

In-touch

RMT announces strike action—see page 3 for further details

New Thameslink core Customer Information Screens

Govia Thameslink Railway

Stakeholder Newsletter

Period 13 2016

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.

Hatfield partners celebrate completion of station redevelopment

Great Northern, Hertfordshire County Council, Network Rail, the Department for Transport and Lord Salisbury celebrated the £12.5m redevelopment of Hatfield station with an official ribbon cutting ceremony.

Lord Salisbury (*pictured*) cut a ribbon and reminded his audience that his great-great-grandfather, the then Prime Minister and owner of Hatfield House opposite, once had his own train and platform at the station! The latest improvements, he said, would help with the redevelopment of Old Hatfield and in the rebranding of the newer town.

The station has received a new seven-storey car park, an Access for All scheme creating a new footbridge and lift to all platforms, booking hall refurbishment and retail extension, and a new station forecourt with bus interchange.

Hatfield House, which has been a key supporter of the scheme along with the Hertfordshire Local Enterprise Partnership, marked the occasion by entering into a station partnership with Great Northern, as part of which

its head gardener will adopt the flower beds at the front of the station. The agreement is with Gascoyne Cecil Estates, which manages Hatfield House for Lord Salisbury.

The new multi-storey car park reached the finals of the British Parking Awards' in the Best New Car Park category. The certificate will be displayed at the station.



Wi-Fi launched at 105 stations

Passengers on all routes can now surf the web, tweet and browse Facebook to their hearts' content at 105 stations which have been fitted with free unlimited Wi-Fi.

Getting online is easy:

- Check your WiFi is on and select O2 WiFi from your network list
- Open your browser and follow the easy registration instructions
- Your welcome page will appear - you are now connected!

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 13: 6 March—31 March 2016

Gatwick Express
P12: 71.47% PPM

Great Northern
P12: 85.09% PPM

Southern
P12: 82.20% PPM

Thameslink
P12: 83.33 PPM

Proposed changes for our stations

At stations

Under our proposals our stations will be staffed for an additional 2,600 hours per week. Although some ticket-offices will close, face-to-face help for passengers will still be available, and for more time each day than it is now in most cases. Our staff will be more visible, accessible and readily available to help customers use the existing and new ticket vending machines, answer passenger enquiries, offer assistance to disabled passengers and help passengers buy the best ticket for their journey.

We are working closely with London Travelwatch and Transport Focus as part of the consultation exercise we ran, and are in the process of reviewing the feedback we have received from user groups, members of the public and our stakeholders.

Before any roll-out takes place we will undertake a local review of our plans with our members of staff, to ensure that each station best meets the requirements of customers and staff. We plan to soft-launch the Station Host concept at a selection of stations from June, allowing us to work through any outstanding issues with our station management, before continuing to roll out over the summer until the end of September.

We are taking steps to upgrade existing Ticket Vending Machines (TVMs) as well as installing 63 new machines,

- 11% more machines across the network. With Station Hosts on the concourse, they will be best placed to keep a closer eye on TVMs throughout the working day and carry out simple maintenance. Our staff will also receive additional training to help passengers to select the correct fare for their journeys.



In addition, all tickets types continue to be available on-line. Key-go, our pay as you go smart card, will launch in September on Thameslink and Great Northern routes and will provide a flexible ticket solution to those customers who do not need to travel every day or on a season ticket. It will be able to cap fares and calculate the cheapest fare for the journey. Staff have trialled the prototype tablets and initial feedback has been positive.

We have guaranteed that there are no compulsory job losses and no loss of salary for staff. Further meetings are planned with the RMT and TSSA in April and local consultation will follow in May.

New Thameslink core Customer Information Screens

New Customer Information Screens (CIS) are being installed in stations in the Thameslink core. These will replace the current 'white on blue' screen currently on the platforms.

These screens will make it easier and faster for passengers to access information about their journey. This is vital in the lead up to the introduction of 24 trains per hour running through central London from December 2018.

The screens are designed to give fast access to the next train's full calling patterns, and information about where facilities are onboard the train; and to encourage passengers to move along the platforms as the number of new screens will increase to eight on each platform and be spaced out evenly. This will mean passengers are never more than 20 metres from a screen.



