

We are pleased to share our latest newsletter, featuring business updates, news from our local communities and performance analysis. The newsletter is issued every four weeks.

## Rail Minister celebrates the new Gatwick Express fleet

Earlier this month we celebrated with Claire Perry – the Rail Minister and other local stakeholders, the launch of the new Gatwick Express fleet. The train featuring the new branding and Wi-Fi on board, was cheered by onlookers as it departed from London Victoria. Attendees were then treated to a private reception hosted by Gatwick Airport.

The new rolling stock will continue to be rolled out on Gatwick Express services over the summer. The Minister was really pleased to see the new train in operation, and was impressed by the on train Wi-Fi and the real-time passenger information. She said “it was great to see GTR's investment in the franchise starting to deliver real improvements for passengers.”



(L-R) Angie Doll—PSD for Gatwick Express, Claire Perry—Rail Minister, Stewart Wingate—CEO Gatwick Airport & Charles Horton—CEO GTR

### Ticket office changes - update

Our proposed plans for changes to ticket office was out for public consultation from 22 February to 14 March. We know these changes are important to you, and the three week period allowed you and members of the public to comment on our proposals to modernise the service we offer you at our stations.

We have received a large amount of feedback from our passengers and stakeholders both into London TravelWatch (LTW) and Transport Focus (TF) and ourselves directly. We will review this feedback and discuss with LTW & TF the issues they have raised, to identify the full extent of the concerns together with the actions we need to take to address them

We will be updating our website with more station specific information shortly, including ticket availability. We will be upgrading ticket machines, new smartcards and an improved on-line booking system.

Please note if your station is not listed in the station proposals then it is unaffected by these changes.

### 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 12: 7 February—5 March 2016

Gatwick Express  
P12: 74.08% PPM

Great Northern  
P12: 83.73% PPM

Southern  
P12: 79.35% PPM

Thameslink  
P12: 80.28% PPM

## Drivers training on brand new Class 700s

With the introduction of the new Class 700 trains in the next few months, comes a substantial training programme of our Thameslink drivers.

The recently opened Three Bridges Depot has been the scene of the first round of training, with drivers undertaking an eight day course of classroom and practical experience. Classroom learning covers areas such as the location of on-train equipment, train preparation, train driving and door operation to dealing with faults, failures and alarms. Additionally time is spent training on the state-of-the-art simulator, with its highly advanced software, allowing drivers to experience driving through key central London stations.



*Driver Managers training on the new Class*

Then it's time to take the Class 700 out on the tracks. For the drivers, the first big difference in the train is the cab, which our own drivers worked alongside Siemens to create the design and layout, so that it was designed and built with the driver in mind.

They recommended that the seat be positioned in the centre of the cab/dashboard, allowing for improved visibility, a more ergonomic seating position with adjustable DSD pedal, an impressive headlight beam at night and a crystal clear PA system. Importantly, the requirement was for a train that was enjoyable to drive. Drivers, accompanied by a Testing and Commissioning Driver, then take the train out to experience the operation of the train over a 2 day period on the main line and a day's slow speed operation at the Three Bridges depot.

Since the start of training, 28 drivers have completed the course, ready to take the train into passenger service at its launch. Feedback has been really positive, with one driver describing the course as, "the best course I've been on since old BR days."



*Office with a view—Inside the cab of a Class 700*

## Thameslink's 'Try a Train' day a huge success

Around 15 young people with learning difficulties who have rarely or never travelled on a train before, have been shown just how easy it is from start to finish by Thameslink, travelling from Luton Airport Parkway station to St Pancras International.

The station team at Luton Airport Parkway showed the group, accompanied by their carers from Central Bedfordshire College, how to find their way around a station, how to buy a ticket, how to use automatic ticket gates and to see what it's like to travel on a train.



*Try a train guests at Luton Airport Parkway*

## Oyster extension to Swanley

Since 9 March passengers in Swanley are able to use Oyster Pay As You Go (PAYG) and Contactless between London and Swanley, following the extension from St Mary Cray. PAYG is a convenient and flexible way to pay for passengers to travel.

Pay As You Go includes automatic capping, so passengers don't need to work out whether a Day Travelcard is cost-effective – the system charges the best value fares based on actual usage.



