

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

Automatic delay compensation for Govia Thameslink Railway passengers

Thameslink and Great Northern passengers from this month will be automatically compensated for delays of 15 minutes or more when using The Key smartcard. In the coming weeks, the system will also be phased to roll out to Southern and Gatwick Express routes, benefiting thousands more people.

The automated system uses complex algorithms after the customer has tapped in and tapped out and will be able to tell if the journey made was delayed by 15 minutes or more. If that's the case, it will send an automatic claim to the customer's online account. All the customer has to do is to review the claim for accuracy and confirm the method of payment preferred.

Getting a key smartcard is really easy. It's free, it's paperless, it's hassle-free and it's a speedy way to purchase tickets. It only takes a few minutes online to get one and it's delivered within 3-5 working days. Customers can go to thameslink.com/thekey or greatnorthernrail.com/thekey to get theirs.



National Rail Passenger Survey: Spring 2017 results

Transport Focus' annual spring national rail passenger survey results have been published and are available to view here—<https://www.transportfocus.org.uk/news-events-media/news/rail-passengers-see-fragile-green-shoots-recovery/>.

For further details turn over to page 2....

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 3: 28 May— 24 June

Gatwick Express

P3: 76.77% PPM

Great Northern

P3: 84.43% PPM

Southern

P3: 82.55% PPM

Thameslink

P3: 82.28% PPM

#askEddie

Work experience school boy Eddie joined us for a two week placement unknowing he would become a social media superstar. After session in a number of operational teams, Eddie moved to spend time with our Twitter team. He got the chance to answer on the account and Twitter users started asking Eddie questions varying from what they should have for dinner to who did think would win Wimbledon? At the end of the first day #askeddie was trending and had over 25,000 tweets.

15 year old Eddie went on to do an interview with BBC Radio one and with Sky News. We think Eddie's story will certainly stand out when he returns to school to discuss his work experience placement with his classmates.



Eddie manning our social media desk at Three Bridges control

'Would you rather fight one horse sized duck or 100 duck sized horses?'

Wi-Fi on Great Northern trains

Wi-Fi has started to be rolled out on Great Northern's newly introduced Class 387 trains. Passengers will see Wi-Fi symbols on train doors and they can log on simply by telling their device to search for new Wi-Fi networks.

These modern carriages also provide power points at every pair of seats as well as air conditioning - for the first time on this route.

Industrial Relations update

On 19 July ASLEF and RMT unions announced they have suspended industrial action on Southern to allow for talks with the Secretary of State, Chris Grayling.

As a result, the normal timetable has been restored on the Southern network.

ASLEF and RMT drivers had both earlier announced strikes on 1, 2 and 4 August; ASLEF had an ongoing overtime ban.

NRPS Spring results continued..

We are pleased that passenger satisfaction on GTR services has seen significant improvements in specific areas, including excellent results on Gatwick Express. Although we do have more to do, it is clear that passengers have recognised and responded to the great benefits of our ongoing investment and modernisation programme across the entire network.

Transport Focus: 'The figures for Southern in particular show a significant recovery in passengers' experience with a number of factors including the helpfulness and availability of on board staff and also of staff at the station.'

Timetable consultation update

Phase 2 of the 2018 consultation is well under way and is due to close on **Thursday 27 July at 5pm**. Thank you for those of you have responded so far.

Phil Hutchinson and his team have been out across the network attending meetings with local authorities, MPs and holding meet-the-manager sessions for passengers at key stations.

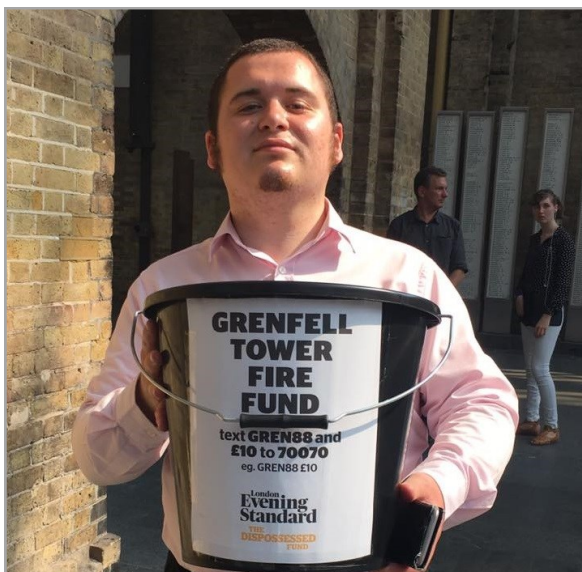
We have already received thousands of responses and the team are working hard to capture this feedback.

