**EASTER 2024 GWR PASSENGER DEMAND ANALYSIS – CHRONOLOGY:**

* **06/03/24:** Tony Worgan e-mails all operators requesting Easter 2024 demand data
* **29/04/24:** GWR supply data for incorrect weekend (the one following Easter)
* **21/05/24:** HEx supply data
* **17/06/24:** MTR supply data. Issues flagged regarding COS closure, further data requested. On-going dialogue on data due to missing items until **12/07/24**
* **18/06/24:** 
  + Issue with incorrect dates provided flagged to GWR and request to explain methodology,
  + GWR (Justin Kerr-Peterson) query when data due by
  + NR (Tony Worgan & Marco Taylor) request for support methodology to be explained as data in different format to previous analysis, advised data required by end of June.
* **25/06/24:** 
  + NR (Marco Taylor) follow-ups with GWR as to when data will be available.
  + GWR (Jake Sprules) replies to advise of data quality issues impacting class 387 and manual count data
* **03/07/24:**
  + NR (Marco Taylor) follows-up with GWR to see if there is any update
  + GWR (Jake Sprules) advise there is no update and they will follow up after 05/07/2024
* **09/07/24:** NR (Marco Taylor) requests update
* **10/07/24:** GWR (Jake Sprules) advise problems with data and can’t provide timescale for when resolved, repeat request as to when data is needed by.
* **12/07/24:** NR (Marco Taylor) advise by 19/07/24 and suggest alternative data approaches such as using previous year’s data.
* **16/07/24:** NR (Marco Taylor) requests update
* **17/07/24:** GWR (Jake Sprules) advises issue still under investigation
* **19/07/24:**
  + GWR (Jake Sprules) advise data issue still persists and offers to a discussion about alternatives (14:09).
  + NR (Marco Taylor) agrees. Discussion at 15:30 talks about alternatives including adjusting data for missing services using average variance in demand for Easter weekend days v. typical weekdays as well as using average of demand for previous/later services to fill gaps on missing services.
* **23/07/24:**
  + GWR (Jake Sprules) advises that most data issues are now resolved and data will be shared shortly.
  + NR (Marco Taylor) acknowledges and requests summary of methodology
* **24/07/24:**
  + GWR (Jake Sprules) asks to have meeting to discuss methodology prior to sharing data.
  + NR (Marco Taylor) acknowledges. Discussion at 15:00. Agrees methodology seems acceptable, specifically including adjustments made where data missing.
* **26/07/24:** NR (Marco Taylor) requests update on data as has not arrived yet and time has effectively run-out.
* **29/07/24:** 
  + GWR (Jake Sprules) send back summary of methodology as discussed and require confirmation NR are happy with it prior to sharing the data itself.
  + NR (Marco Taylor) accept main methodology subject to a couple of clarifications (without having seen the actual data yet)
  + GWR (Jake Sprules) share the data
  + NR (Marco Taylor) On reviewing data ask some further questions for clarification
* **30/07/24:**
  + GWR (Jake Sprules) Provides clarification to questions
* **07/08/24:** NR (Marco Taylor seeks dates at end of August (allowing for holiday period) to review data with GWR, various GWR e-mails in response confirming availabilities
* **08/08/24:** NR (Marco Taylor) sends invite for meeting on 03/09/24
* **28/08/24:** 
  + NR (Marco Taylor) asks for detail on service cancellations
  + NR (Marco Taylor) shares slides analysing GWR demand in advance of review session with GWR on 03/09/24.
* **29/08/24:** GWR (Jake Sprules) provides details
* **02/09/24:** GWR (Jake Sprules) asks question on details within slides.
* **03/09/24:** 
  + NR (Marco Taylor) advises probably easiest to discuss queries in meeting later that day.
  + Meeting between GWR and NR to discuss demand figures (slides attached below)
  + Followed by e-mail from NR to GWR requesting permission to share data with operators
* **09/09/24:** GWR (Justin Kerr-Peterson) reply to message following meeting requesting permission to share data with statement that only option that should be considered to respond to high demand is NR increasing capacity.
* **10/09/24:** Exchange of e-mails between NR & GWR getting permission to share demand data with other operators at session on 13/09/24
* **13/09/24:** Main review of all operators’ demand data together (slides shared separately) including request for whole industry collaboration to respond to capacity challenges
* **24/09/24:**
  + NR (Tony Worgan) share decision criteria
  + GWR (Justin Kerr-Peterson) replies making assertion that NR “firmly told operators they would not re-look at capacity” (I don’t think this is an accurate recollection, we simply said our approach remains to have capacity at 14.5tph), with no mention of any points on other options in response to request to industry collaboration to address challenges.