# News from our communities

## Horsham school pupils help promote safe and independent travel

Two pupils from Horsham's Holbrook Primary school received a nice surprise when Southern's Community Investment and CSR Manager, Andy Harrowell, and Sussex Community Rail Partnership's Education Officer, Angie Lowen, dropped in to present them with a voucher for a family train trip. The voucher recognises the outstanding leaflets Claudia and Emilia had produced, which promotes safe rail travel.

Last term the school had a Go-Learn presentation from Angie, which focused on safe and independent rail travel. The session came at an ideal time for the class as they were starting to look at the history of Horsham, including the importance of the railway to the development of the area. To follow on from the session, the group were challenged to design leaflets to cover all the points that had been spoken to them



(L-R) Andy Harrowell, Claudia, Emilia and Angie Lowen

## Train rides helps grant youngster's wish

On 6 March, Joshua Turpin, aged 14, was wowed with a cab ride, to round off an amazing weekend in London, as part of the efforts of charities Max Appeal and Rays of Sunshine. Joshua was diagnosed at birth with 22q11 deletion syndrome and suffers from a complex heart condition. He will soon undergo major open heart surgery.

Joshua's Mum, Shelly, approached Great Northern driver Mark Tripp, a Trustee for Max Appeal, one of our corporate charities, about the train mad youngster having a cab ride. They met Mark at King's Cross, where Joshua was issued with his own driver's kitbag before riding a service to Stevenage. They were then delighted to board the Max Appeal branded Class 365 unit back to Kings Cross.



Joshua (2nd R) about to board the Max Appeal train

## The Prince's Trust heads South

Following the success of our Stevenage "Get Into Railway" programme we are pleased to update that all eight young people have now been successful in gaining employment with us.

Alongside this our first Prince's Trust programme on Southern is now well underway. Friday 4 March saw the end of the classroom-based training for the candidates, who spent two weeks improving their team work and communication skills, as well as their CVs. They also had a number of mock interviews with 18 managers, from across GTR. The half-way point was marked with each giving a presentation, to a group of our managers and staff, about how difficult life had been for them before the course, what they had learned and how much they were looking forward to their two weeks of work experience. They then spent some time working with our teams at a number of stations near Croydon, as well as spending time with our Fraud team. Upon completing the scheme last week XXX have been offered jobs with Southern.

## News from our communities continued...

### Zero to landfill achieved at London Blackfriars

Blackfriars station is the latest to achieve 100% 'Zero to Landfill'.

We are committed to diverting all the waste from six of our busiest stations away from landfill to ensure it is recycled, reducing the impact on the environment. Next on our list are Stevenage, King's Lynn and Brighton stations.

Our latest recycling result was more than 80% and the Zero to Landfill sites are helping us to consistently achieve these targets.



Station Manager Jackie Jones (centre) with hardworking colleagues

### A Hat-trick of awards for GTR at National Rail Business awards

In February, we won in three categories at the prestigious Rail Business Awards ceremony and were highly commended in another.

The wins were in the Safety and Security Excellence, Rolling Stock Excellence and Customer Information & Service Excellence categories, with the commendation coming in the Corporate Communications category.

GTR's wins were as follows:

#### **Safety and Security Excellence - Rail Neighbourhood Officer (RNO) team**

Since 2009, the RNOs have patrolled over 20,000 trains, written up 2,700 Fare Evasion notices, contributed to 340 arrests and given out 37,075 Anti-Social Behaviour warnings. In the past year, the team has dealt with many issues, including anti-social behaviour and the difficult task of tackling tissue beggars. They have also organised a number of cycle surgeries with the British Transport Police and helped to deliver GTR's unique Go-Learn educational material, which focuses on safe and independent travel, to over 3,000 young people.

#### **Rolling Stock Excellence - Class 387/1**

The judges were equally impressed with the outstanding passenger facilities on-board these units, and the speed at which they were introduced. The introduction of the 116 new carriages has significantly improved the passenger experience on the Thameslink route and added much

needed capacity, whilst enabling the release of existing trains to support electrification programmes elsewhere on the rail network. These trains were completed alongside major depot infrastructure and training programmes, and against the backdrop of two organisations merging.

