

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

## Modern air-conditioned trains take over King's Lynn route as Great Northern services are doubled at Ely

In May we began to replace all the trains between King's Lynn and Cambridge with modern, air-conditioned Class 387s, just in time for summer. In the next few months, passengers will be able to log on to free Wi-Fi that is due to be fitted.

At the same time, Great Northern doubled its service at Ely station and introduced a twice-hourly service between London King's Cross and the new station at Cambridge North.

Parents with buggies, passengers with luggage and people with restricted mobility will welcome the train's accessible toilets and designated areas for wheelchair users. This is part of a plan to replace three-quarters of our trains by 2020 – in just a few short years, we'll be moving from one of the oldest fleets in the country to one of the newest.



Class 387 at King's Lynn station

### Gibb report published

On 22 June, the report by Chris Gibb into the Southern network was published by the Department for Transport; you can read it here <https://www.gov.uk/government/publications/southern-rail-network-gibb-report>

### 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 2: 30 April - 27 May

**Gatwick Express**

P2: 79.51% PPM

**Great Northern**

P2: 87.19% PPM

**Southern**

P2: 84.77% PPM

**Thameslink**

P2: 84.80% PPM

## Ramping up accessibility at Hadley Wood

On a sunny afternoon in May we joined local stakeholders and over 100 local residents to celebrate the completion of the new accessible ramp at Hadley Wood station. The ramp was funded by our minor works scheme, and followed a community petition presented to us by the Hadley Wood Rail User Group (RUG), only eighteen months ago.

Working closely with Hadley Wood RUG, and its chair, Francesca Caine, the company built the ramp to platform 4 to give easy access for passengers with limited mobility, and those travelling with suitcases or buggies.

Will Pike, who uses a wheelchair following a spinal injury sustained in the 2008 Mumbai terror attack, presided over the opening ceremony in his capacity as ambassador for local accessibility charity Inclusion Barnet.



(L-R) Francesca Caine.—Chair of Hadley Wood RUG, celebrating the ramp opening with Will Pike—Inclusion Barnet and Andrew Sidgwick—GTR

## Third annual stakeholder conference

On Wednesday 14 June we held our third annual stakeholder conference in London and welcomed over 90 delegates from across our network. Senior managers including Charles Horton and Nick Brown, were joined by industry partners from Network Rail and Transport Focus to discuss current challenges, achievements in the last 12 months and future plans for the franchise.

Attendees heard updates about the introduction of new train fleets, 2018 operational readiness, initiatives to improve our customers' experience and an update on the 2018 timetable consultation. Throughout the day attendees were encouraged to have open and frank conversations with our senior management and to browse our market place stands: customer experience, charities and communities, station investment, retail and the Thameslink Programme.



Charles Horton giving the opening address to stakeholders

## Phase two 2018 timetable launches

The second phase of our consultation on the 2018 timetable has started as we work towards finalising plans for the biggest timetable overhaul in a generation - designed to provide more reliable services, with more capacity for passengers.

GTR will expand the cross-London Thameslink network to give passengers at 80 more stations across the South East direct access to St Pancras International, Farringdon for Crossrail, City Thameslink and Blackfriars, speeding journeys and relieving congestion on London's Tube.

This is a central part of plans to modernise services with new trains, new rail routes and updated working practices to future-proof the Southern, Gatwick Express, Thameslink and Great Northern rail routes where passenger numbers, in some places, have doubled in just 12 years.

Feedback from the first part of the consultation last autumn has been taken on board where possible and detailed timetables are now available to comment on.

The details can be found at [www.transformingrail.com](http://www.transformingrail.com)

Paper copies of the documents are available on request by



## Up the Seagulls!

At the end of a long football season we were proud to help support the well deserved victory parade of the Brighton & Hove Seagulls, celebrating its promotion to the Premier League. Staff at Brighton station joined in the fun, and helped manage the crowds that travelled to celebrate with the Seagulls.



Seagulls victory bus in Brighton

## Providing a helping hand

We provided free travel for Blind Veterans UK for their annual seminar at the end of May. They sent us a lovely message of thanks below:

“We had a great trip to London last week courtesy of Southern rail. The staff at Brighton station were superb and a credit to your company. Your staff were courteous, polite and professional and made a great impression on us all. Well done to each and every one of them! I hope that we can maintain this relationship when we host Project Gemini again at our Brighton centre in 2019.”