Weekend timetables will be available for consultation later this summer.

Grenfell Tower collection

After the devastating blaze at Grenfell Tower, several GTR employees collected £6,500 for survivors of the Grenfell Tower tragedy from generous commuters at King's Cross station, in just two days. Staff at other stations on Southern, Great Northern and Thameslink have raised £12,000 more, all donated via the Evening Standard Dispossessed Fund.

The King's Cross team, led by Great Northern's trainee driver Nicholas Hair, included staff from five different companies including Network Rail and other train operators. They spent their two rest days in uniform at the London station.



Trainee driver Nicholas Hair collecting at King's Cross station

How do you like you toast in the morning?

Wandsworth Common commuters can now wake up to freshly baked goods following the opening of the Toast Rack at the station in June. Owned by local residents Paul and Karen, passengers can pick up freshly baked pastries, sandwiches and coffees throughout the day. The original Toast Rack store opened on Trinity Road in Wandsworth Common and won the Time and Leisure 2016 food awards Best Newcomer! The newly opened station store has already received rave reviews on Twitter.

Hadley Wood raffle proceeds donated to accessible charity

In the last edition of In-touch we reported on the celebration of the opening of the accessible entrance at Hadley Wood station. During this event a raffle was held with prizes donated by local business. A cheque for the magnificent sum of £735 was proudly presented to Caroline Collier, CEO of Inclusion Barnet by Francesca Caine, Chair of the Hadley Wood Rail User Group. Inclusion Barnet is the local deaf and disabled people's organisation which works towards a more accessible society for all.



Raffle proceeds donated to Inclusion Barnet by local residents of Hadley Wood



The Toast Rack at Wandsworth Common station

News from our communities

Thousands raised in annual Charities Week

In late June we held our annual Charities Week, raising more than £4,600 for our corporate charities Embrace and Keech hospice care. Activities were run across our network involving managers and front line teams. All four routes went head to head in the cycling challenge to see who could cycle the furthest and collect the most donations from passengers across the three hour evening peak. The challenge was hotly contested (as well as being genuinely hot, due to the weather) with a great amount of support from each area. Special mention must go to the Great Northern team, who had almost as many volunteers as all three other brands put together.



In the end Thameslink emerged victorious with a total distance of 107km. In the south, the Southern team just pipped Gatwick Express, with a distance of 96kms. However, when it came to donation collections Gat Ex shone – raising almost £300 in the three hours! We held local bake offs, a football tournament, pub quiz and a raffle.



L-R Charity football tournament, Southern & Thameslink teams in our cycle challenge.

Station partnerships gather on heritage line at Eridge

On a sunny day in early July around 60 Station Partners, Station Managers and representatives from Sussex and the Meldreth, Shepreth and Foxton Community Rail Partnerships came together at Eridge station to share local experiences with their peers from across the network. Since the start of the franchise we have grown the number of station adoptions, known on the network as partnerships, to 65, which represents around 30% of the manned stations across the network. The event, hosted by Spa Valley Railway, the station partner at Eridge, allowed the group to spend time trading ideas and stories from their local communities, helping to inspire each other with new things to try at their home stations. Partners were delighted to take a 10.5 mile round-trip on Daisy, a classic 1960s Class 33 hauled diesel train, from Eridge to Tunbridge Wells West, some taking in a short tour of the old engine shed

before continuing to Groombridge for a sandwich in the sunshine.

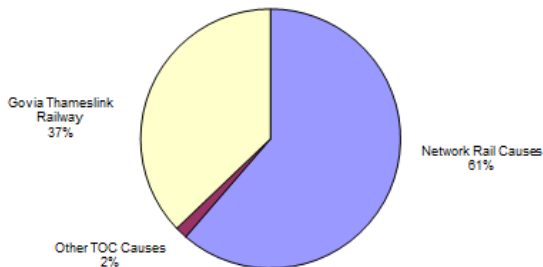


Station Partners, GTR managers and reps from Community Rail Partnerships gather on the heritage line at Eridge

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)

