

Our stakeholder newsletter features business updates, news from our local communities and performance analysis.

New Hornsey depot opens for Class 700s

Great Northern passengers are set to see a transformation in rail services with the help of an enlarged, modernised train depot, which is now one of the biggest in the UK.

The new traincare centre at Hornsey in north London will house and maintain £1bn-worth of new train fleets, including the Class 700s which will start to run on the route from autumn 2017.

It makes possible a new, high intensity Thameslink service from Great Northern stations across central London to London Bridge, Gatwick and beyond as part of the Thameslink Programme.

Hornsey now boasts a new state-of-the-art maintenance building, built by Siemens for the new Thameslink trains, large new sidings and improved servicing facilities for the other fleets.

Network Rail installed 11km of overhead lines, and used more than 17,500 hours of possession access over two years to upgrade and connect the enhanced depot.



New Siemens' depot at Hornsey

Gerry McFadden, Engineering Director, John Killeen, Head of Fleet Production, and representatives from Siemens, DfT, Network Rail and VolkersFitspatrick showed off the new and upgraded depots to local MP Catherine West and representatives from Haringey Council on 13 December.

Travel advise - 10,11 & 13 January

We can confirm that no Southern train services will run during the three-day ASLEF drivers' strike (10, 11 & 13 January). We have announced a number of alternative measures to try to help those commuters who have essential travel needs. These include organising 200 coaches/buses each day to provide road links for essential travel from nine Southern stations into nearby neighbouring train networks where they can connect into other train operators' services. The fleet has been brought in from a wide range of bus and coach operators across the South East. Capacity on the buses will be limited and journey times will take much longer. *Continues on next page...*

Public Performance Measure (PPM)

The full performance report is included at the back of the newsletter. This includes commentary on the joint GTR and Network Rail improvement plan.

Period 9: 13 November - 10 December 2016

Gatwick Express

P9: 62.22% PPM

Great Northern

P9: 65.17% PPM

Southern

P9: 61.79% PPM

Thameslink

P9: 60.01% PPM

Continued from page 1. We are advising people to work from home or remotely if they can, stagger journeys if possible and to only travel if it is "essential" and allow plenty of extra time for journeys. Other measures include:

Thameslink services will continue to operate throughout each day.

Gatwick Express will provide a reduced service every 30 minutes between Gatwick Airport and London Victoria.

Coach operator National Express is laying on extra services from Brighton to London throughout the week (nationalexpress.com)

Details of car share schemes are being made available to Full details can be found here—
<http://www.southernrailway.com/strike-action>

Lifts to be upgraded at Lewes

The lifts at Lewes station are being upgraded from 3 January 2017. The old equipment will be removed with new equipment being installed. There will be no lift access from the start of the project until end of March. However there is ramp access to platforms 2 and 3 and ramp access to/from car park onto platform 1. Platforms 4 and 5 will have NO lift access so passengers in a wheelchair/mobility scooter will need to circulate via Falmer or Berwick/Polegate. Booked travel assistance is aware and can be taxis can be utilised for passengers wishing to travel towards Brighton from Lewes.

There will be additional staff available assist passengers at Lewes throughout the day.

Industrial Action update

We are very disappointed that ASLEF is continuing with its overtime ban and its planned strike action, and has announced further strike action for later this month (24, 25 & 27 January). In our meetings at ACAS with ASLEF, we made various proposals to settle the dispute and avoid further industrial action. These included:

- A willingness to agree not to further extend driver controlled operation beyond the current position, for a period of five years, without the agreement of ASLEF.
- We proposed a technology update programme to refresh older, yet safe and functional, on-train technology to ensure it is of the same standard of later variants of the same type of train.

We have been changing the method of operation to drivers closing the doors progressively since October. From 1 January this programme is now almost totally

complete, meaning that over 75% of Southern services now operate in this way – with the drivers closing the doors (previously it was 40%). At the small handful of stations where testing is still to be finished in the next few weeks we are using operational restrictions and platform dispatch staff. Conductors will continue to close the doors on routes where trains are not changing to this new way of operation. Our full team of on board supervisors (OBSs) including former conductors and revenue protection staff are now in place, and a further 100 new employees have now been recruited as OBSs.