New CIS screens at London St Pancras



May timetable availability

The May timetable is now available on all of our websites, and printed timetables are available at stations. Thameslink and Great Northern passengers will now be able to pick up mini local route timetables at stations already available in Southern stations, and all route timetables will be available on line. <http://www.thameslinkrailway.com/your-journey/timetables/> or <http://www.southernrailway.com/your-journey/plan-your-journey/timetables/>

Proposed changes on board our trains

Improved trains for Gatwick Express

We have recently started running new Class 387 Gatwick Express trains on this route. GTR is due to start running 12-car trains on the route serving London to Gatwick Airport, with some services running onto Brighton. This will extend trains from the current 10 carriages to 12 on some services, offering more reliable and spacious trains with better facilities, especially for the disabled. Features include Wi-Fi and power points at every seat.



Brand new Gatwick Express Class 387

Unfortunately, at the instruction of the ASLEF Union, drivers have refused to drive the first two services that had been due to operate in 12-car formation over the last few weeks. As a result, we are taking all reasonable steps to defend the interests of our passengers and feel that we have been left with no choice but to launch legal action. We have issued proceedings at the High Court to seek an injunction to enable the operation of new 12-car train services on Gatwick Express.

The new trains are due to make up 50% of all Gatwick Express services by June, so this legal action is necessary to ensure the roll out of these services over the next couple of months is possible without major disruption to customers. This matter is likely to be considered at a hearing at the High Court in the coming days. However, we still remain open to meeting with the Unions to find a way forward that will not cause distress and disruption to our customers.



Next steps

With strike details announced, we are working to prepare our contingency plans and customer communication plans, but expect that disruption is likely to be significant. We will of course update you once our plans are finalised but continue to urge the RMT to return to the negotiating table and discuss the proposed changes rather than make passengers suffer through a strike.

Going forward

Industrial action could have a significant effect on our passengers who rely on our rail services. We will continue to keep you up-to-date via email, as well as on our websites, app and social media.

We are planning to make changes to customer service on trains and at stations, to make employees more visible and of greater assistance to passengers.

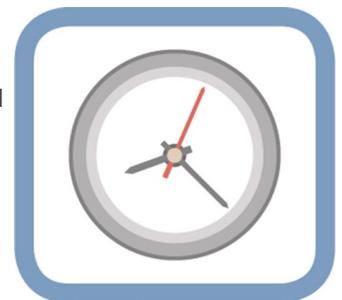
On Trains

We plan to evolve many conductor roles and all revenue protections roles to an 'On-Board Supervisor' role, which would offer a more visible service to a greater number of customers, travel on more parts of the network, deliver high-quality customer service, and also check tickets. This new role would not operate the doors of the train, a responsibility which will transfer to the driver, aided by modern CCTV offering them a clear view of every door on the train.

We have attempted to engage with the RMT to discuss and consult on the evolution of the Conductor role but they are refusing to discuss this with us. On 19 April the RMT announced strike action on the following days:

- **11.00 hours on Tuesday 26th April 2016 until 10.59 hours on Wednesday 27th April 2016**
- **11.00 hours on Tuesday 10th May 2016 until 10.59 hours on Wednesday 11th May 2016**
- **11.00 hours on Thursday 12th May 2016 until 10.59 hours on Friday 13th May 2016**

We believe that these strikes are completely unnecessary. There will be no job losses and staff will not see a reduction in their salary as a result of our proposals, whilst passengers will benefit from having more visible staff on trains. Drivers have operated the doors on many trains for 25 years, and already do so on 60% of the GTR network. This is a proven and safe way of operating rail services.



Our contingency plans are available on our website - <http://www.southernrailway.com/your-journey/strike>

Coming soon – extra diesel coaches on their way

The major refurbishment of 12 extra diesel coaches - which will be used to make peak time trains on the Uckfield line longer - is nearing completion.

Two of the four 3-carriage units are now at 'Wolverton Works' for corrosion repair and external painting following a major overhaul by our engineers at Selhurst depot in south London. This included work on the engines, the wheelsets, modifications to the driver's cab system, a full internal refurbishment of the carriages, and new electronics to allow the additional units to 'communicate' with our current trains.

On their return from Wolverton, a final phase of engineering work is required at our depot to overhaul the doors, fit new couplers and reconfigure them into 4- and 2-carriage units.

