

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

2018 timetable consultation update

Phase two of the 2018 timetable consultation closed on 27 July. We received over 10,000 responses to the survey and nearly 1,500 emails. Phil Hutchinson - head of strategic planning and his team spoke and met with many stakeholders across our network during this time to discuss specific comments and concerns. His team is continuing to work through the responses and have updated the 'what we're working on' list on www.transformingrail.com with key themes from the feedback.

We have begun the process to bid for train paths with Network Rail and will be consulting further on the proposals for overnight and weekend services later in the autumn.



Lift off for Gatwick Airport

After a series of improvements, Gatwick Airport station has been shortlisted for the National Transport Award's 'Rail Station of the Year' category. Working closely with stakeholders and partners, including Gatwick Airport Ltd, we have introduced an enhanced station concourse, a new Gatwick Express lounge, better wayfinding signage and payment of Oyster and Contactless cards on the route. The results will be announced at the ceremony in London on 12 October.

This nomination comes after an uplift in results for Gatwick Express in the most recent National Rail Passenger Survey results. Overall satisfaction with the Gatwick Express trains increased by 12% and overall satisfaction jumped 9% in the latest survey. Within the results, passengers also said that the way staff requests were handled improved (up 10%), the cleanliness of trains is better, showing a 14% rise, and that the provision of information during the journey had improved, up 14% from the last spring survey.



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 4: 25 June—22 July

Gatwick Express

P4: 84.64% PPM

Great Northern

P4: 82.54% PPM

Southern

P4: 85.05% PPM

Thameslink

P4: 86.70% PPM

Automatic delay compensation launched for Southern & Gatwick Express

In July we launched automatic delay repay on our Thameslink and Great Northern routes, and we are now extending it to Southern and Gatwick Express lines. Customers using the Key smartcard will now be automatically compensated for delays of 15 minutes or more. We have received positive feedback from customers already benefitting from the scheme.

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 passenger has to do is to review the claim for accuracy and confirm the method of payment preferred.



Industrial Relations update

The RMT has announced strike action on Southern services on Friday 1 September and Monday 4 September; additionally the union will be taking industrial action on Northern and Merseyrail.

Review of our car park systems

To simplify and make parking an easier experience at our stations we are introducing Automatic Number Plate Recognition (ANPR) systems at 25 stations by the end of September.

ANPR has been in use at several stations across our network for some time including Bedford, Brighton, Hatfield and Haywards Heath.

The 25 stations where we are introducing ANPR are:

- *North of London:* Cuffley, Royston, Harpenden, Hertford North, Arlesey, Harlington, Luton, Luton Airport Parkway, St Albans Victoria Street, St Albans Station Way, Radlett, Elstree & Borehamwood
- *South of London:* Ashted, Dorking, Eastbourne, East Grinstead, Leatherhead, Lewes, Lingfield, Oxted, Polegate, Redhill, Sutton, Three Bridges, Upper Warlingham

ANPR is a great system. Cameras at the entrance to the car parks will automatically record motorists' car number plates and the time as they pass through.

This gives motorists the following benefits:

- There is no requirement to display a parking permit in vehicle windscreens
- Motorists don't have to walk back from the ticket machine to put a ticket on the car; they just enter their registration number on the new payment kiosk then walk off to catch their train
- If they're in a rush they can first catch their train and then pay for the ticket online within a certain timescale
- Season ticket holders won't have to worry about tickets in the windscreen fading in the sun

Additional enforcement measures – clamping to be trialled

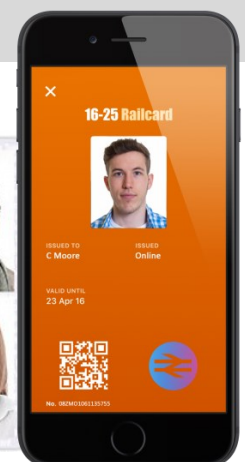
We are trialling clamping at six stations from 29 August to target persistent offenders who are taking up space and often preventing others from using these very busy car parks.

Railcards enter the digital age

National Rail has launched a new railcard app making it quicker and easier for passengers to save money on fares. For the first time, customers will be able to buy and store railcards on smartphones, making it easier to use on the move. The new app was designed in consultation with passengers and rail staff.

