

XCTL Sole reference TTP 978

DETAILS OF PARTIES

- 1.1 The names and addresses of the parties to the reference are as follows:-
- (a) XC Trains Ltd (XCTL), a company registered under number 04402048, and having its registered office at 5th Floor, Cannon House, 18 The Priory Queensway, Birmingham, B4 6BS "XCTL"; and
 - (b) Network Rail Infrastructure Limited whose Registered Office is at 1 Eversholt Street, London NW1 2DN ("Network Rail".
 - (c) Abellio Greater Anglia, 1st Floor, Suite D, The Octagon, Middleborough, Colchester, CO1 1TG, "AGA".
- 1.2 There are no other third parties of which XCTL is aware, aside from those already included in the circulation of dispute paperwork.

2 CONTENTS OF THIS DOCUMENT

This Response to the Claimant's Sole Reference includes:-

- (a) Confirmation, or qualification, that the subject matter of the dispute is as set out by the Claimant in its Sole Reference, in the form of a summary schedule cross-referenced to the issues raised by the Claimant in the Sole Reference, identifying which the Defendant agrees with and which it disagrees with.
- (b) An explanation of the Defendant's arguments in support of its position on those issues where it disagrees with the Claimant's Sole Reference, including references to documents or contractual provisions not dealt with in the Claimant's Sole Reference.
- (c) Any further related issues not raised by the Claimant but which the Defendant considers fall to be determined as part of the dispute;
- (d) The decisions of principle sought from the Panel in respect of
 - (i) legal entitlement, and
 - (ii) remedies;
- (e) Appendices and other supporting material.

3 SUBJECT MATTER OF DISPUTE

- (a) XCTL is not disputing AGA's right to bring the dispute.
- (b) XCTL would quantify AGA's statement about the work at Cambridge with the following: the possessions at Cambridge at now at T-11; the train plan for these weeks was particularly complicated owing to additional possessions in the Leicester and Cardiff areas; the possessions at Cambridge will cut Cambridge depot (units) off from the rest of XCTL's network.
- (c) There are no other applicable sections of the Network Code than those already raised in this case.
- (d) XCTL would like to make it clear to the Panel that we believe the work at Shenfield is not for our business to comment on. Our sole concern is retention of the Cambridge access in the existing weeks it has been planned for, and that is why we have asked to be considered a dispute party. Reasons for XCTL taking this stance are outlined elsewhere in this paper. Our concerns stem from a number of informal conversations that Network Rail has with XCTL in the weeks leading to the Panel Hearing in which they suggested that the work at Cambridge could potentially move to timetable Weeks 34-36 in 2016.
- (e) Other documents relevant to this dispute are extracts from our Control Log detailing overcrowding and customer issues during the period of the Birmingham Christmas Markets. These can be found in Appendix A.

4 EXPLANATION FROM THE DEFENDANT'S PERSPECTIVE OF EACH ISSUE IN DISPUTE

XCTL notes that this case rests on whether a correct application of the Network Code would lead to there always being a direct route available between Norwich and London. Our business cannot comment on this, however were a Panel to decide in favour of AGA we have the following concerns about removal of the Cambridge access in these weeks in particular:

- (a) T-12 compliance is of vital importance to XCTL and the Industry as a whole. It allows customers to plan in advance and be clear about their travel options. In February 2016 XC train planning celebrated 100 weeks of T-12 compliance. If the Cambridge North access is removed at such short notice then not only will customers through Cambridge in these weeks have their

journeys changed at short notice, but wider T-12 compliance across our network will likely be compromised. Our team is currently dealing with post T-12 rework in connection with the Great Western Electrification Project and it has just been indicated to us that some of the Christmas possessions (currently within T-21 to T-18 planning timescales) are subject to change. If the Cambridge work is moved into Weeks 34-36 then, operational issues aside, the complicated nature of the plan may mean that we cannot meet our Network Code Part D obligations in relation to T-18, T-14 and T-12.