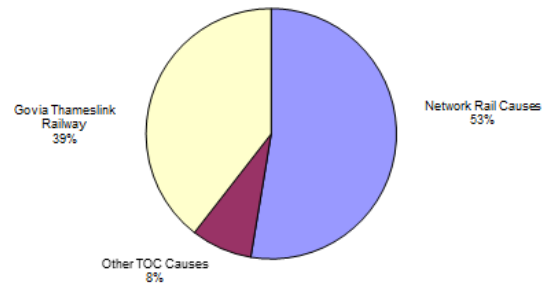


Major incidents that affected performance in P3:

- 4 June 2017: Traincrew absence with no cover available
- 19 June 2017: Trackside fire in the Earlswood area
- 20 June 2017: Unplanned engineering work on a defective rail at Preston Park
- 20 June 2017: Track defect at Purley Oaks

Great Northern

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

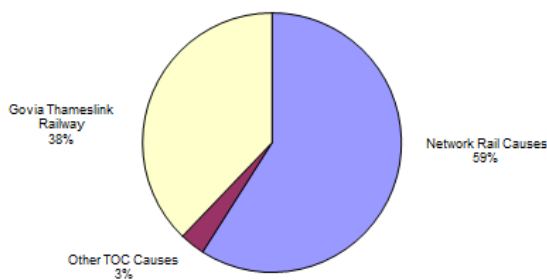


Major incidents that affected performance in P3:

- 3 June 2017: Trespasser on the track in the Welwyn Garden City area
- 6 June 2017: Overrunning power supply engineering work in the Baldock area
- 6 June 2017: Severe weather conditions causing delays at New South Gate
- 20 June 2017: Overrunning engineering works on the track in the Potters Bar area

Southern

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

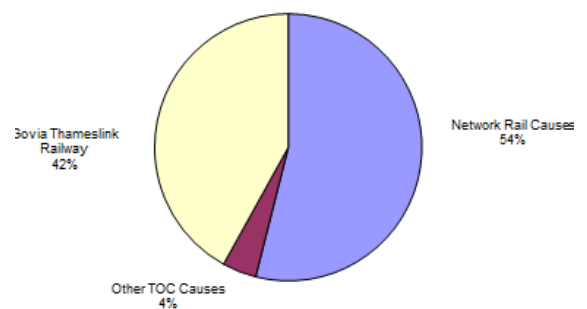


Major incidents that affected performance in P3:

- 2 June 2017: Points failure at Billinshurst
- 4 June 2017: Security alert outside London Bridge
- 6 June 2017: Fallen tree on the line in the Thornton Heath area
- 19 June 2017: Trackside fire in the Earlswood area

Thameslink

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



Major incidents that affected performance in P3:

- 4 June 2017: Signalling fault on the South London metro line
- 6 June 2017: Fallen tree on the track/overhead lines at West Hampstead Thameslink
- 18 June 2017: Electrical fault on the overhead lines at London St Pancras
- 19 June 2017: Trackside fire in the Earlswood area

Joint Performance Improvement Update

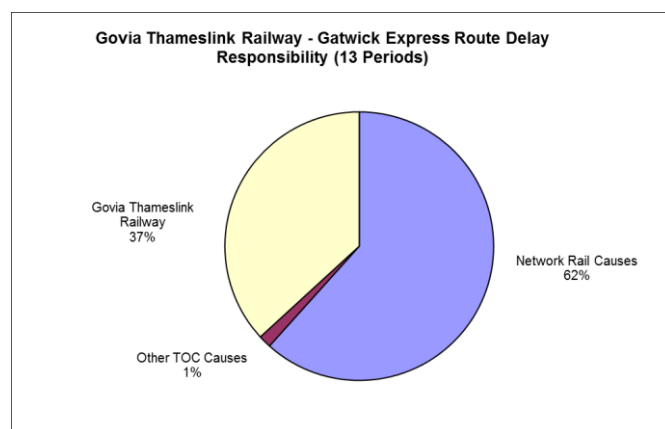
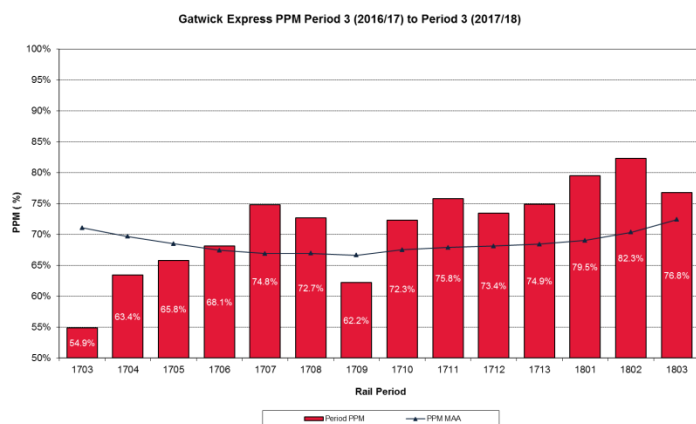
Issued 24 July 2017



