Govia Thameslink Railway (GTR)

Crofton Park Train Users' Group

8 April 2017

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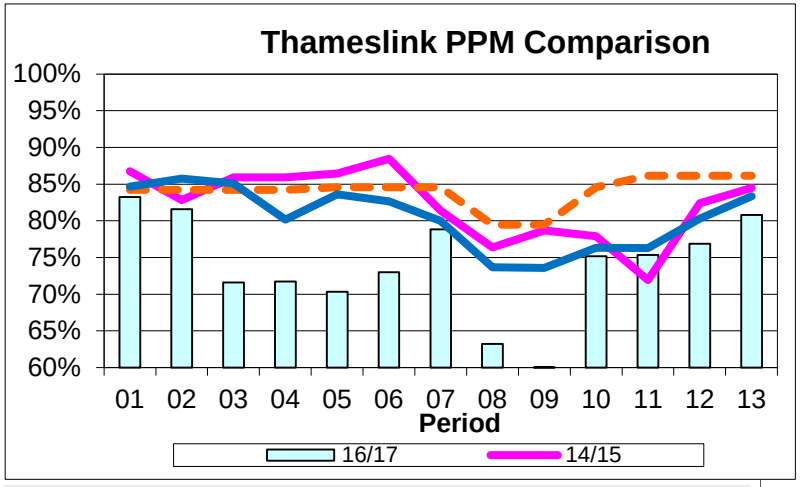
Performance – Thameslink - Period 13

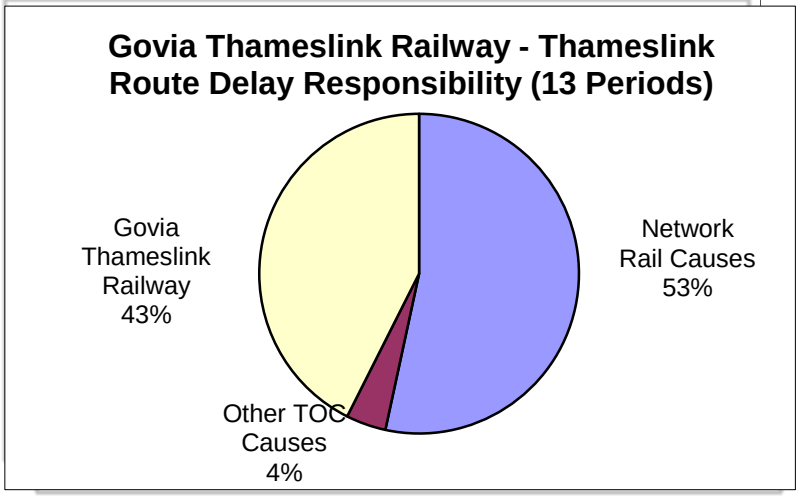
Public performance measure (PPM)

80.8% PPM (5 March –31 March)

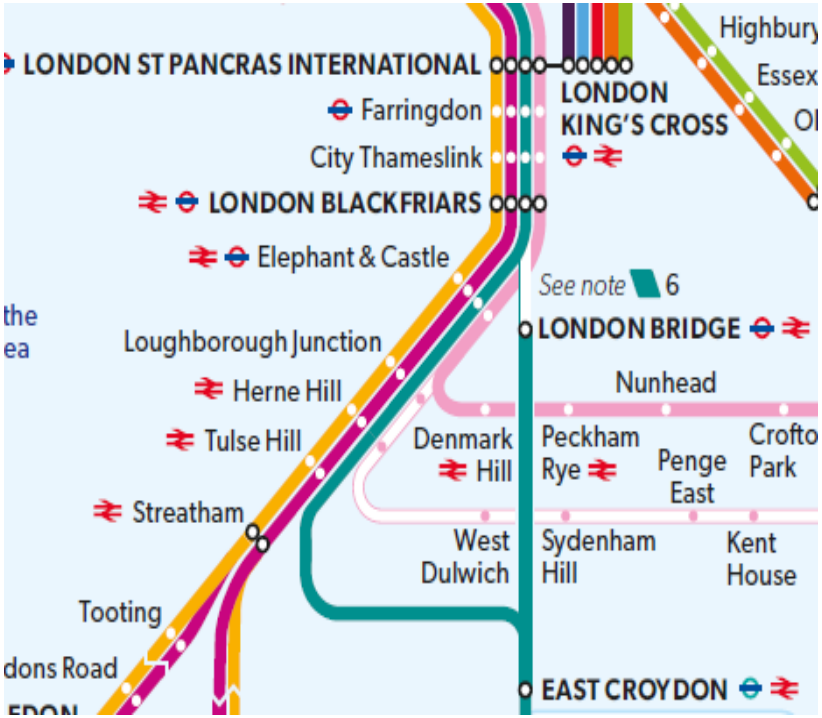
Major incidents that affected performance:

- Friday 24 March:12-car Class 700 failed at City Thameslink and affected the entire AM peak, causing 3,891 delay minutes. **The P13 PPM would otherwise have been 82.8%**
- Thursday 23 March: signalling panel failure at Herne Hill, resulting in 3,275 delay minutes





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.