We met with Mick Whelan at ACAS on 3 January and made a formal, comprehensive offer to him to settle his union's dispute and we're still awaiting their response.

Active lines of communications are open with both ASLEF and the RMT leadership and our door remains open to renewed talks with both unions.

Alliance board prioritise key infrastructure reliability works

Busy Balcombe Tunnel has a history of issues that cause significant disruption to the Brighton Main Line.

On 1 December, for example, this major artery was blocked on and off for over five hours by a signal failure. Southern had to thin out services and even after engineers repaired the fault, drivers and trains were so far out of their normal position, passengers had a very difficult journey home.

So I'm sure it won't come as a surprise that the tunnel has been earmarked by the GTR/Network Rail alliance

for major improvement work.

Part of this is a full review of assets within the tunnel, such as signalling, but some improvements have already been made or are about to follow as part of a £720,000 project.

Network Rail took advantage of a separate weekend engineering line closure in the area, to replace rails in the tunnel. That removed a speed restriction put in place because of a risk of broken rails, which had been having a real impact on trains.

Network Rail re-railed over 2,000 yards of track on the down and up lines, unclipping 2,500 sleeper fittings.

The next step in the project is to stop water running into the tunnel which can cause signal failures and other problems. This work will be carried out in February.

News from our communities

Prince's Trust youngsters offered jobs with Southern

Recently we marked the graduation of nine Croydon youngsters from The Prince's Trust 'Get Into Railway' programme which aims to help young people between the ages of 16-25 achieve employment in various industries, including the railway.

Seven of the youngsters have done so well that they have been offered permanent positions on Southern stations.

The course, in partnership with the Trust, lasts for four weeks, with the first two weeks spent learning about the aspects of the railway, including first aid, security protocols, and customer service skills that are vital when working on the frontline. The second two weeks were

focused on getting out and about on the local route, which also included a day being a 'mystery shopper' and finding out how staff work day to day.



One of the young graduates, Allan, said: "I always wanted to be a train driver, since I was seven years old. As an ambassador for Southern I took accountability and tried to be as helpful as possible. I learnt how to work in a team, and gained knowledge and experience I could take anywhere in life."

Festive cheer at Ally Pally

The station partnership at Alexandra Palace continues to go from strength to strength when a Christmas party was organised last week to celebrate the festive season and an award win.

Recently the Friends of Ally Pally station were pleased to receive Highly Commended in the Best Newcomer category at Haringey Community Expo. Duncan Primrose, Station Manager, was the guest of honour at the station party and along with the Deputy Mayor Stephen Mann, helped unveil the new community notice board the groups have installed. This was funded by GTR and will help to promote a range of activities, including the group's own work at the station.

Christmas on the lines

During the festive season patches of festive cheer came to GTR, with our choir singing carols to raise funds for our corporate charities, Embrace and Keech Hospice and children's festive art displayed at stations. Alongside this staff came together to organise local collections for foodbanks, with 700 non-perishable items being donated.

Meanwhile BBC Radio 1's Dev Griffin and Town Mayor Clive Butchins joined our local station team to turn on the Christmas lights at Elstree & Borehamwood and Sharon Gray, from Sussex Community Rail Partnership, helped our teams on the East Grinstead lines add some festive touches to their stations, with trees arriving at Oxted East Grinstead, and Edenbridge Town.

New tenant opens at Stevenage station

Just before Christmas we celebrated the opening of a new tenant at Stevenage station. The Great British Sausage Company run by local businessman David Nye, was welcomed by Stevenage MP – Stephen McPartland, and Karen Gregson & Marc Edwards of Great Northern.

Business owner David Nye already owns an outlet at Luton Airport and wanted to branch out at his 'home' station.

