

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

RMT strike update

We are pleased that the RMT called off strike action for on 11 Aug and Friday and that they have agreed to recommence talks at Acas. We hope that these talks will be productive and bring the long-running dispute to an end. The strike timetable (www.southernrailway.com/rmtstrike) remained in place on Thursday and the revised temporary timetable is in place on Friday. This is necessary as industry databases had already been updated with the amended timetable we expected to operate. Network Rail systems do not allow us to reinstate the timetable and at such short notice, it is not possible to advise train crew of the changes to shift sign-on times or move our rolling stock to new locations to allow us to operate the fuller timetable.

Since the strike suspension was announced at 2pm on Wednesday 10 August we have been working tirelessly with Network Rail to introduce additional services where we could. Today (12 Aug) we are running service based on the revised timetable that was in place before the strike began, but passengers may still experience some gaps in services and cancellations, as we work to get crews and stock back in place.

We continue to offer strike compensation for the 11 August for those significantly affected and you can find out more here: www.southernrailway.com/strikecompensation

Completion of Uckfield platform extensions & introduction of 10-car

Much needed additional capacity for the Uckfield line arrived on 25 July with the introduction of the first 10-car train, with the next 10-car due on Monday 15 August on the 06:30 from Uckfield. Passengers on the 07.05 Uckfield to London Bridge service enjoyed the comfort of 10 carriages for the first time.

This introduction follows the completion of Network Rail's platform extension programme where 12 platforms from Edenbridge Town to Uckfield were extended to accommodate longer trains.

Once all the 12 additional carriages are all in place, a 50% increase in capacity during the morning peak will result. We plan to introduce the remainder of the refurbished carriages over the summer holidays.



First 10-car train on the Uckfield line on 25 July

Rail Minister visits Three Bridges depot

The new Rail Minister Paul Maynard MP visited Three Bridges depot on 27 July, by Class 700 train on a fact finding visit at the depot and control centre. The tour included a train cab ride, a chance to see the work of the operations and signalling teams and where the 700s are maintained and stabled.

Charles Horton said of the tour, "I thought the Minister's visit went really well and helped him to understand how committed we are to making improvements for passengers and how determined we are to overcome the current challenges. It is really positive that he has spent a significant amount of time with us so early in his new role."



(L-R) Steve Scrimshaw—MD, Siemens, Paul Maynard MP—Rail Minister, Charles Horton—CEO, GTR

Proposed improvements at our stations— Update

Earlier this summer we announced our modified plans for changes at 83 stations across our network. These changes were based on feedback from our passengers, stakeholders and staff and address concerns of both London TravelWatch and Transport Focus. Full details can be found at <http://www.thameslinkrailway.com/your-journey/improving-your-railway/improving-your-stations-public-consultation> and <http://www.southernrailway.com/your-journey/improving-your-railway/improving-your-stations-public-consultation>

On 26 July the RMT announced that it will be balloting its members over the introduction of the new role of Station Host. We are disappointed by this threat of further industrial action and believe it is unwarranted and entirely unnecessary.

Our new Station Hosts will be paid more, be able to work in safety and provide better customer services.

Our proposals mean that staff:

- All affected staff will receive an uplift in salary or an additional allowance, and the working week will be

Improvement works begin at Gatwick Airport station

Work began in mid-July to improve the experience for Gatwick Express and airport passengers at the station. With ever increasing passenger demand on the station it became clear that immediate works needed to take place to ease congestion before the station is redeveloped in 2020/2021.

Govia Thameslink Railway and Gatwick Airport Ltd have jointly funded the works, investing over £400,000 to make changes to the station environment, including: a new Gatwick Express waiting lounge, a dedicated entrance to platforms 5/6 and new way finding signs. Work will continue over the summer and is due to be completed in September 2016. The impact to passengers during the work will be minimal as it will take place outside of peak airport hours.

reduced from 39 hours to 35 hours for some

- There is a job for everyone – no compulsory redundancies
- Assurances have been given that safeguard staff security

Passenger benefits:

