

In-touch

Customer Cabinet become drivers for one evening

Open sesame at Elstree & Borehamwood station

Govia Thameslink Railway

Stakeholder Newsletter

Period 11 2016-2017

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

Station host trial update

All of the eight trial stations for the Station Host concept are now up and running with volunteer staff in the Station Host role.

Our retail team has been gathering feedback and are continuously making improvements during the trial to make it as effective as possible. Our Station Hosts are selling tickets on the new handheld devices, which enables customers to pay using their Apple or Android phone.

We have decided to extend our station host trial for a further three months. So far they have received a positive reception from passengers at these stations but we still have more work to do before we are ready to extend the trial further. The extension will allow us to fully test the concept across more scenarios and continue to work with the unions and our station host colleagues to ensure our proposals meet the needs of all our customers.



Station hosts at Chichester

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 11: 8 January - 4 February 2017

Gatwick Express

P11: 75.79% PPM

Great Northern

P11: 84.12% PPM

Southern

P11: 74.78% PPM

Thameslink

P11: 75.33% PPM

2018 timetable consultation

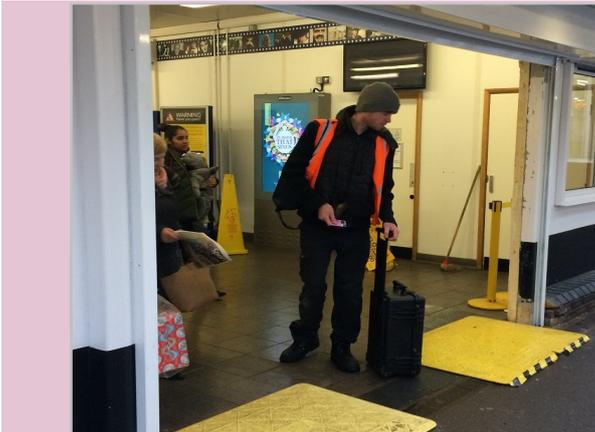
Upon closing on 8 December we had over 10,000 responses for phase 1 of the timetable consultation. Thank you to those of you who provided feedback. We have submitted a report to the Department for Transport. It includes a thorough analysis of all the responses we received and any recommendations of changes to the original proposals based on this.

Phase 2 will launch for consultation in late spring/early summer which will include full timetables – Monday-Friday, Saturday and Sunday.

Southern aims to run most services during next RMT strike

Train operator Southern will be aiming to run most of its services during the RMT's latest strike next Monday, 13 March.

During the RMT's last strike, on 22 February, Southern ran almost nine out of 10 trains (87%) with more than 50% of on-board staff reporting for work and the use of contingency on board staff.



Work taking place to widen the entrance to Elstree & Borehamwood station

Open sesame at Elstree & Borehamwood station

Commuters will now have an easier journey through Elstree & Borehamwood station as we have widened the entrance doorway. In response to comments raised about congestion entering and exiting the station booking hall in the rush hour, we wanted to do something to address the problem.

The finishing touches are still being applied but our station team has said that our passengers are already noticing the difference.

Next steps include a feasibility study we're working on to look at options for the future of the station building.

Southern season ticket compensation update

As mentioned in the last edition of In Touch, due to the significant levels of disruption for much of 2016, the Department for Transport launched a scheme to compensate customers who have travelled regularly on the Southern network.

Phase one has been completed. We contacted nearly 40,000 customers who are eligible for compensation and provided them with instructions on how to claim.

Phase two has now been launched. This means that customers who have not been contacted but believe they are eligible for compensation can now claim online through our web portal at www.southernrailway.com/2016compensation.

We are urging customers who have not been contacted but believe they are eligible for compensation to check if they meet the criteria and apply online.

Industrial Action update

We met recently with the RMT in a further attempt to resolve their dispute on Southern but this was not forthcoming. Unfortunately the RMT has announced a strike for Monday 13 March, which will be their 30th day of action. On the last RMT strike day we ran nearly 90% of our services on Southern and we will aim to run many of our services again on 13th.

We reached an agreement with the leadership of the drivers' union Aslef to settle their dispute on Southern, and while the talks progressed the overtime ban among drivers was lifted allowing us to return to our full timetable on 24 January. More recently, the deal was not ratified by Aslef members which very disappointing. Our aim has always been to reach agreement with the unions on our modernisation programme and the lines of communication with Aslef remain open.

