

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

Bermondsey Dive Under opens

A milestone of the Thameslink Programme and the re-design of the track and layout of London Bridge was achieved on 27 December, when the first Southern train went through the new Bermondsey 'Dive Under' (BDU).

Similar to a motorway underpass, the BDU is a new railway junction that will 'untangle the tracks' on the eastern approach to London Bridge station. Currently, as trains from Sussex and Kent approach London Bridge, the railway lines intersect at a series of junctions, causing congestion and creating delays. The new line, which is now in use by Southern, offers a glimpse of the future.

In 2018, this new layout will also give Thameslink services a clear run into London Bridge, reducing delays and enabling the 24 train-per-hour high intensity service between Blackfriars and St Pancras.

From 2018, the new junction will allow Southeastern trains travelling from Kent to 'dive under' the Sussex lines used by Southern and Thameslink trains, relieving the bottleneck of trains and improving the travel experience for millions of passengers travelling to and through the landmark new station.

From 2018, the new junction will allow Southeastern trains travelling from Kent to 'dive under' the Sussex



The first Southern train through the Bermondsey Dive Under

Industrial Action update

On 2 February the TUC announced that an agreement about the dispute between ASLEF and Southern had been reached. The agreement we've reached with the ASLEF leadership is subject to ratification by their members in a vote. We respect that process and we need to allow the union to now communicate the specifics of the agreement. The important news for passengers is that we reached a deal with ASLEF to end this dispute. <https://www.tuc.org.uk/industrial-issues/transport-policy/union-issues/successful-resolution-talks-between-gtr-southern>.

We remain available for talks with the RMT.

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 10: 11 December - 7 January 2017

Gatwick Express

P10: 70.13% PPM

Great Northern

P10: 78.72% PPM

Southern

P10: 68.62% PPM

Thameslink

P10: 75.17% PPM

Class 387 test trains running up to King's Lynn

Modern, air-conditioned Class 387 trains will soon run to King's Lynn from May 2017. The 18-month old trains are currently running on Cambridge and Peterborough services, and in January testing began between Cambridge and King's Lynn to ensure we are ready for service in May.



Class 387 test train at King's Lynn station

Autumn NRPS results released

On 24 January, Transport Focus released its autumn national passenger survey results. Responding to the survey results, Alex Foulds, Deputy Chief Operating Officer at Govia Thameslink Railway, said:

"Our service hasn't been good enough and I am truly sorry. The unprecedented industrial action has given our Southern and Gatwick Express passengers a reduced timetable, delays and cancellations which have made their lives a misery and affected the regional economy. We're doing our best to find a way forward with the unions.

"Elsewhere, Great Northern was suffering poor and slippery weather conditions at the time of this survey while Thameslink was not only affected by the on-going disruption on tracks it shares with Southern but also by three days of severe disruption while Network Rail repaired damage to overhead power lines and signalling systems at Luton. We had to reduce the service and we could not run our trains across central London.

"On a more positive note satisfaction with our trains is beginning to improve where we are investing in new fleets and on Gatwick Express, where we also have a new team of on-board supervisors, some categories have soared by up to 17%."

John Halsall, route managing director for Network Rail South East, said:

"Network Rail and Southern share responsibility for the reliability of the railway and we are working closely together to improve the service that passengers pay for."

The full NRPS results can be downloaded here - <http://www.transportfocus.org.uk/research-publications/research/national-passenger-survey-introduction/>

Full Southern services restored - 24 January

On 24 January a full Southern service was restored for the first time since 6 December, when Aslef introduced an overtime ban for drivers. Services were restored to all routes that had been fully or partially suspended.

£300 million funding for Southern and Thameslink rail improvement works

Chris Grayling, Secretary of State for Transport has secured £300 million of funding for improvement works, to be delivered by Network Rail, to boost the resilience of the infrastructure on the Southern and Thameslink railway networks.

The multi-million pound package of work will improve reliability for passengers along the Brighton Main Line and associated routes, funding the replacement of old tracks, points and signalling and dealing with structural repairs in tunnels.