These trains are the blueprint for the new Class 387/2 Gatwick Express trains, the first of which entered service between Victoria and Gatwick on 29 February.

#### **Customer Information and Service Excellence - 'This Is Me' campaign**

This work was introduced following an initial idea from Southern's Customer Cabinet, a group of passengers and staff who get together to discuss and implement self-generated initiatives and customer suggestions.

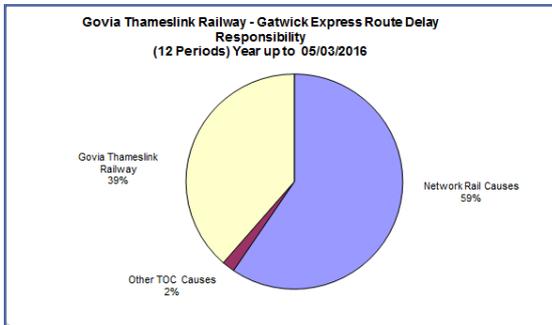
'This is Me' was also highly commended in the Corporate Communications category, while Hassocks station was shortlisted in the Station Excellence category, recognising the new station building, lifts and community run cycle facility.



Winning teams celebrating at the awards

These graphs present the split of delay responsibility for the year to date (YTD). Underneath is a high level overview of biggest impacting incidents in the last period.

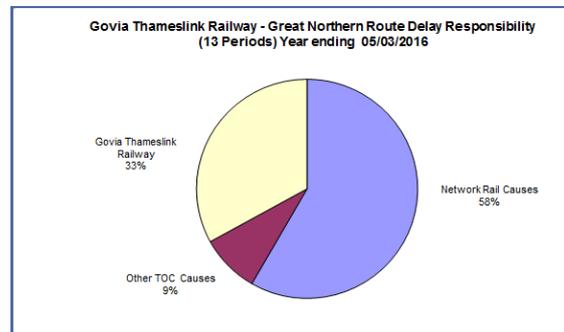
## Gatwick Express



### Major incidents that affected performance in P12:

- 8 February 2016: Speed restrictions due to high winds
- 8 February 2016: Tree on the line at Balcombe
- 15 February 2016: Signalling problems at Balcombe
- 1 March 2016: Signalling problems at Earlswood

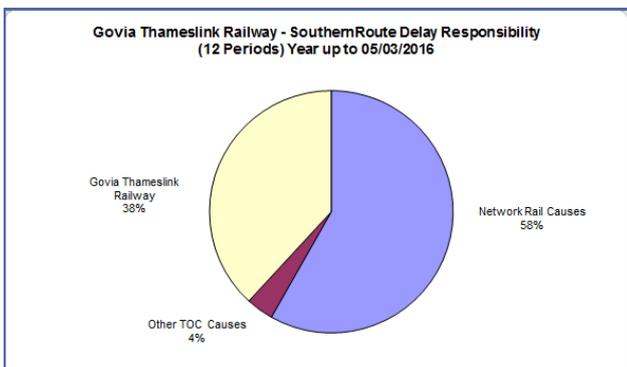
## Great Northern



### Major incidents that affected performance in P12:

- 7 February 2016: Overrunning engineering works at Welwyn North
- 8 February 2016: Train failure at Alexandra Palace
- 26 February 2016: Signalling problems at Moorgate
- 29 February 2016: Signalling problems at Peterborough

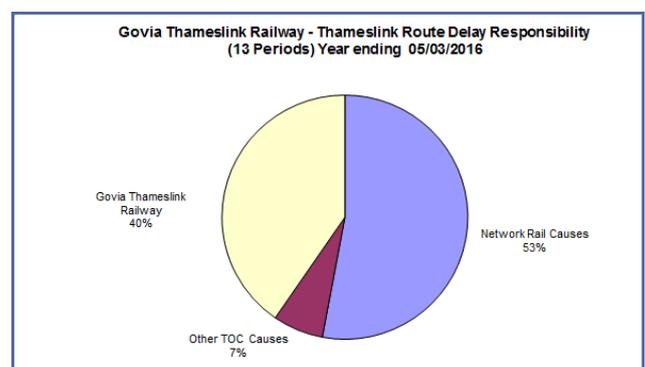
## Southern



### Major incidents that affected performance in P12:

- 8 February 2016: Tree on the line at Balcome
- 9 February 2016: Signalling problems at West Croydon
- 12 February 2016: Weather conditions at Lewes
- 15 February 2016: Broken down train at Hove