Now appearing on the Thameslink routes: Siemens Class 700 trains

Key features

- 115 fixed formation trains on order (55 x 12-car and 60 x 8-car)
- New depot at Three Bridges
- Enhanced depot facilities at Hornsey
- 28 units currently in traffic covering 220 trains per day
- Reliability is gradually improving but, with just 4,100 miles between failures, it is still only just half as good as any other UK fleet
- Two software upgrades were implemented in February in response to train failures. More software upgrades to come as necessary
- The DfT, who specified and ordered the Class 700s, have agreed that Wi-Fi and seat back tables will be installed. Timescales awaited
- Action being taken to resolve excessive temperature on peak services

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Increasing peak train capacity – from mid Summer

From mid Summer this year we plan that all Thameslink services on the Catford Loop will be operated by 8-car Class 700 trains

- Capacity in the AM peak will increase from 5,800 (as in December 2016) to 9,100 passengers, an uplift of 56%
- Capacity in the evening peak will increase from 6,500 (as in December 2016) to 9,100, a 40% increase.

Class 700 high capacity trains

- 2+2 seating throughout, so wider aisles encourage passengers to move through the train
- Passenger Information Screens show current loading in each carriage, encouraging movement through the trains
- No interconnecting doors between carriages so easy to move from one carriage to another
- Fixed formation, so no redundant drivers cabs between front and rear of trains
- Wide doors with stand-back areas allow faster boarding and alighting; passengers are more ready to stand in the wider aisles without fear of being ‘trapped’ when the train approaches their destination station

Working to improve performance

- Initial poor reliability of new Class 700s has resulted in 28 year old Class 319s staying in service longer than planned
- Siemens responsible for both the build and the maintenance of Class 700s
- Software downloads being implemented to resolve current reliability issues, including short-formed trains
- The five remaining peak 4-car Class 319 services will be replaced by 8-car Class 700s in May
- By end June all Class 319s will have been cascaded out
- Weekday driver-related cancellations now almost at zero
- £320m Network Rail investment to reduce infrastructure-related delays

An early resolution of the RMT and ASLEF disputes on Southern (SN) will have a positive impact on Thameslink (TL) performance as TL cannot be divorced from what happens south of the river

- Removing need for additional station stops, e.g. at Redhill, and eliminating excessive dwell times at SN stations
- Our Rail Operating / Service Delivery Centre is a finite resource. Much of their time has been swallowed up managing heavily reduced SN services
- As a result TL train service management has not been the main issue for them and that has had a negative impact on service recovery

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Timetable consultation: Catford Loop proposals

The Dft have not yet approved the release of Phase 1 consultation outcomes

- 1,300 responses to the web survey, of which 72% (900) supported the proposals for the Catford Loop
- Timetabling work is underway to deliver the 4 trains per hour weekday service
- Weekend timetables in the early stages of development - general principle is to follow the weekday off-peak pattern
- Aim is to launch phase 2 consultation in late Spring / early Summer with full weekday timetables

Catford Loop station enhancements

Waiting rooms – all on track for completion by end April 2017

- Beckenham Hill – platforms 1 (new)
- Bellingham – platforms 1(renovation) and 2 (new)
- Catford – platform 1 (new)
- Crofton Park – platform 1 (new)
- Ravenbourne – platform 1(renovation

Driver recruitment and training

Date	No of qualified drivers	No of driver trainees	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

- Classroom theory
- 24 weeks

- Train handling with instructor
- 250-350 hours

- Final assessment
- Up to 2 weeks

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

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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

Thameslink Programme and GTR

- The GTR franchise was created by the DfT to deliver the Thameslink Programme – bringing together Thameslink, Southern, Gatwick Express and Great Northern to transform north-south travel through London
- Joint working between Network Rail, Siemens and GTR is delivering the following:
  - Re-building of London Bridge
  - track and infrastructure improvements
  - platform extensions
  - new depots
  - new trains
  - increased NR investment in infrastructure reliability outside the core from this year

Passenger Benefits – capacity

- More 12-carriage trains between Brighton, Gatwick Airport and through the centre of London
- More frequent trains through the central core from 2018
- Inner central London capacity will increase with 80% more peak time seats
- Quicker journey times from Brighton to London Bridge and Blackfriars
- More services from Bedford with a significant increase in seats from St Albans to London
- More seats from Peterborough and Cambridge to London and direct services to Farringdon (for Crossrail), London Bridge and Gatwick
- New trains for suburban services on the Wimbledon Loop and Sevenoaks routes

Passenger Benefits – more connections, more destinations

- From 2018, Thameslink route grows – allowing passengers to get into Central London and across the capital without taking the tube
- New links from Peterborough, Cambridge, Kent and Sussex
- Journeys between Cambridge and Gatwick Airport will be just 1 hour 40 minutes – 30 mins quicker than today
- From December 2018, new links with Farringdon via Crossrail's services to Heathrow will make Farringdon an important new hub
- Full public consultation on 2018 timetable