- All modernised stations will be staffed from the very first train the very last, seven days a week – in total an extra 2,600 hours per week
- Station facilities, like waiting rooms and toilets, will be open for longer
- The stations will continue to sell the full range of tickets currently on sale at ticket offices
- GTR will introduce Oyster 'pay as you go' style smartcard ticketing across the network which can be topped up at home and guarantees the cheapest walk-up fare for the day
- Queuing standards will be maintained
- GTR is talking with disability user groups to ensure its plans not only meet but improve the station experience for people with disabilities

Temporary revised timetable for Southern services

The revised temporary timetable resumed on Friday 12 August across the Southern network after the RMT strike. The timetable is in place for three weeks, during which time Southern will reintroduce shuttle services on the West London Line (two each way each morning and evening peak) between Clapham Junction and Watford Junction, calling at Imperial Wharf, West Brompton, Kensington Olympia, Shepherds Bush, Wembley Central and Harrow & Wealdstone.

Full details can be found here -

www.southernrailway.com/revisedtimetable

News from our communities

Hanging baskets at Hitchin

Members of Hitchin Priory Rotary Club, the Inner Wheel Club and Great Northern railway came together to celebrate the adoption of the station.

The Rotary club has put up hanging baskets around the station, as well as two flower planters on the fence around the stairs on platform 1. The planters were jointly funded by Great Northern, as well as the Rotary Club and Inner Wheel Club through their fundraising efforts. Space has been provided at the station to store equipment to tend the plants and members of the group take it in turn to water them. Plaques are being added to help promote the group's efforts.



Local station management team with members of Hitchin Priory Rotary Club

Bloomin' marvellous

At the start of July children from Worth School in East Grinstead spent the day around the town weeding and tidying the garden areas ahead of the East Grinstead in Bloom judging day on 12 July. They finished their work at East Grinstead station tending the flower beds at the front of the building.

The children were asked to choose a task which would give something back to the community, and they chose to brighten up the local gardens and flower beds. They added that they had worked extremely hard and achieved a lot over the day.



School children tidy the garden area at East Grinstead station

Cuffley residents adopt station

In recent months a number of Great Northern stations have been adopted by local communities. Recently it was the turn of Cuffley station, members of the Northaw and Cuffley Residents' Association formally adopted the station in July. The group have been working with Martin Brown, Station Manager, to make the station their own by putting up a new noticeboard to promote community events in the area and exploring the possibility of creating new flowerbeds. There are also discussions under way with the local school to brighten the subway with childrens' artwork.



Members of Northaw & Cuffley Residents' Association adopt Cuffley station

News from our communities continued...

Little soldiers brighten up King's Lynn station

Norfolk based charity, Scotty's Little Soldiers adopted King's Lynn station as part of its on-going work to support bereaved children who have lost a parent serving in the British Armed Forces.

The charity is working with the local station management team to maintain the gardens surrounding the station. To mark the new partnership, pupils and teachers from West Lynn School joined volunteers from the charity and Great Northern staff to plant flowers which the charity will now look after. The group of children from the school were rewarded with a trip to London as a thank you for all of their help and support.

Scotty's Little Soldiers was set up by Nikki Scott who lost her husband, Corporal Lee Scott, in 2009. The charity provides relief from the effects of bereavement to young people up to the age of 18 who have suffered the loss of a parent serving with the British Armed Forces.



Scotty's Little Soldiers & local school children adopt King's Lynn station

Brightening up Uckfield

In July members of the Brighter Uckfield group came together with GTR colleagues and Sussex Community Rail Partnership (SCRIP) to celebrate the group formally becoming station partner for Uckfield.

The group has taken on the green areas of the stations and, together with the local Rotary Club, have added a beautiful splash of colour, even introducing "pick your own" herbs.



Brighter Uckfield group celebrate adopting Uckfield station

2018 timetable update

The 2018 timetable consultation will be launched on the week commencing 5 September. The consultation will take place over three months, with passengers and stakeholders will be invited to submit feedback during this period. Full details will be available on the website, which will be promoted in media, poster and by email.

