

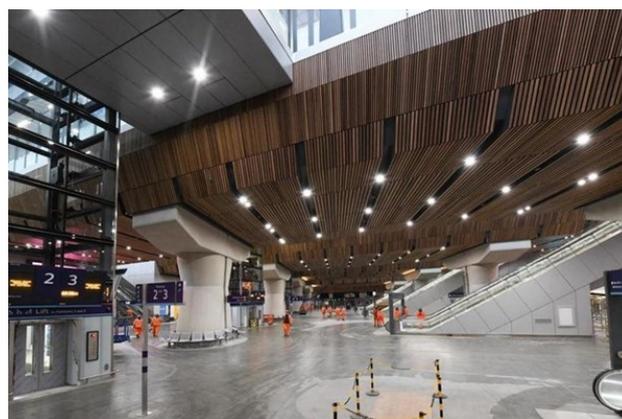
Our stakeholder newsletter features business updates, news from our local communities and performance analysis.

## London Bridge station opens upgrade works

Another major milestone in the Thameslink Programme was delivered on 2 January, when the newly finished London Bridge station opened its door to commuters once again, after ten days of major engineering work, marking the countdown to completion of the £1bn redevelopment after more than five years of work. The final section of the huge, modern new concourse and the final five platforms opened for the first time, allowing Cannon Street trains to resume calling at the landmark new station.

Since work began in 2013, London Bridge has been transformed by Network Rail as part of the government-sponsored Thameslink Programme, while remaining open for the 50 million passengers that use London's oldest station each year. The vast new concourse, larger than the pitch at Wembley, unites all fifteen platforms for the first time and modern facilities make the landmark station fully accessible for all. There are two new entrances on Tooley Street, which will connect the north and south sides of the station, while the completion of the five new platforms will allow Cannon Street services to once again stop at London Bridge.

The tracks through and around the station have been entirely remodelled to modernise the infrastructure and to allow more trains to travel through London, reducing delays and bringing more reliable journeys to more destinations than ever before. Work is expected to continue on the station concourse until the spring and throughout 2018 new shops, cafes and leisure facilities will open, fuelling the reinvigoration of the area and improving the experiences of passengers every time they travel.



The street level concourse at London Bridge 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 9: 13 November - 9 December

**Gatwick Express**

P9: 69.48 PPM

**Great Northern**

P9: 74.44% PPM

**Southern**

P9: 72.61% PPM

**Thameslink**

P9: 87.48% PPM

### Period 10: 10 December - 6 January

**Gatwick Express**

P9: 68.92% PPM

**Great Northern**

P9: 78.32% PPM

**Southern**

P9: 74.08% PPM

**Thameslink**

P9: 85.44% PPM

## Samaritans' 'Brew Monday' campaign

The Samaritans' are launching 'Brew Monday', its awareness day to encourage people to have a chat and a cup of tea on Blue Monday - the day claimed to be the most depressing day of the year. Brew Monday will take place on 15 January 2018, and is encouraging the public to get together for a chat and a cuppa, to help anyone who may be struggling with the time of year. More information is available online at

<https://www.samaritans.org/media-centre/our-campaigns/brew-monday>.



## Changes to services between Bedford, Luton and London announced

Detailed planning has been taking place over several months to ensure the successful delivery of essential Midland Mainline infrastructure upgrades and introduction of the 2018 timetable, which will deliver much needed capacity. On 11 December it was announced some changes needed to be made to the May 2018 East Midlands Trains timetable on the shared network between Bedford and London. These changes will be in place until the completion of the Midland Main Line upgrade programme in 2020.

From the timetable change on 20 May 2018 until the completion of the Midland Main Line Upgrade in 2020, East Midlands Trains peak-time services will no longer call at Bedford or Luton. Direct East Midlands Trains rail services will continue to run from Leicestershire and Northamptonshire to London, and will continue to call at Luton Airport Parkway throughout the day. Off-peak and weekend services will continue to call at Bedford and Luton.