Work will include:

- improving the resilience in areas known to cause delays;
- replacing signalling and rebuilding old bridges;
- building specific teams to coordinate upgrade work;
- improving security by the railway to help prevent trespass;
- improving drainage in old tunnels to prevent water damage to electrical equipment;
- shoring up cuttings and embankments to reduce the risk of landslides.

Compensation for Southern customers

Due to the significant levels of disruption for much of 2016, season ticket holders who have travelled regularly on the Southern network will be compensated additionally. To qualify, customers must have held at least 12 weeks' worth of season tickets between 1 April and 31 December 2016.

Compensation will be paid according to the calculations to the right.

We have now started the process of contacting customers who we know are eligible for compensation. This will be done by email and in some cases by letter. This process is taking place over several weeks.

Once this process is complete, customers who have not been contacted but believe they are due to receive compensation will be able to apply. We will provide an update when this is available. Applications should be made via a dedicated online compensation webform

Ticket type	Compensation	Example
Annual season	1/12	Brighton to London zone 1-6 annual (£5,244) / 12 = £437
Monthly season	The value of 1 monthly	Sanderstead to London Terminals monthly (£175.63) = £175.63
Weekly	The cost of 4 weeklies	Chichester to Horsham weekly (£55.40) x 4 = £221.16

where customers will be requested to provide evidence of the season ticket(s) they held between 1 April 2016 and 31 December 2016.

Customers are advised to keep an eye on the website – www.southernrailway.com/2016compensation where the most up to date information regarding the scheme will be communicated.

News from our communities

Station partnership success

Our station partnership work, where local groups adopt a location and work with us to tailor the station more to the local community, continues to go from strength to strength.

A few weeks ago James Gillett, Thameslink's Area Manager - London Core, enjoyed a night at the House of Commons with the Cricklewood Station Partnership. They were hosted by the local MP Tulip Siddiq to celebrate all the work they have done around the town, especially at the station.

Marie Hancock from the team explained: "At the time of signing the partnership agreement in March, the station was an uninviting dingy location with anti-social behaviour. Now the entrance to the station is a vibrant community hub with a book exchange, mobile coffee cart and display of artwork by local artists. The station was the focus of the town centre with its own living Christmas tree, bespoke Christmas decorations made by local children and choirs ushering in the festive season while raising money for Cricklewood charities.

"The benefits of the station partnership are not only the visual enhancements, it's the reduction in anti-social behaviour which has engendered civic pride and resulted in a cleaner, brighter and safer environment. Thanks to the support and encouragement of James our plans now include extending the project to the platforms and involving local schools."

Meanwhile new art recently arrived at Angmering, thanks



to the station partnership. The station has been adopted for a number of years by the Georgian Garden school and pupils have produced another beautiful set of pictures. Deirdre Carolin, who co-ordinates the work at the school, said: "We were pleased, whilst putting them up, to receive many positive comments from travellers....they have become a real feature of the station."

To support this work we've recently produced a new guide to how to adopt your local station. This will be displayed at locations across the network, however if you know a group interested in getting more involved at a local station email Andrew.harrowell@gtrailway.com

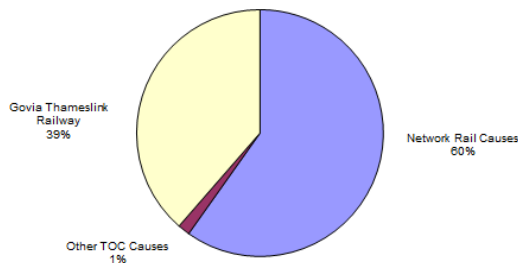


Cricklewood town partnership team at House of Commons

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)

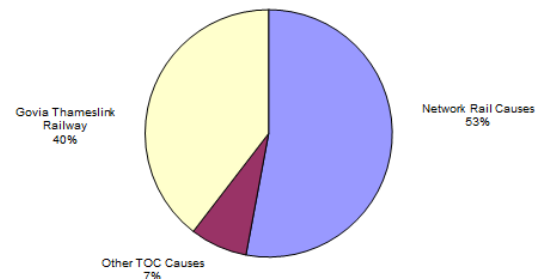


Major incidents that affected performance in P10:

