

In-touch

Major Christmas engineering works

Southern passengers in line for better loos and new waiting room at Eastbourne station

Govia Thameslink Railway

Stakeholder Newsletter

Period 7 2017 - 18

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

First Thameslink trains arrive on Great Northern

Starting from today (6 November) Great Northern passengers at Peterborough, Huntingdon, St Neots, Sandy, Biggleswade, Arseley, Hitchin, Stevenage and Finsbury Park will have the opportunity to travel on the first two brand new Class 700 trains that will run from Peterborough to King's Cross on the Great Northern route. This is a major milestone in our efforts to improve journeys for our customers.

Passenger numbers have nearly doubled travelling into King's Cross in the last twenty years. In order to provide more capacity, these modern trains have walk-through carriages, two by two airline style seats, large accessible toilets, and wide doors. Cutting edge technology will provide improved passengers information, telling passengers how the London Underground is running, the location of the toilets and even which direction to walk to find more space on the train.

We are replacing 75% of the fleet on Great Northern with modern air-conditioned trains. The Siemens' built trains are just one of three new fleets being introduced and are also part of the modernisation upgrade for the government-sponsored Thameslink Programme and are just some of the new trains.

Initially the trains will continue to run on two peak hour services to and from King's Cross but from May 2018 they and many others will run from Peterborough and Cambridge through new tunnels to St Pancras on the Thameslink route, giving passengers not only quicker, direct journeys to central London and Gatwick Airport but also, increasingly, thousands more seats in the peaks through longer trains and additional services.



Brand new Class 700 at London King's Cross

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 7: 17 September—14 October

Gatwick Express

P7: 70.95% PPM

Great Northern

P7: 86.75% PPM

Southern

P7: 77.38% PPM

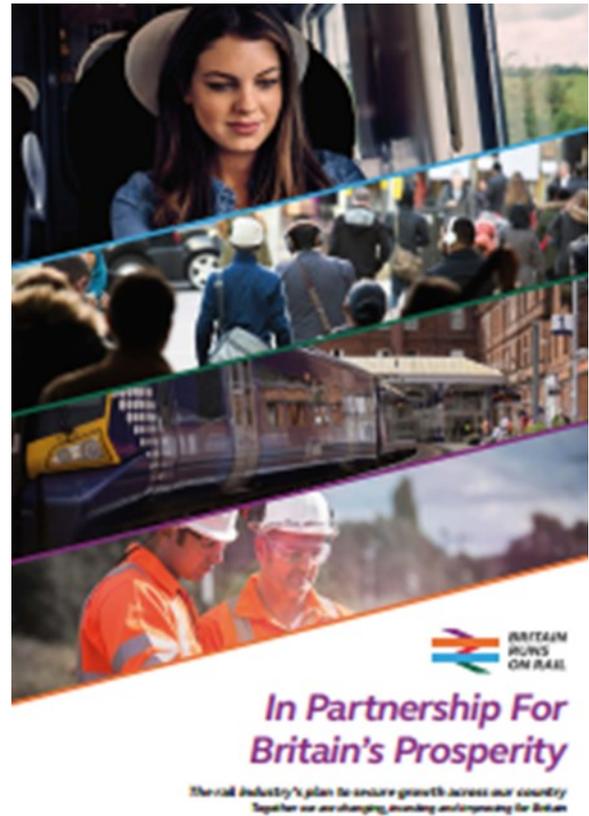
Thameslink

P7: 86.60% PPM

Rail Delivery Groups launches joint partnership plan for the long-term benefit of the UK – ‘In Partnership for Britain’s Prosperity’

The plan, called ‘In Partnership for Britain’s Prosperity’, is backed by all passenger train operating companies (including GTR) and Network Rail, as well as rail freight companies and the supply chain.. The plan’s four commitments span strengthening the industry’s economic contribution, improving customer satisfaction, boosting communities through more localised decision making and investment, and creating long term careers.

Further information can be found here - https://www.raildeliverygroup.com/files/Publications/2017-10_in_partnership_for_britains_prosperity.pdf



Christmas and New Year engineering works reminder

Passengers on Southern, Gatwick Express and Thameslink services should plan ahead before travelling this Christmas period, and expect closures and major service changes between 23 December and New Year’s Day as Network Rail carries out engineering work to help modernise the network.