Initially launched with the 16-25 and Network railcards in August, all cards will be available by the end of the autumn. More details can be found at www.railcard.co.uk

The future of Railcards: from paper to phone app



Improvements at Victoria station

Victoria station is one of the busiest and biggest on our network, served by three operators with over 175,000 passengers passing through it every day. We have collaborated with Network Rail and Southeastern to create Team Victoria, presenting a united face to help our passengers.

This involves all members of staff, both customer facing and behind the scenes. Our staff in the control room, station management and those manning the gateline are all part of one team to improve our passengers' experience of Victoria station. Investment has been put into improving the physical environment, information systems and staff training.

Team Victoria has introduced additional customer information pods, mobile poster boards and loud hailers for staff. It has improved the accessibility of the reception area and invested in two additional transport buggies and staffing. Additionally, it has installed new concourse seating and improved wayfinding signage. More information about Team Victoria and additional improvements at the station will be shared later in the autumn.



Improvements for passengers at Victoria station: additional information pods and concourse seating.

Changes to Cannon Street station during August closures

Between Saturday 26 August and Saturday 2 September, there will be no Southeastern services to or from London Bridge, Waterloo East and Charing Cross while Network Rail continues to rebuild London Bridge station and the surrounding railway, as part of the Thameslink Programme. There will also be no trains at Cannon Street on Saturday 26 and Sunday 27 August.

Fewer Southeastern trains will be running to and from Victoria, Blackfriars, Cannon Street and Waterloo. Those that do run will be much busier than usual. Thameslink and Southern services will operate as normal but may be busier than usual.

During the four working days affected by this work, Tuesday 29 August – Friday 1 September, Cannon

Street station in particular will be exceptionally busy as more passengers will be using the station than usual.

During the evening peak, two queuing systems to enter the station will be in operation. One will operate on Dowgate Hill and the other will be outside the front of the station.

This means passengers will need to allow more time for their journeys. It may not be possible to board the first train to a destination on arrival at the station. Journeys may be more comfortable if travelling before or after the evening peak.

For more information on the August closures, please visit our website - <http://www.southernrailway.com/your-journey/plan-your-journey/improvement-works/> or <http://www.thameslinkprogramme.co.uk/2017-disruption>.

There has been a major passenger communications campaign to highlight this work to bank holiday travellers.

News from our communities

Supporting our local community

We will be continuing our support of Luton Town Football Club's community youth programme for another year. Our commitment includes providing free travel on our services to help young adults from disadvantaged backgrounds to develop in the club's successful football based programme. The partnership has been a great success over several years, helping many youngsters to learn and grow with the support of the club.



News from our communities continued.....

Great Northern and Thameslink's safety programme is a hit with youngsters

Volunteers from Great Northern and Thameslink have delivered talks about safe and independent rail travel to almost 10,000 primary school children over the past six months.

The Go-Learn programme, which sees members of staff volunteer to attend schools and deliver an interactive and thought-provoking session, has received excellent reviews from teachers and pupils alike. The sessions, held across Great Northern and Thameslink routes from Moorgate to Peterborough and Hendon to Bedford, include helping the youngsters understand the dangers of the railway, as well as the different roles of the team involved.

These sessions add to the Go-Learn educational work undertaken with primary schools on the Southern network, where the programme has been delivered to 3,584 pupils since the start of this year.

Feedback from the classroom sessions has shown the children's great enjoyment of each part of the workshop. Teachers' comments include:

"The talk with the children was very good and the people who delivered it extremely personable. We were really pleased that they came in full uniform as this helped the children to understand their role."

Very informative session for the children. Raised awareness of the dangers and how to keep themselves safe."

This was a wonderful opportunity to meet members of the team that help to keep them safe and understand the roles of different people."

Success for Prince's Trust trainees

Following another round of our successful training scheme in partnership with the Prince's Trust, we have offered 10 young people from Luton, Cambridge, Stevenage, Brixton and Bedford new roles with Thameslink, Great Northern and Southern.

The 10, who have struggled to remain in consistent employment, have graduated from a four-week course – The Prince's Trust 'Get into Railways' programme – and will start in their new roles across our network in the coming weeks.

