need of development and what the API from National Rail Enquiries would provide.

We can confirm we have given The Trainline authority to progress with the project today. The work will take a month from when the project commences, but requires approval from all Abellio operating companies. We have received notification that our sister companies have also agreed to this work. We will be happy to notify you when the project has completed.

I hope this information reassures you of our ongoing commitment to this issue, but please get in touch should you have any further questions.

Yours sincerely,



**Alex Hynes**  
Managing Director, ScotRail Alliance