Karen Gregson, Group Station Manager for Great Northern, said: "David's first outlet at Luton Airport had a solid reputation and it was not unheard of for some of our station staff at Luton Airport Parkway to hop on the airport shuttle just to eat there. The opportunity for him to establish his second outlet here, in his 'home' station, was too good to miss."

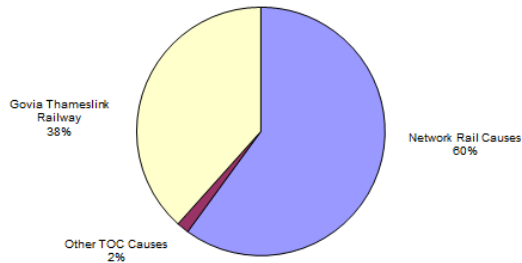


Stevenage MP—Stephen McPartland MP (third from right) station management and local guests

These graphs present the split of delay responsibility for the year to date. Underneath is a high level overview of biggest impacting incidents in the last period.

Gatwick Express

Govia Thameslink Railway - Gatwick Express Route Delay Responsibility (13 Periods)

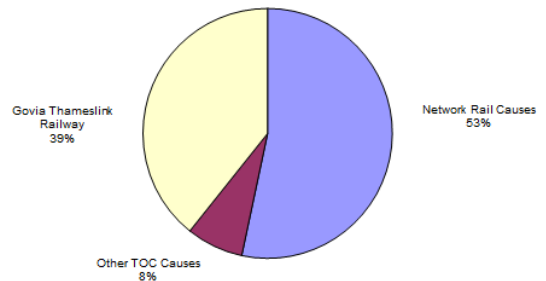


Major incidents that affected performance in P9:

- 17 November 2016: Track defect at Salfords
- 1 December 2016: Power supply cable fault at Balcombe
- 5 December 2016: A broken rail in the Purley area
- 6 December 2016: A broken rail in the Gatwick area

Great Northern

Govia Thameslink Railway - Great Northern Route Delay Responsibility (13 Periods)

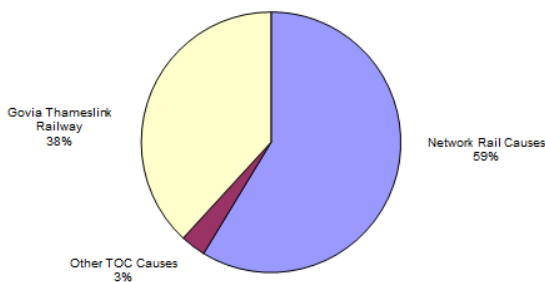


Major incidents that affected performance in P9:

- 13 November 2016: Rail fault at Cuffley
- 21 November 2016: Train fault at Old Street
- 28 November 2016: Signalling failure at Royston
- 9 December 2016: Overhead line issue at Peterborough

Southern

Govia Thameslink Railway - Southern Route Delay Responsibility (13 Periods)

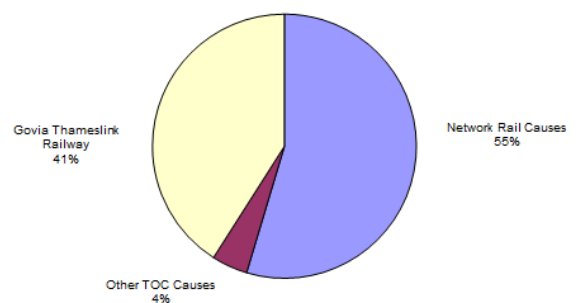


Major incidents that affected performance in P9:

- 29 November 2016: Damage to infrastructure caused by on track engineering machine between Amberley & Pulborough
- 30 November 2016: Signal failure at South Croydon
- 1 December 2016: Power supply cable fault at Balcombe
- 5 December 2016: Broken rail in the Purley area

Thameslink

Govia Thameslink Railway - Thameslink Route Delay Responsibility (13 Periods)



Major incidents that affected performance in P9:

- 16 November 2016: Emergency services dealing with an incident at Elstree & Borehamwood
- 17 November 2016: Train unit fault at West Hampstead
- 1 December 2016: Power supply cable fault at Balcombe
- 5 December 2016: Broken rail in the Purley area