## Industrial Relations update

ASLEF has notified us of their intention to commence an overtime ban on Southern services from Thursday 29 June until further notice, in dispute against the extension of driver controlled operation that took place on 2 January. More details of the service in place are available at [www.southernrailway.com/dispute](http://www.southernrailway.com/dispute)

The RMT has announced a further strike involving on-

## Line closures - plan ahead this August

There will be line closures and fewer trains from 26 August to 2 September 2017 including four working days as the Thameslink Programme continues to rebuild London Bridge station and the surrounding railway.

### Southeastern

No Southeastern trains to or from **Charing Cross, Waterloo East or London Bridge** from Saturday 26 August to Saturday 2 September inclusive. Trains will go to alternative London stations. This includes four working days.

	Southeastern trains								
	August						September		
	Sa 26	Su 27	Mo 28	Tu 29	We 30	Th 31	Fr 1	Sa 2	Su 3
Blackfriars			x						x
Cannon Street	x	x							
Charing Cross	x	x	x	x	x	x	x	x	x
London Bridge	x	x	x	x	x	x	x	x	x
St Pancras									
Victoria									x
Waterloo East	x	x	x	x	x	x	x	x	x
Waterloo	x	x	x						x

**x** No Southeastern trains at these stations

### Southern

There will be a dramatically reduced Southern service to and from London Bridge on 26 and 27 August over the bank holiday weekend.

Plan ahead using our detailed travel advice

If you are planning to travel into London between these dates, you may need to travel outside of peak times, work from home or use alternative routes.

Detailed travel advice is available online at [ThameslinkProgramme.co.uk/2017](http://ThameslinkProgramme.co.uk/2017)

board staff on Monday 10 July. Whilst we ran over 95% of our services on the last RMT strike days, their decision represents their ongoing unwillingness to recognise the implementation of driver controlled operation which took place some six months ago. Modernisation cannot occur without driver controlled operation.

Over the coming days we will be doing everything we can to prevent this action and to mitigate its impact if it does proceed.

## News from our communities

### Art takes centre stage at Uckfield

Eye-catching artwork has arrived in Uckfield, thanks to the efforts of Sussex Community Rail Partnership (CRP) and the station team. A unique exhibition is on display in the waiting room, showcasing a selection of varied and diverse art and craft pieces created by the local Bridge Arts members. It provides a tantalising taster of what people can expect to see at the 'Bridge Arts in Uckfield' Art Fair held in the town during June.

The exhibition utilises the space available by placing transparent images on the windows, enabling natural light to filter through whilst illuminating the artworks and bringing the room to life.



### Thameslink Driver shortlisted for National Rail Award

A Bedford train driver with Thameslink has been shortlisted for a national award for the outstanding help he gave his colleague and passengers when the late night train he was travelling on hit a person who tragically died.

Mo Latif, of Luton, who drives trains across the Bedford to Brighton, Wimbledon and Sevenoaks Thameslink route, was a passenger himself travelling back at the end of a long shift, on the 22.05 Brighton to Bedford service, when it was involved in the fatality near a station in Surrey. Without a second thought, Mo leapt into action, providing support and emotional assistance to the shaken driver.

The situation became worse for waiting passengers when the train batteries expired, plunging the carriages into darkness. Mo walked up and down the train, continually offering support and reassurance to the passengers, making sure everyone was safe and understood what was happening.

When the train was finally passed safe to move, sometime after midnight, it was clear the driver was not in a fit state to continue. Rather than delay passengers still further while a relief driver was found, Mo took over

the controls and moved the train to the next station where the passengers were able to alight. He then drove the train a further two hours to return the train to its depot in Bedford. Mo worked a 15 hour shift.

Mo has been shortlisted for an award in the category 'Outstanding Personal Contribution' of the National Rail Awards. He was interviewed by judges on 8 June and the winner will be announced in September.

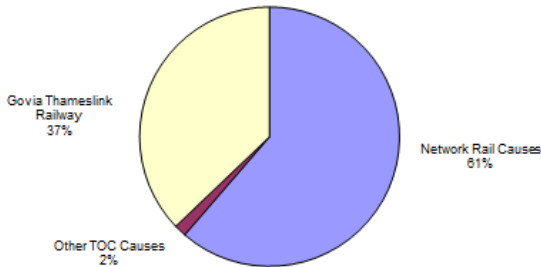


Mo Latif, Thameslink driver

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)