(b) XCTL agreed to the access requests for the Cambridge North project in good faith. The combination of access on our network in these weeks is extremely disruptive and has resulted in a very complicated train plan. Due to the fact that our 170 Turbostar routes from Cardiff to Nottingham, Birmingham to Leicester and Birmingham to Stansted routes are each impacted by separate engineering possessions the unit balancing and depot requirements are above and beyond our usual planning requirements. This is particularly important in ensuring a smooth start up on the Monday morning for start of service. It will be very difficult to unpick all the separate possessions and will additionally put serious pressure on Network Rail train planning teams to unpick the work and then turn around a reproposal, decision and rewrite of the train plan to put the Cambridge work back into the access plan in sufficient time for the project's commissioning date in 2017.

(c) The alternative weeks that have been provisionally proposed for this access are Weeks 34, 35, and 36 in 2016. These weeks will be at the same time as the German Christmas Market which is held annually in Birmingham city centre. This event is a major attraction and results in large amounts of additional passengers using rail services into Birmingham New Street. In connection with this event XCTL plan, as always, to run a strengthened service and provide additional capacity to attempt to alleviate overcrowding. If this access is moved into these proposed weeks then we will have a number of units trapped in Cambridge. These units consist of three 3 car 170 units and two 2 car 170 units. This will mean we be unable to provide all of the strengthened services and additional capacity. This is likely to result in major overcrowding and a public order problem. Appendix A provides details of the Control Log items relating to overcrowding during the Christmas Market period in 2015.

5 DECISION SOUGHT FROM THE PANEL

5.1 XCTL would like the Panel to determine, regardless of the matter of principle over a route from Norwich to London, that the work at Cambridge North remain in the access plan for Weeks 25 to 28 in 2016 as it would be too disruptive to passengers and planners to move such a complex train plan at this late stage and due to the alternative proposed weeks being far too disruptive for passengers, clashing as they do with Birmingham Christmas Market.

5.2 We do not wish the Chair to consider other issues, such as costs.

6 APPENDICES

XCTL confirms that it has complied with Access Dispute Resolution Rule H21.

Extracts of Access Conditions/ the Network Code are included where the dispute relates to previous (i.e. no longer current) versions of these documents.

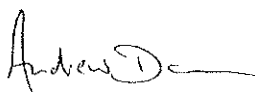
All appendices and annexes are bound into the submission and consecutively page numbered. To assist the Panel, quotations or references that are cited in the formal submission are highlighted (or side-lined) so that the context of the quotation or reference is apparent.

Any information only made available after the main submission has been submitted to the Panel will be consecutively numbered, so as to follow on at the conclusion of the previous submission.

7 SIGNATURE

For and on behalf of
XC Trains Ltd.

Signed



Print Name
Andrew Danson

Position
Possession Strategy Manager


The Appendices

Appendix A

Title	Birmingham German Market			
Incident Group	CUSTOMER SUPPOR	Type	Other Event	
Incident Date	14/11/2015 03:52	Seq	025	Created By [REDACTED]
Events				
Logged Date	User	Text		
14/11/2015 22:30	[REDACTED]	Leicester Senior Conductor [REDACTED] working 1K33 [2222 BHAMNEWST-LEICESTER] reported that the train has departed New St full and standing (train formed 3 car vice 2 car) and that relief service 1Z82 [2152 BHAMNEWST-NUNEATON] had departed with approx 15 customers onboard.		
Description				
Basic Information				
Headcode				
Extra Information				
No Extra fields				
Responsibility			Informed	
XC STATIONS BIRMHM NEW ST (NETWORK RAIL)			No Informed Parties	
Actions				
Required Date	Owner	Comments	Completed Date	
No Actions exist				
Trust Data				
DA Incident	Description	Full Canc	Part Canc	Mins Delay Manager In Dispute
No Trust DA Data				
File Attachments				
Uploaded Date	User	Filename	Comment	
No File Attachments				

