

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

Class 442 farewell tour raised thousands for

To mark the last Class 442 in planned passenger service, on Sunday 12th March a Southern 442 took to the track for the last time on a farewell tour, leaving Victoria and taking in unusual places on the Southern network including sidings such as Streatham Hill and Preston Park and depots such as Stewarts Lane and Brighton Lovers Walk before returning to Victoria nine hours later.

Tickets for the tour were sold through the Branch Line Society (BLS) and sales from this, plus an on-board raffle and proceeds from the sale of refreshments meant that over £12,000 was raised for GTR's corporate charities, Eastbourne based Embrace and Luton based Keech Hospice.

The tour was a resounding success with over 250 people enjoying the ride. Its success was all down to the hard work of Southern, Network Rail staff and the BLS, and in particular, Southern Train Services manager Ant Yandell who organised the event.



Southern's Ant Yandell, Train Services Manager marking the Class 442 farewell tour

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 12: 5 February - 4 March 2017

Gatwick Express

P12: 73.43% PPM

Great Northern

P12: 84.86% PPM

Southern

P12: 77.88% PPM

Thameslink

P12: 76.88% PPM

Industrial Relations update

We are in on-going discussions with Aslef and RMT union representatives.

Southern season ticket compensations—don't forget to claim

The Southern season ticket compensation scheme will close on 30 April. Nearly 50,000 claims have been approved so far at a value of £11.5m and counting. We're urging passengers who held annual, monthly or weekly season tickets in 2016 to check if they're eligible for compensation and apply before the one-off scheme closes.

Check online at southernrailway.com/2016compensation.

GTR offers youngsters work thanks to relationship with Prince's Trust

On 28 March we celebrated a company first, with the completion of a dual-branded "Get into Railways" programme with the Prince's Trust. Traditionally these have been run on one route of our network, however, the last course saw 18 people from a range of locations complete a four-week work experience course with us and the charity.

Disadvantaged youngsters from Cambridge, East Croydon, Flitwick, Potters Bar, St Neots and Streatham Hill had 10 days of classroom training before spending two weeks working with frontline teams at a variety of station. The group gained so much from their experiences and spent the end of the course afternoon telling many members of GTR and the Trust about what they had gained. In fact, they made such an impression that all have now been offered roles with us.



Prince's Trust youngsters celebrate completing their course

New Connections magazine published

This month we published the latest edition of Connections, our twice yearly report to our customers - <https://www.thameslinkrailway.com/about-us/how-were-performing/progress-updates-connections-magazine>, <https://www.greatnorthernrail.com/about-us/how-were-performing/progress-updates-connections-magazine> and <http://www.southernrailway.com/southern/news/connections/>

In this issue we focus on bringing you up to date with our progress in addressing challenges and preparing for the introduction of more frequent, dependable services to, through and beyond London in 2018. The magazine features articles from Charles Horton, Angie Doll and Stuart Cheshire.



The report will be available in booklet form at all our staffed stations and we are happy to provide copies on request. If you would like to share any feedback with us please get in touch via gtr.stakeholders@gtrailway.com

A tonne of elbow grease at Selhurst!

Southern has recently finished a major modification that made its Class 377 fleet more resilient to freezing, snowy weather this winter.

Line inductors are large 1.5-tonne components that sit beneath the train and smooth out spikes from the electric third rail current to protect the trains' sensitive electronic equipment.

Over 30 months, the heavy repair team at Southern's Selhurst Repair Shop, have removed no fewer than 518 line inductors from all 182 of their Electrostar trains. They have since been replaced with new units that Bombardier in Crewe had fitted with shields to prevent snow from getting in and shorting the circuitry.

Winter weather conditions have been a lot better since the heavy snowfalls of 2013 that prompted the work but Southern can nevertheless point to a 50% reduction in inductor failures thanks to the modification.

The fleet is now due to embark on its 15-year overhaul. As part of the maintenance cycle every 15 years, a

refresh is carried out including interior and exterior paint repairs and a full door overhaul which includes a complete strip out of equipment. Air conditioning units and cab systems are also refreshed.