## Thameslink



### Major incidents that affected performance in P12:

- 8 February 2016: Signalling problems at Cricklewood
- 8 February 2016: Speed restrictions due to high winds
- 11 February 2016: Signalling problems at Mill Hill Broadway
- 15 February 2016: Signalling problems at Gatwick Airport

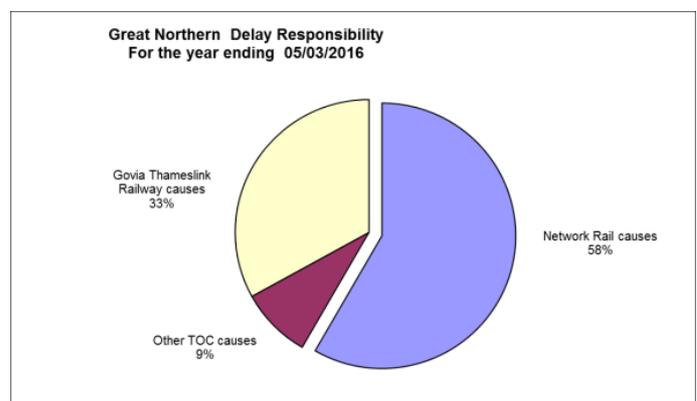
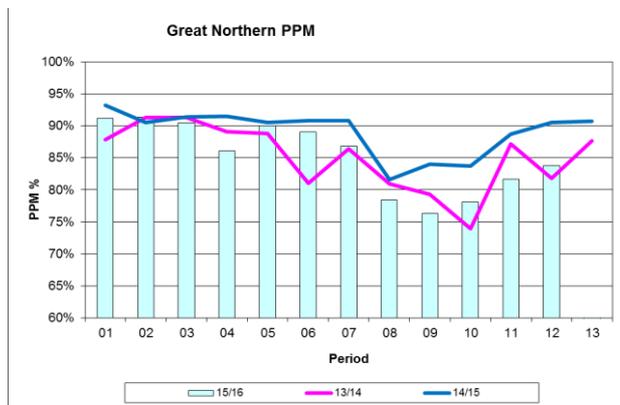
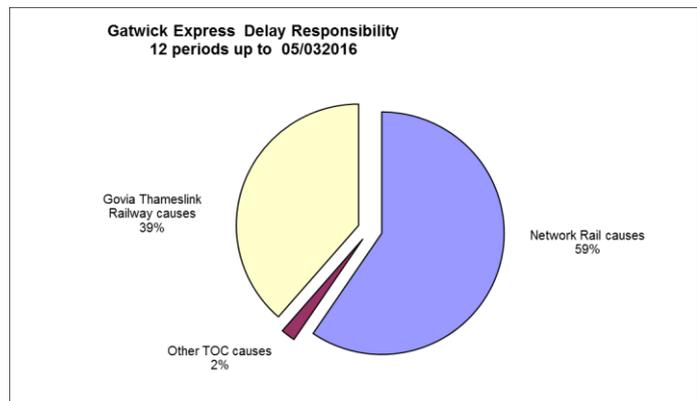
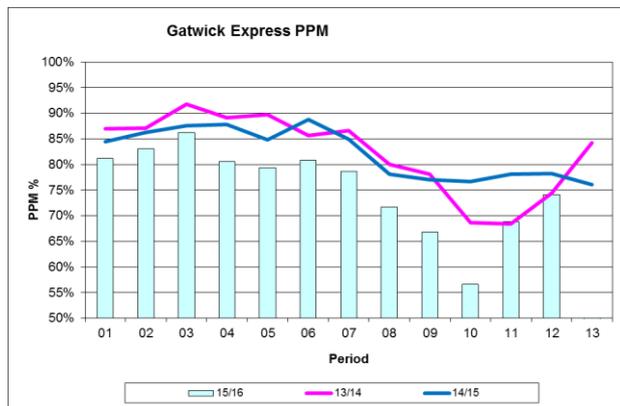
# Joint Performance Improvement Plan Update