Title	Birmingham German Market			
Incident Group	CUSTOMER SUPPOR	Type	Other Event	
Incident Date	15/11/2015 03:45	Seq	025	Created By [REDACTED]
Events				
Logged Date	User	Text		
15/11/2015 03:46	[REDACTED]	Senior Conductor working 1L56 2022 BHM - CBG advised that the train had departed full and standing with a number of people left behind. Customers forward on 1K31 2052 BHM - LEI with 2 for Peterborough, taxis provided from Leicester		
Description				
Basic Information				
Headcode				
Extra Information				
No Extra fields				
Responsibility			Informed	
XC STATIONS BIRMHM NEW ST (NETWORK RAIL)			No Informed Parties	
Actions				
Required Date	Owner	Comments	Completed Date	
No Actions exist				
Trust Data				
DA Incident	Description	Full Canc	Part Canc	Mins Delay Manager In Dispute
No Trust DA Data				

Title	Birmingham Christmas Market			
Incident Group	CUSTOMER SUPPORT	Type	Other Event	
Incident Date	19/12/2015 19:13	Seq	040	Created By [REDACTED]
Events				
Logged Date	User	Text		
19/12/2015 19:13	[REDACTED]	The following trains were strengthened due to the Birmingham Christmas market: 1G12 [0841 NOTTINGHAM-BHAMNEWST] 3 Vice 2. 1P08 [0918 LEICESTER-BHAMNEWST] 4 Vice 3. 1P10 [1018 LEICESTER-BHAMNEWST] 5 Vice 2. 1P14 [1218 LEICESTER-BHAMNEWST] 6 Vice 3. 1P20 [1518 LEICESTER-BHAMNEWST] 5 Vice 2. 1K31 [2052 BHAMNEWST-LEICESTER] 5 Vice 3.		
19/12/2015 19:16	[REDACTED]	1L42 [1322 BHAMNEWST-STANSDAP] 6 Vice 3 between Birmingham & Leicester - 1L48 [1622 BHAMNEWST-STANSDAP] 5 Vice 2 between Birmingham & Leicester. 1N61 [1527 STANSDAP-BHAMNEWST] 4 Vice 2 between Leicester & Birmingham, 1N65 [1727 STANSDAP-BHAMNEWST] 5 Vice 3 between Leicester & Birmingham		
Description				
Basic Information				
Headcode	VARIOUS			
Extra Information				
No Extra fields				
Responsibility			Informed	
No Responsibility Parties			No Informed Parties	
Actions				
Required Date	Owner	Comments	Completed Date	
No Actions exist				

Title	Overcrowding  Click on Tools to convert files to PDF.			
Incident Group	CUSTOMER SUPPORT	Type	Overcrowding	
Incident Date	21/11/2015 02:00	Seq	001	Created By Datasys Application Owner

Train Headcode	From	To	Short Formed	Reason (if known)
1O10 [0827 MANCR PIC-BOURNEMTH]	STOKE	BHAM INTL	N	Skills Show at NEC
1O08 [0727 MANCR PIC-BOURNEMTH]	BHAMNEWST	COVENTRY	Y	
1N45 [0727 STANSDAP-BHAMNEWST]	MELTONMOW		N	
1P10 [1018 LEICESTER-BHAMNEWST]	NARBORO	BHAMNEWST	N	German Market / Shoppers
1M73 [1545 CARDIFCEN-NOTTINGHAM]	BHAMNEWST		N	German Market / Shoppers
1M46 [1147 BOURNEMTH-MANCR PIC]	BHAM INTL		N	
1M50 [1247 BOURNEMTH-MANCR PIC]	BHAM INTL		Y	
1O24 [1527 MANCR PIC-BOURNEMTH]	BHAMNEWST		N	

Title	Birmingham German Christmas Market			
Incident Group	CUSTOMER SUPPOR	Type	Other Event	
Incident Date	21/11/2015 10:58	Seq	045	Created By [REDACTED]

