

From: [REDACTED]  
Sent: 11 May 2020 22:42

To: [REDACTED]  
Cc: [REDACTED]  
[REDACTED]

Subject: RE: Reservation only - practical details note?

[REDACTED] Many thanks for sending this through so quickly, will come back to you if we have any questions.

Arthur

Arthur Borkwood | Deputy Director - Market Lead, Intercity East Coast & HS1, Passenger Services, Rail Group, Department for Transport  
4/12 | [REDACTED]  
PA [REDACTED]

----- Original message -----

From: [REDACTED]  
Date: 11/05/2020 17:42 (GMT+00:00)  
To: Arthur Borkwood <[Arthur.Borkwood@dft.gov.uk](mailto:Arthur.Borkwood@dft.gov.uk)>  
Cc: [REDACTED]  
[REDACTED]

Subject: RE: Reservation only - practical details note?

Arthur,

Please see attached,

[REDACTED]

From: Arthur Borkwood <[Arthur.Borkwood@dft.gov.uk](mailto:Arthur.Borkwood@dft.gov.uk)>  
Sent: 11 May 2020 14:16  
To: [REDACTED]  
Cc: [REDACTED]  
[REDACTED]

Subject: RE: Reservation only - practical details note?

Hi [REDACTED] – would we be able to get the updated slides by end of the day / tomorrow please?

Thanks,

Arthu

Arthur Borkwood (he/him/his) | Deputy Director - Market Lead, Intercity East Coast & HS1, Passenger Services, Rail Group, Department for Transport

2/14 | [REDACTED]  
PA [REDACTED]  
From: [REDACTED]  
Sent: 07 May 2020 17:57  
To: Arthur Borkwood <[Arthur.Borkwood@dft.gov.uk](mailto:Arthur.Borkwood@dft.gov.uk)>  
Cc: [REDACTED]  
Subject: RE: Reservation only - practical details note?

Arthur,

Thank you for that. As I said below these slides were at a very early stage and were shared with [REDACTED] for some context and background.

We have since had two full day workshops on the subject, the most recent was today and will be updating the slides to reflect that work early next week. Thank you for the questions, which I will make sure that we cover.

[REDACTED]  
From: Arthur Borkwood <[Arthur.Borkwood@dft.gov.uk](mailto:Arthur.Borkwood@dft.gov.uk)>  
Sent: 07 May 2020 17:51  
To: [REDACTED]  
Cc: [REDACTED]  
Subject: RE: Reservation only - practical details note?

Hi [REDACTED]

Thank you for sharing the draft information below. There has been a significant amount of discussion within the dept and with other TOCs on this subject. The coordination of conversation between TOCs we thought RDG was leading, to agree an industry approach, does not seem to have been happening to the extent we thought. As such, there are significantly differing views on the appropriateness and deliverability of reservation-only services.

The Department, and Ministers, are clear that, as with our Covid-19 response to date, the rail industry must take a 'system/network approach' to the uplift in services. And accordingly, we need to be confident that reservation-only services is not going to cause or exacerbate crowding elsewhere on the network, especially given the continued need for social distancing.

There are a number of queries that have been raised, during our engagement with different TOCs, not all of which I think are covered by your draft slides:

1. How will LNER ensure they don't disadvantage people without the ability to book online?
2. Will this encourage additional local trips to stations to make reservations in person?
3. People travelling shorter distances are less likely to book / expect to book (especially commuters). How will this be managed at the station?
4. How can Key Workers be prioritised?
5. In most cases this would seem to result in walk up passengers (on overlapping flows) being forced onto alternative commuter services e.g. Northern, GTR.

- a. What engagement have you had with Northern, GTR and any other TOCs to discuss this? What are their views?
  - b. Where are the high risk locations along the route?
  - c. What are the likely impacts and how this would they be managed?
  - d. How will the pricing structure apply? (e.g to avoid inconsistency on overlapping flows)
6. How will this be policed/enforced? How will staff deal with customers who board without a reservation? Particularly at stations where alternative commuter TOC services are busy. Won't this increase the risk of staff assault?

As previously communicated, our expectation was for this to be a coordinated and agreed industry approach. This does not seem to be the case as XC and EMR are not planning to implement reservation-only services. This inconsistency will be hard to explain and will also likely highlight the significant challenge of managing social distancing on TOCs without the ability to operate reservation only services.

We look forward to receiving updated slides providing responses to the above and would be very happy to discuss further next week if that would be helpful.

