

24 February 2017

Southern and Gatwick Express update

Dear stakeholder,

This is to update you on compensation payments for Southern season ticket holders, Storm Doris and the service we ran on Wednesday during the RMT strike.

Compensation payments

We have now completed the process of contacting people that we know to be eligible for compensation, and are now inviting other Southern customers to check their eligibility and claim where they believe they may be entitled.

The one-off scheme, announced last December by the Government solely for Southern's passengers, recognises the severe disruption on the Southern network during 2016 and offers season ticket holders compensation equivalent to a month's travel. To qualify, Southern customers must have held at least 12 weeks' worth of season tickets between 1 April and 31 December 2016. Passengers are being advised to check online at www.southernrailway.com/2016compensation, where they will be asked to provide evidence to support their claim. The scheme will close on 30 April 2017.

We acknowledge that last year was very difficult for Southern passengers and we are glad this scheme recognises this. I ask you to encourage those season ticket holders you represent to go online and claim if they believe they are eligible for compensation.

Storm Doris

I would like to offer our apologies to passengers who had very difficult journeys on Southern and Gatwick Express yesterday because of the widespread disruption caused by Storm Doris. Almost all rail networks in the country were affected.

The number and severity of incidents on our network was unprecedented in recent years. Numerous incidents of fallen trees and debris caused severe disruption across the whole of our network, and there were speed restrictions in place across many routes. There was much good work done by our colleagues at Network Rail in challenging circumstances to clear the tracks and get services running. However, the level of train and traincrew displacement that accumulated during the day severely affected our evening peak, and we recognise that there was significant crowding at many stations and on trains.

As you will appreciate, after such a major incident we always review, with Network Rail, how we coped and what process improvements we could make for our passengers in such

circumstances, particularly the flow of information to them. We encourage passengers to claim compensation at www.southernrailway.com/delayrepay

A significant amount of work was done overnight to get trains into the right places, which enabled us to run a reasonable service this morning. Only two trains were short formed due to storm disruption and there were no peak cancellations on either Southern or Gatwick Express.

Services on Wednesday

On a more positive note, I am pleased to report that we managed to run nearly 9 in 10 train services (87%) on Southern during the strike by the RMT union on Wednesday, well ahead of our expectations of 75%. Over half of our On Board Supervisors and conductor staff reported for work on the day and worked normally. We call on the RMT to recognise that their strikes are increasingly ineffective and bring their disruption to an end.

Yours sincerely,



Angie Doll

Passenger Service Director, Southern and Great Northern