Events		
Logged Date	User	Text
21/11/2015 09:15	[REDACTED]	1V06 [0910 NOTTINGHAM-CARDIFCEN] full & standing from NOT.
21/11/2015 10:35	[REDACTED]	Guard working 1P10 [1018 LEICESTER-BHAMNEWST] advised that he has left people behind at Narborough.
21/11/2015 10:50	[REDACTED]	Hinckley station staff advised 1P10 has left 20 customers behind. 1N47 [0827 STANSTDAP-BHAMNEWST] SSO Hinckley.
21/11/2015 10:52	[REDACTED]	Guard advised route controller that he has left 30 customers behind at NUN.
21/11/2015 11:01	[REDACTED]	Ticket acceptance agreed with London Midland for the NUN customers to travel to B'ham via Coventry. LM would not give us ticket acceptance NUN to COV for the next hour so we said we would contact them if station staff at NUN advised us of any further customers being left behind. TM's on the RDG-BHM route advised of above.
21/11/2015 22:58	[REDACTED]	Management Update message issued: + 1Z82 2152 BHM-NUN (5-car VOY): 150 passengers on board. + 1Z83 2203 BHM-DBY (5-car VOY): Full & standing with BTP serial on board. + 1M85 2000 CDF-NOT (3-car 170): 150 passengers on board. + 1K33 2222 BHM-LEI (4-car 170): Full & standing (350 passengers). Nobody left behind. Train delayed en route due to pass com activation caused by overcrowding (person stood unable to hold on to anything fell onto the pass com in the disabled area). + 1D87 2249 BHM-DBY (3-car 170): 230 passengers on board.

Basic Information	
Headcode	1P10

Title	Overcrowding			
Incident Group	CUSTOMER SUPPOR	Type	Overcrowding	
Incident Date	28/11/2015 02:00	Seq	001	Created By Datasys Application Owner

Train Headcode	From	To	Short Formed	Reason (if known)
1N43	LEI		N	
1M25	BHM		N	
1G12	DBY		N	
1M30	BANBURY		N	NEC/German Market
1S37	WAKEFLD W		N	1st Class declassified from LDS
1V51	STA		N	Signalling probs earlier
1V46	BRI		N	
1V51	STA,WVH		N	Signalling probs earlier
1M30	MAC		N	1st class de-classified
1K17	BHM	LEI	N	NEC/German Market.
1V68	LDS		N	T/M advised of a group of drunken passengers annoying other customers.