Stations in the Redhill area will have no train service between 23 December and 1 January inclusive and on Boxing Day there will be no train service to and from Gatwick Airport but only a very limited bus service. Southern and Thameslink’s

London Bridge services will also be busier due to major temporary alterations to Southeastern’s timetable. There will be no cross London services on Thameslink from 23 December to 1 January. Full details are available on National Rail Enquiries and journey planners.

- gatwickexpress.com/Travel-information/Plan-your-journey/Christmas-and-New-Year-2017
- thameslinkrailway.com/Travel-information/Plan-your-journey/Christmas-and-New-Year-2017
- southernrailway.com/your-journey/plan-your-journey/Christmas-and-New-Year-2017

Thameslink makes it even easier to reach London Luton Airport by train

We are boosting the number of shuttle buses running between Luton Airport Parkway station and Luton Airport, by over 200 services a week, making it even easier for passengers to travel by train.

From 5 November, the current 6 minute peak-time frequency of the shuttle buses used for onward

connections will be extended throughout each day until 9pm, increasing the off-peak timetable by four buses an hour (from 10 minute frequencies to 6 minute frequencies).

The 230 extra services each week will be achieved by increasing the fleet from five to seven, with two additional Mercedes Citaro buses. We are already recruiting and training the new staff.

Southern passengers in line for better loos and new waiting room at Eastbourne station

Work began at Eastbourne station in the middle of October as part of an investment to improve the facilities and experience at the station for passengers.

The improvements to the station concourse will be finished by spring 2018. This will complement work already carried out by East Sussex County Council to remodel the taxi rank and, in the future, to pedestrianise the surrounding area.



Eastbourne station improvements

Customer improvements, include:

- A remodelled waiting room with extra seats and a new passenger information desk
- New station toilets (on the paid side of the ticket gates) will be located in the former info desk
- A refreshed accessible toilet
- A new wider step-free entrance to the station from the cycle and car park/taxi rank. The stepped side entrance will close



Sustainability 2017

Sustainability report 2017

We are pleased to publish our latest sustainability report to outline our progress against the areas of Society, Customers, Our People and Finance. All Go-Ahead operating companies provide this report on an annual basis, to cover the period of July to June, each year.

Although we have faced many challenges across the last year, and know that we have not always been able to provide the service that you and our passengers deserve, we are proud of the progress we have made towards transforming and modernising journeys across the south east of England.

Some of the key highlights from the last year, include:

- 9,000 new seats added to Great Northern and Thameslink
- Over 10,000 individuals and groups provided

feedback on the 2018 timetable consultation

- An investment of £25,691 of time to community groups/charities
- 105 stations and two train fleets with free Wi-Fi
- £517 million invested in new trains, with a further £200 million invested in the development of the new fleet for the Moorgate line

You can read the report at:

<https://www.gatwickexpress.com/about-us/corporate-and-social-responsibility>

<https://www.greatnorthernrail.com/about-us/corporate-and-social-responsibility/reports>

<https://www.thameslinkrailway.com/about-us/corporate-and-social-responsibility/reports>

<http://www.southernrailway.com/southern/corporate-responsibility/reports/>

News from our communities

“Portillo Moment” for Flying Scotsman’s designer as plaque unveiled at Hadley Wood

Michael Portillo, former Hadley Wood MP, unveiled a decorative plaque to former resident and world famous steam locomotive engineer Sir Nigel Gresley designer of the Flying Scotsman and the Mallard, the steam locomotive speed world record holder.

Sir Nigel lived in Hadley Wood from 1923-29 when he was Chief Mechanical Engineer of the London and North Eastern Railway. Hadley Wood Rail User Group joined forces with The Gresley Society Trust to design and fund a permanent memorial to Sir Nigel at his old home station.

The group’s inauguration event succeeded in raising £1,000 for Inclusion Barnet, an accessibility organisation who successfully campaigned for Hadley Wood’s step free entrance, itself inaugurated with Great Northern earlier this year.



Michael Portillo with Hadley Wood RUG chair - Francesca Caine

North Dulwich station partnership launch

Children of Dulwich Hamlet Junior school helped kick off our 67th station partnership this month with an art display at North Dulwich. Southwark Council funded the frames through a grant of £5,000 from its "Cleaner Greener Safer" fund. The works will remain on display until summer 2018.



Local school and stakeholders celebrate artwork at North Dulwich station

Hats off to GTR for 10 years’ support for Luton Town FC youngsters

We’ve reached the 10-year milestone in our partnership supporting teenagers with free travel to their sports development with Luton Town FC. Extending our support for the new season we have offered free travel for those who would struggle to afford the travel costs themselves, benefitting 54 youngsters.