Seven Thameslink services per hour will continue to run between Bedford, Luton and London during the three-hour morning and evening peaks. To ensure that passengers from Bedford continue to benefit from faster trains, two of these GTR trains each hour will become fast services calling only at Bedford, Luton, St Albans and London St Pancras, with a journey time of around 45 minutes. From May 2018, many GTR trains will be longer with over 2,100 more seats at Bedford and over 3,000 at Luton in the morning peak, rising to over 3,400 by December 2018. More information can be found at <http://bit.ly/2D8ntuC>

## Class 700s arrive on some Southern routes

Brand new, 12- car Class 700s arrived onto 17 services on the Southern route on 11 December, running between Littlehampton and London Bridge via the west coast and Hove (2 morning and two evening services), and between Horsham and London Bridge. Many of these trains are 50% longer than the trains they replace, with 12 carriages instead of eight. On the route between Horsham and London Bridge, the new, longer trains, have created almost 1,300 more standard class seats each weekday.

From May 2018 these services will form part of a new, expanded Thameslink network giving passengers more trains and new, faster, seamless journeys across the heart of London.

## 2018 timetable - phase three concludes

The final phase of consultation for the 2018 timetable closed on 20 December, having sought feedback on late night and weekend services. We received nearly 4,000 responses to the survey. We are now reviewing all of the feedback and will provide an update in early February.

## New customer information screens on Southern stations

We're working with Network Rail to upgrade our Customer Information System (CIS) across the Southern network, enabling us to provide customers with better, more detailed information about our services. The new system has just gone live at five stations that are part of the first phase of roll-out: Balcombe; Burgess Hill; Hassocks; Redhill; and Wivlesfield.

The new CIS uses a new software system that will provide on-screen information and control automated announcements. New public address speakers and screens are also being provided at the majority of the upgraded stations.

We plan to have completed all 156 stations in the programme by spring 2019.

## 2017 in review

- Go-Learn education programme on safe and independent travel, reached over 8,300 children in 2017
- 50 children attended work experience programme in 2017
- 60 spaces offered on our "Get into Railways" programme with the Prince's Trust each year
- 12 new station partnerships
- Over £28,000 raised for our corporate charities - Embrace and Keech Hospice

## You're hired! GTR gives 10 more Prince's Trust youngsters a start in life

We marked our continued support of the Prince's Trust 'Get into Railways' scheme in December when we celebrated with youngsters who had recently completed the four week course. Friends and family broke into spontaneous applause when we told 10 previously out-of-work youngsters they all had a job with either Southern, Thameslink or Great Northern.

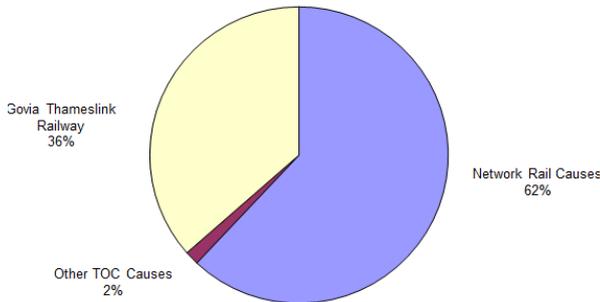
All 10, who had worked as customer service assistants at stations at Great Northern, Thameslink and Southern, had each explained to guests how the programme had given them new-found confidence and a fresh start in their lives. One said it had helped her to believe in herself to be able to provide for her one-year-old son.



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)

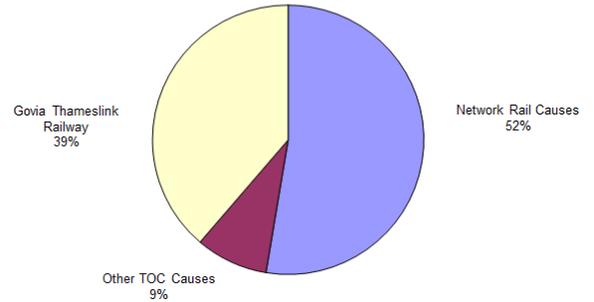


### Major incidents that affected performance in P9:

- 14 November 2007: Object on the track causing a hazard in the Brighton area
- 1 December 2017: Fault on the track in the Clapham Junction area
- 1 December 2017: Fault with the signalling equipment at East Croydon
- 8 December 2017: Loss of power supply in the Norwood Junction area