In total, 182 trains will be refreshed as part of a £25m overhaul programme up until July 2021. That's an impressive 700 vehicles to complete in just over 200 weeks!



Southern engineers involved in Class 377 overhaul

Our Customer Cabinet visit our Three Bridges control centre

We have two customer cabinets, one for the north and one for the south of our network. These bring together both staff and passengers from across our network and offer a unique forum where views can be shared and practical ideas for improvement can be put before senior managers.

In the last edition, we reported on our north customer cabinet's visit to the driver training school at Hornsey.

Here, Chris Grose reports on our south customer cabinet's visit to the Control Centre at Three Bridges.

On a weekday evening, it was time to leave the office early and set off to Three Bridges to visit the Thameslink/Southern Control Centre.

On arrival we signed in without fuss, our host met us and off it was to a meeting room for an explanation of how the Control Centre worked. Some might be surprised to learn there are broad plans of action for when it goes wrong, although I guess the reality is that with the Southern network being so intensively used when issues occur it often involves difficulties of getting rolling stock out of the way, whilst keeping crew for the trains that are running available.

Having had the explanation it was time to go into the Control room itself. The room is staffed with teams from Southern and Network Rail and to add to the mix Southern's Twitter team are there too. A number of visitors were particularly jealous of the large touch screen present in the meeting area. The room was relatively quiet as there was no huge crisis on-going, the service having broadly recovered from an earlier incident at West Croydon.

There was less people than I expected, and I wondered if having more people would help when things go badly wrong. However at the same time, you can't have loads of people sitting around just in case it does go wrong, and of course, there is always the old adage too many cooks spoil the broth.

Having watched the action it was time to meet the Twitter team and the legend that is Huw and his colleague Amy. It was interesting to see their screens and the feed that they have to manage over the GTR network.

Having met the Twitter team it was back to the meeting room for a final question and answer session, including an ex-platoon of bus replacement services, and then

our visit was over.

A few days later a fire somewhere near Oxted led to further thoughts about Control as a group of us that often travel together sat at Edenbridge Town unsure as to whether we were going on further, whether the best option was to stay onboard and wait, to phone home to be collected and work from home for the day, walk to Edenbridge and get the train from there or wait for a southbound train and return home. Different people tried different options and discussing it the following day it turned out that with all the different journey options people all roughly ended up arriving at their destination at the same time. The lack of information from Southern via Twitter etc was irritating but the reality is probably more that they had no information that they could give us. Staff were presumably busy trying to fix the problem and of course, there is an issue of giving information that with hindsight turns out to be inaccurate leads to criticism of Southern.



Members of the south customer cabinet meeting the Twitter team

So after this long comment, it was a worthwhile trip, maybe more effort should be made to advise customers what the Control Centre does, what the issues are with resolving service issues. Many will not understand because they don't/won't to, but an equal number may be more sympathetic in times of disturbance.

Spring stakeholder forums

In March we held our spring stakeholder forums for passenger user group representatives and local authorities, and our regular briefing session for MPs at Westminster. We provided updates from across the business, including work taking place jointly to improve performance with Network Rail, station improvement plans, and an update on the 2018 timetable consultation.

News from our communities

Staff 'embrace' local charities with egg-cient efforts

Recently it's been wonderful to see so many of our teams going out of their way to support our corporate charities.

In the north of the network, many of our Great Northern and Thameslink teams recently got involved in Keech Hospice's easter egg appeal, resulting in over 900 creme eggs being donated to support the causes efforts.

The hospice, which is based in Luton and caters for children and adults with life-limiting conditions from Bedfordshire, Hertfordshire and Buckinghamshire, launched an appeal for creme eggs. This enables their fundraising knitted chicks each come with an egg. Our people rose to the challenge donating 451 eggs between them, this figure which was then matched by Passenger Services Director, Stuart Cheshire.