This major programme of work is required so that these units will be compatible with our current diesel fleet, and fit for purpose on the Uckfield route. The intention is to add the trains into the fleet progressively later in June so we can prove their performance in service, before putting them into full 10-carriage operation at the end of July.

Southern and Network Rail have been working together on this project to provide longer trains from Uckfield, creating a 50% increase in capacity on the line during the morning peak. Network Rail is lengthening all 12 platforms from Edenbridge Town to Uckfield, eight of which are being doubled in length. The major platform work started in September last year with total completion due in July. We are grateful to passengers for their patience during the engineering work required for these improvements to take place.

Class 377 bogie overhaul complete

With the release of Class unit 377140 at the start of the month from Selhurst depot, the second cycle of bogie overhauls for the Class 377 Southern fleet was completed.

The fleet of 182x Class 377/1-4 units has been in service since 2002 and has operated more than 230 million miles during that time.

The bogie is the assembly of wheelsets, traction motors, suspension and brake equipment that the carriages run on. The overhauls took place at Selhurst repair shop and took 1,000 hours of labour to complete a 4-car unit over five days. A team of 34 engineers (*pictured*), completed the overhauls, 18 of whom have worked on the overhaul since the first train was completed in 2006.



Selhurst engineers celebrating the last overhaul



Refurbished diesels



Work to begin at East Croydon to reduce gap between trains & platforms

Network Rail will shortly be starting a project to reduce the gap between trains and platforms 1-2 at East Croydon. Network Rail will be installing new decking to raise the height without having to close the platform to passengers. Passengers will soon see equipment arriving, which will be stored securely at the station while work goes on. The new decking system is made of glass-reinforced plastic and an earlier version is installed at Elephant and Castle and also Tulse Hill stations.

The stepping distance has been an issue for a number of years, so passengers will be pleased to see the work beginning.

News from our communities

Time for change at Cricklewood

A stylish station clock, flowerbeds and children's art display are just some of the improvements the Cricklewood Town Team has in store for Thameslink's Cricklewood station, following its recent adoption by the group.

Cricklewood is Thameslink's first Station Partnership north of London and members of the local town team, Thameslink, Network Rail and other partners came together to officially mark the agreement (*pictured*).

The partnership has already started to transform the area outside the station: with the help of Thameslink's station manager, James Gillett, and Network Rail, the previously

overgrown and littered area is being turned into a new garden. Other locals have been involved in the work, including nearby business Brookpace Lascelles, which has donated a brand new station clock.

The Town Team was set up as a steering group to focus on encouraging local people in Cricklewood to take charge of and lead on the development of Cricklewood and the local area.



Local partnership celebrated in Cricklewood

GTR staff get on their bike (and much more) to raise money for charities

From 11 - 17 April GTR staff from across the network came together to its Charities Week, to raise money for two local good causes. For seven days staff got involved in a variety of activities to raise £3,361 to be shared equally between Max Appeal and Worthing Kids & Dapper Snapper.

The week began with a successful bake sale at the company's Head Office, with a variety of baked good sold off. This was followed on Tuesday when the company's Choir sang a medley of tunes at East Croydon station, to delight passengers heading home for the evening. On Wednesday a variety of individuals spent the day trying to cycle the distance of 200km from Brighton to St Neots, via Blackfriars. Using two exercise bikes, set up at Blackfriars, they set themselves the challenge of completing the distance in 10 hours, and GTR promised that if they made the distance an extra £700 would be donated. The morning started with CEO Charles Horton (*pictured*) clocking up 8km in 15 minutes, before other staff took on the challenge, with one even clocking up 40km in 60 minutes. In total the group of staff, plus volunteers from the charities, cycled over 320km, with many passengers digging deep and making donations to support the good causes.



Charles Horton, CEO on his bike with Jackie Jones, Blackfriars station manager

The final figure was topped off by GTR's Right Time Performance donation with 10p donated for every train which arrived within one minute of schedule for the week.

Success with the Prince's Trust

Following our most recent Prince's Trust programmes, we are pleased to let you know that eight participants have been offered permanent positions with Great Northern and Southern since they took our course with the Prince's Trust designed to help young people develop their employability skills. We're looking at additional roles for other participants as well.

News from our communities continued...