## Great Northern

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

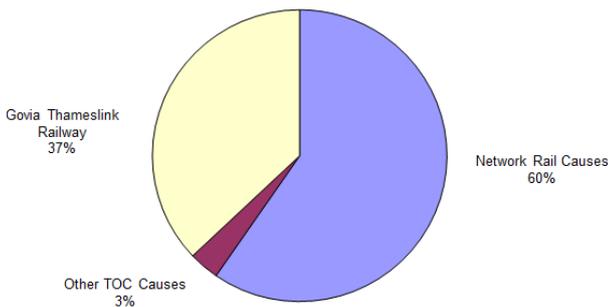


### Major incidents that affected performance in P9:

- 5 December 2017: Fault with the overhead line in the Welwyn North area
- 5 December 2017: Points failure at Cambridge
- 6 December 2017: Emergency services dealing with an incident at Potters Bar
- 8 December 2017: Points failure in the Foxtan area

## Southern

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

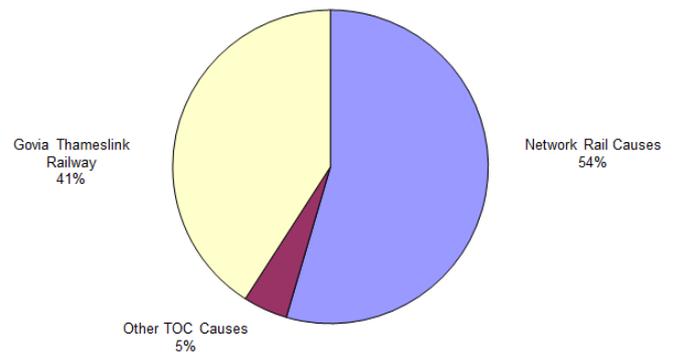


### Major incidents that affected performance in P9:

- 21 November 2017: Signalling equipment failure in the Upper Warlingham area
- 1 December 2017: Fault on the track in the Clapham Junction area
- 4 December 2017: Emergency services dealing with an incident at East Croydon
- 8 December 2017: Loss of power supply in the Norwood Junction area

## Thameslink

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



### Major incidents that affected performance in P9:

- 13 November 2017: Points failure at Gatwick Airport
- 29 November 2017: Points failure in the Crystal Palace area
- 8 December 2017: Loss of power supply in the Norwood Junction area
- 9 December 2017: Broken down train at Bedford

# Joint Performance Improvement Update

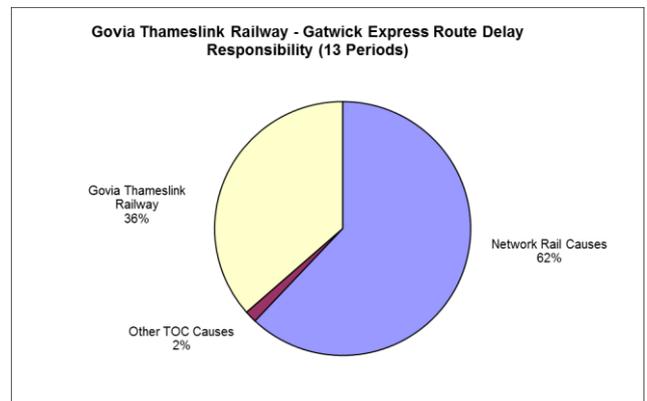
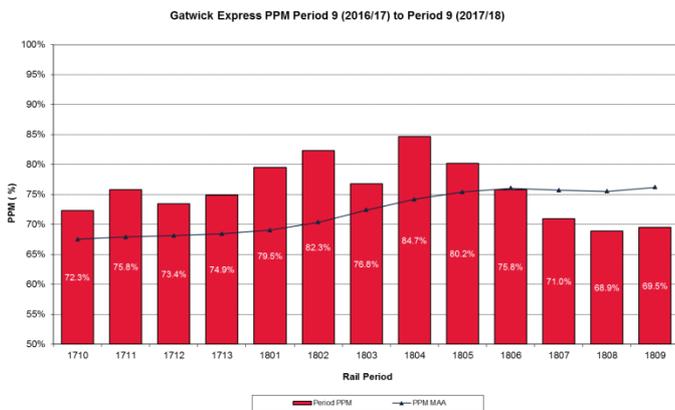
Issued 11 January 2018