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 3: 29 May April — 25 June 2016

Gatwick Express

P3: 54.89% PPM

Great Northern

P3: 78.54% PPM

Southern

P3: 62.91% PPM

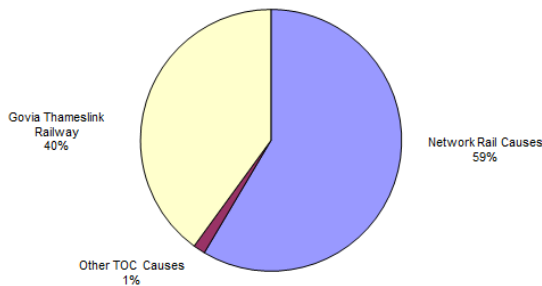
Thameslink

P3: 78.96% PPM

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

Govia Thameslink Railway - Gatwick Express Route Delay Responsibility (13 Periods) Year up to 25/06/2016

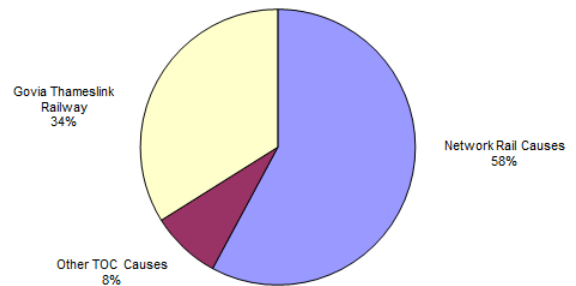


Major incidents that affected performance in P3:

- 3 June 2016: Signalling problems at Purley
- 9 June 2016: Broken rail between Earlswood & Gatwick Airport
- 12 June 2016: Broken down train at Gatwick Airport
- 23 June 2016: Flooding between Balham and Clapham Junction

Great Northern

Govia Thameslink Railway - Great Northern Route Delay Responsibility (13 Periods) Year ending 25/06/2016

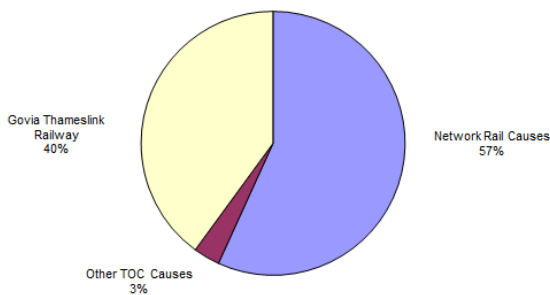


Major incidents that affected performance in P3:

- 6 June 2016: Broken rail at New Barnet
- 13 June 2016: Electrical supply problems at Old Street
- 17 June 2016: Emergency services dealing with an incident at Woolmer Green junction
- 22 June 2016: Electrical power supply problems at Hitchin

Southern

Govia Thameslink Railway - Southern Route Delay Responsibility (13 Periods) Year up to 25/06/2016

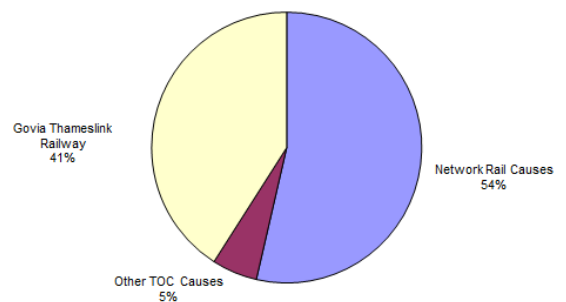


Major incidents that affected performance in P3:

- 3 June 2016: Emergency services dealing with an incident at West Worthing
- 6 June 2016: Over-running engineering work at Streatham
- 9 June 2016: Broken rail between Earlswood & Gatwick Airport
- 23 June 2016: Flooding between Balham and Clapham Junction

Thameslink

Govia Thameslink Railway - Thameslink Route Delay Responsibility (13 Periods) Year ending 25/06/2016



Major incidents that affected performance in P3:

- 31 May 2016: Broken down train at Farringdon
- 13 June 2016: Trespass incident at Mill Hill Broadway
- 20 June 2016: Signal failure at Farringdon
- 23 June 2016: Signal failure at West Hampstead Thameslink