Joint Performance Improvement Update

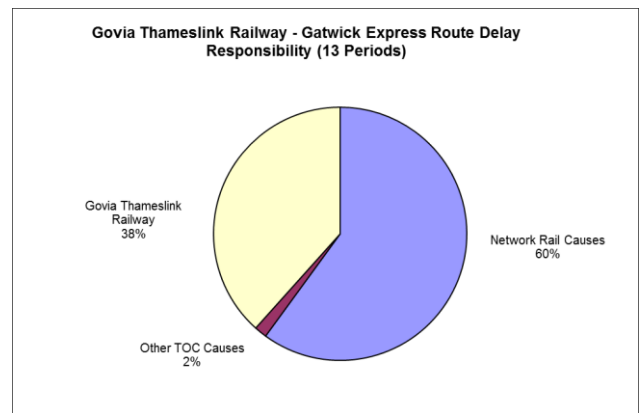
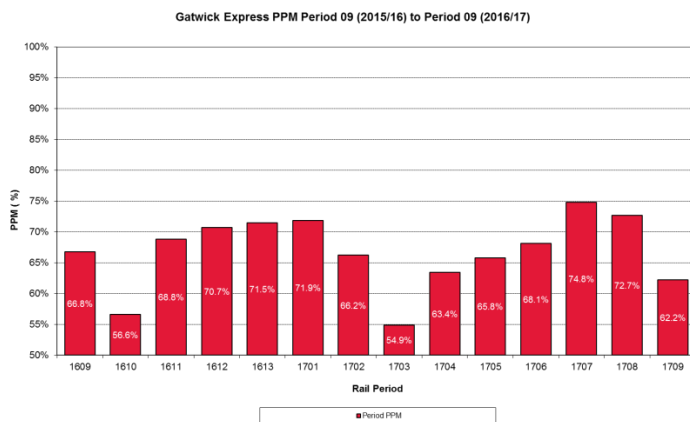
Issued 10 January 2016



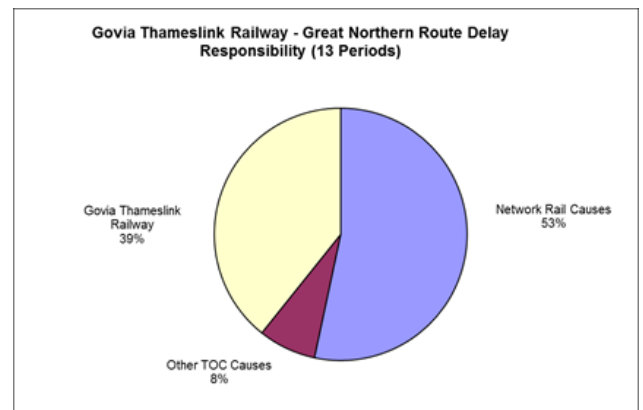
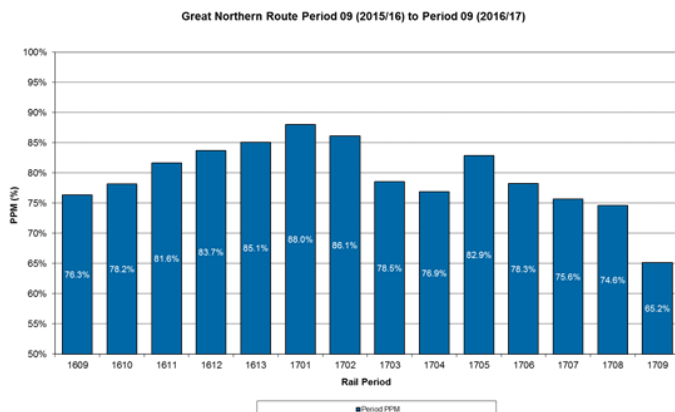
This report gives progress on the joint improvement plan for Govia Thameslink Railway (GTR) and Network Rail with punctuality data by route, as well as the main operational issues this period (there are 13, 4-week reporting periods per year) and planned customer improvements.

