

Govia Thameslink Railway (GTR)

Bedford Commuters' Association Annual General Meeting

Peter Lane, Lead Service Development Manager

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6 November 2017

Our unique contract

- All farebox revenue is passed to the DfT, who determine the level of all fares increases
- All performance income from Network Rail is passed to the DfT
- The DfT funds all payments against Delay Repay claims but GTR funds the necessary administration costs
- GTR receives a payment from the DfT for running the franchise.
- The payment varies and depends on performance against Service Delivery, Customer Experience and Ticketless Travel benchmarks

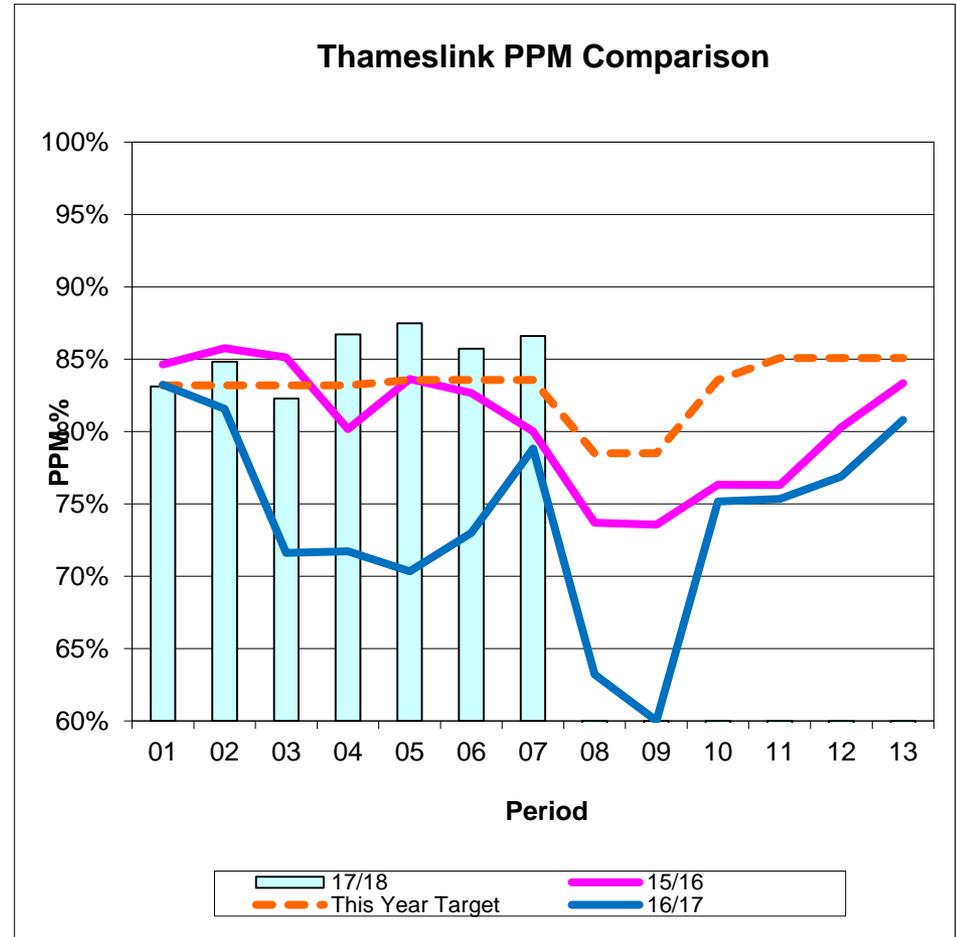
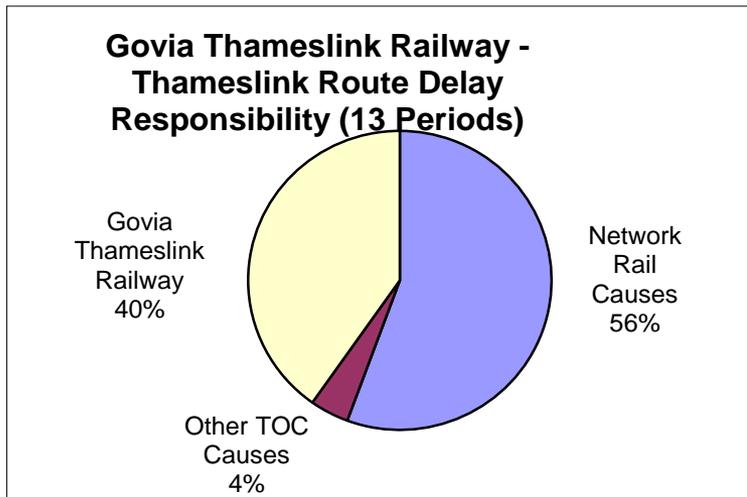
Performance – Thameslink- Period 7

Public performance measure (PPM)