- 12 December 2016: Signalling problems in the Purley area
- 17 December 2016: Overrunning engineering work in the Balcombe area
- 31 December 2016: Trespasser in the Streatham Common area
- 4 January 2017: Points failure in the Redhill area

Great Northern

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

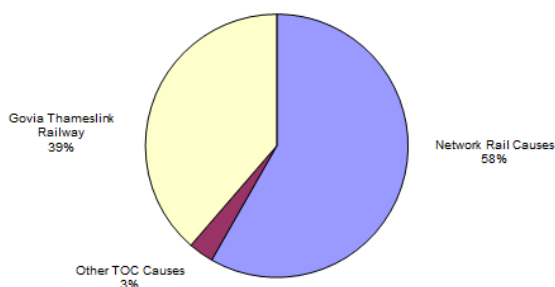


Major incidents that affected performance in P10:

- 12 December 2016: Overhead line problems in Hatfield area
- 24 December 2016: Power supply failure in the Finsbury Park area
- 3 January 2017: Power supply failure in the Royston area
- 6 January 2017: Train fault in the New Barnet area

Southern

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

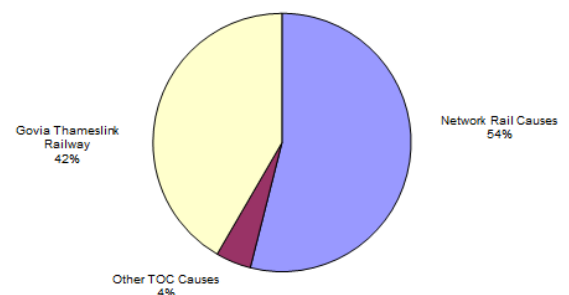


Major incidents that affected performance in P10:

- 21 December 2016: Car on the track in the Barnham area
- 27 December 2016: Points failure in the West Croydon area
- 31 December 2016: Trespasser in the Streatham Common area
- 5 January 2017: Track defect in the Redhill area

Thameslink

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



Major incidents that affected performance in P10:

- 12 December 2016: Points failure in the Streatham area
- 17 December 2016: Overrunning engineering works in the Balcombe area
- 19 December 2016: Train failure in the St Pancras International area
- 3 January 2017: Emergency services dealing with an incident in the Luton area.

Joint Performance Improvement Update

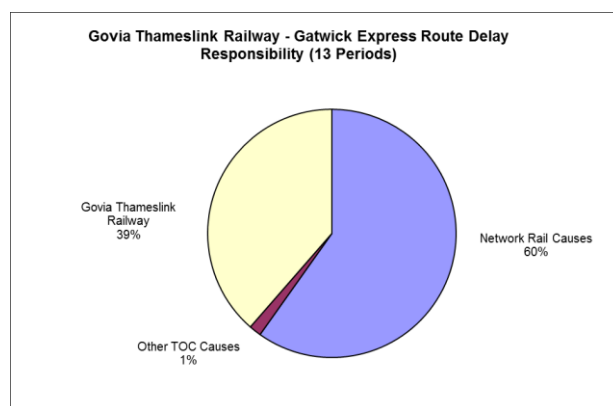
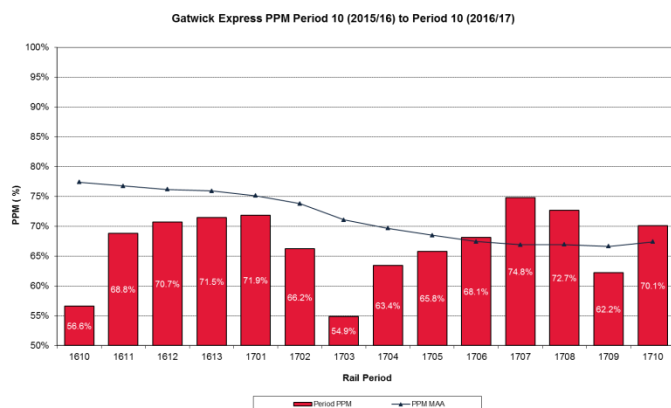
Issued 30 January 2017