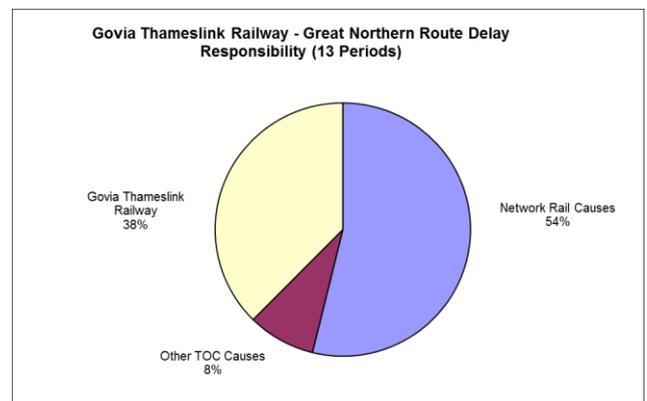
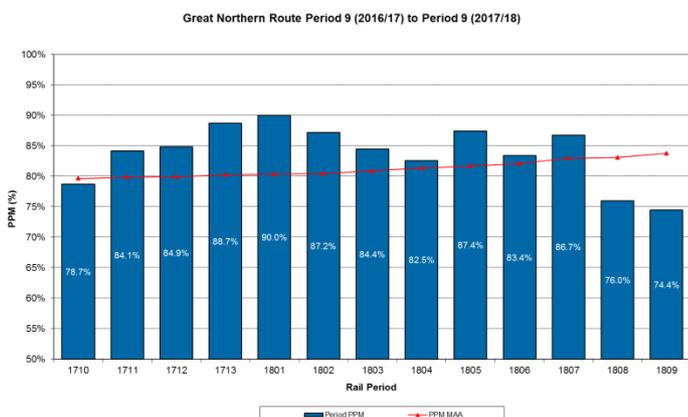
This report gives progress on the joint improvement plan for Govia Thameslink Railway (GTR) and Network Rail with punctuality data by route, as well as the main operational issues in the period (there are 13, 4-week reporting periods per year), and planned customer improvements.

## PPM\* statistics and delay responsibility by route – Period 9 (to 9 December 2017)

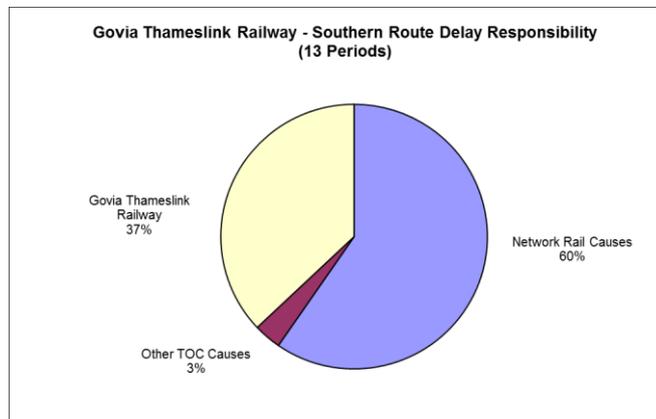
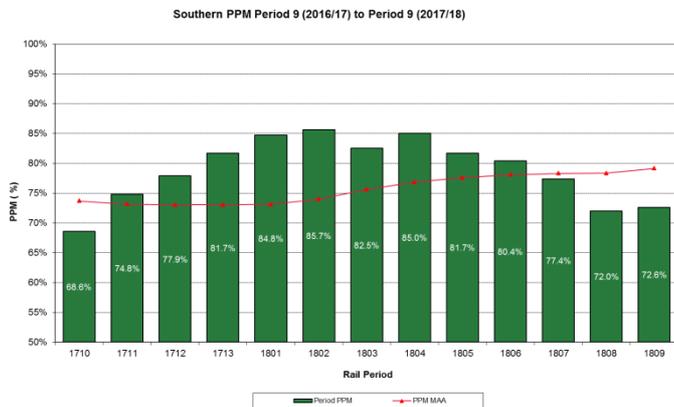
### Gatwick Express



