

HERTFORDSHIRE COUNTY COUNCIL
ENVIRONMENT, PLANNING & TRANSPORT
CABINET PANEL
THURSDAY, 7 SEPTEMBER 2017 AT 10:00AM

GOVIA THAMESLINK RAILWAY PERFORMANCE UPDATE

Report of the Chief Executive and Director of Environment

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Executive Member: Derrick Ashley, Executive Member for Environment, Planning & Transport

1. Purpose of Report

1.1 To provide the Panel with an opportunity to consider current train performance on routes served by Govia Thameslink Railway in Hertfordshire.

2. Summary

2.1 Concerns about the performance of local train services were discussed by the Panel in December 2016.

2.2 Govia Thameslink Railway will attend the Panel meeting to provide an update on current performance and improvement programmes.

3. Recommendation

3.1 That the Cabinet Panel note the report and presentation.

4. Background

4.1 Govia Thameslink Railway (GTR) is the operator of the Thameslink Southern and Great Northern franchise which runs until 2021.

4.2 The main service patterns provided by GTR in Hertfordshire are the Great Northern route into London Kings Cross, the Great Northern inner suburban routes into Moorgate and the Thameslink services via London St Pancras.

4.3 The Hertfordshire stations served by these routes are Baldock, Bayford, Brookmans Park, Cuffley, Elstree & Borehamwood, Harpenden, Hatfield, Hertford North, Hitchin, Knebworth, Letchworth, Potters Bar, Radlett, Royston, St Albans City, Stevenage, Watton at Stone, Welham Green, Welwyn Garden City and Welwyn North.

4.4 GTR also provides services from the West Coast Main Line via the West London Line, and hence also operates a limited number of trains to Tring, Berkhamsted, Hemel Hempstead and Watford Junction.

5. Performance Levels

5.1 In response to concerns about the level of service provided to Hertfordshire residents, particularly around the high number of train cancellations, the Executive Member met representatives from GTR in September 2016. At this meeting, GTR set out their performance improvement programme.

5.2 GTR subsequently provided an update to the Panel at its meeting on 7 December. This included a discussion on overall performance, the new train fleet, driver training programme, the 2018 timetable consultation and customer information improvements.

6. 2018 Timetable Consultation

6.1 The Panel received a paper on GTR's current consultation on the 2018 timetable at its meeting in November 2016, and the County Council subsequently submitted a formal response.

6.2 A second round of consultation on the detailed weekday timetables was held from 26 June to 27 July 2017, with a further County Council response submitted.

6.3 Further consultation on weekend and late night services is expected.

7. Presentation by GTR

7.1 Representatives from GTR will attend the Panel to give an overview presentation and to answer any questions.

8. Financial Implications

8.1 There are no financial implications arising from this report.

9. Equality Implications

9.1 When considering proposals placed before Members it is important that they are fully aware of, and have themselves rigorously considered the equalities implications of the decision that they are taking.

9.2 Rigorous consideration will ensure that proper appreciation of any potential impact of that decision on the County Council's statutory obligations under the

Public Sector Equality Duty. As a minimum this requires decision makers to read and carefully consider the content of any Equalities Impact Assessment (EqIA) produced by officers.

- 9.3 The Equality Act 2010 requires the Council when exercising its functions to have due regard to the need to (a) eliminate discrimination, harassment, victimisation and other conduct prohibited under the Act; (b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it and (c) foster good relations between persons who share a relevant protected characteristic and persons who do not share it. The protected characteristics under the Equality Act 2010 are age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion and belief, sex and sexual orientation.
- 9.4 No Equalities Impact Assessment (EqIA) was undertaken in relation to this matter as this report is to introduce a presentation and no decisions are to be made.

Background Information

None