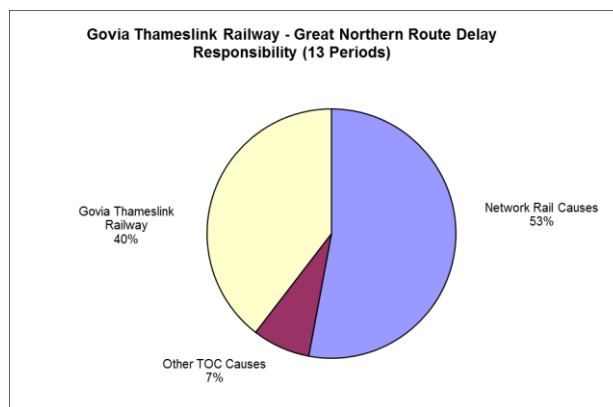
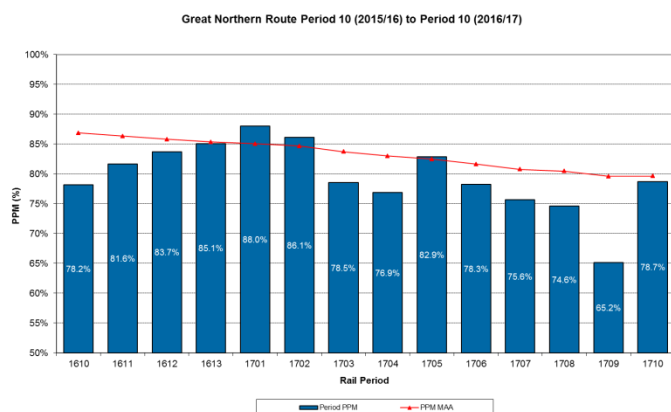
This report gives progress on the joint improvement plan for Govia Thameslink Railway (GTR) and Network Rail with punctuality data by route, as well as the main operational issues this period (there are 13, 4-week reporting periods per year) and planned customer improvements.

PPM* statistics and delay responsibility by route – Period 10 (to 7 January 2017)

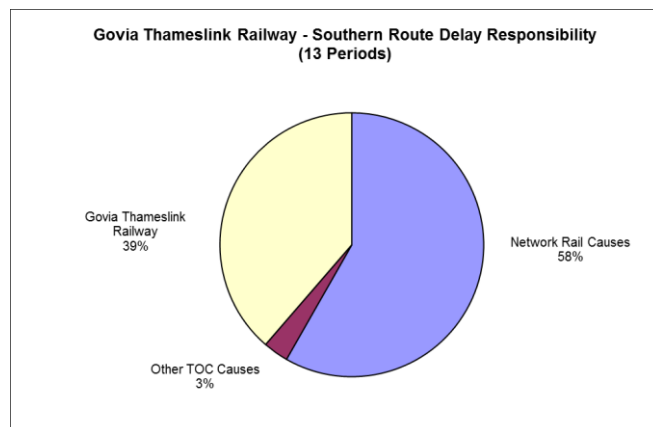
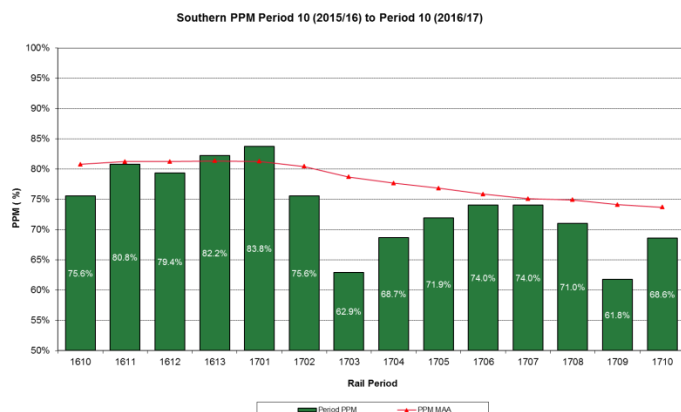
Gatwick Express