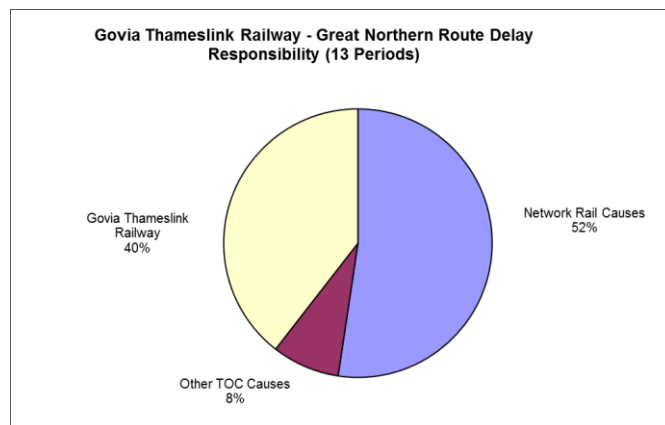
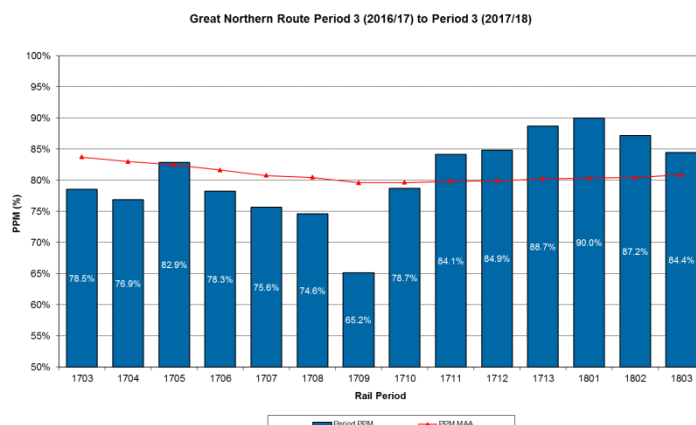
This report gives progress on the joint improvement plan for Govia Thameslink Railway (GTR) and Network Rail with punctuality data by route, as well as the main operational issues in the period (there are 13, 4-week reporting periods per year), and planned customer improvements.

PPM* statistics and delay responsibility by route – Period 3 (to 24 June 2017)

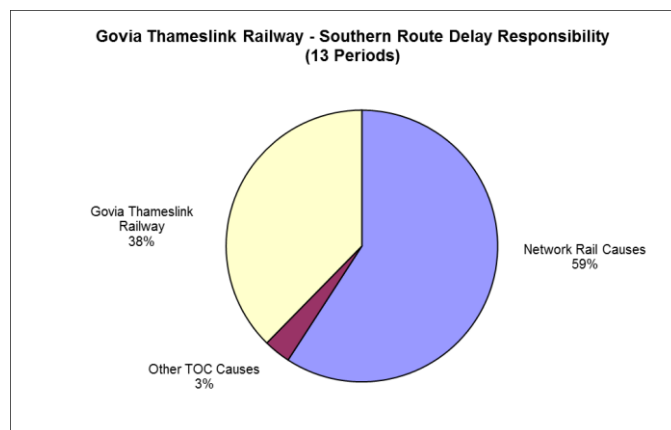
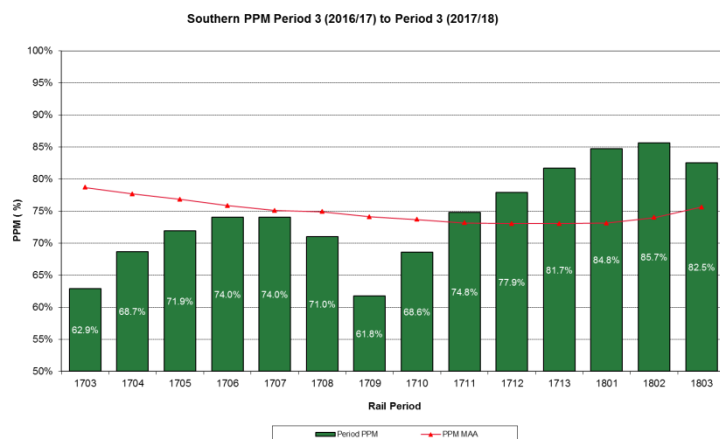
Gatwick Express