Meanwhile, staff on Southern's east coastway have supported Eastbourne-based charity Embrace with two fund-raising events, helping to raise almost £700 for the good cause.

A book stand at the station encourages passengers to share books between them, in exchange for a small donation for the cause, resulting in over £500 for the charity which supports families with children with learning disabilities.

Alongside this the local station team organised a tombola, offering unwanted Christmas presents as part of a prize draw in exchange for donations. In total this raised £171.68, whilst also giving the charity a chance to promote its work and meet others who may benefit.



Hundreds of Cadbury's Crème Eggs at Keech hospice

Eager Beavers on-board!

Recently 18 Beavers enjoyed a safety talk and practical station visit and train journey, thanks to the hard work of a number of GTR volunteers who have adapted our Go-Learn material for use by these sort of groups.

Laura Townsend, Gateline Assistant at East Croydon, treated her pack to the session after working with other staff from across the business to make the material fit the way these groups work. The youngsters enjoyed a short trip from East Grinstead to Oxted and back, using some of the materials the group designed to support their learning.



Laura Townsed with her local Beaver group

A trip down memory lane

Passengers travelling to Rye are being wowed with a new exhibition made up of railway memorabilia from years gone by, organised by Sussex Community Rail Partnership (SCRIP). The bulk of this features the station itself, alongside further information about the line from Ashford to Hastings. The posters and information have been supplied by local resident Stuart Searle.

Stuart is a past employee of Southern and even has his own model station in his back garden. He has been a collector of train memorabilia for many years and has also been featured on BBC2 with his collection.

The display can be seen at Rye station until 20 April.

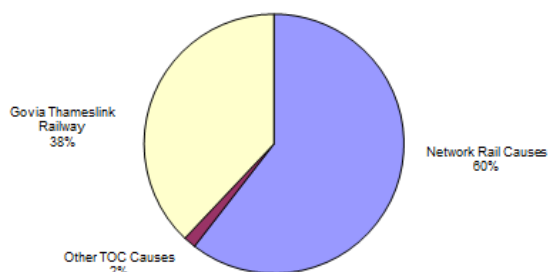


Kevin Boorman, Simon Greenfield, Rye deputy town crier Paul Goring, Stuart Searle, the Mayor of Rye, Cllr Jonathan Breeds, and Kevin Barry.

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)

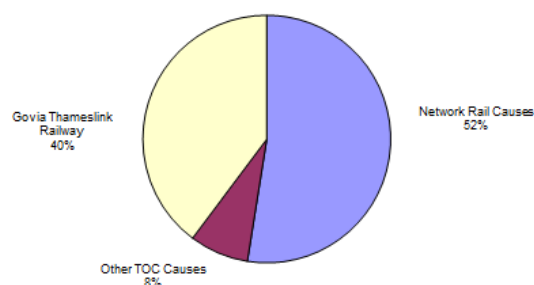


Major incidents that affected performance in P12:

- 11 February 2017: Emergency services dealing with an incident at South Croydon
- 15 February 2017: Points failure in the Earlswood area
- 18 February 2017: Power failure in the Preston Park area
- 23 February 2017: Object on the line in the Earlswood area

Great Northern

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

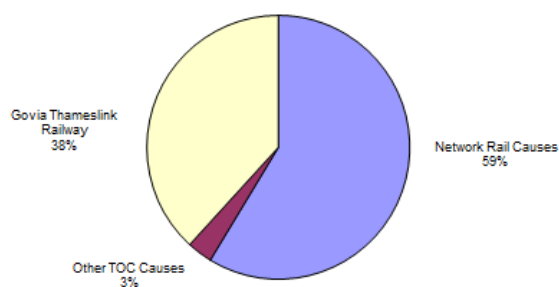


Major incidents that affected performance in P12:

- 20 February 2017: Track defect in the New Barnet area
- 23 February 2017: Severe weather in the Harringay area
- 23 February 2017: Severe weather in the Meldreth area
- 28 February 2017: Emergency services dealing with an incident at Sandy