As part of the 13th course with the charity, we have helped a total of 12 more young people gain valuable work experience in the rail industry, including first-hand experience working as customer service assistants. They gained a real and rewarding insight into working life behind the scenes of our railway, with four joining Great Northern, three joining Thameslink, and another three joining Southern. The remaining two will receive six months' progression support to help them find work or further training.



Princes' Trust trainees celebrating their success with GTR management

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)

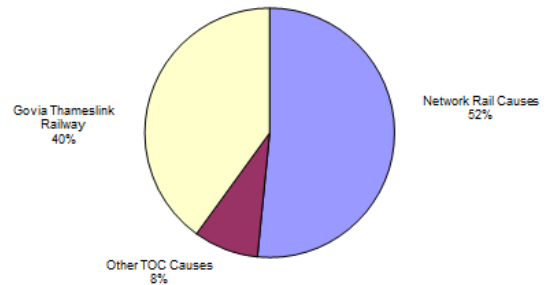


Major incidents that affected performance in P4:

- 27 June 2017: Trackside signs missing in Earlswood
- 4 July 2017: Track circuit fault in the Purley area
- 8 July 2017: Bridge struck at Victoria
- 22 July 2017: Lightning strike causing damage at East Croydon

Great Northern

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

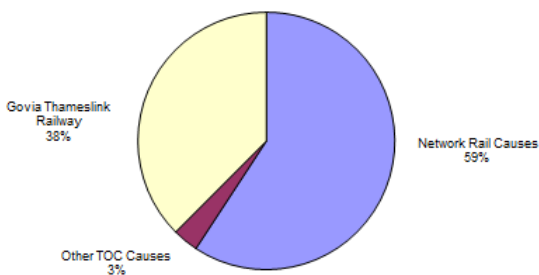


Major incidents that affected performance in P4:

- 27 June 2017: Technical fault on a train at Waterbeach
- 27 June 2017: Track equipment failure at Finsbury Park
- 5 July 2017: Trespasser on the line in the Cambridge area
- 10 July 2017: Trespasser on the line in the Waterbeach area

Southern

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

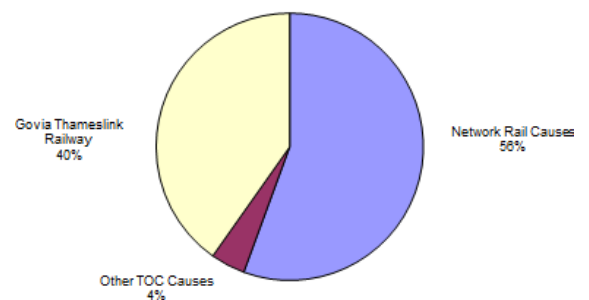


Major incidents that affected performance in P4:

- 29 June 2017: Trespasser on the line in the Brighton area
- 7 July 2017: Electrical fault on the track at New Cross Gate
- 8 July 2017: Bridge struck at Victoria
- 22 July 2017: Lightning strike causing damage at East Croydon

Thameslink

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



Major incidents that affected performance in P4:

- 27 June 2017: Trespasser on the line in the Elephant & Castle area
- 15 July 2017: Points failure in the Blackfriars area
- 18 July 2017: Train fault in the Farringdon area
- 22 July 2017: Lightning strike causing damage at East Croydon