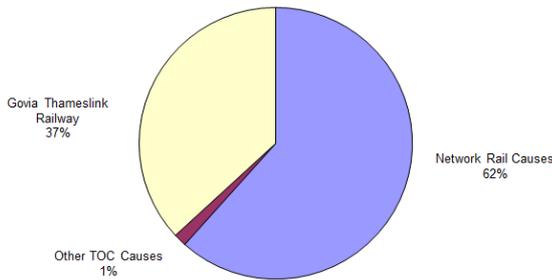


Luton Town football club youngsters supported by Thameslink

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)

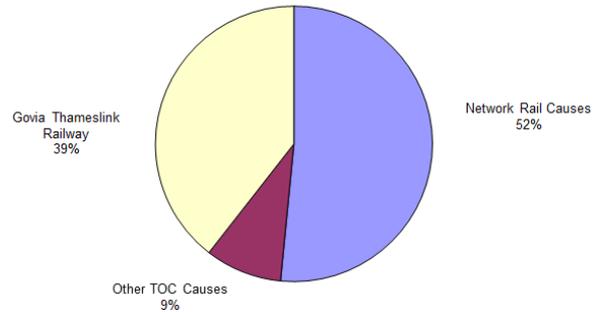


Major incidents that affected performance in P7:

- 23 September 2017: Fault on the track in the Balham area
- 28 September 2017: Fault with signalling equipment in the Selhurst area
- 2 October 2017: Faulty rail in the Purley area
- 2 October 2017: Security alert at East Croydon

Great Northern

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

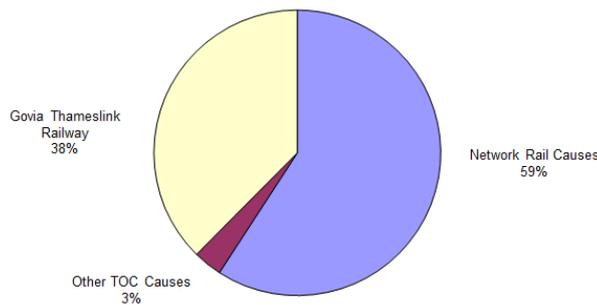


Major incidents that affected performance in P7:

- 17 September 2017: Fault on the track in the Cuffley area
- 22 September 2017: Signalling fault at Hertford North
- 22 September 2017: Fault with the signalling equipment in the Downham Market area
- 5 October 2017: Door fault on the train at Winchmore Hill

Southern

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

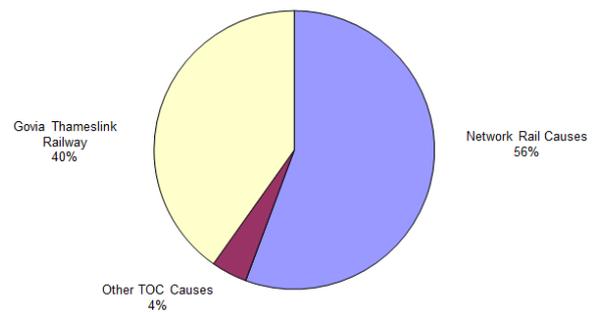


Major incidents that affected performance in P7:

- 23 September 2017: Fault on the track in the Balham area
- 28 September 2017: Fault with signalling equipment in the Selhurst area
- 2 October: Security alert at East Croydon
- 10 October: Fault with the train at Lancing

Thameslink

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



Major incidents that affected performance in P7:

- 23 September 2017: Track circuit fault in the Balham area
- 30 September 2017: Fault with a Train at Herne Hill
- 2 October 2017: Security alert at East Croydon
- 9 October 2017: Faulty rail at West Hampstead Thameslink