PPM* statistics and delay responsibility by route – Period 9 (to 10 December 2016)

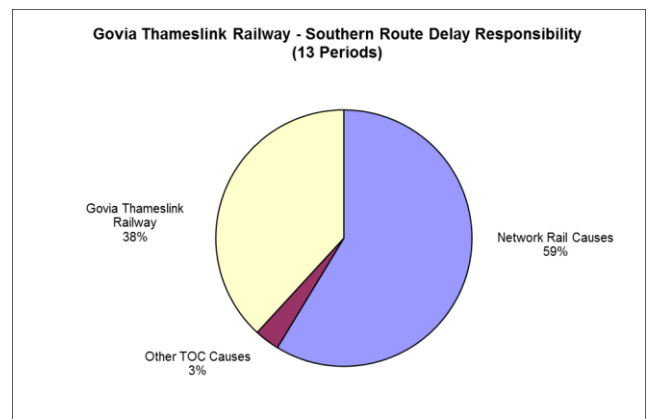
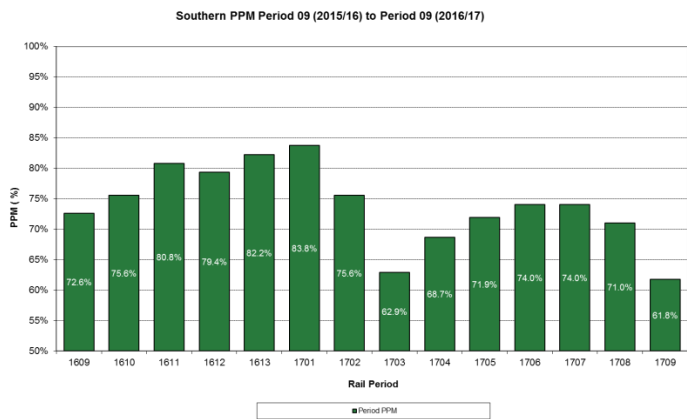
Gatwick Express



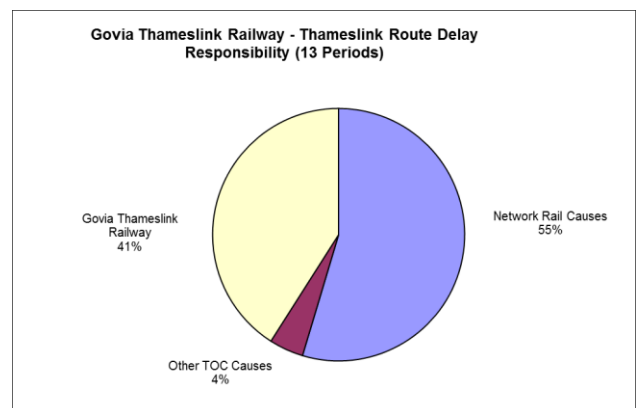
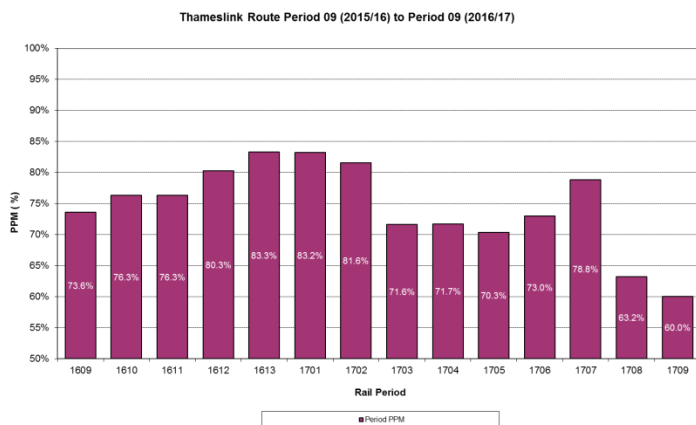
Great Northern



Southern



Thameslink



*The public performance measure (PPM) data above shows the percentage of trains which arrive at their terminating station within five minutes of the planned arrival time. It combines figures for punctuality and reliability into a single performance measure. The PPM figures for the four-week period ending on 10 December on each route are: Gatwick Express 62.1%, Great Northern 65.2%, Southern 61.8% and Thameslink 60%.