Southern

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

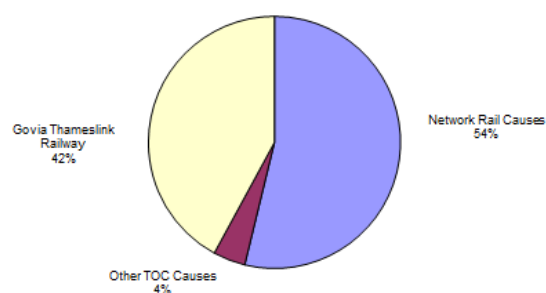


Major incidents that affected performance in P12:

- 15 February 2017: Points failure in the Earlswood area
- 23 February 2017: Speed restrictions due to severe weather
- 23 February 2017: Severe weather in the Sutton area
- 27 February 2017: Train fault in the Croydon area

Thameslink

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



Major incidents that affected performance in P12:

- 18 February 2017: Power failure in the Preston Park area
- 23 February 2017: Severe weather in the St Albans area
- 23 February 2017: Severe weather in the Harpenden area
- 1 March 2017: Trespasser in the St Pancras area

Joint Performance Improvement Update

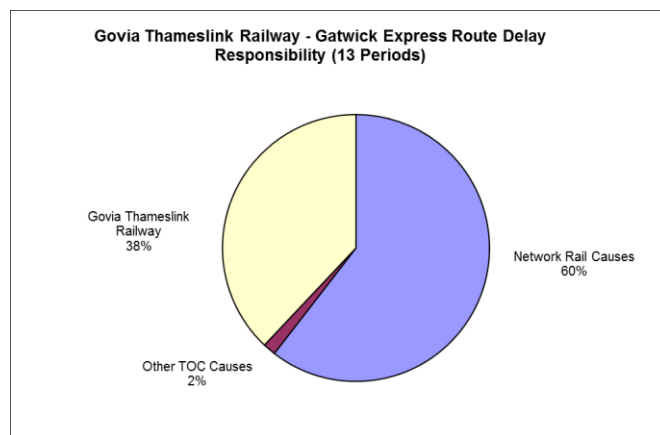
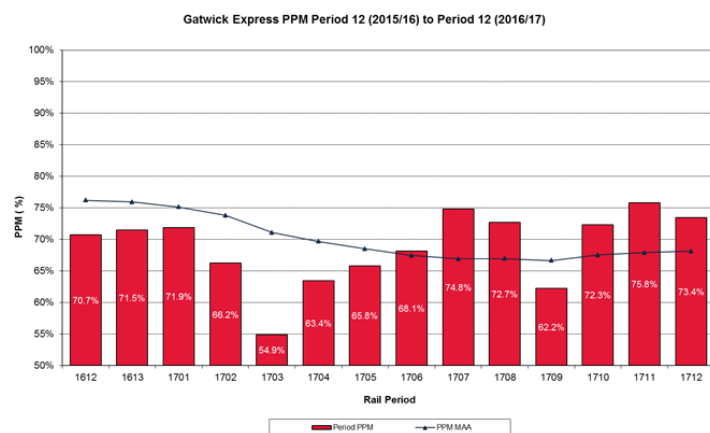
Issued 29 March 2017