Joint Performance Improvement Update

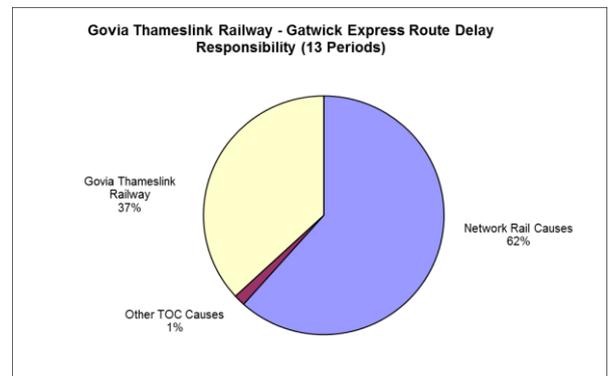
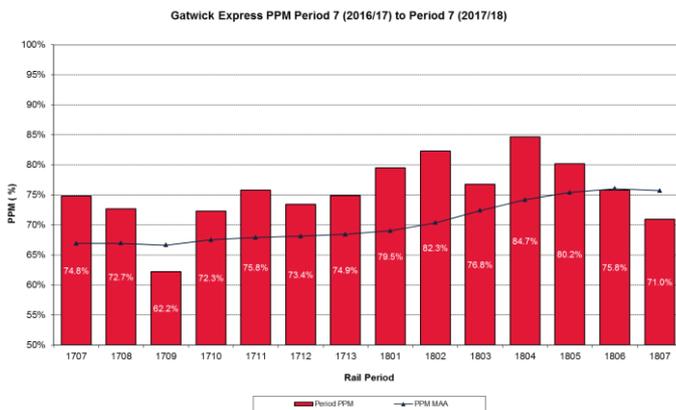
Issued 6 November 2017



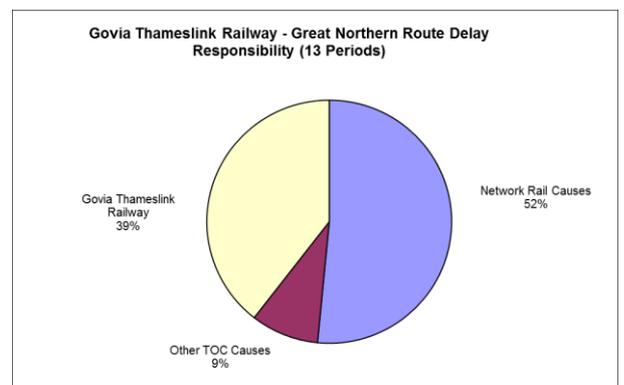
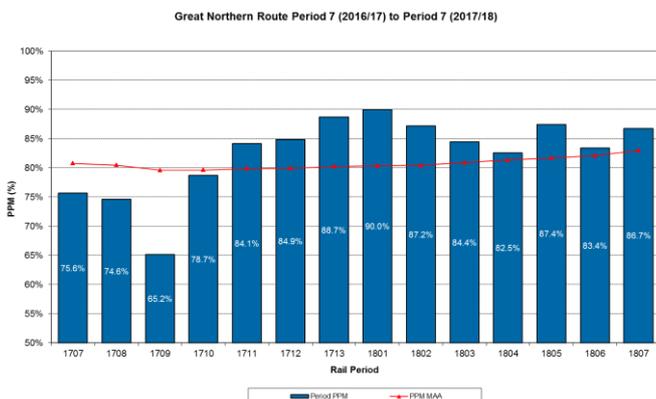
This report gives progress on the joint improvement plan for Govia Thameslink Railway (GTR) and Network Rail with punctuality data by route, as well as the main operational issues in the period (there are 13, 4-week reporting periods per year), and planned customer improvements.

PPM* statistics and delay responsibility by route – Period 7 (to 14 October 2017)

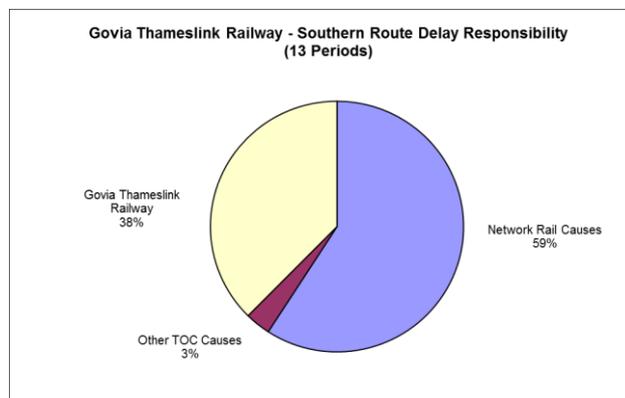
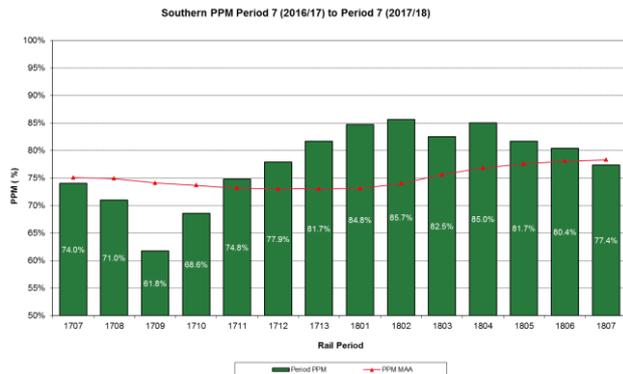
Gatwick Express