Best regards,

Arthur

Arthur Borkwood (he/him/his) | Deputy Director - Market Lead, Intercity East Coast & HS1, Passenger Services, Rail Group, Department for Transport

2/14 | [REDACTED]

PA [REDACTED]

From: [REDACTED]

Sent: 06 May 2020 17:40

To: [REDACTED] >

Cc: [REDACTED]

Subject: RE: Reservation only - practical details note?

[REDACTED]

I have the attached slides in **draft**. You will note that some detail is missing, it is being worked through quickly though.

In answer to your specific questions:

Reservations will be available throughout the duration of the journey. They will be available digitally and also through staff at travel centres.

- How the operator will ensure that all operators on the route agree it is a workable proposition

Continued discussion and liaison through RDG as well as local level station planning and interaction.

- How the operator will ensure that the plan can be clearly communicated to passengers

We will use established comms channels, including website, social media, customer information screens. Customers attempting to buy tickets online will have option but to reserve at that time.



## Reservation by Default - DRAFT Comms for DFT

**LNER**

### Planning Considerations, Principles and Assumptions

Planning for the operation of an enhanced timetable from 18 May is governed by a number of principles and planning considerations. Key among those principles are:

- Protecting our people
- Reassuring the public
- Reassuring & Educating our people
- Build 'new normal' procedures

Our planning assumption is that social distancing measures will be in place on and after the 18 May, and that the distance required will be 2 metres.

We are unable to accurately predict passenger demand in the short term, which will be driven by a normal of variables, including the timing and content of HMG advice regarding the timetable change and other measures that contribute to an easing of restrictions.

## Reservation by Default - DRAFT Comms for DFT

**LNER**

Our recovery plan is built on 4 key elements; Timetable, Fleet, Social Distancing and People. In order to achieve social distancing we intend to limit the number of passengers through requiring all travel to be on a reservation only basis. Reservation only will allow LNER to control train loadings and assign passengers seats in line with social distancing guidelines.

This arrangement, alongside other measures, will also help to facilitate social distancing at stations, both on concourses and platforms as passenger numbers will be low.

The intention is to also use this measure, through strong communication, to build confidence among passengers and staff that safety is a key consideration

## Reservation by Default – DRAFT Comms for DFT

LNER

### Implementation

Work has been done to identify socially distanced seating on our fleet, measuring 2 metres between seats. Should guidance on the distance required change that work can be revisited.

A change will be made to the Network Rail Data Feed to change LNER services from 'recommended' to 'mandatory' reservations, meaning that, once the allocated number of reservations has been reached, no further tickets will be sold. For trains that have not yet been put on sale a new template will be loaded to allocate passengers specific, socially distanced seats.

Where trains have already been put on sale, we can limit the number of reservations allowed, however seats will be allocated on a sequential basis. Options for helping customers to identify socially distanced seats once onboard are being worked through.

A change will also be implemented to allow reservations to be made throughout the duration of the journey. Staff in travel centres will have access reservation systems, facilitating access to trains for those passengers who 'walk up', capacity allowing.

For passengers who have already purchased tickets without reservation, the digital team are developing a solution that will allow for online real time reservation, or reservations will be available through travel centres and the customer service centre.

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## Reservation by Default – DRAFT Comms for DFT

LNER

**These items remain under discussion and will need to be solved before comms are released**

### Disruption

More work is required on options for disruption, although it should be noted that while this solution is intended to provide the opportunity for passengers to socially distance, DOHL planning principles note that "The railway will not be liable for further infections. Passengers travel at their own risk."

### Buffer

Is there a requirement to hold back a small number of seats per service to account for genuine emergency travel where booking was not possible or for non – cooperative passengers who board a train without reservation/

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LNER

LNER East Coast House, 25 Skeldergate, York, YO1 6DH

m:

From:

Sent: 06 May 2020 14:57



To: [REDACTED]  
Cc: [REDACTED]  
Subject: Reservation only - practical details note?  
Importance: High

Hi [REDACTED]

Can I check whether there is a note on how reservation-only will work written yet?

Context: I need to respond today to an information gathering request on the following points:

- How the operator will ensure the capacity to carry commuters is maintained – via 'walk-up' reservations
- How the operator will ensure that all operators on the route agree it is a workable proposition
- How the operator will ensure that the plan can be clearly communicated to passengers

[REDACTED]



[REDACTED]  
Intercity East Coast Commercial Manager,  
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4/21, Great Minster House  
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[REDACTED]  
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