

In-touch

Farewell to 29-year-old trains on Thameslink

Autumn leaf fall timetable

Govia Thameslink Railway

Stakeholder Newsletter

Period 5 2017 - 18

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

New fleet to arrive on Great Northern

Later this autumn we will introduce the first two 12-car Class 700 Thameslink trains on the Great Northern route. These will operate between Peterborough and King's Cross. They will serve the following stations: Huntingdon, St Neots, Sandy, Biggleswade, Arlesey, Hitchin, Stevenage and Finsbury Park. We are transforming the Great Northern fleet and replacing 75% with modern trains, this will be the second of three new fleets to be introduced. Furthermore, this is the first major milestone of the Thameslink Programme to come into effect on the Great Northern route.

A further eight 8-car trains will be introduced in the new year, operating on a variety of services between London and Cambridge/Peterborough. For the first six months or more they will run in and out of London King's Cross only. More Class 700 trains will be introduced for the May timetable change. From May passengers will be able to travel directly to St Pancras, Farringdon, Gatwick Airport and beyond.

These high capacity trains will help support the growth in passenger numbers on Great Northern, with passenger numbers on the King's Cross route doubling in the last 14 years.

They are air conditioned, bright, spacious, easy to get on and off, with 2+2 seating, wide aisles, and an open walk-through design. They feature modern passenger information systems, that even tell passengers which direction to walk to find more space on board, and they have the latest accessibility features. Additionally, the trains are to be fitted with seat back tables and on-board Wi-Fi.

Feedback

Let us know what you think about In-touch on gtr.stakeholders@gtrailway.com



Class 700s at Cambridge station

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 5: 23 July—26 August

Gatwick Express

P5: 80.22% PPM

Great Northern

P5: 87.43% PPM

Southern

P5: 81.72% PPM

Thameslink

P5: 87.47% PPM

Farewell to 29-year-old trains on Thameslink

At the end of August, we said farewell to the 29 year old Class 319 trains on Thameslink, marking another major milestone in the Thameslink Programme. The final 8-car service ran on 27 August and was greeted by crowds of enthusiasts at Brighton station.

Class 700 trains are now being introduced into passenger service at a rate of two a week. While reliability has improved since the fleets' initial introduction in 2016, it took a recent dip during August due to software issues. However, we have worked with manufacturers Siemens to address this and to ensure that there is a rapid and sustained improvement in the current miles between failures.

Current weekday Thameslink trains that run off-peak between Brighton and London Bridge are nearly all 4-car 377s, but from 18 September these will be replaced with 12-car Class 700s, creating lots more room on these busy services.



The last 8-car Class 319 at Brighton station

By the end of September, all trains on the Thameslink route will be Class 700s

Autumn leaf fall timetable

From 15 October until 9 December we will be introducing a leaf fall timetable to help us better manage the impact of leaf-fall seasonal conditions on passenger services. These measures will help reduce congestion and reactionary delays on our network.

During the leaf-fall period, with challenging slippery rail conditions, trains take longer to reach their destinations, leading to congestion, cancellations and delays. Full details of this timetable will be shared online later in September.



Thameslink Programme—August engineering works successful

The Thameslink Programme engineering works that took place over the August bank holiday and the first week of September were successfully completed on time. The 'Orange Army' worked hard to install new track and signalling equipment including new points, gantries, and rails. The Charing Cross lines are now situated in their final alignment for 2018 and beyond.

Southeastern's Charing Cross services have begun to use the Bermondsey Dive Under on their approach to London Bridge and are able to use platform six at London Bridge.



The 'Orange army' at London Bridge in August

News from our communities

East Croydon welcomes new tenant

Passengers from East Croydon will now be able to enjoy their favourite coffee and breakfast pastries, as the station welcomes a new tenant - Nero Express.

Nero Express is a small, fast-service coffee bar, and is an off-shoot of the famous award-winning Italian-style Caffè Nero chain of coffee houses.



Staff at Nero Express at East Croydon

Celebrating with Eastbourne charity Embrace

On 9 September we celebrated our work with Eastbourne based charity Embrace, one of our two corporate charities, at the opening of the new centre they have recently moved into. Joined by local MP Stephen Lloyd, we marked the £12,000 raised by GTR staff and other local funding that has allowed the charity to move into its new home, close to Eastbourne station.

Embrace is focused on supporting families with children who have learning disabilities



Local MP Stephen Lloyd cutting the ribbon at Embrace's new centre in Eastbourne

Ally Pally friends rewarded for station efforts

Great Northern's Alexandra Palace Station Manager Martin Brown has presented volunteer group the Friends of Ally Pally Station with a certificate to recognise their shortlisting as finalists for the silver level of a prestigious national award.