Monday 13 March will also see RMT industrial action on Merseyrail and Northern train services.

First departure screen of its kind in the UK installed at Hadley Wood

A new customer information departure board has been mounted at Hadley Wood station, the first of its kind to be installed in the UK.

The technology for the display allows us to show much more detailed passenger information, including pictograms and the weather forecast in symbol or text formats. Traditional Customer Information Screens have yellow LED lights, this one is white and allows letters/number characters to be fully formed making the display clearer to read.



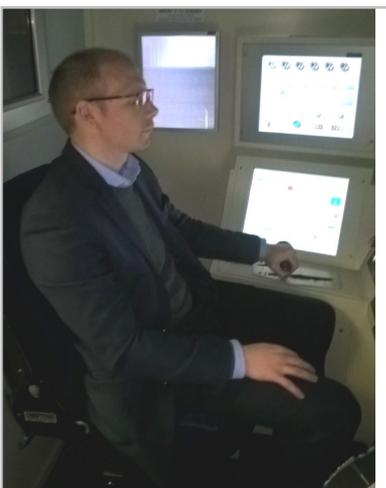
Our Customer Cabinet become driver trainees for the evening

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.

Members of the cabinet have the opportunity to give advice and recommendations on customer strategy and business planning and they have a budget for self-generated projects. The north cabinet were invited to take part in a taster session at our driver training school at Hornsey depot for a snap shot of what our driver trainees go through to achieve their qualification. We are running a similar session for members of our south cabinet at Selhurst depot.

Nigel Gale from our north cabinet reported on his evening at Hornsey.

'Green for go and red for stop, what more can there be?', were some of the first words uttered by Mark Cawdron, lead instructor at Hornsey driver training school. Both he and his colleague, Tim Ellis, kindly offered their time up to us in the north customer cabinet to give us a glimpse into the unseen world of the trainee driver. By way of introduction,



Nigel Gale trying out our driver simulator



Mark regaled how those words were at the forefront of his mind when he first entered the industry as a driver-trainee himself, 15 years prior having just left the Navy. Oh how wrong he was, and how wrong any of us who had that thought on entering the depot turned out to be when we walked in.

Mark explained what would be expected of any trainee hoping to make the grade, and oh my, there was a lot! No less than three jumbo foolscap binders, reamed with theory, safety and route knowledge were revealed from behind the desk, rather reminiscent of a Paul Daniels-like illusion. Magic must be part of the syllabus, as we quickly learnt that all three bibles needed to be fully recited in less than a year by any budding hopeful... oh, and of course, there was that slight detail of being able to drive the trains themselves. Green for go...? at this point I was firmly stuck on red.

The approach was simple, but ingenious. A model train set sat on the table, complete with all breeds of signals, classes of trains, and a track diagram. We were challenged to signal up the line. 'Learn by doing, and the less I tell you the more you'll learn' was the mantra and it worked. All of us, working together, quickly found our natural balance as a team and with only logic as our tool we (relatively) successfully simulated where the signals would be placed. Why? Because signals are logical and each had a very definitive purpose as we quickly understood. Time and again, the ethos of 'learn by doing' was the strand running through the whole process so that everyone was able to relate to

something and could appreciate how things worked.

Finally, we were let into the simulator room... and my time had come to fulfil that lifelong dream of driving a train. Everything was going swimmingly, I kept the train to speed, navigated through fog and even managed to keep it on the rails... until I hit that darned cow!... why was there a cow on the line I screamed? Who put that there I exclaimed, citing foul play?! Of course a cow is a real hazard as much as anything else and I realised the magnitude of the situation and how the wonderful drivers (I was now in awe) have to have their wits about them, just in case. Not for them the luxury of switching off, or enjoying the sceneries



as their reflexes and training can all be called upon at any moment. Their year-long training period all of a sudden seemed pretty short considering how much there was to do and cram in. I have to admit I was impressed. Red for stop...hmm, maybe I'll stick to amber for caution.

Our driver recruitment programme continues. Up to date figures included in the Joint Improvement Performance plan over leaf.

