**From:**  gwr.com>  
**Sent:** 09 September 2024 12:20  
**To:**  networkrail.co.uk

**Subject:** RE: GWR:Network Rail Easter 2024 demand passenger data discussion

Morning,

I’ll leave \*\*\*\*\* to advise on Commercial sensitivities but if I may pick up one item that was discussed, namely the discussion around capacity provision where it was mentioned that operators need to discuss amongst themselves as to how best to utilise the capacity available. We need to be clear that capacity allocation is a Network Rail responsibility as shown in the Network Code part D and while we can certainly have discussions, ultimately it will come down to NR to make any final decision on which operator gets what. The Decision criteria also found in part D, section 4.6.2  clause (b) that the spread of services reflects demand; is vital as the data provided by us and presented by \*\*\*\*\*(NR) shows that the capacity available does not reflect demand for GWR services. Assuming that other operators have similar issues with demand given the general growth trend being seen then I would ague therefore that an increase in the available number of paths per hour currently available needs to be re-considered by Network Rail in order to mitigate the increased demand. Performance can be mitigated but the risks associated with overcrowding to the public and staff cannot be mitigated by a simple comms message as alluded to in the meeting. We cannot increase the capacity on existing services as the infrastructure is not available to accommodate longer trains. The only answer therefore is more trains, certainly in hours shown where demand is above the available capacity.

Kind regards,

**Great Western Railway**  
3rd Floor | Milford House | 1 Milford Street | Swindon | SN1 1HL

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**From:**  networkrail.co.uk>  
**Sent:** Tuesday, September 3, 2024 4:35 PM  
**To:**  gwr.com>;

**Subject:** RE: GWR:Network Rail Easter 2024 demand passenger data discussion

OFFICIAL

Hi everyone and thank you for your time earlier today.

If I could just ask as discussed in the session if you could confirm whether GWR would be happy for a high-level summary of their hourly demand data to be combined with and shared with other operators’ similar data to allow all operators to have an overview of the combined picture regarding demand in and out of Paddington over the Easter bank holiday please?

This would be handled in a similar way to the data for Winter 2023/4.

Many thanks