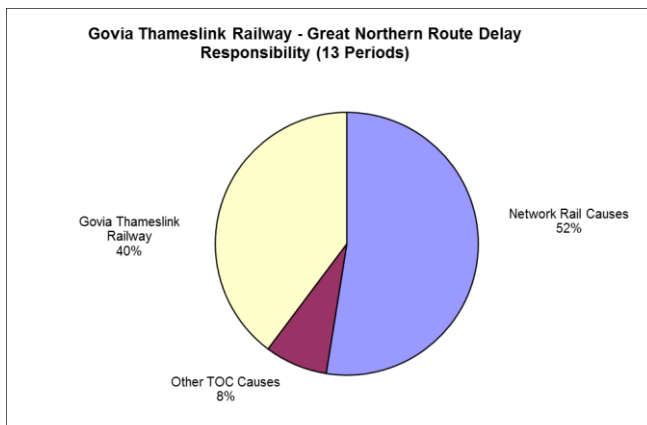
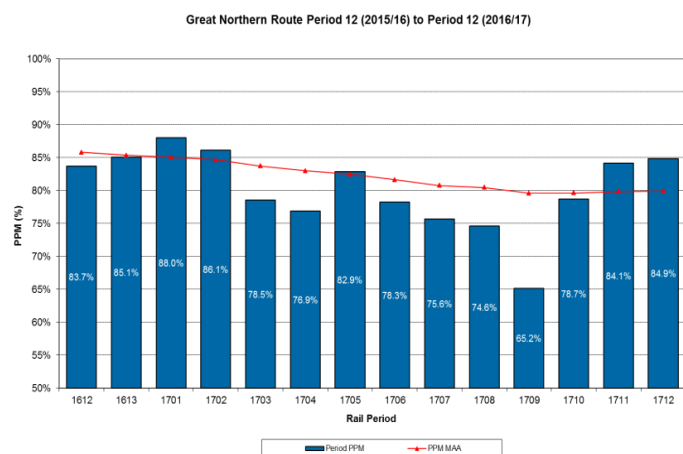
This report gives progress on the joint improvement plan for Govia Thameslink Railway (GTR) and Network Rail with punctuality data by route, as well as the main operational issues this period (there are 13, 4-week reporting periods per year) and planned customer improvements.

PPM* statistics and delay responsibility by route – Period 12 (to 4 March 2017)

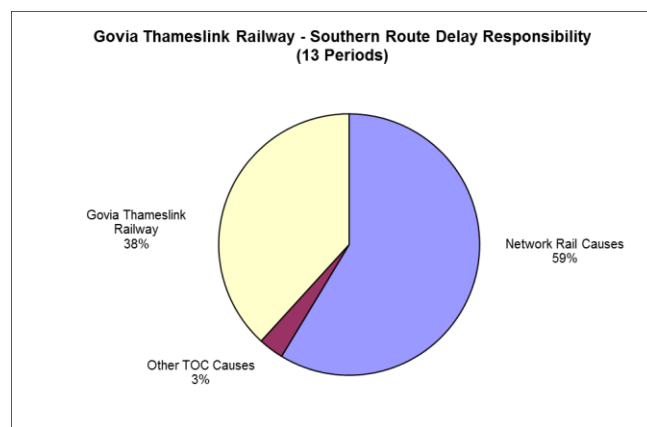
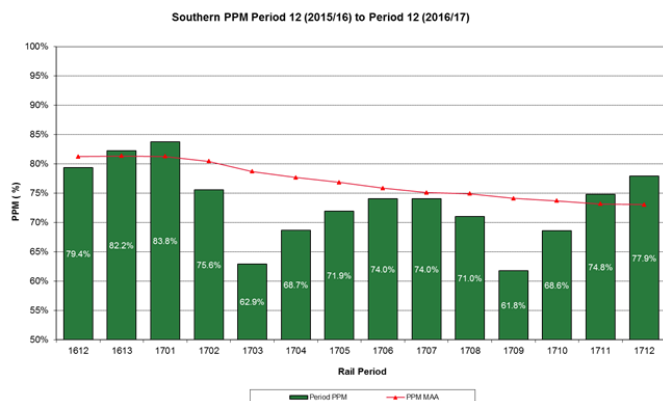
Gatwick Express