News from our communities

A brighter approach to Newhaven

Visitors to Newhaven will have a brighter, more welcoming approach to the railway station and port, thanks to a joint effort between Southern, Newhaven Port Authority, and local gardening business Burley's as part of the local station partnership.

A drab, neglected strip of land between the Port lorry park and Newhaven Town railway station approach has been cleared of rubble, litter and overgrown bushes. The area is visible to train passengers and anyone using the railway station and ferry terminal. Passengers walking in and out of the station are already commenting positively on the improvement.

In 2016's "Clean for the Queen", Burley's and Southern staff cleared the area of litter and cut the grass but despite the efforts of the Port Authority to keep the area tidy, rubbish and waste from the lorry park had built up and the area was becoming overgrown again.

As a community effort to improve the town for residents and visitors, Councillor Simon Barnes of Newhaven Town Council prompted a site meeting between the Port Authority, the station manager and the garden business. Within 24 hours, Captain Dave Collins-Williams, Harbour Master, provided a skip, Ian Hutchinson of Burley's brought in a small digger and the site was cleared. Burley's will maintain the grassed area as a community contribution.

Donations to Corporate Charities

Throughout December many of our staff supported local foodbanks, collecting tinned goods to donate to these good causes. We supported this by pledging a £1 donation between our corporate charities per donated good. In total our people donated 700 items to the foodbanks so each of our corporate good causes benefitted from a £350 donation.

Rebecca Whippy, Chairperson and Advocate for the Embrace said: "Embrace are so lucky to have been nominated as a corporate charity of the year by Southern. We have been overwhelmed with the generosity. We are very excited to work with everyone and can't thank you all enough for your support to date."

Meanwhile Caron Hooper, Corporate Partnerships Fundraiser for Keech Hospice Care, added: "We are very grateful for your continued support. We receive only 30% funding from the NHS; the rest comes from voluntary donations."



Volunteers and staff help to keep the entrance to Newhaven rubbish free

Hassocks station shortlisted for national award

Hassocks station was shortlisted as a finalist in the Station Excellence category for the recent national Rail Business Awards. These awards recognise a range of passenger improvement programmes undertaken by the rail industry.

Over recent years Hassocks station has been transformed, with a brand new building, which is modern but blends into the local area.

Since the new station was built, the addition of lifts has made the station fully accessible to passengers, providing step free access between platforms. The addition of a cycle hub has increased spaces for cycle parking and includes a community-run bike hire and repair shop. The local community group used to work out of a wooden hut, but the brand new station facility offers the hire of bicycles alongside a repair and servicing facility. Through their website, passengers can pre-book their cycles and access a variety of cycle routes for the local area.

The station partnership has also provided beautiful flower displays over the years, wowing passengers with bright colours, and have recently designed and planted a wildflower garden. Although Hassocks did not win, it was an honour to have been shortlisted.

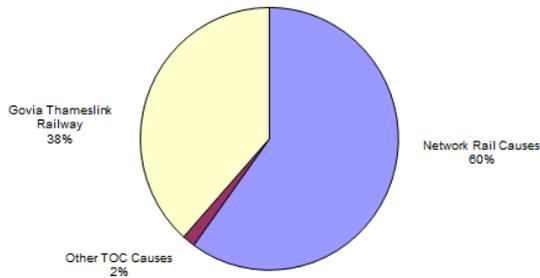


Hassocks station

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)

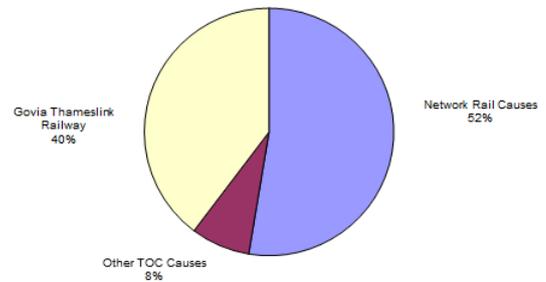


Major incidents that affected performance in P11:

- 8 January 2017: Signalling problems in the Three Bridges area
- 31 January 2017: Track fault in the Battersea Park area
- 2 February 2017: Emergency services dealing with an incident at East Croydon
- 3 February 2017: Track fault in the Streatham Common