Title	German Market - Birmingham			
Incident Group	CUSTOMER SUPPOR	Type	Other Event	
Incident Date	28/11/2015 07:33	Seq	032	Created By
Events				
Logged Date	User	Text		
28/11/2015 07:34		The following relief services were diagrammed by the Train Planning Section: 1Z82 21.52 Birmingham - Nuneaton 1Z83 22.03 Birmingham - Derby		
28/11/2015 07:52		Plans under Control Arrangements: 1. To alleviate the overcrowding on 1P10 & 1N47, the standby Class 170 in Birmingham ran ECS to Leicester as 5T10 at 0900 to form a relief train, 1T10 1004 Leicester - Birmingham calling at Nuneaton and Coleshill Parkway. 2. Plan to strengthen 1K33 22.22 Birmingham - Leicester to 6 coaches vice 4 coaches. 5H74 1948 Nottingham - Tyseley Depot [XC311 diagram] to divert to Leicester to attach to 1P32 2118 Leicester - Birmingham [XC312 diagram]. On arrival at New St at 2214, both sets to work 1K33 22.22 Birmingham - Leicester. As a result 1G89 2037 Nottingham - Birmingham on arrival formed 5G89 2220 Birmingham - Tyseley. 1G89 20.37 Nottingham ? Birmingham on arrival at 21.56 [XC210/XC211] to form 5G89 22+20 Birmingham ? Tyseley Depot [XC312]		
28/11/2015 09:47		1P08 0918 LEI-BHM F & S from Hinckley. Left people behind at Coleshill and Water Orton 1N45 0816 ELY-BHM F & S from Leicester. As a result the additional 1T10 1004 LEI-BHM called additionally at Narborough, Hinckley and Water Orton.		
28/11/2015 10:04		1M30 [0820 STHAMPTON CTL-MANCR PIC] reported full and standing from Banbury due to shows at the NEC and the German Market.		
28/11/2015 11:06		1N47 0916 ELY-BHM F & S from LEI left 3 bicycles behind at LEI.		
28/11/2015 11:44		1G22 1041 NOT-BHM F & S from Tamworth.		
28/11/2015 11:53		1N49 1016 ELY-BHM F & S from LEI (2 vice 3 car).		
28/11/2015 13:11		After working the additional 1T10 1004 LEI-BHM the unit returned to Leicester ECS to strengthen 1P14 1218 LEI-BHM (5 vice 2). This train was reported F & S from Hinckley.		
28/11/2015 15:18		Due to the significant numbers travelling from Leicester this morning an additional 1T25 1740 BHM-LEI ran with the standby Voyager calling at Coleshill, Nuneaton, Hinckley and Narborough.		
28/11/2015 17:25		1L50 1722 BHM-ELY departed reported by CSM (BHM) as F & S. She also agreed to work the uncovered 1K29 1952 BHM-LEI.		
28/11/2015 18:00		CSM advised the additional 1T25 at 1740 and 1K25 at 1752 departed full and mainly seated customers.		
28/11/2015 21:58		1Z82 2152 Birmingham - Nuneaton had approx 70 passengers on board. 1Z83 2203 Birmingham - Derby had approx 170 passengers on board. 1K33 2222 Birmingham - Leicester had approx 270 passengers on board.		
28/11/2015 23:11		Advised by CSM at BHM that BTP had not attended to 1K33 2222 BHM - LEI or 1D87 2249 BHM - DBY.		
Description				

Title	Overcrowding			
Incident Group	CUSTOMER SUPPOR	Type	Overcrowding	
Incident Date	29/11/2015 02:00	Seq	001	Created By Datasys Application Owner

Train Headcode	From	To	Short Formed	Reason (if known)
1V03	BUT		N	German Market / NEC / Christmas Shoppers
1O12	STA		N	German Market / NEC / Christmas Shoppers
1O14	SOT		N	German Market / NEC / Christmas Shoppers
1O16	STA			German Market / NEC / Christmas Shoppers
1V60	LDS		Y	WCML blocked north of PRE
1M98	BHM		N	German Market / NEC / Christmas Shoppers
1M00	EDINBURGH		N	WCML blocked

Title	German Market/NEC Exhibitions - Birmingham			
Incident Group	CUSTOMER SUPPOR	Type	Other Event	
Incident Date	29/11/2015 10:47	Seq	032	Created By