Joint Performance Improvement Update

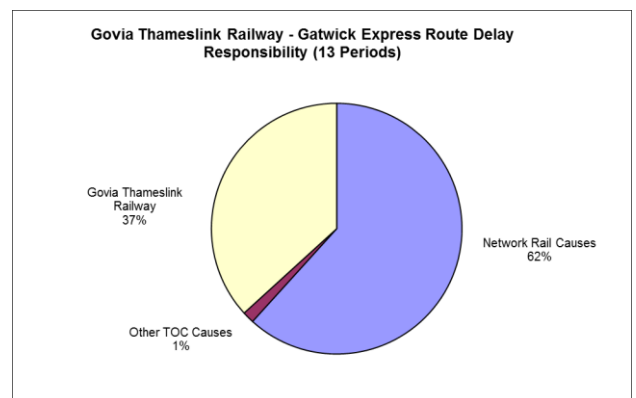
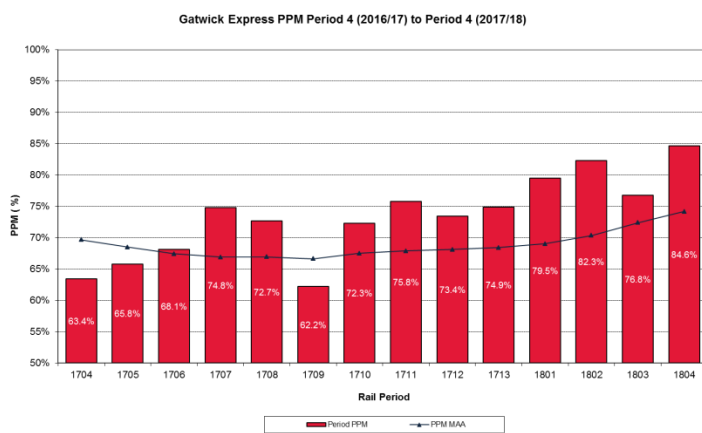
Issued 15 August 2017



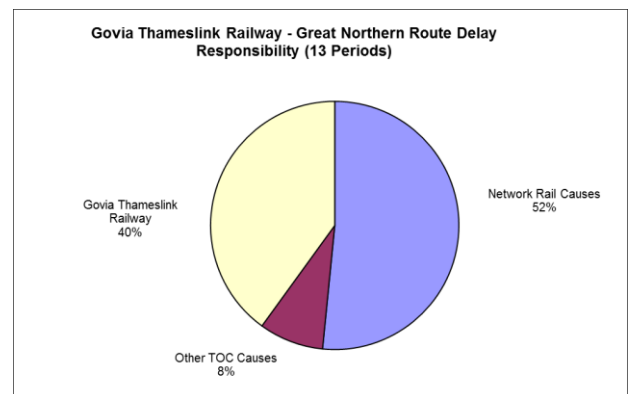
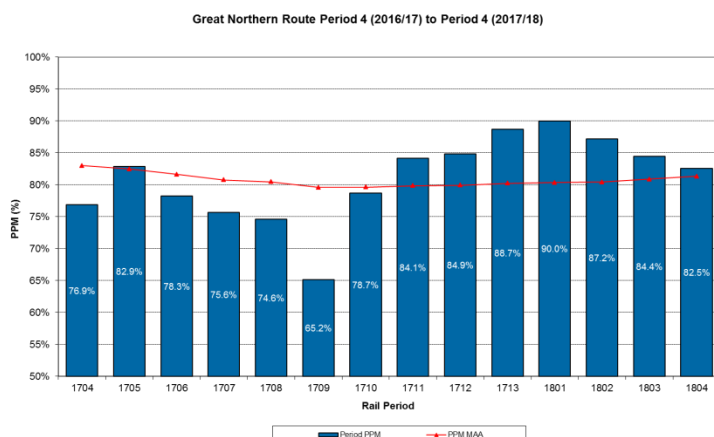
This report gives progress on the joint improvement plan for Govia Thameslink Railway (GTR) and Network Rail with punctuality data by route, as well as the main operational issues in the period (there are 13, 4-week reporting periods per year), and planned customer improvements.

PPM* statistics and delay responsibility by route – Period 4 (to 22 July 2017)