A summary of key issues affecting performance in this period (the four weeks up to 10 December)

This period saw a marked decline in performance with overall PPM falling to 62%.

This PPM figure included a number of significant infrastructure incidents such as a power supply cable fault at Balcombe on Thursday 1 December causing 463 cancellations, and a broken rail near Purley on Monday 5 December causing 275 cancellations as well as wider network delays.

The extensive industrial action being taken by the unions Aslef and RMT is also a major factor in the poor performance on the network. An overtime ban for Aslef drivers which started on Tuesday 6 December is affecting the daily service and RMT strike action affected performance on five days during the period, and a continued high level of crew sickness affects availability of crew to run services.

Delivering improvements for passengers

Thameslink Class 700s

We now have 11, 12-coach trains and nine, 8-coach trains in regular service between Brighton and London Bridge or Bedford; between Wimbledon, Sutton, St Albans and Luton and on the Sevenoaks route. Ultimately there will be 115 of these new trains running on an expanded Thameslink network.

Driver training programme

We are continuing with the UK's biggest driver recruitment project so that we can cover today's service, support driver conversion training on all the new trains we are bringing in, and be ready for the additional services that we will run in future. Currently we rely to a degree on our drivers working on their rest days, a long established and common practice in the industry, but increasingly this can't cover all the shifts required.

By 10 December 2016 on Thameslink, 3 additional trainees passed their training bringing the total since January 2015 to 76, and there were 107 trainees in progress. On Great Northern, 4 trainee drivers passed making a total of 94, with 71 in training. On Southern, 7 drivers passed their training making 138 in total since January 2015. There are 87 Southern drivers in training.

Performance Strategy

Huge investment is being put into the railway which will ultimately deliver more capacity through new and longer trains at the end of the Thameslink programme in 2018, as well as a transformed station at London Bridge. However, this major construction work is a significant contributor to the deterioration in punctuality across services, more so than anyone anticipated. At the end of 2015, an independent study was undertaken to better understand the impact of the work at London Bridge on the train service. The study revealed that since the work started in 2014 the network has fundamentally changed with a reduction in platforms and approach tracks at London Bridge, with more services diverted into London Victoria or via Herne Hill, leading to knock on delays being longer and being felt over a wider area than ever before.

The Thameslink programme works are at their most difficult phase with the infrastructure at its maximum level of restriction. To mitigate this challenge we have established an Alliance with Network Rail which focuses on improving service reliability and performance. The analysis provided by this study has given the GTR and Network Rail teams a fresh perspective on how to address some of the issues affecting train punctuality. As a result, GTR and Network Rail have defined joint work-streams as part of the Performance Strategy. These have been developed and teams across both businesses are working tirelessly to change performance now and in the longer term.

The right train specification between now and 2018

The public consultation for the new timetable for 2018 closed on 8 December. The responses are being reviewed, with a further consultation phase planned for early in the summer of 2017.

Improving track reliability

Between 13 November and 10 December our work to improve reliability across the network continued.

We installed new points, which enable trains to move from one track to another, at Redhill, a key location on the busy Brighton Main Line. In the long-term, this work will also enable more reliable and frequent services when the new proposed Thameslink timetable starts in 2018.

Closer to London, new track was installed at Windmill Bridge Junction in Croydon, one of the busiest in the country, to reduce delays and provide a more reliable service for passengers.

At the start of December, major work to rebuild a bridge at Old Lodge Lane in Purley, south London, was also carried out to keep it fit for the future. The outer tracks across the bridge sat on twin wrought iron decks, dating from 1894. We replaced these in two major operations – one from 2-5 December, and the other more recently over Christmas Day and Boxing Day.