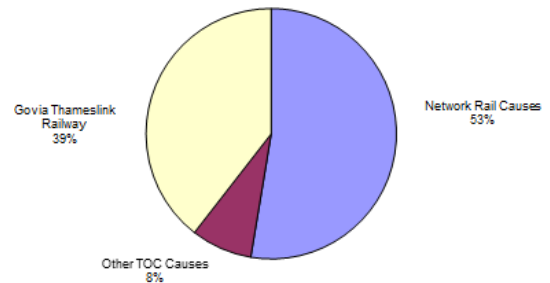


### Major incidents that affected performance in P2:

- 2 May 2017: Overrunning engineering work in the Earlswood area
- 10 May 2017: Power failure in the Brighton area
- 23 May 2017: Operating error in the Victoria area
- 24 May 2017: Signalling failure in the Purley area

## Great Northern

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

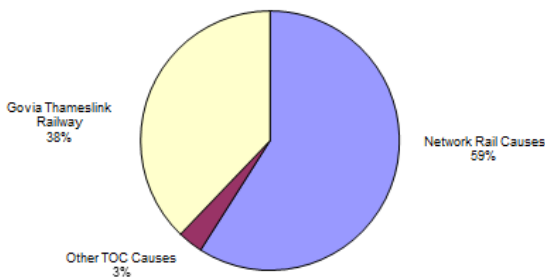


### Major incidents that affected performance in P2:

- 19 May 2017: Track fault in the Hitchin area
- 19 May 2017: Broken down train in the Finsbury Park area
- 22 May 2017: Track fault in the Ely area
- 24 May 2017: Broken down train the Downham Market area

## Southern

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

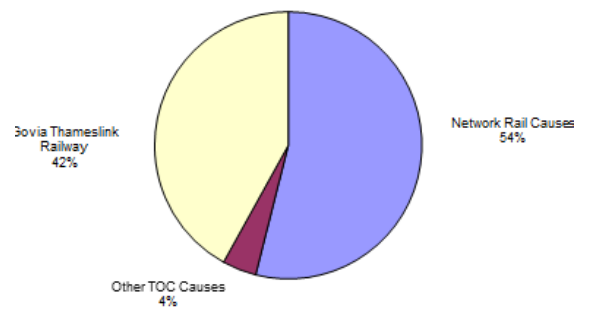


### Major incidents that affected performance in P2:

- 2 May 2017: Overrunning engineering works in the Earlswood area
- 15 May 2017: Emergency services dealing with an incident in the Reedham area
- 17 May 2017: Overrunning engineering works in the Selhurst area
- 24 May 2017: Object on the line in the West Croydon area

## Thameslink

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



### Major incidents that affected performance in P2:

- 2 May 2017: Overrunning engineering works in Earlswood area
- 19 May 2017: Power failure in the Harpenden area
- 22 May 2017: Broken down train in the City Thameslink area
- 23 May 2017: Overrunning engineering works in the Kentish Town area



# Joint Performance Improvement Update

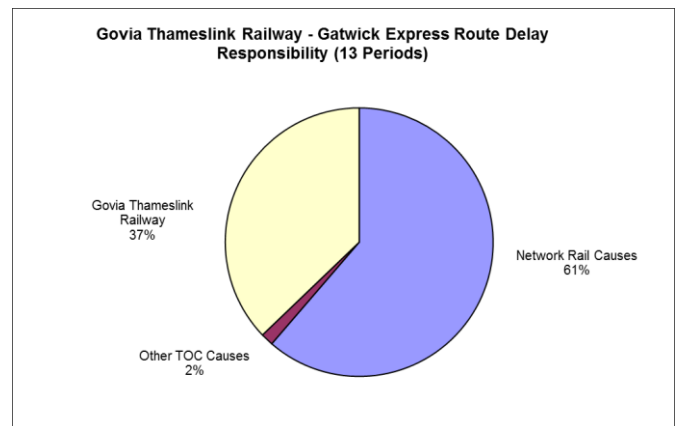
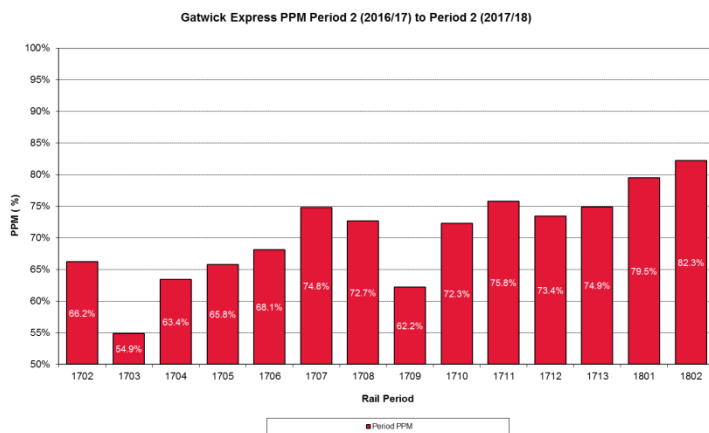
Issued 20 June 2017