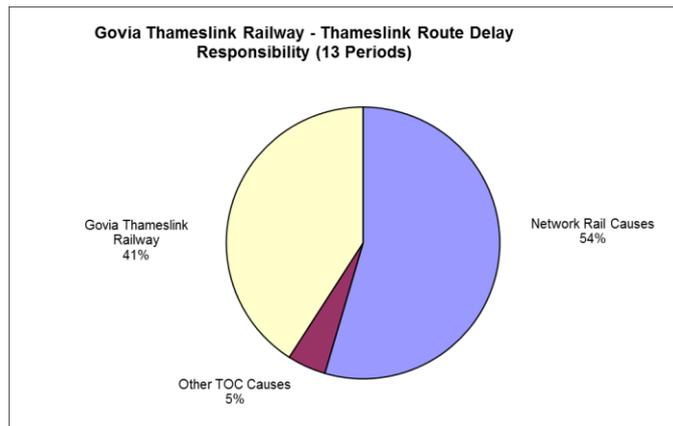
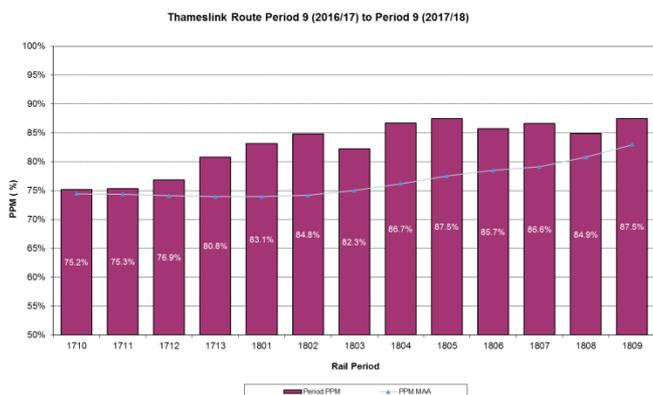
### Great Northern



## 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 (4 weeks up to 11 November 2017)

The Public Performance Measure (PPM) in Period 9 was 76.16 per cent a slight improvement on the previous period that raised the moving annual average above 80 per cent.

For Southern, PPM was 72.6%, Gatwick Express 69.5%, Thameslink 87.5% and Great Northern 74.4%. Major incidents affecting performance in the period included: a power failure on the Brighton Mainline on 8 December and a rail defect on 1 December.

### Delivering improvements for passengers

#### Thameslink Class 700s

There are 60 class 700 trains in regular service between Brighton and London Bridge or Bedford; between Wimbledon, Sutton, St Albans and Luton; on the Sevenoaks route; and since December 2017 to Horsham and Littlehampton.

#### 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 9 December, on Thameslink 1 additional trainee passed their training bringing the total since January 2015 to 129, and there were 155 trainees in progress. On Great Northern, 9 trainee drivers passed making a total of 152, with 64 in training. On Southern, 7 drivers passed their training making 215 in total since January 2015. There are 102 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

We completed our work at Redhill to upgrade the Customer Information System at the station. This saw the installation of a new public address system as well as new display screens on the platforms. This is the first of a larger programme that will see the information screens, audio announcers/speaker systems upgraded at over 140 stations across the network. At Redhill we were also busy working on the final stages of the platform 0 project ahead of its opening at the start of 2018.

Work continued at weekends on numerous locations across the network on the power supply upgrade required to support the full rollout of 12 car class 700 trains. We continued to take action to tackle the causes of delay on our network. We finished our programme of vegetation clearance works on the southern end of the Brighton Main Line with nearly 8,000 yards of vegetation and trees cleared along the line.

At the end of November, we finished the final section of track work at London Bridge, successfully completing the most complex track realignment the UK's railway has ever seen. We fitted the final set of points – which allow trains to move from one track to another – in Bermondsey. This was the last of 154 sets of points to be installed and it now connects the tracks through platform 4 at London Bridge, which will be used by Thameslink services from the South Coast from May 2018, to the flyover at Bermondsey.