Great Northern

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

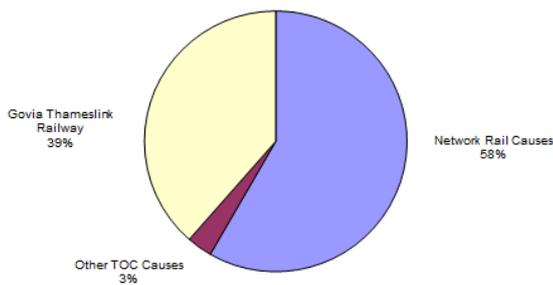


Major incidents that affected performance in P11:

- 23 January 2017: Emergency services dealing with an incident at Hatfield
- 23 January 2017: Emergency services dealing with an incident at New Barnet
- 31 January 2017: Power failure in the Hertford North area
- 4 February 2017: Emergency services dealing with an incident at Hatfield

Southern

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

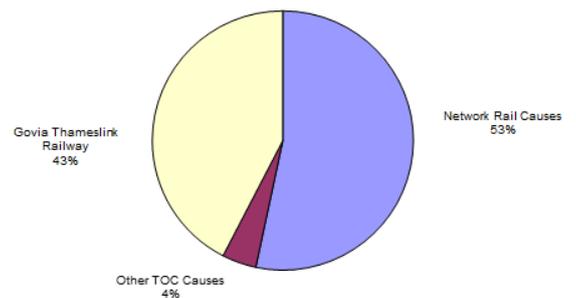


Major incidents that affected performance in P11:

- 24 January 2017: Derailed train in the Lewisham area
- 31 January 2017: Track fault in the Battersea Park area
- 2 February 2017: Emergency services dealing with an incident at East Croydon
- 3 February 2017: Track fault in the Streatham Common area

Thameslink

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



Major incidents that affected performance in P11:

- 12 January 2017: Signalling problem in the London St Pancras area
- 24 January 2017: Derailed train in the Lewisham area
- 2 February 2017: Emergency services dealing with an incident at East Croydon
- 2 February 2017: Train failure in the Tulse Hill area

Joint Performance Improvement Update

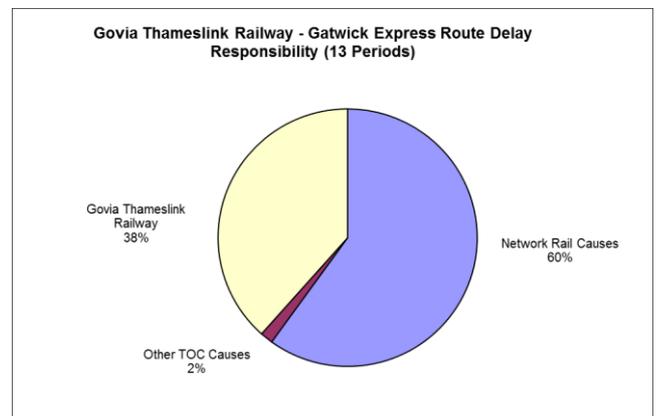
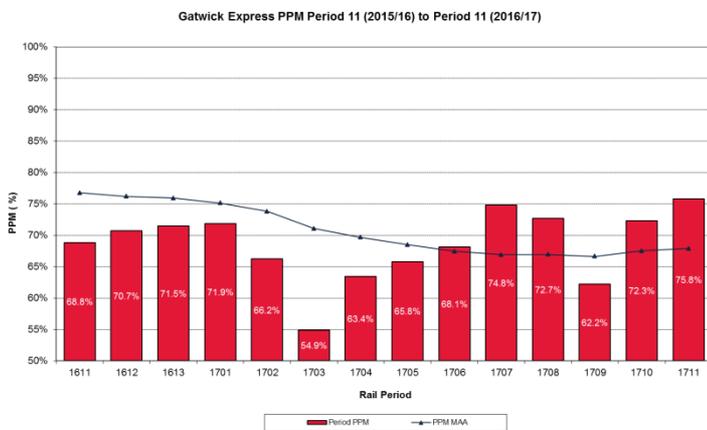
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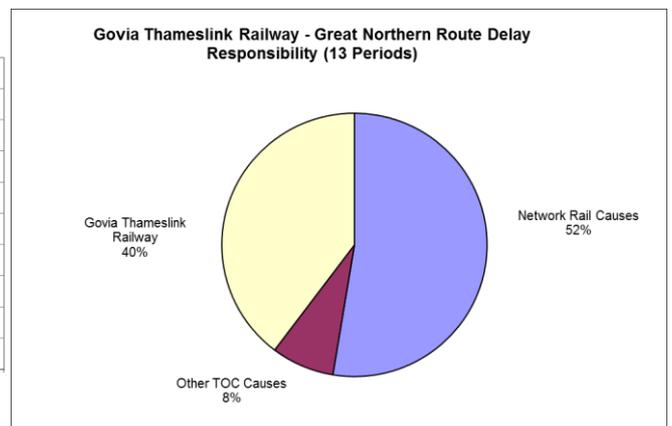
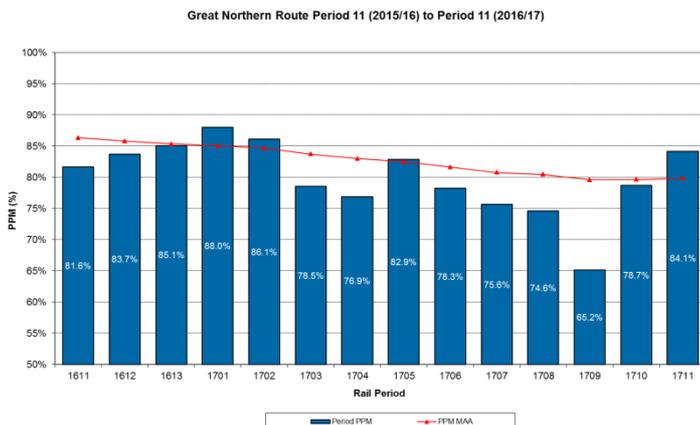
This report gives progress on the joint improvement plan for Govia Thameslink Railway (GTR) and Network Rail with punctuality data by route, as well as the main operational issues this period (there are 13, 4-week reporting periods per year) and planned customer improvements.