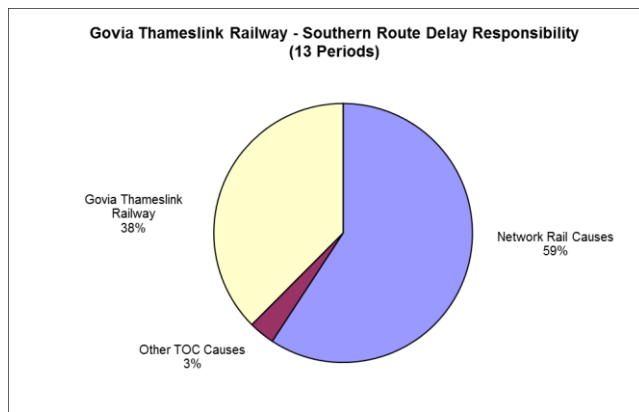
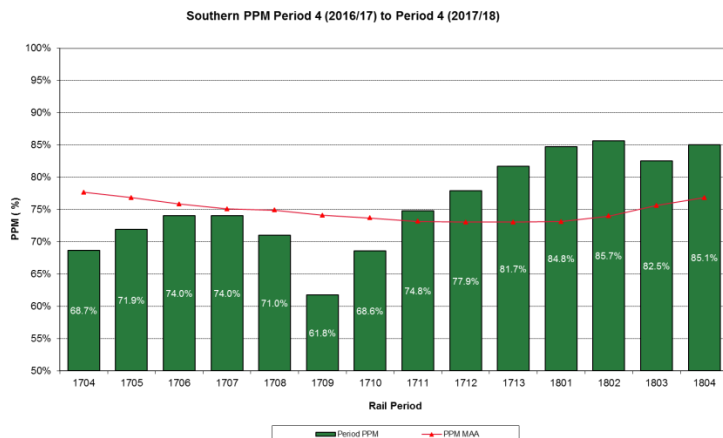
Gatwick Express



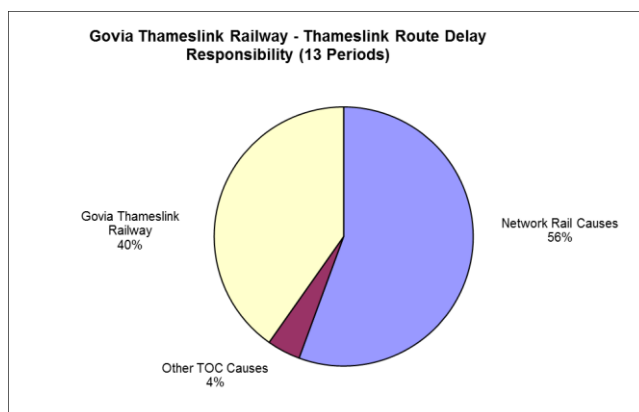
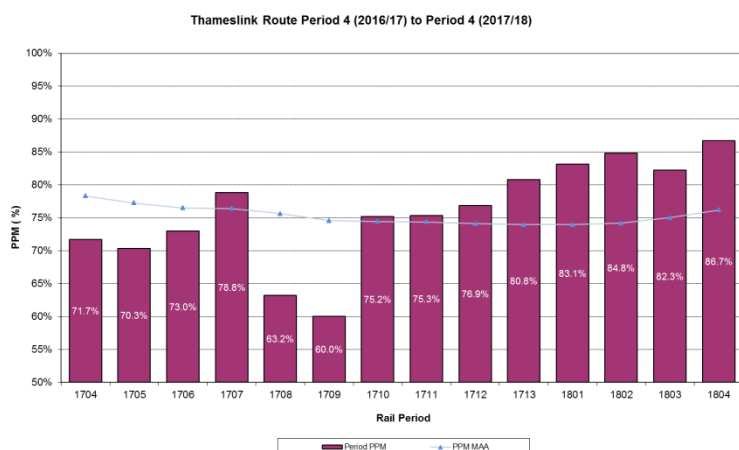
Great Northern



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 22 July 2017)

Period 4 saw an improvement on the previous four weeks with PPM at 85% for GTR overall. PPM for each brand were: Southern 85%, Thameslink 86.7%, Great Northern 82.5% and Gatwick Express 84.6%.

The incidents that most affected performance in the period were a lightning strike that caused a signal failure at East Croydon (resulting in 175 cancellations or part cancellations, and almost 60 hours of delays in total); a vehicle striking a bridge near London Victoria; a signalling failure at New Cross Gate, and a trespass incident near Cambridge.

Delivering improvements for passengers

Thameslink Class 700s

By 15 August, there were 46 class 700 trains in regular service between Brighton and London Bridge or Bedford; between Wimbledon, Sutton, St Albans and Luton; and on the Sevenoaks route. 115 of these trains in total will run on the expanded Thameslink network when the project is completed.

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 22 June, on Thameslink 6 additional trainees passed their training bringing the total since January 2015 to 109, and there were 146 trainees in progress. On Great Northern, 3 trainee drivers passed making a total of 127, with 73 in training. On Southern, 10 drivers passed their training making 188 in total since January 2015. There are 116 Southern drivers in training.