Joint Performance Improvement Update

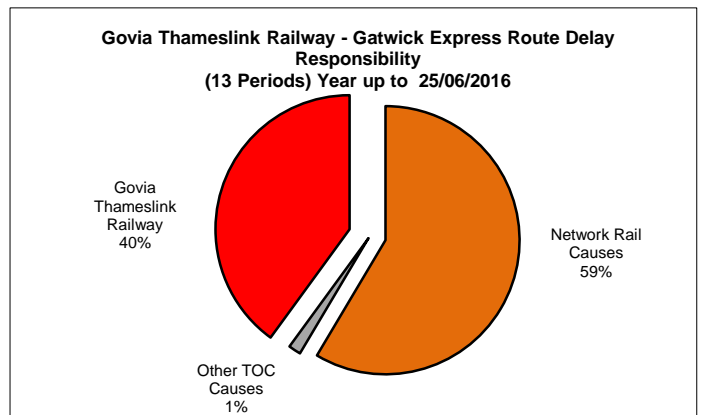
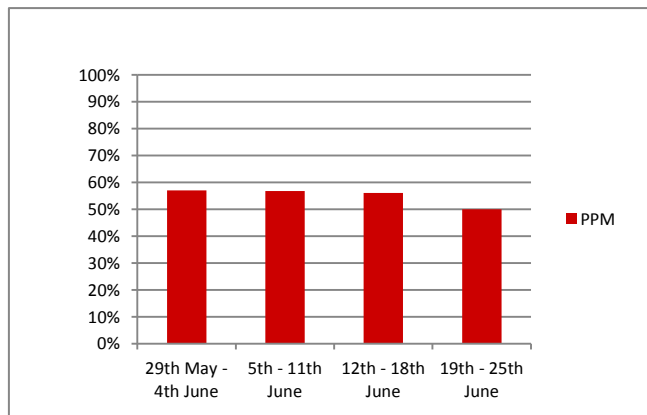
Issued 20 July 2016



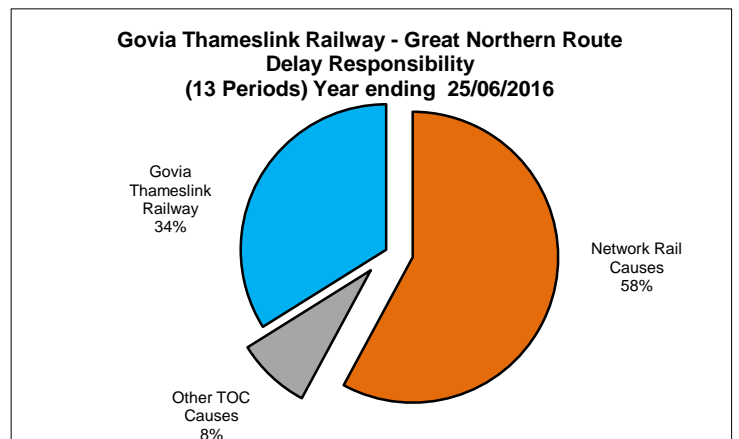
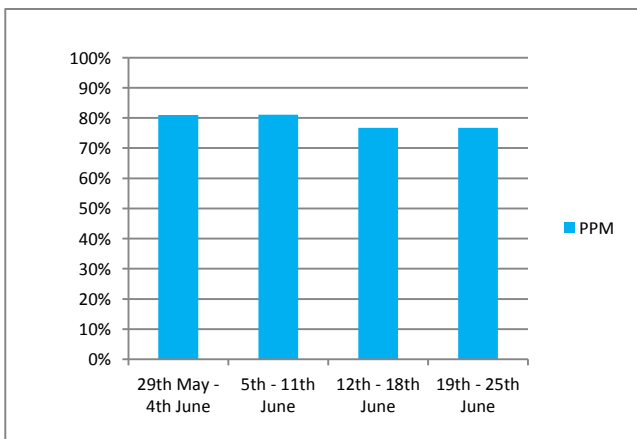
This report gives progress on the joint improvement plan for Govia Thameslink Railway (GTR) and Network Rail with punctuality data by route, as well as the main operational issues this period (there are 13, 4-week reporting periods per year) and planned customer improvements.