The group reached the finals of the "It's Your Station" category of the Association of Community Rail Partnerships (ACoRP) awards. We nominated the Friends for the awards, which recognise the important but often unsung work carried out by community rail partnerships and station adoption groups who provide a welcome social contribution to their communities.

Enfield Chase in bloom

Local Great Northern station partner – The Enfield Society has been awarded a bronze award in Enfield in Bloom's best kept public building category. The local group has worked hard for several years at Enfield Chase station adding beautiful flower displays and even growing strawberries, which they donate to the local coffee shop.

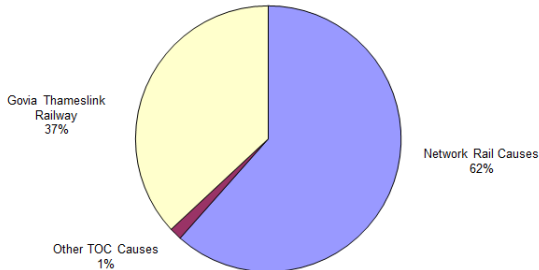


Station Manager Martin Brown presenting a certificate to local group Friends of Ally Pally

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)

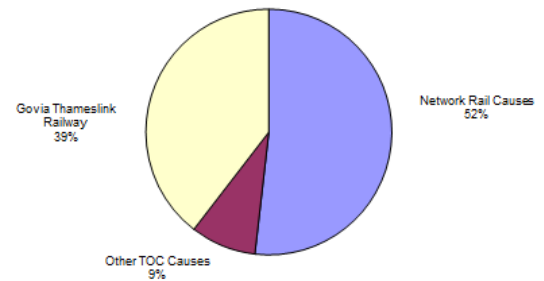


Major incidents that affected performance in P5:

- 1 August 2017: Signalling equipment failure in the Clapham Junction area
- 5 August 2017: Fault with the overhead line at Alexandra Palace
- 11 August 2017: Trespasser on the line in the Balham area
- 11 August 2017: Fault on the line at Gatwick Airport

Great Northern

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

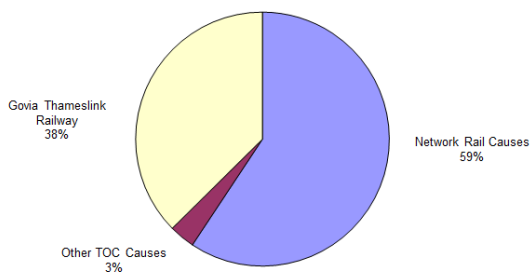


Major incidents that affected performance in P5:

- 31 July 2017: Emergency services responding to an incident at Sandy station
- 2 August 2017: Fault with the overhead line at Alexandra Palace
- 9 August 2017: Damage to the track at Kings Lynn
- 11 August 2017: Overrunning engineering works in the Stevenage area

Southern

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

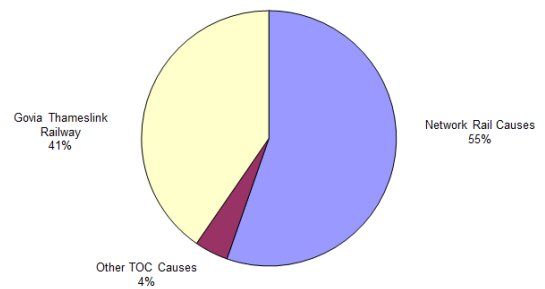


Major incidents that affected performance in P5:

- 25 July 2017: Fault on a train at Lancing
- 28 July 2017: Signalling equipment failure in the Fratton area
- 1 August 2017: Fault with signalling equipment in the Clapham Junction area
- 11 August 2017: Trespasser on the line in the Balham area

Thameslink

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



Major incidents that affected performance in P5:

- 26 July 2017: Fault on a train at Peckham Rye
- 30 July 2017: Fault with the signalling equipment at St Albans City
- 11 August 2017: Trespasser on the line in the Balham area
- 14 August 2017: Train fault in the London St Pancras International area