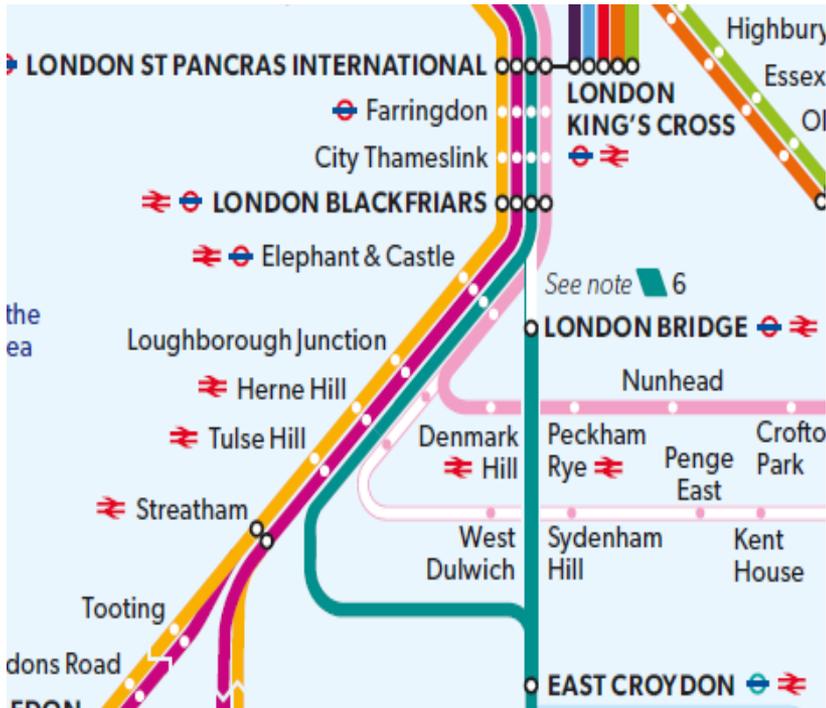
86.6% PPM (17 September to 14 October)

Main incidents affecting performance

- 23 Sept: Track circuit failure near Balcombe tunnel – 960 delay mins and 43 cancellations
- 2 Oct: Track defect near Stoats Nest Jn – 340 delay mins and 10 cancellations
- 2 Oct: Suspect package at East Croydon – 700 delay mins and 42 cancellations



London Bridge impact on performance



- Since 20 December 2014 the Thameslink cross-London route through London Bridge has been closed to allow the station to be rebuilt
- It will reopen to cross-London Thameslink services in May 2018
- Since December 2014 all trains to and from the Brighton Main Line have to go via the heavily congested route through Herne Hill and Tulse Hill
- The impact of any performance issues on the Brighton Main Line on the Public Performance Measure (PPM) was greatly underestimated by the DfT and Network Rail.

Siemens Class 700 trains

- 115 fixed formation trains on order – 55 x 12-car and 60 x 8-car, built and maintained by Siemens
- 56 units (16 x 12-car and 40 x 8-car) currently in traffic
- Since 18 September the entire Thameslink fleet has been composed of the Class 700s
- The DfT have agreed that Wi-Fi and seat back tables will be installed.
- Reliability has improved in recent months but is still not where it should be. Following successful testing of the latest software download, it is now being rolled out to all units in the expectation that there should be a rapid improvement in performance. This will be measured by a reduction in technical failures and a resolution of issues with the air conditioning.



Key features

WIDER DOORS

(MORE SPACE)

2x2 SEATING

BAGS MORE STORAGE

YOUR CLIMATE, CONTROLLED

MORE SEATS IN CARRIAGE D

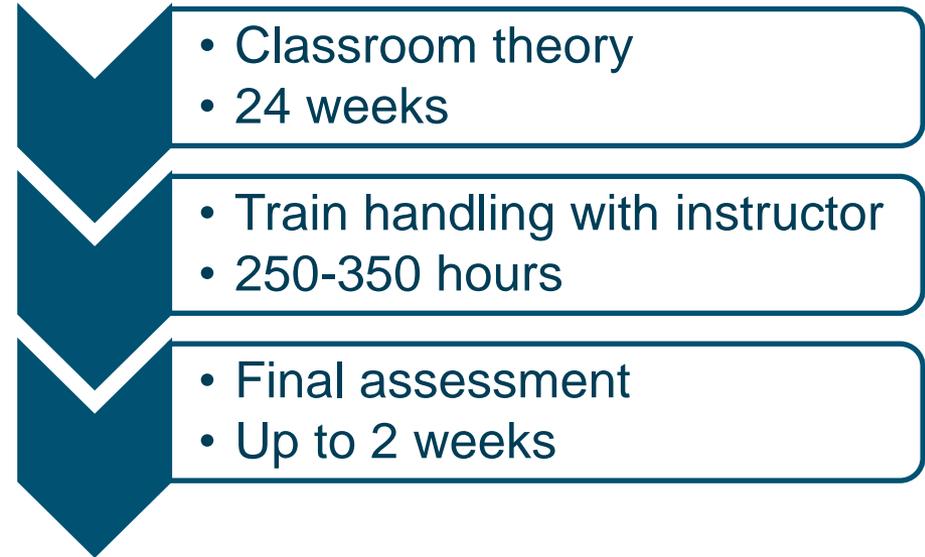
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BETTER FOR BIKES