PPM* statistics and delay responsibility by route – Period 3 (to 25 June 2016)

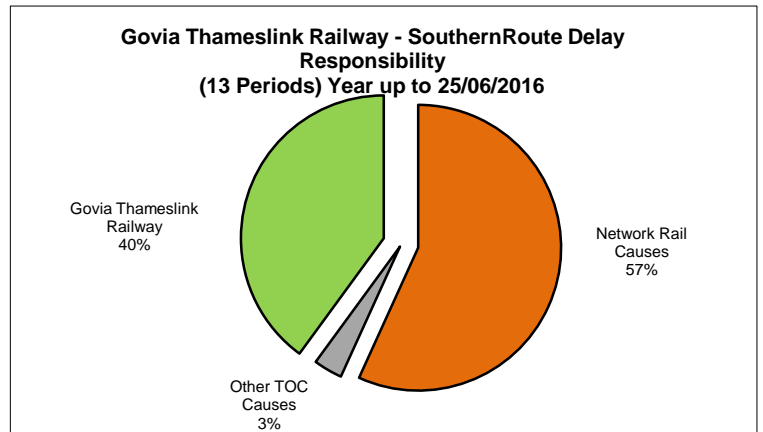
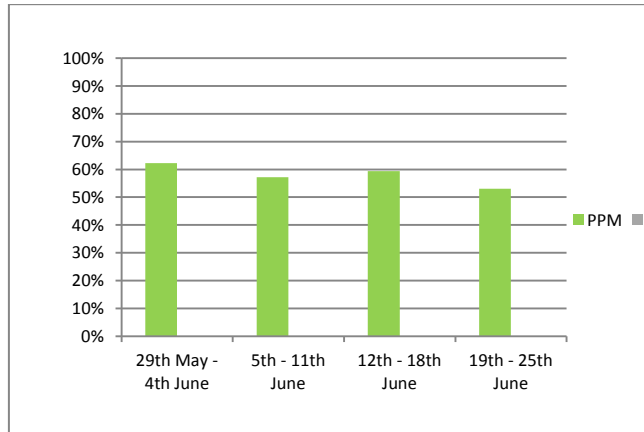
Gatwick Express



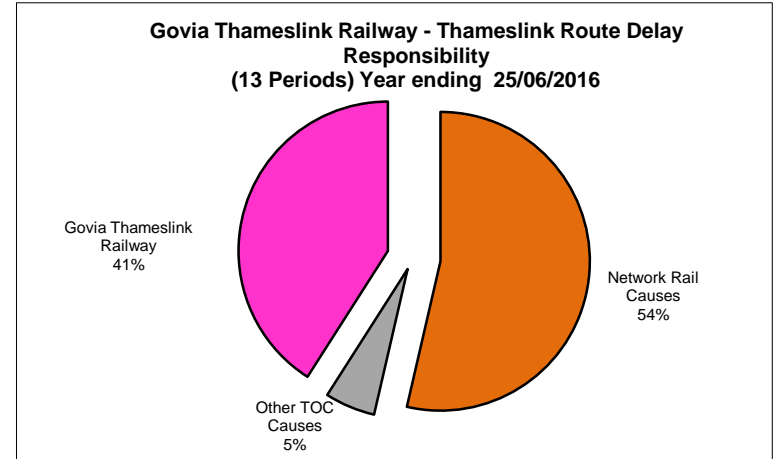
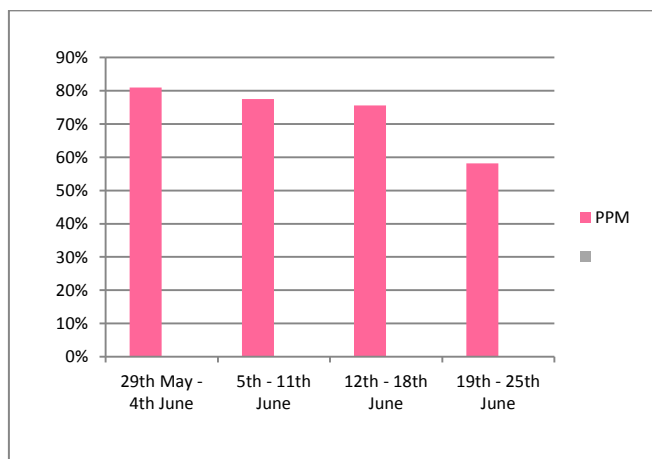
Great Northern



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. We have detailed this by week for this 4-week period.