Training with our local businesses

Many of our strongest partnerships are built on what we can offer as a company through mentoring and training, and in return our skill set is enhanced by expertise offered by local companies.

This has been demonstrated by two newly agreed partnerships between Thameslink & Great Northern with the RNIB and NOAH enterprises. NOAH (New Opportunities and Horizons) is a Luton-based charity supporting local people struggling against homelessness and exclusion. Thameslink staff will work with NOAH to provide an on-going mentoring scheme to local residents.

The RNIB will be working with Great Northern and Thameslink staff to offer training; this will include working with some of the Paralympic GB team to understand the experiences of someone who is visually impaired. Both partnerships are brand new and we will share more updates when they are under way over the summer.



Seaford cleans up

After some of Seaford's residents voiced their upset at the amount of litter that had blown onto the tracks from a nearby recycling centre, one of our managers decided to take action and organise a clean-up session in addition to the 6-monthly regular track side clearance.

Because of the stringent safety requirements associated with going 'on track' we arranged to partner up with Network Rail to organise a volunteer team. Within a few short days Network Rail had rounded up nine volunteers (some pictured) and began work clearing up the litter. And what a difference it's made!

Over 30 bags of rubbish were collected by the volunteers and through online feedback; the hard work was recognised by the Sussex Community Rail Partnership, passengers, drivers and residents alike.



Volunteers litter picking

Blooming at Angmering

The station partnership at Angmering continues to bloom with the local school adopting the station.

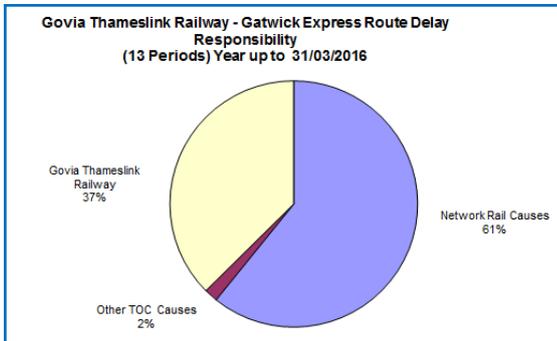
The school worked with us to add new planters and colourful flowers to the station. The school's "Green Team" tended to the plants over Easter and brought chocolate Easter treats for the staff.



Local school children at Angmering

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.

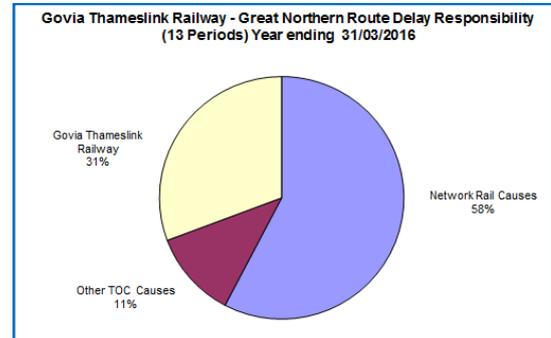
Gatwick Express



Major incidents that affected performance in P13:

- 9 March 2016: Signalling problems at Selhurst
- 11 March 2016: Signalling problems at Haywards Heath
- 22 March 2016: Signalling problems at Earlswood
- 29 March 2016: Passenger taken ill at Three Bridges

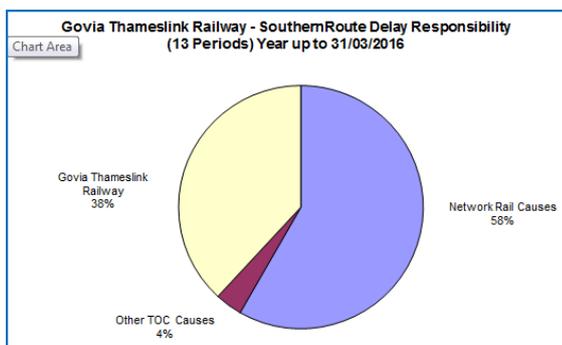
Great Northern



Major incidents that affected performance in P13:

- 22 March 2016: Broken down train at Drayton Park
- 28 March 2016: Overhead line failure at St Neots
- 29 March 2016: Emergency services dealing with an incident at Sandy
- 31 March 2016: Signalling problems at Hitchin