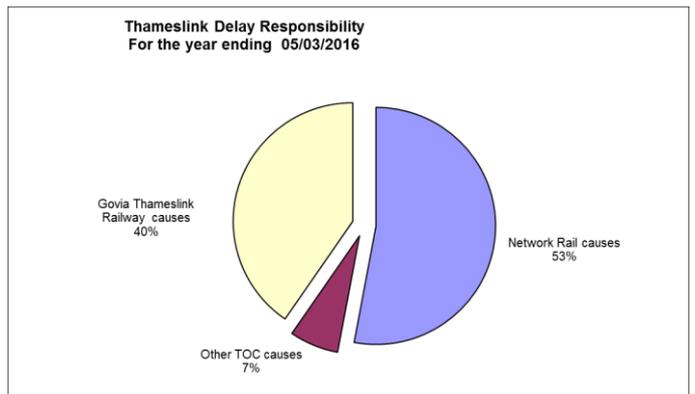
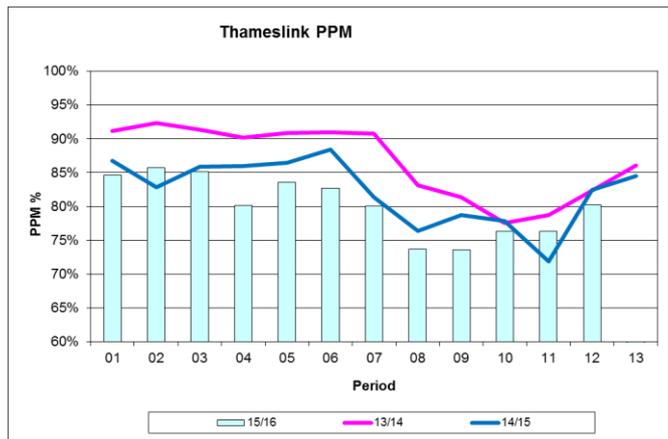
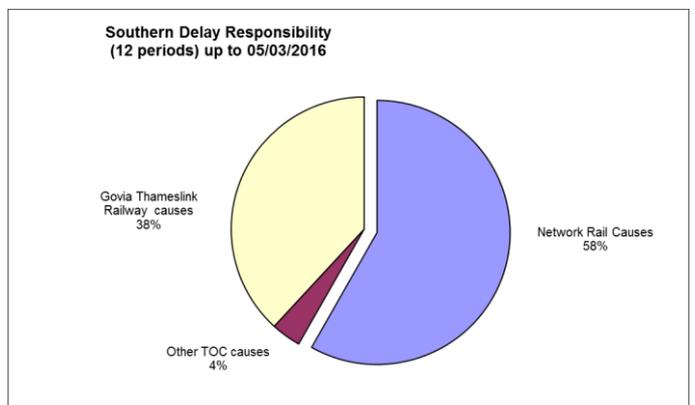
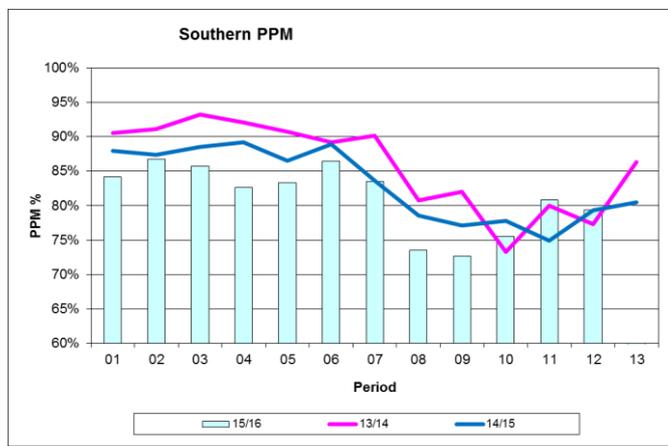
Issued 29 March 2016



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 and planned customer improvements.

## PPM\* statistics and delay responsibility by route - period 12 (7 Feb 16 to 5 Mar 16)





\*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 this period**

The single largest incident affecting train performance was the presence of ice on the conductor rail between Lewes and Plumpton on 12 February. This affected 320 trains. Due to overnight engineering works, the area between Lewes and Plumpton had to be treated by an anti-icing train much earlier than typically scheduled. The anti-icing agent was subsequently washed off the track by a localised rain shower during the night which then froze, meaning ice accumulated on the conductor rail prior to the start of the train service. Trains were then unable to draw power due to this ice.