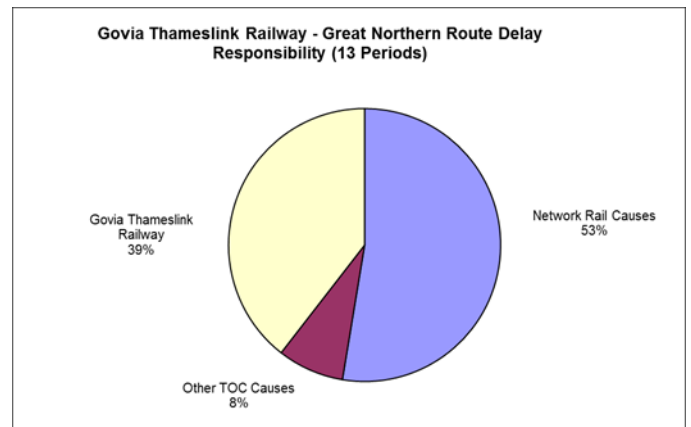
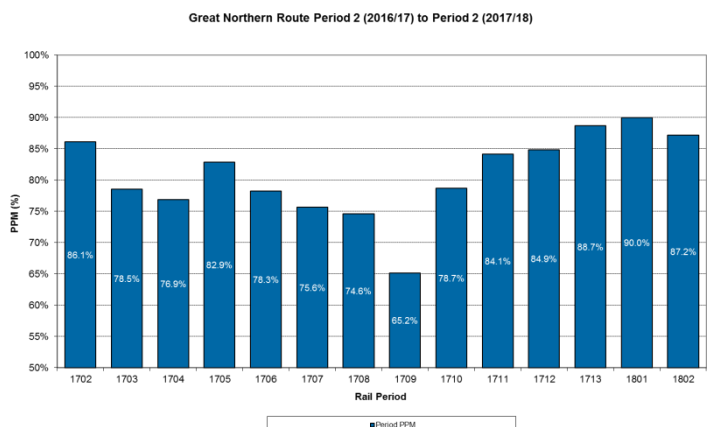
This report gives progress on the joint improvement plan for Govia Thameslink Railway (GTR) and Network Rail with punctuality data by route, as well as the main operational issues this period (there are 13, 4-week reporting periods per year) and planned customer improvements.

## PPM\* statistics and delay responsibility by route – Period 2 (to 27 May 2017)

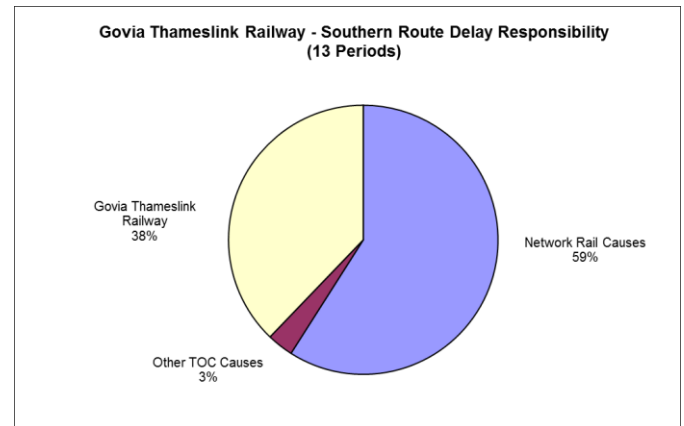
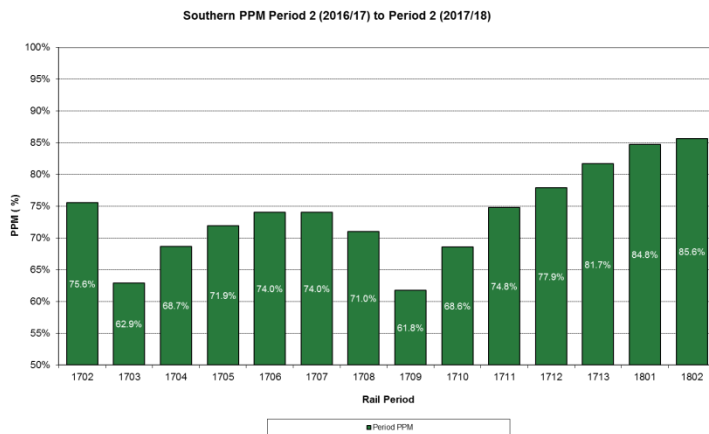
### Gatwick Express