Events		
Logged Date	User	Text
29/11/2015 10:55		Control Plan for strengthening trains: 1O10 0827 Manchester-Leamington Spa to 9 coaches vice 5 coaches XC408 diagram to attach to 5O10 0754 Longsight-Manchester [XC502] position 1, and strengthen 1O10 0827 Manchester-Leamington Spa & 1M34 1112 Leamington Spa-Manchester. On arrival Manchester at 1340, leading set to detach t/w 1O22 1427 Manchester-Leamington Spa. 5O22 1349 Longsight-Manchester was cancelled. 1O10 reported F & S, both units from Stafford.
29/11/2015 11:01		Control Plan to strengthen trains: 1O12 0927 Manchester-Leamington Spa to 9 coaches vice 5 coaches XC515 diagram to attach to 5O12 0855 Longsight-Manchester [XC424] position 2, and strengthen 1O12 0927 Manchester-Leamington Spa & 1M38 1212 Leamington Spa-Manchester to Birmingham only. On arrival New St at 1250, to split t/w 1H41 1331 Birmingham-Manchester [XC506]. 1O12 reported F & S, both units from Stoke.
29/11/2015 11:04		Control Plan to strengthen trains: XC506 diagram to attach to XC501 at Central Rivers and work 5O08 0805 Central Rivers-Birmingham. No detachment at New St, both sets to work 1O08 0904 Birmingham-Leamington Spa & 1M30 1012 Leamington Spa-Manchester. On arrival Manchester at 1241, rear set t/w 1V57 1307 Manchester-Paignton [XC515] 5V57 1210 Longsight-Manchester was cancelled.
29/11/2015 11:08		Other moves required to balance: 5E40 1233 Central Rivers-Birmingham formed with 1 unit vice two to work 1E40 1330 Birmingham-Newcastle (XC418). Diagram XC411 altered to 5H22 0801 Central Rivers-Birmingham (VSTP) to work 1H22 0901 Birmingham-Manchester. Additional driver arranged to assist 'as required' at Leamington to assist shunting the double units working 1O08, 1O10 & 1O12.
29/11/2015 11:13		1P00 1022 Leicester-Birmingham reported 'full' by the S/Con, but it was possible to walk through the train. This had been strengthened 6 vice 3. 1O10 0827 Manchester - Leamington Spa reported F & S from Stafford. 1O14 1027 Manchester-Leamington Spa reported F & S from Stoke.
29/11/2015 12:09		5V01 0834 Tyseley-Nottingham strengthened (5 vice 2) which formed 1V03 0954 Nottingham-Cardiff. 1V03 reported F & S from Derby. The train was split in Birmingham with the rear unit forming the standby.
29/11/2015 12:34		1O16 1127 Manchester-Bournemouth reported F & S from Stafford.
29/11/2015 12:45		With the reports of F & S trains received during the morning the following plan arranged for the evening peak between Birmingham and Leicester; Standby 170 attached to 1K21 1552 Birmingham-Leicester (4 vice 2). Returned as 1P24 1719 Leicester-Birmingham to form 1L52 1822 Birmingham-Ely. On arrival at Leicester the rear unit was detached to return to Tyseley. Additional VSTP 5L50 1050 Tyseley-Birmingham to attach to the rear of 1L50 1722 Birmingham-Ely (5 vice 2). On arrival at Leicester the rear unit was detached to return to Tyseley.
29/11/2015 16:07		CS [REDACTED] (Birmingham) reported 1M67 1345 Cardiff-Nottingham departing Birmingham at 1549 F & S. Also 1K21 1552 Birmingham-Leicester three quarters full (running 4 vice 2). It was suspected that the return working 1P24 1719 Leicester-Birmingham would also be very busy following the Leicester Tigers rugby match this afternoon. 1M50 1512 Leamington-Manchester departing Birmingham at 1601, again F & S.
29/11/2015 16:44		CS [REDACTED] advised 1V60 departed F& S to Bristol, 1L48 1622 to Leicester departed with spare seats, 1E52 1630 to Derby departed full with a few standing.

Title	German Market/NEC Exhibitions - Birmingham			
Incident Group	CUSTOMER SUPPOR	Type	Other Event	
Incident Date	29/11/2015 10:47	Seq	032	Created By

29/11/2015 17:33		Further update from Ross: 1M53 1631 to Manchester departed Birmingham with space. 1M54 1701 to Manchester departed F & S. Noted good management by the station team in crowd control, moving customers down the platform, but left approximately 30 people behind.
29/11/2015 19:40		Ross noted : 1V62 1057 GLC - PLY F&S (1712 ex BHM) 1S58 1704 BHI - EDB F&S (1730 ex BHM) 1M75 1645 CDF - NOT no issues (1849) 1M82 1812 LMS - MAN F&S (1801)
Description		

Title	Birmingham Christmas Market			
Incident Group	CUSTOMER SUPPOR	Type	Other Event	
Incident Date	05/12/2015 09:32	Seq	035	Created By [REDACTED]