Thameslink driver recruitment and training

Date	Qualified drivers	Trainee drivers	Driver Target
Jan-15	327	18	356
May-15	327	59	366
Dec-15	330	83	371
May-16	343	96	371
Aug-16	354	91	371
Dec-16	370	134	390
31-Jan-17	369	148	390
14-Mar-17	372	159	390
17-Apr-17	374	183	390
08-Jun-17	384	180	390
04-Jul-17	389	168	390
06-Sep-17	398	171	390
30-Oct-17	396	181	377



It takes 12-14 months to train a driver from scratch

Modernising the south east rail network

- Most congested railway in the UK
- Doubling on passenger journeys in the last 16 years
- We are transforming and future proofing the busiest part of the UK network
- Halfway through our challenge to modernise & enhance rail experience across four interconnected networks
- New trains, UK's biggest ever driver recruitment programme, joint working with Network Rail to realise benefits of infrastructure investment
- Investing in new technology and trains to improve performance
- Modernising working practices to improve customer experience



Gibb review

- Chris Gibb's review assessed the performance on the Southern network
- It was commissioned by DfT
- It makes clear that industrial action was the most significant reason for disruption
 - It also recognised many long standing issues re maintenance, timetable & rapid growth
 - Relevant recommendations are now being implemented (e.g. the allocation of £300m and longer overnight access to the infrastructure for Network Rail)
- Chris Gibb now heads the Industry Readiness Board for 2018



Passengers queuing on the Network Rail concourse to access the London Underground station, Victoria Station, 30th November, 2015, 0905
Photo: C Gibb

Changes to improve the performance of the Southern network and train services, and restore passenger confidence

An Independent report by Chris Gibb
30th December, 2018

Contents

1.	Review of Southern Rail Network and other related issues
2.	Appendix 1 – Background information
3.	Appendix 2 – The Plan
4.	Appendix 3 – The Overnight Railway
5.	Appendix 4 – Review of GTR's routes
6.	Appendix 5 – Modernising the Uckfield line
7.	Appendix 6 – Future Commercial Strategy for GTR
8.	Appendix 7 – Objectives, Incentives and Performance Metrics
9.	Appendix 8 – Thameslink 2018 Industry Readiness Board
10.	Appendix 9 – Recommendations regarding the GTR franchise agreement
11.	Appendix 10 – The status of the £20m NR fund to tackle problems on the line
12.	Appendix 11 – List of recommendations contained in the Review

Network Rail Improvement Fund

£300m additional funding confirmed for NR to boost resilience of infrastructure on GTR routes.

- £200m London - South Coast
- £100m main routes north of London

Work will include:

- replacing tracks and signalling and renewing key junctions;
- improving security by the railway to help prevent trespass;
- improving drainage in old tunnels to prevent water damage to electrical equipment;
- shoring up cuttings and embankments to reduce the risk of landslides.



Anticipated reduction in delay minutes of up to 15%

Bedford Midland Station

The latest ORR data (year ending 31 March 2016) shows that this is the 2nd highest footfall station on the Thameslink North route with 3.8m passengers pa, behind only St Albans City.

Under the Minor Works Programme, GTR has prepared detailed designs to extend the current disabled toilet facility on Platform 1. The scheme is being delivered in response to customer feedback. Works will commence in the new year with completion by March 2018.

As part of our Station Travel Plan Committed Obligation we are proposing to provide a waiting facility for taxi users within the station forecourt. Works are due to start in the new year with completion by March 2018.

Flitwick Station

The latest ORR data (year ending 31 March 2016) shows that this is the 11th highest footfall station on the Thameslink North route (out of 15 stations) with 1.48m passengers pa.

Based on feedback from BCA members we are looking to enhance the waiting shelter on Platform 1 (country end) by creating an enclosed, heated facility. Approval is currently being finalised with the DfT with delivery expected by Summer 2018.

We are also liaising with Central Bedfordshire Council on their proposals adjacent to the station building including a bus interchange, retail and residential developments. We are being consulted on the use of the land and how the station can operate during and after any proposed works. The CBC proposals also consider passive provision for a future step-free access scheme to all platforms.

Automated Delay Repay & Delay Repay 15

- Introduced on Thameslink and Great Northern in June 2017
- Extended to Southern in mid August
- Uses algorithms after customer has tapped in and out to calculate if the journey made was delayed by 15 minutes or more.
- It will send an automatic claim to the customer's online account. Customers review the claim for accuracy and confirm preferred method of payment



2018 timetable consultation – phase 2

The biggest overhaul of the rail service since the 1960s; £7bn of investment and three years of preparation are coming to a head. In May 2018 we will see the launch of an entirely new rail service.

Phase 2 of the timetable consultation has now closed – Over 10,000 responses

Next steps:

- Responding to enquires sent in
- Overnight & weekend timetables consultation in autumn