PPM* statistics and delay responsibility by route – Period 11 (to 4 February 2017)

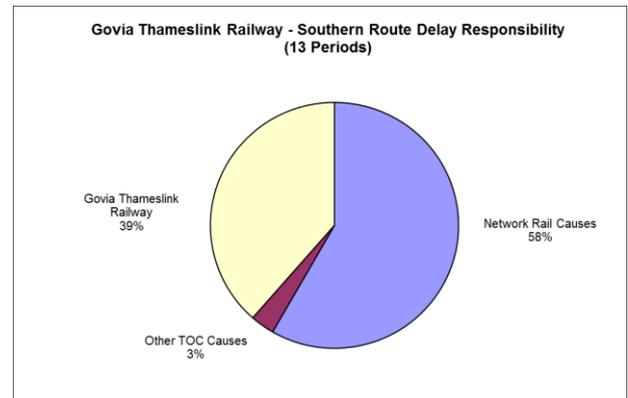
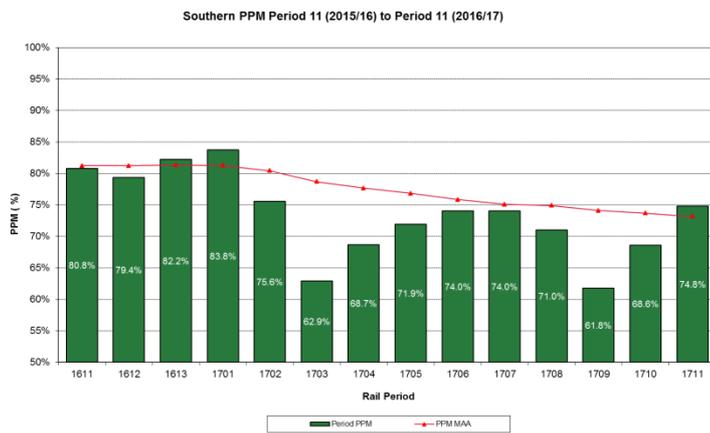
Gatwick Express