Events		
Logged Date	User	Text
05/12/2015 09:30	[REDACTED]	Senior Conductor working 1P08 [0918 LEICESTER-BHAMNEWST] formed 4 car vice 3 car reported leading set was full from Leicester and rear set full from Hinckley.
05/12/2015 10:54	[REDACTED]	Senior Conductor working 1P10 [1018 LEICESTER-BHAMNEWST] formed 4 car vice 2 car reported train full and standing from Nuneaton.
05/12/2015 11:43	[REDACTED]	Train Manager working relief service 1T12 [1110 LEICESTER-BHAMNEWST] reported that the train is full from Nuneaton (5 car with rear vehicle LOOU). 1P12 [1118 LEICESTER-BHAMNEWST] reported service full and standing from Nuneaton (3 car).
05/12/2015 12:52	[REDACTED]	Senior Conductor working 1P14 [1218 LEICESTER-BHAMNEWST] reported that the train is full and standing (approx 500 customers onboard). Train has been strengthened to 5 vice 3.
05/12/2015 15:54	[REDACTED]	Senior Conductor working 1M68 [1345 CARDIFCEN-NOTTINGHM] reported that approx 30--35 customers had been left behind at New St. Train shortformed, formed 2 vice 4.
05/12/2015 17:00	[REDACTED]	Arrangements made for additional 5T27 18+15 Central Rivers-Bhm New St to form 1T27 1900 Bhm New St-Leicester then 5T27 20+10 Leicester-Central Rivers
05/12/2015 18:59	[REDACTED]	S/Con working 1L52 [1822 BHAMNEWST-STANSTDAP] advises that the train has departed full and standing. Train strengthened to 4 vice 2.
05/12/2015 19:00	[REDACTED]	S/Con working 1K27 [1852 BHAMNEWST-LEICESTER] advises that the train has departed full and standing. 1T27 1900 Birmingham-Leicester departed fully loaded.
05/12/2015 22:00	[REDACTED]	S/Con working 1M84 [1846 CARDIFCEN-NOTTINGHM] advises that the train departed Birmingham full and standing. Chief at New St contacted who advises that no one was left behind.

Description	
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Title	Additional Movements (VSTP)			
Incident Group	VSTP	Type	Additional Movements (VSTP)	
Incident Date	12/12/2015 02:00	Seq	015	Created By Datasys Application Owner

Headcode	Time	From Loc	To Loc	Vehicles moved	Traincrew used	Reason for move
5P14	1120	BHM	LEI	170637	Giles Robertson (LEI)	Xmas market additional

Title	German Market			
Incident Group	CUSTOMER SUPPOR	Type	Other Event	
Incident Date	12/12/2015 07:42	Seq	030	Created By [REDACTED]

Events		
Logged Date	User	Text
12/12/2015 10:53	[REDACTED]	1N47 [0827 STANSTDAP-BHAMNEWST] F & S from LEI.
12/12/2015 18:57	[REDACTED]	Additional relief services planned but unable to resource Train Managers so did not run; 1T12 1110 Leicester-Birmingham, 1T23 1640 Birmingham-Leicester, and 1T27 1845 Birmingham-Leicester.
12/12/2015 19:13	[REDACTED]	1K27 [1852 BHAMNEWST-LEICESTER] full and standing departing Birmingham, formed of 2 car unit, a number of passengers unable to join at Birmingham and were left behind.

Description	
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Title	Christmas market incidents			
Incident Group	XC OPERATIONS	Type	Other Problem	
Incident Date	13/12/2015 12:38	Seq	033	Created By [REDACTED]

Events		
Logged Date	User	Text
13/12/2015 12:39	[REDACTED]	Log item created to reflect any delays or incidents in connection with Birmingham German Market. Train strengthening plan in place.

Description	
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Basic Information			
Location	VARIOUS	Headcode	