The next most significant incident was a train losing the ability to draw power just outside Hove station on 15 February. Initially this was believed to be a train failure, but another train also suffered the same problem when trying to rescue the original stranded train. This increased the length of time it took to recover from this incident and over 200 trains were delayed as a result. An investigation is underway to establish the root cause of this issue.

Further notable incidents included high winds on 8 February which resulted in a tree falling on the track at Balcombe as well as a network wide speed restriction of 50mph; a track circuit failure at a junction near West Croydon on 9 February and a track circuit failure in the Three Bridges area on 15 February.

Train crew related cancellations were not high, although they did feature during the early part of the school half term week when more drivers want to take their time off, preferring not to work rest days. Common annual leave periods will be less of a risk as further new train driver recruits continue to pass their training and learn their route knowledge.

Speed restrictions continue to be an issue. Punctuality of Great Northern services is being affected by restrictions in the Ely and Watlington areas. Thameslink services from Sevenoaks are being slowed by delays transferred from a restriction in Ashford as well as one near Sevenoaks itself. However, Southern and Gatwick Express services are expected to benefit from the removal of a long-standing speed restriction near Polegate, currently scheduled for work on 31 March. This will reduce the transfer of delay to northbound mainline services.

Following customer feedback into recent poor performance of specific train services, investigations have revealed some repeated delay patterns. As a result of this, some trial platform alterations are being made to help reduce these issues.



## Delivering improvements for passengers

### New trains introduction – Gatwick Express

On 10 March, Rail Minister Claire Perry MP officially launched the new train fleet for Gatwick Express at London Victoria station. Built by Bombardier at its Derby factory, the new fleet replaces 30-year old rolling stock. All 108 carriages are expected to be in place by the end of the summer, providing the non-stop service between Gatwick Airport and London Victoria, and extended Gatwick Express services to Brighton.



14 of the four carriage trains are at our depots - in service or supporting staff maintenance and driver training.

The new train includes: power sockets throughout; Wi-Fi capability; real time passenger service information; dedicated luggage racks in every carriage; accessible toilets and baby changers; more spacious vestibule areas and doors making access easier; over-seat lighting; 2x2 seating with more leg room and under-seat storage capacity.

### Thameslink Class 700s

Seven trains are in the UK and our drivers are going through the week long conversion training programme with 35 passed through to date. The trains are undergoing rigorous testing on the Main Line, including through the core of London. We are seeking 'fault free' running of 1500 miles to prove the train performs well, and we also do specific operational tests for example, ruling out any signal sighting or stepping distance issues. The testing will widen to incorporate Kent and Wimbledon routes later this year.

### 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 week period up to 5 March, 14 additional drivers passed their training bringing the total number of new drivers since the beginning of last year on Southern to 88, 43 on Thameslink and 49 on Great Northern.

### Improvement Plan

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 much 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, the joint performance improvement plan has been revised and will focus on key areas which are being developed.

We continue to make progress on this and highlights of the activities this period include:

#### Right first time:

- Right Time Railway: joint train operator and Network Rail teams are carrying out observations of 'right time starts' at key locations, such as Victoria and Welwyn so that location specific recommendations can be incorporated into the action plan.
- Improving infrastructure reliability: critical zones have been identified as having the biggest impact on train performance for Govia Thameslink Railway services – these will receive particular focus.

- Traincrew review: A review on traincrew specific issues is nearly concluded, with a number of actions which will feed into this workstream. For example, we plan to redeploy our driving instructors so that new trainee drivers can pass through their route qualifications more quickly and efficiently.
- Passengers falling ill: we are working on improved advice to passengers when they feel ill on our trains, particularly in the morning peak, giving priority to their welfare and treatment without slowing the train service

**The service recovery:**

- Improving our ability to return to normal running: we are hiring a senior train service manager, to strengthen our Control team to help focus on returning the service to normal more rapidly after an incident, and minimising the impact on passengers.

- Ends-