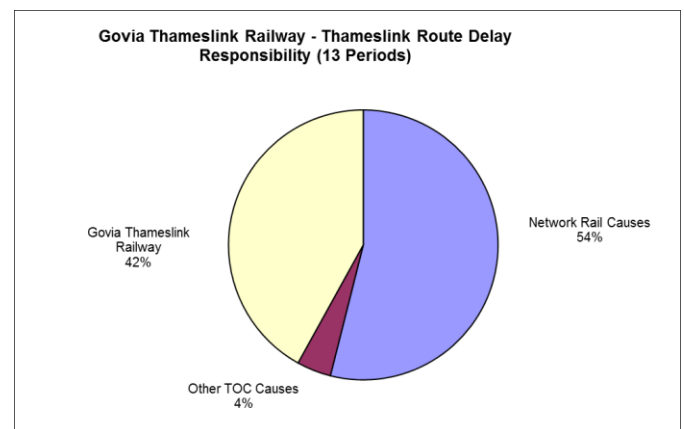
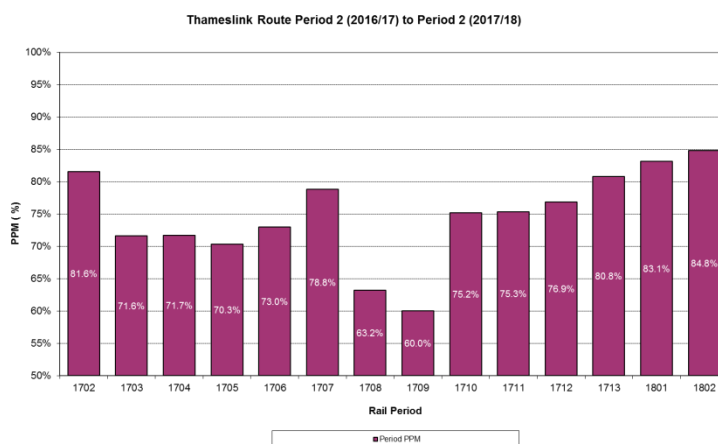
### Great Northern



## 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 four weeks up to 27 May 2017)

The overall PPM for this period is 85.6%. The PPM figures for the four-week period ending on 27 May on each route are: Gatwick Express 82.2%, Great Northern 87.5%, Southern 85.4% and Thameslink 84.4%.

The two largest incidents affecting performance this period were a power failure at Harpenden on 19 May which led to 194 train cancellations and over running engineering work near Gatwick Airport on 2 May causing 161 cancellations. Also significant were emergency services dealing with an incident at Reedham on 15 May, vandalism at West Croydon on 24 May and a power supply failure near Brighton on 10 May.

## Delivering improvements for passengers

### Thameslink Class 700s

We 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.

In the four weeks to 27 May, on Thameslink 6 additional trainees passed their training bringing the total since January 2015 to 99, and there were 157 trainees in progress. On Great Northern, 3 trainee drivers passed making a total of 122, with 72 in training. On Southern, 4 drivers passed their training making 172 in total since January 2015. There are 122 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 renewed track at a range of locations including a 837 yard plain line renewal at Crawley and a 580 yard renewal on the Sydenham Spur. The High Output ballast cleaner was also operating between Earlswood and Salfords over the period. Other work included wet bed digs at a number of locations across the network and drainage works at Mertsam, Southboorugh Viaduct and Hoo Junction.

Over the May bank holiday, the Thameslink Programme commissioned the new London Bridge substation which will provide a more reliable traction supply to the south central side of the railway. The track team also laid in 4 sets of switches and crossings on the approach to London Bridge low level and the signalling and telecoms team ran in cabling and installed track-side signalling equipment in preparation for commissioning in August.

The high capacity infrastructure team undertook a 12 hour possession in the Thameslink core area as part of the integration testing of Automatic Train Control (ATO) and European Train Control System (ETCS) to enable the 24 trains per hour timetable. For this particular possession, the team used two Class 700 test trains (an 8 car unit and a 12 car unit) to test the performance of the train control system with two trains driving in ATO, one following the other.