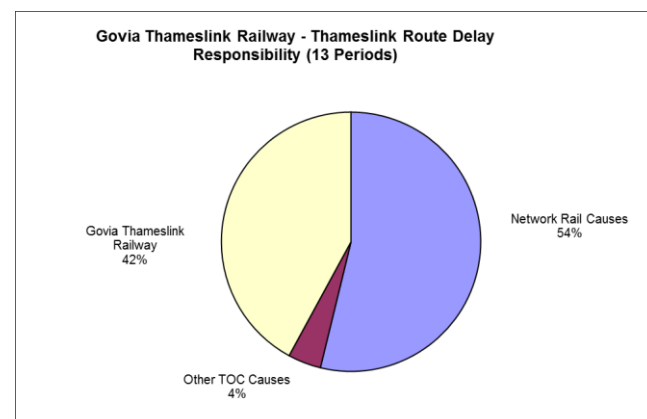
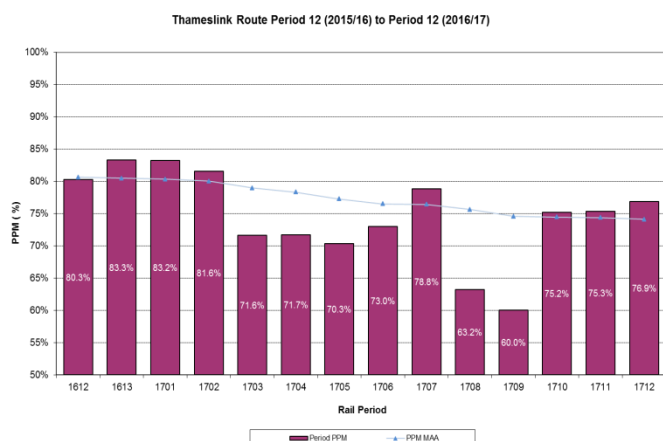
Great Northern



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 4 March on each route are: Gatwick Express 73.43%, Great Northern 84.86%, Southern 77.88% and Thameslink 76.88%.

A summary of key issues affecting performance in this period (the four weeks up to 4 March 2017)

The Period 12 PPM of 78.5% for GTR as a whole was an improvement on Period 11 by 1.9% and the third period in a row to reflect a move in the right direction. A significant event in these four weeks was 'Storm Doris' on Thursday 23 February, which had a 2.2% PPM impact. The disruption was widespread on the day across the region, but our Thameslink services in particular continued to suffer for some days after due to overhead line damage at St Albans.

Although less impactful than previous periods, industrial relations continue to affect our services particularly on the Sussex Coast. During the period, on Wednesday 22 February, we experienced an RMT strike but we were able to run almost 90% of our services, with a PPM result of over 80%.

Delivering improvements for passengers

Thameslink Class 700s

We now have 11 x 12-coach trains and 19 x 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 – that's 30 in total out of the 115 new trains that will ultimately run 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.

In the four weeks to 4 March, on Thameslink 5 additional trainees passed their training bringing the total since January 2015 to 85, and there were 101 trainees in progress. On Great Northern, 5 trainee drivers passed making a total of 107, with 57 in training. On Southern, 6 drivers passed their training making 160 in total since January 2015. There are 102 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.

Network Rail - improving reliability

Between 5 February and 3 March, the £45m resignalling of the Sutton Loop and Mitcham Corridor progressed with the team moving into its new project base in Croydon and the first phase of piling for signal bases completed. We also continued enabling work on the £20m Lewes-Newhaven resignalling project.

At Redhill, we continued work to untangle and simplify the track on the approach to the station as part of the Redhill Platform 0 project. When complete, the work will remove conflicts between the Brighton Mainline and North Downs Line services and provide an extra through- platform, allowing more Brighton trains.

Between Wandsworth Common and Clapham Junction, we completed track renewal work and also installed a new footbridge (Cat's Back Bridge), which will take pedestrians over the railway for the next 100 years.

We also undertook maintenance and track renewal work across the network, including between Eastbourne, Hastings and Polegate, at Cooden Beach, and between Plumpton and Spatham.

On the Thameslink Programme new track has been laid by the NTC (new track construction) train through London Bridge station between platforms 1 and 2. Work can now continue to complete the track, power and signalling installations in preparation for commissioning over the Easter bank holiday weekend. There have also been successful concrete pours to form the topping slab above the western arcade in the London Bridge station Shard concourse and in the main concourse.