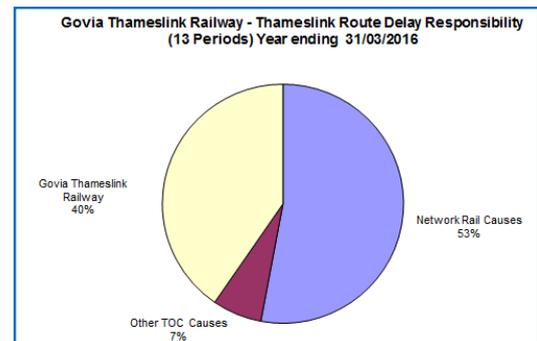
Southern



Major incidents that affected performance in P13:

- 7 March 2016: Train fault at London Bridge
- 9 March 2016: Signalling problems at Selhurst
- 28 March 2016: Severe weather conditions at East Croydon
- 29 March 2016: Signalling problems at Billingshurst

Thameslink



Major incidents that affected performance in P13:

- 12 March 2016: Power supply problem at Farringdon
- 12 March 2016: Power supply problem at Loughborough Junction
- 14 March 2016: Signalling problems at Three Bridges
- 30 March 2016: Broken down train at City Thameslink

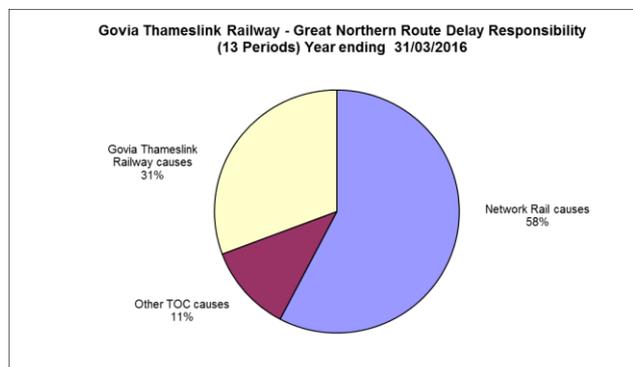
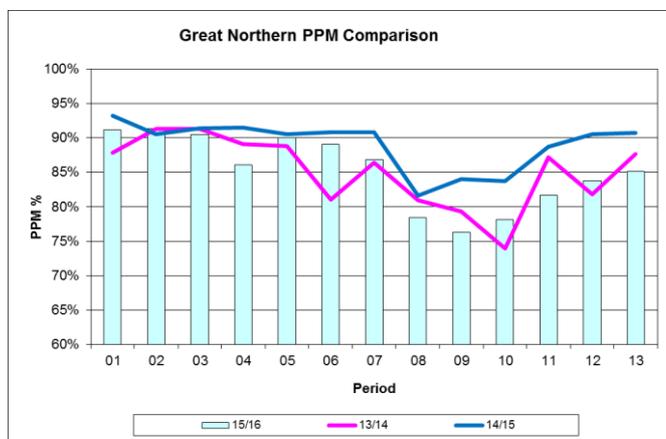
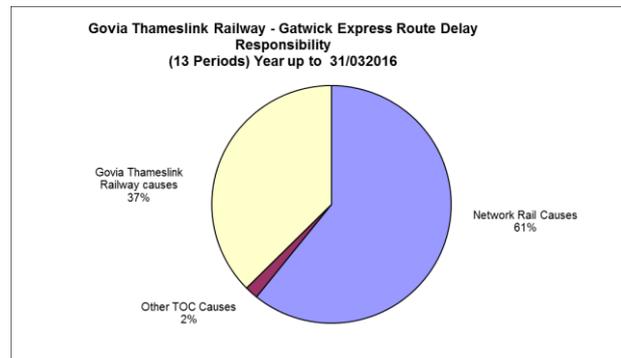
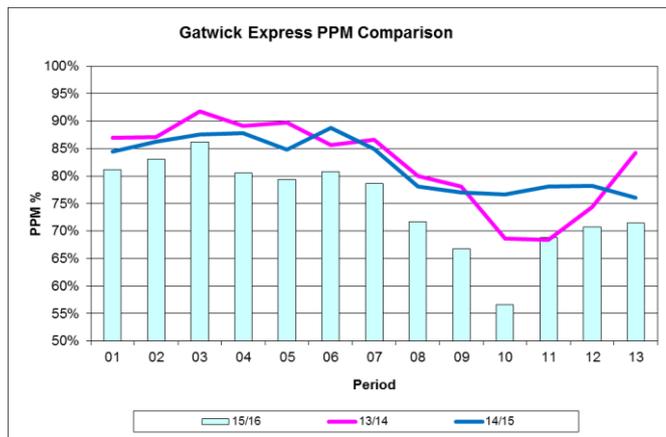
Joint Performance Improvement Plan Update