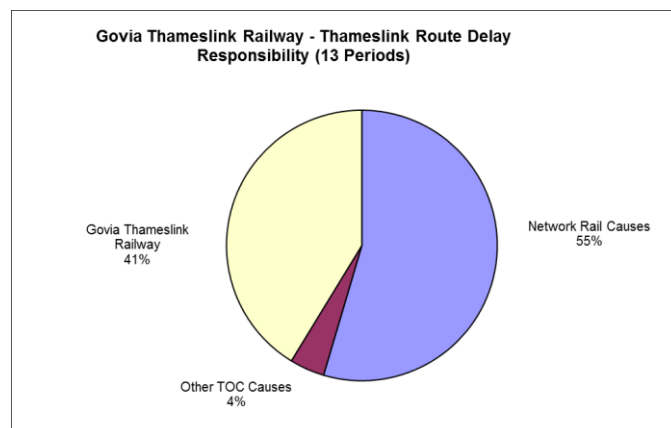
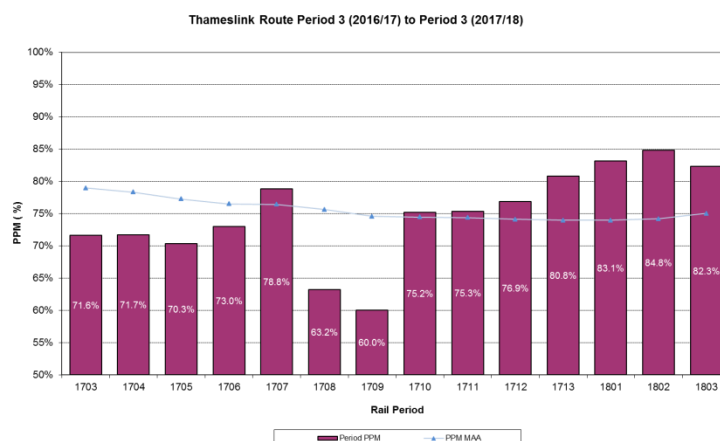
Great Northern



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 24 June 2017)

Following steady performance improvement since January this year, period 3 saw a decline in PPM for GTR as a whole to 82.5% of trains running on time.

The PPM figures for the four-week period ending on 24 June on each route are: Gatwick Express 76.8%, Great Northern 84.4%, Southern 82.5% and Thameslink 82.3%.

There was a number of significant incidents in this period including on 19 June, a lineside fire near Earlswood which led to 227 cancelled trains. On 4 June, a signalling fault at Victoria and a security alert at London Bridge combined, caused over 400 cancellations.

Delivering improvements for passengers

Thameslink Class 700s

We have 11 x 12-coach trains and 26 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 37 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 24 June, on Thameslink 4 additional trainees passed their training bringing the total since January 2015 to 103, and there were 145 trainees in progress. On Great Northern, 4 trainee drivers passed making a total of 122, with 68 in training. On Southern, 6 drivers passed their training making 178 in total since January 2015. There are 118 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

Over the period our work to maintain and improve the railway continued. We renewed track at Knights Hill Tunnel, at Sutton and between Brockley and New Cross Gate. We also renewed switches and crossing at New Beckenham, Loughborough Junction, between Battersea Pier and Shepherds Lane and between Charring Cross and London Bridge.

Between Brighton and Arundel Junction, Ashford and Minster and at Cartham we worked to improve ballast quality and prevent rough rides. We also undertook drainage work at Etchingham, Merstham, Southborough Viaduct, from Hoo Junction to Higham and from Crawley to Horsham.

At Redhill we continued work to simplify the track layout on the approaches to the station and install switches and crossing as part of the Redhill Platform 0 project.

Over the period the Thameslink Programme continued track and signalling enabling work ahead of the August blockade. The project renewed approximately 900m of track on the up and down Kent fast lines ahead of commissioning and carried out track renewal and switches and crossings installations on the western approaches to London Bridge.

The Linford Street curve - which will be used as a diversionary route when there are no trains into Charing Cross, Waterloo East and London Bridge during the blockade - was re-energised, and the first Southeastern test train successfully ran into Waterloo.

At London Bridge station, the track beds for lines 3 and 4 were prepared for ballast laying in period 4. The civils team also progressed with final third of the new concourse, the new platforms and the new Tooley Street façade.