Joint Performance Improvement Update

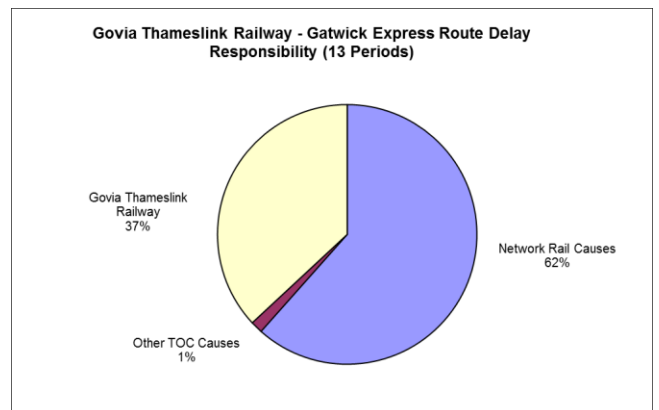
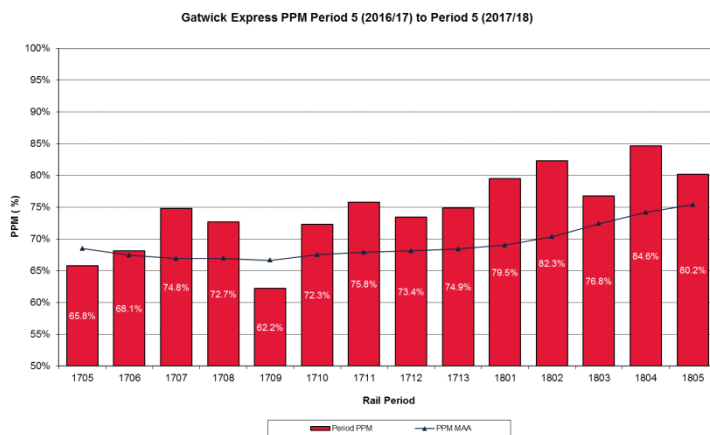
Issued 11 September 2017



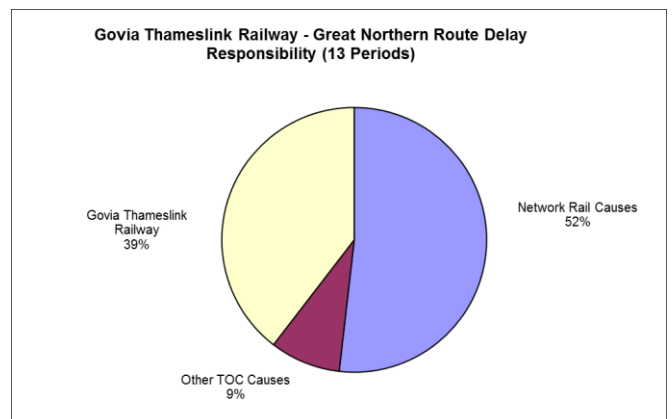
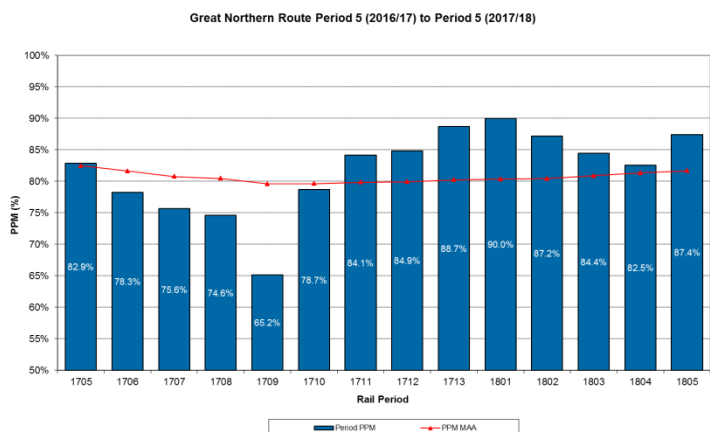
This report gives progress on the joint improvement plan for Govia Thameslink Railway (GTR) and Network Rail with punctuality data by route, as well as the main operational issues in the period (there are 13, 4-week reporting periods per year), and planned customer improvements.

PPM* statistics and delay responsibility by route – Period 5 (to 19 August 2017)

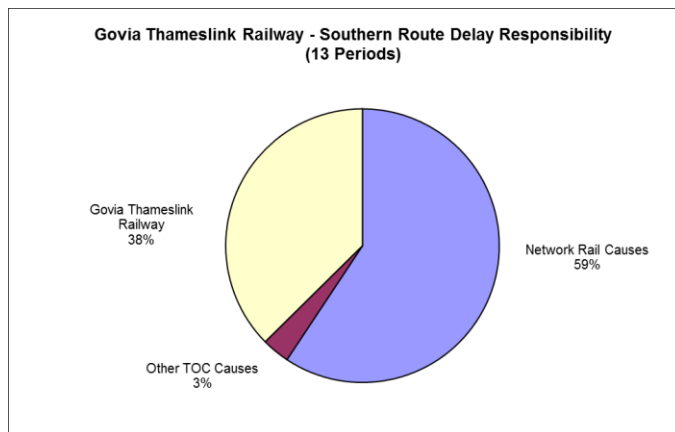
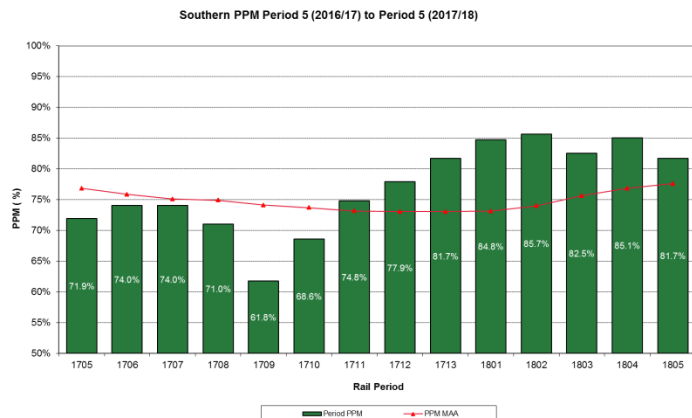
Gatwick Express