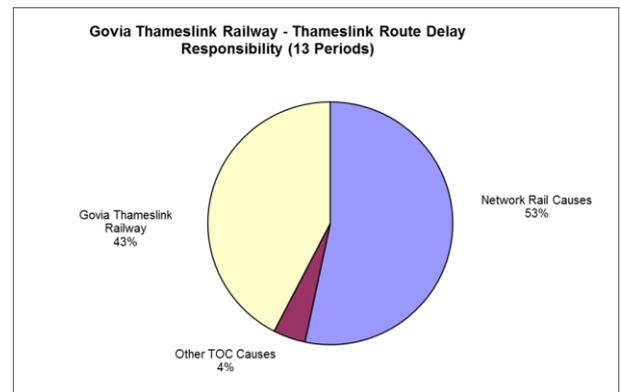
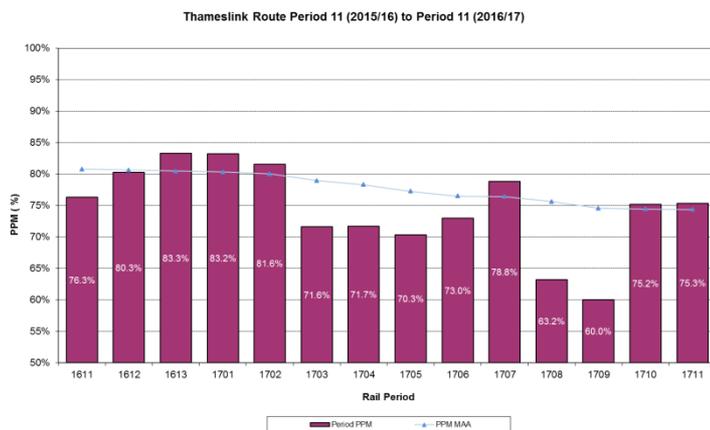
Great Northern



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 February on each route are: Gatwick 75.8%, Great Northern 84.1%, Southern 74.7% and Thameslink 75.3%.

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

Period 11, the four weeks to 4 February, saw the PPM for GTR as a whole improve to 76.6%.

Industrial action during these four weeks led to a high number of cancellations, delays and short formations, but we were able to reintroduce a full timetable from 24 January which improved the performance of the service for the latter part of the period.

Significant incidents which affected performance this period included a track circuit failure near London St. Pancras which led to 141 cancelled trains, a person being struck by a train at East Croydon on 2 February, and a derailed freight train on the South Eastern network at Lewisham which badly impacted our services for several days from 24 January causing nearly 3000 minutes delay.

Delivering improvements for passengers

Thameslink Class 700s

We now have 11, 12-coach trains and 13, 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 24 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 February, on Thameslink 3 additional trainees passed their training bringing the total since January 2015 to 80, and there were 107 trainees in progress. On Great Northern, 6 trainee drivers passed making a total of 102, with 64 in training. On Southern, 9 drivers passed their training making 154 in total since January 2015. There are 94 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

Enabling work on the £20 million Lewes-Newhaven re-signalling scheme got underway. The project, scheduled for completion at the start of 2019, will provide more reliable signalling infrastructure helping to reduce faults and improve train punctuality. Another key benefit of the scheme will be a 1 train per hour to 3 trains per hour capacity improvement in each direction on the Brighton Mainline diversionary route via Lewes, reducing the need for bus replacement services during periods of planned and unplanned disruption.

We also ramped up work on the Victoria 2b re-signalling scheme between Wimbledon, Sutton and Mitcham Junction. The £45m project, which will be commissioned in Easter 2018, includes signalling upgrades along 37 miles of track, the upgrade of five railway junctions and the replacement of over 100 track circuits - which provide information about the location of trains - with more modern and reliable technology. These improvements will also contribute to better train punctuality by reducing infrastructure faults and the risk of train delays.

Both the Lewes-Newhaven and the Victoria 2b signalling will be controlled from the Route Operating Centre at Three Bridges, helping to reduce delays, increase network capacity in the long term and provide more timely and accurate information to passengers.

Work on the final section of London Bridge's new, street-level concourse, which will open in January 2018, also progressed well over the period. The foundations are being formed for the station façade. The lifts, stairs and escalators have now been installed and the pre-cast bridge decks that will support platforms 1, 2 and 3 and the steelwork sections that will form the canopies above are being assembled.

There has also been track and signalling work on the eastern approaches to London Bridge, signalling work through the Thameslink 'core' and track laid on the Bermondsey Dive Under's flyover.