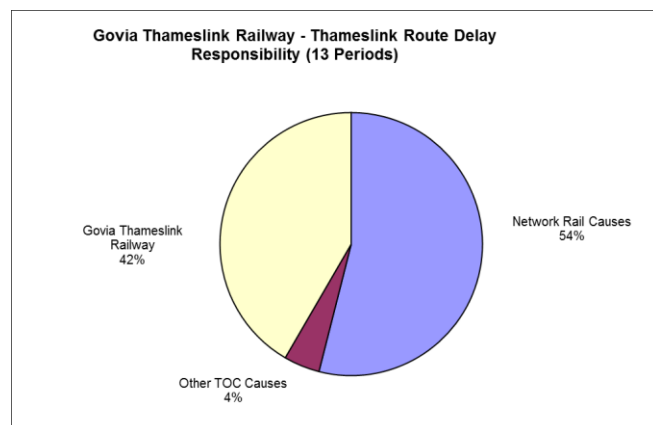
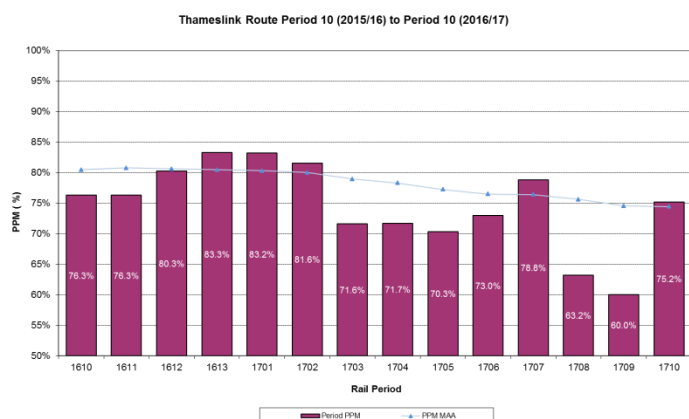
Great Northern



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 7 January on each route are: Gatwick 70.1%, Great Northern 78.7%, Southern 68.6% and Thameslink 75.2%.

A summary of key issues affecting performance in this period (the four weeks up to 7 January 2017)

Period 10 - the four weeks to 7 January - saw the percentage of trains arriving on time increase by 10% since the previous period to 72.3% overall for GTR. The period's performance was subject to continued industrial action which led to a large number of cancellations and short formations. There were a number of significant incidents such as a trespasser at Streatham Common on 31 December, a failed train at Farringdon on 19 December, problems with the roof in Balcombe Tunnel on the Brighton Main Line on 17 December and a continued unavailability of train crew which also impacted performance.

Delivering improvements for passengers

Thameslink Class 700s

We now have 11, 12-coach trains and 11, 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.

In the four weeks to 7 January 2017, on Thameslink 2 additional trainees passed their training bringing the total since January 2015 to 78, and there were 104 trainees in progress. On Great Northern, 2 trainee drivers passed making a total of 96, with 70 in training. On Southern, 7 drivers passed their training making 145 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.

Network Rail - improving reliability

Between 11 December and 7 January we continued our work to improve reliability and performance on the network, including a major programme of work over the festive period.

A key milestone was achieved on 27 December, with the opening of the first line through the Bermondsey dive-under. The new grade separated junction will provide some relief to a major bottleneck on the approach to London Bridge by allowing Southeastern trains travelling from Kent to 'dive under' the Sussex lines used by Southern and Thameslink trains. The opening is a key success for the Thameslink Programme and will provide extra capacity and flexibility for services on the approaches to London Bridge. Southern services have been using the new line since it opened. Another key success over the Christmas period was the completion of work on a railway bridge over Old Lodge Lane near Reedham station ensuring the bridge is fit for the future.

In January, we undertook work to upgrade signalling between Balham and Epsom, and Epsom Downs and West Croydon. We also installed over half a kilometre of new track inside Balcombe Tunnel on the Brighton Main Line.

Other work included points installation at the busy Hurst Green junction, track work at five locations including at Oxted Tunnel, Lingfield and between Hurst Green and Uckfield. We also completed vegetation removal and drainage improvements across the network, as well as power upgrade work at Seaford and Newhaven.