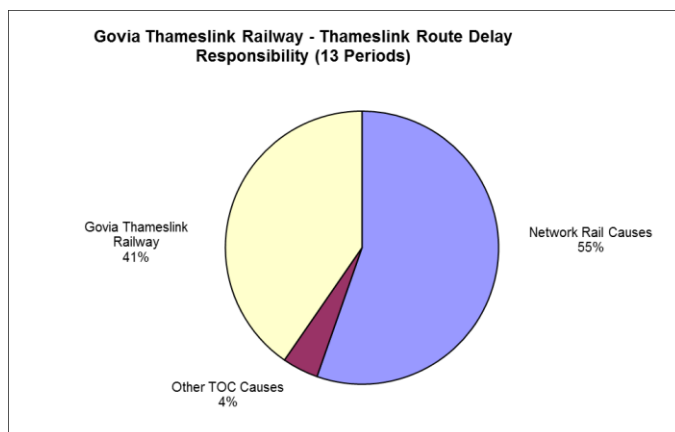
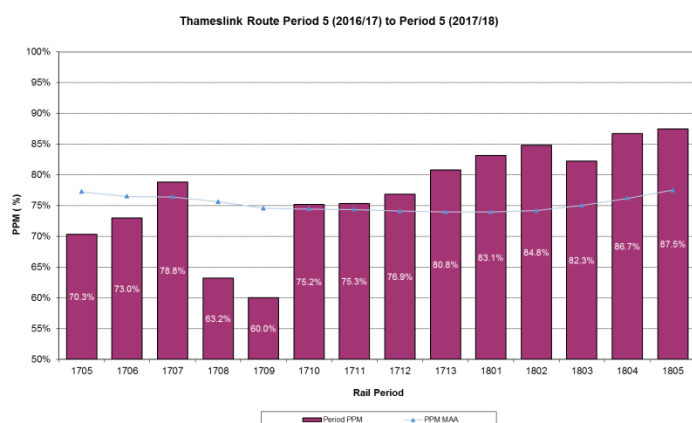
Great Northern



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 19 August 2017)

PPM for GTR overall was 83.8% in this period with the individual brands as follows: Thameslink 87.5%, Great Northern 87.3%, Southern 81.7% and Gatwick Express 80.2%.

Incidents most affecting performance this period included: two trespass incidents, signal failures (one at multiple locations), two track faults and a cable fault in a depot. The single incident with the biggest impact on the service this period was a trespasser near Balcombe which led to 523 cancellations and nearly 8,000 minutes of delay across the network.

Delivering improvements for passengers

Thameslink Class 700s

There are now 50 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 19 August, on Thameslink 6 additional trainees passed their training bringing the total since January 2015 to 115, and there were 146 trainees in progress. On Great Northern, 3 trainee drivers passed making a total of 130, with 71 in training. On Southern, 4 drivers passed their training making 192 in total since January 2015. There are 112 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

August's major focus was preparing for the Thameslink Programme blockade at London Bridge. Although the closures at the end of the month did not significantly affect services from Sussex, the new track layout on the approach to London Bridge will directly benefit Thameslink passengers by allowing trains from the coast to cross over trains running into Charing Cross and then access the route to Blackfriars.

Our engineers were also busy maintaining and improving track quality across the network. Work included replacing defective rails and wet bed digs to prevent the introduction of speed restrictions at various locations including between Selhurst and Reedham, Litchamptton to Barnham and Arundel and Angmering. We also completed tamping (ballast packing) and rail grinding to improve track quality and therefore passengers journeys, between Wivelsfield and Lewes, Polegate to Eastbourne/Pevensy Bay and Three Bridges to Billingshurst.

Preparatory works were also carried out in Caterham to allow for the installation of a new footbridge for pedestrians over the railway. The new bridge will be installed in the autumn.