The PPM figures for the period on each route: Gatwick Express 54.89%, Great Northern 78.54%, Southern 62.91% and Thameslink 71.61%.

A summary of key issues affecting performance this period

PPM fell in period 3 particularly due to train crew availability and a high volume of train crew sickness. Since the RMT union began strike action on Southern at the end of April, in opposition to our plans to evolve the role of conductors to become on-board supervisors, we have experienced an unprecedented level of sickness among train crew. A reduction in uptake of overtime by some train staff is adding to this due to non-availability of train crew. Like other companies in the rail industry, overtime within Southern has been common practice for many years and typically this flexibility works well in covering the service. However, this reduction in uptake has caused increased train cancellations.

The single biggest incident was flooding between Balham and Clapham Junction on 23 June. Our services were also affected by numerous trespasser incidents and multiple track circuit failures, with the largest at Stoats Nest Junction on 3 June. After the flooding, the next biggest incidents for delays were on 9 June damage to the track at Earlswood; on 3 June a fatality at East Worthing and on 13 June a trespasser at Mill Hill Broadway.

Delivering improvements for passengers

New trains introduction

Thameslink Class 700s

We have received seven class 700 units and three, 12 carriage trains are running in regular service between Brighton and London Bridge or Bedford. We plan to increase their use in the timetable progressively. Ultimately there will be 115 of these new trains running on an expanded Thameslink network.

Gatwick Express Class 387s

We have received all 27 new class 387 units now, with 23 currently in use on any one day. The full Class 387 Gatwick Express service is expected to commence later in the summer with 25 out of 27 units operating on any one day.

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 June 2016 on Thameslink, 5 trainees passed their training bringing the total since January 2015 to 56, and there were 96 trainees in progress. On Great Northern, 7 trainee drivers passed making a total of 68, with 88 trainees. On Southern, 5 drivers passed their training making 104 in total since January 2015. There are 79 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 workstreams 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.

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

The right train specification between now and 2018:

Much effort has been put into this workstream and the fundamental work is broadly complete. The outline for the new December 2018 timetable has been defined and we are preparing to take this forward, with a public consultation due to start soon.

Service Recovery and Command & Control:

This workstream focuses on our ability to return to a normal service as quickly as possible after disruption, whilst minimising the impact on our passengers. We are putting extra effort and resources into the review of disruptive events, so that we can learn lessons from what went wrong and implement action plans that will help us to deliver a better service in the near future.



We are working on improving response times in the case of infrastructure equipment or train failures. We are also developing our team in our Control room further (where service decisions are taken during disruption), taking into account the large geographical spread of our network. Teams are being aligned and trained to speed up and improve decision making, involving both Network Rail and staff from GTR. Recruitment for key positions to strengthen our ability to respond in times of disruption is underway.

The Basics – right first time:

A cross-functional team is focusing on addressing issues that prevent us from delivering a punctual service in the early hours. A scrutiny team formed of both Network Rail and GTR people reviewed the overnight operation at Victoria to find ways of improving the process for getting us ready to start the day performing well. The findings are being turned into an action plan, which will be tracked as part of the joint improvement programme. The next overnight direct observation exercise will be at Selhurst depot.

The Gatwick Express action team continues to work on making sure the services we run depart on time at Victoria, Gatwick Airport and Brighton, which will help us provide a more punctual service. This team is being supported by analysis experts to ensure we are taking action in the correct areas.

More work is underway on prevention of fatalities on the network and ill passengers on trains, and how we respond to these incidents when they happen.

Network Rail has installed new diversionary signage near a bridge at Tulse Hill. These signs actively divert traffic around the bridge using height sensors - following on from the original signage which only flashed a warning message. The aim of this is to reduce the number of bridge strikes at this bridge, which is notorious for being hit.



This last period had the lowest number of asset failures on the network in a period for five years.