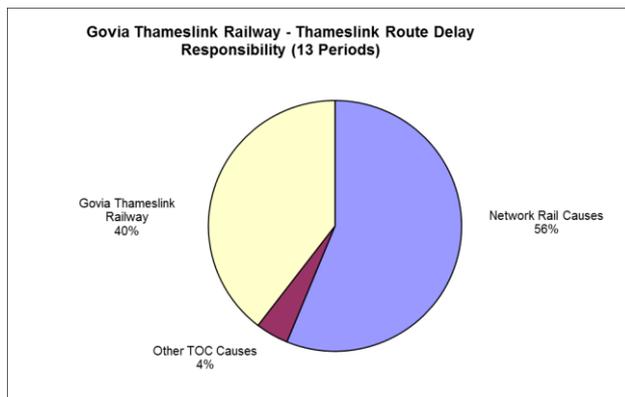
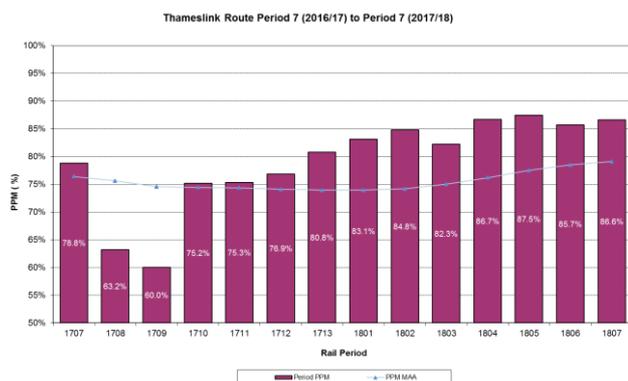
Great Northern



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.

A summary of key issues affecting performance in this period (the 4 weeks up to 14 October 2017)

PPM for GTR overall was 80.5% in this period with the individual brands as follows: Thameslink 86.6%, Great Northern 86.7%, Southern 77.3% and Gatwick Express 70.9%.

The incidents most affecting performance this period included: a suspect package at East Croydon station on 2 October which led to 240 cancellations and over 3000 minutes of train delays; two signalling faults at Balcombe (21 / 23 Sep) and one at Selhurst (28 Sep); and a track defect on the main line on 2 October.

Delivering improvements for passengers

Thameslink Class 700s

There are now 56 class 700 trains in regular service between Brighton and London Bridge or Bedford; between Wimbledon, Sutton, St Albans and Luton; and on the Sevenoaks route. As of 6 November, passengers on the Great Northern route can travel on new Class 700 trains as the roll out starts on that network. 115 of these trains in total will run on the expanded Thameslink network when the project is completed.

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.

In the four weeks to 14 October, on Thameslink 4 additional trainees passed their training bringing the total since January 2015 to 125, and there were 144 trainees in progress. On Great Northern, 4 trainee drivers passed making a total of 137, with 72 in training. On Southern, 5 drivers passed their training making 203 in total since January 2015. There are 109 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

We have been carrying out a wide range of activities across the Brighton Main Line including power supply works at Preston Park, Balham and East Croydon to enable the full roll out of 12 car class 700 trains; installation of new track between London Victoria and Clapham Junction to improve track reliability and vegetation and trespass prevention work between Brighton and Haywards Heath.

Work is progressing on the Redhill Platform 0 project with steelwork repairs ongoing to the bridge over the A25 to allow the construction of the new platform, as well as signal and telecoms surveys and installations.

As part of our autumn programme of works, we began running our special engineering trains to clear leaves from the line and cut down on delays caused to passenger services. These vehicles are based in our Horsham depot with up to 20 circuits run each day

In addition, other work we have carried out across the network includes opening a new footbridge at Caterham on 6 October, and we also repaired the existing footbridge at Lancing station. We're also working on the final stages of a significant refurbishment of the viaduct over the river Adur at Shoreham by Sea with only one span of the bridge left to be completed.