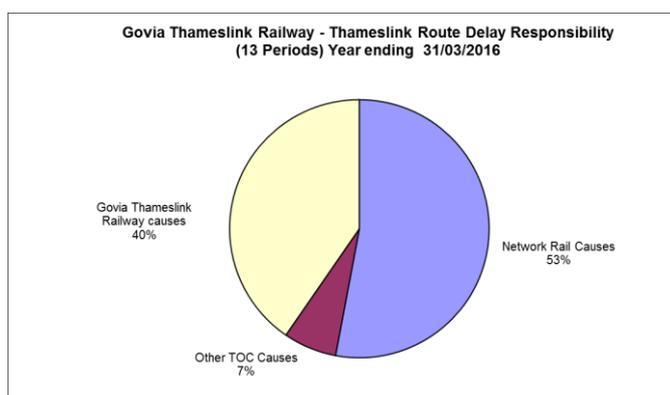
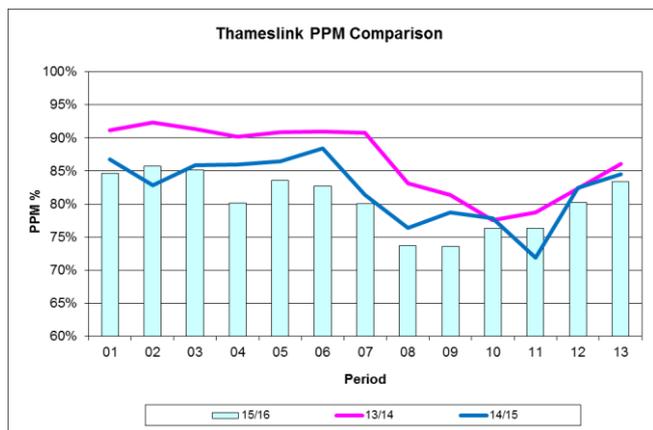
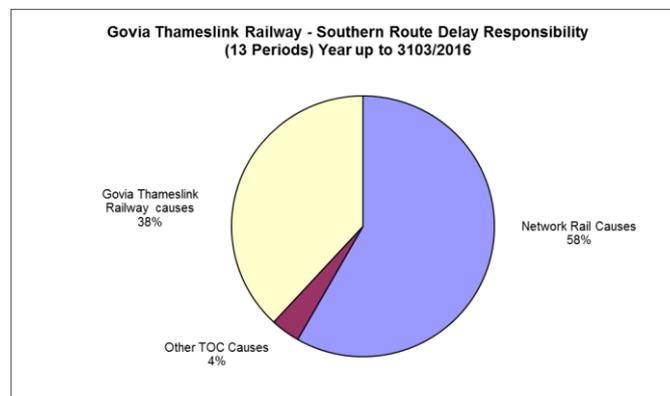
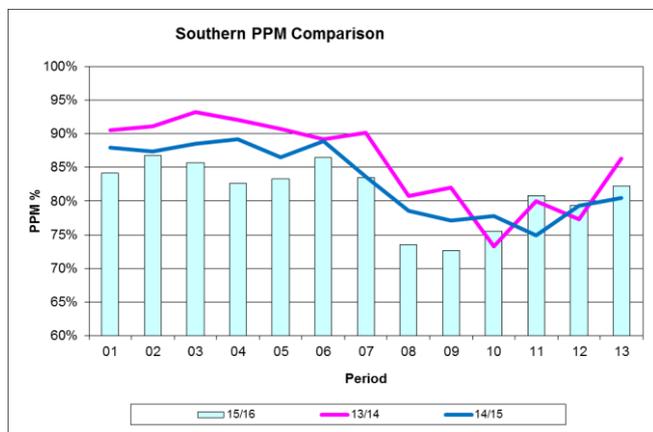
Issued 20 April 2016



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 (there are 13, 4-week reporting periods per year) and planned customer improvements.

PPM* statistics and delay responsibility by route - period 13 (6 March to 31 March 2016)





*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

Period 13 saw an improvement in performance across all GTR brands.

The incident which caused the single largest impact on performance during this period was a landslip near Glynde which resulted in a 5mph speed restriction being imposed. This caused trains to lose up to three minutes in that area, in addition to a speed restriction in place near Polegate. While the 5mph restriction was in place, some train services were temporarily withdrawn in order to counteract the resulting congestion. More recently, the line speed has increased to 50mph which has reduced the level of lost time to the service. The full line speed through Glynde is not expected to be restored until May at the earliest while Network Rail continues work there.

The next single largest incident was a train fault outside London Bridge station on 7 March. The location and time of this meant a significant number of train services were delayed.

Again this period, cancellations relating to train crew availability were low and further driver recruits have become fully productive which has once again increased our level of resilience in this area.

In the last report, we noted that analysis of some trains which were repeatedly losing time through Croydon had led to an amended platforming plan during the evening peak at East Croydon. One example is a change from 21 March which now sees the 1742 London Victoria to Brighton train scheduled to run via platform three rather than platform two, and to date this is showing a positive improvement in its punctuality and that of trains that follow it. This train was averaging a 55 per cent on time arrival at Brighton (PPM). Early indications since this re-routing show this train is now averaging a 100 per cent on time arrival (PPM). We will continue with detailed analysis and amendments like this to help make an impact on individual trains.

Delivering improvements for passengers

New trains introduction

Thameslink Class 700s

11 class 700 trains are in the UK and two have now been handed over to GTR in preparation for passenger service. Progress continues on driver conversion training and our plans to enter them into service later, this spring.

Gatwick Express Class 387s

We have 17 of the four-carriage trains in service or supporting staff maintenance and driver training. One eight carriage train is in full passenger service. They are being built by Bombardier at its Derby factory and 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.

These trains will run in eight or 12 carriage formation. Unfortunately, our planned introduction of 12 carriage trains has not progressed due to union opposition but we continue to seek a resolution to this. More detail on this is available at this link www.southernrailway.com/southern/news/gtr-launches-legal-action-to-enable-operation-of-new-12-car-trains-on-gatwick-express.

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.

At the end of March 2016, 204 new drivers had passed through our training programme since January 2015 and we have 258 more in training as follows:

- On Thameslink - 55 new drivers into service; 89 in training.
- On Great Northern - 55 new drivers into service; 95 in training.
- On Southern 94 - new drivers into service; 74 in training.

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:

The right specification:

Analysis of December 2015 impact shows improvements

Analysis of the performance impact of the timetable change in December 2015 shows some definite areas of improvement. For example, punctuality into and out of London Bridge and that of southbound trains



through Gatwick Airport is better, and the opportunity to recover from service disruption has improved, particularly through increased turnarounds of some services e.g. Thameslink trains at Brighton. Performance at key locations such as West Croydon is also higher.

However, northbound punctuality improvements via Gatwick Airport continue to be impeded by services which have been delayed by speed restrictions along the East and West Coastways. These delays are passed on to other locations such as East Croydon, London Victoria and London Blackfriars. Network Rail is continuing its focus on the removal of speed restrictions across the area.

Right first time:

Ballast cleaner at work on Arun Valley

Network Rail is deploying a 'medium output ballast cleaner' on a 10-mile section of the Arun Valley, in the south of our network. Every hour, it can clean 260 yards of ballast upon which the railway sleepers and track rests. This improves the drainage of the track area.

This is aimed at reducing signal failures associated with 'wet beds' (sections of track which are flooded), and reducing reports of bumpy rides which can be caused by track issues so trains must drive more slowly over the area until it is checked, often causing delays to passengers.

GTR agreed to cancel some late evening trains to provide more time to do this work. This is making some journeys more difficult for this temporary period and was a difficult decision to take, but it will improve the reliability of our services for more passengers in the long run.

Successful improvement works completed over Easter weekend

Improvement work meant no trains ran from London Victoria to Sussex and Gatwick Airport this Easter while work to replace a critical junction at Battersea Park took place. The new equipment will improve reliability, while the track renewal will make for more comfortable passenger ride. Upgrading the points heating system will also give the junction improved resilience to extreme weather conditions.

