

Govia Thameslink Railway (GTR)

Hertfordshire County Council Environment, Planning & Transport Cabinet Panel

Stuart Cheshire, Passenger Service Director, Thameslink & Great Northern

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Our unique contract

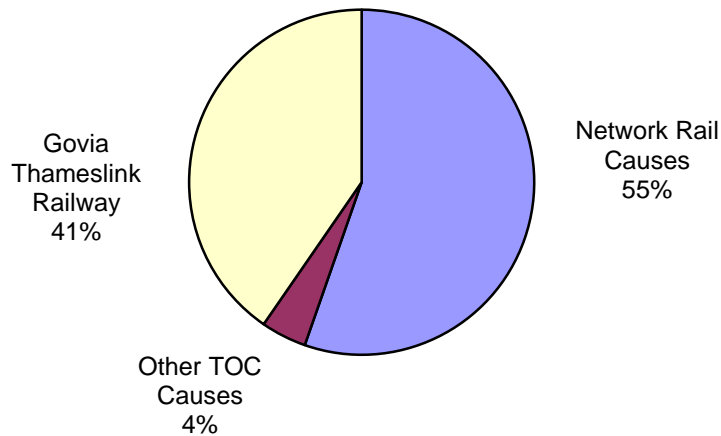
- All farebox revenue is passed to the DfT, who determine the level of all fares increases
- All performance income from Network Rail is passed to the DfT
- The DfT funds all payments against Delay Repay claims but GTR funds the necessary administration costs
- GTR receives a payment from the DfT for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

Performance – Thameslink- Period 5

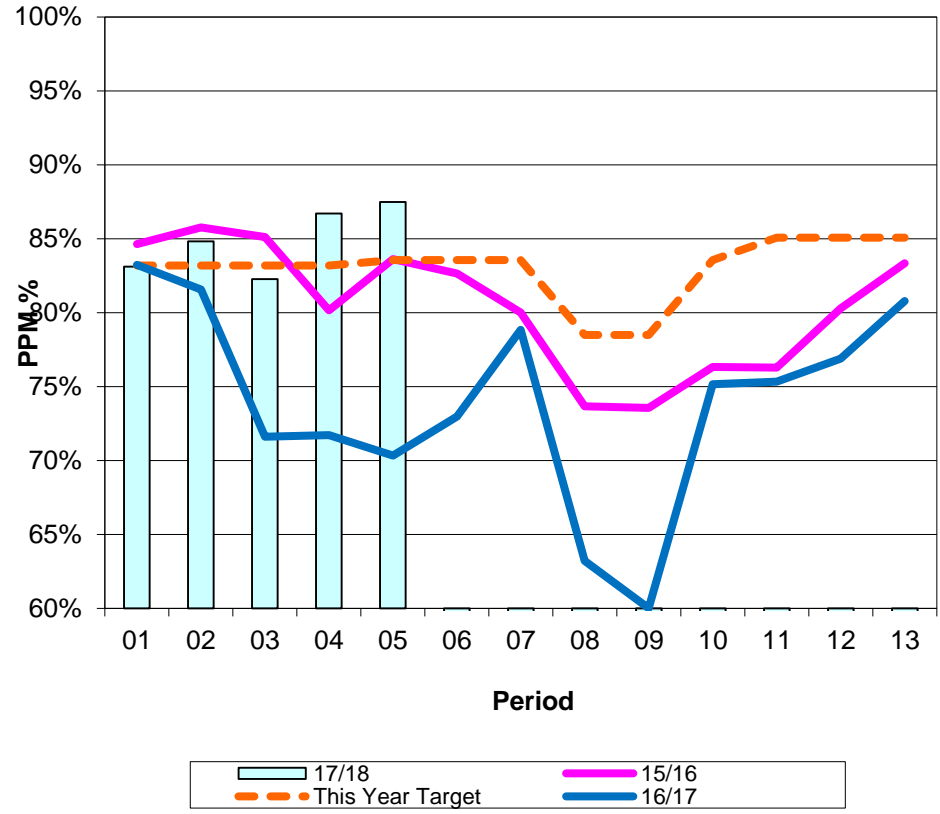
Public performance measure (PPM)

87.5% PPM (23 July to 19 August)

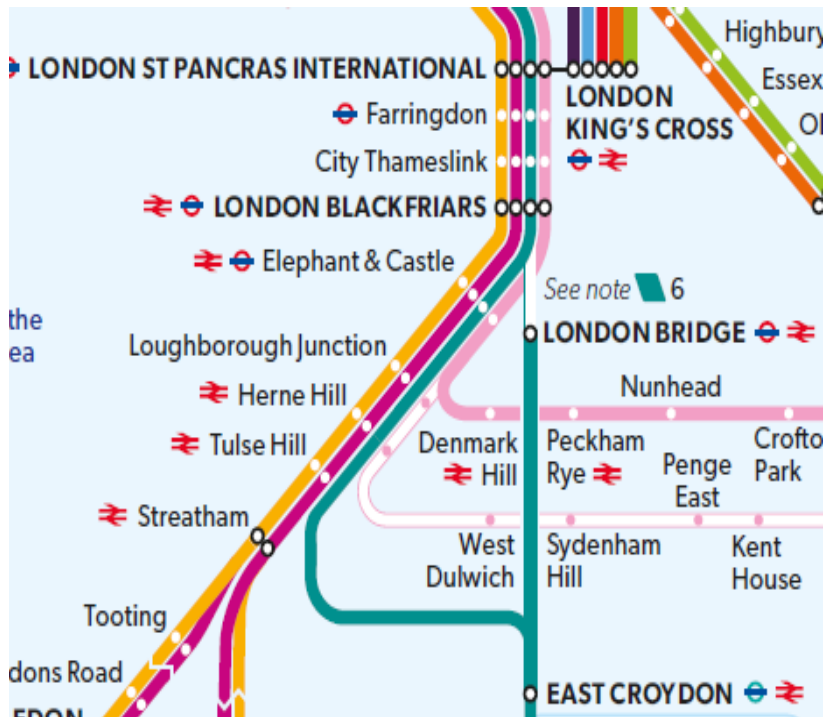
Govia Thameslink Railway - Thameslink Route Delay Responsibility (13 Periods)



Thameslink PPM Comparison



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
- 48 units (11 x 12-car and 37 x 8-car) currently in traffic covering over 350 trains per day
- By the end of September the entire Thameslink fleet will be 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.



Key features

<p>WIDER</p>  <p>DOORS</p>	<p>(MORE SPACE)</p>	 <p>2x2 SEATING</p>	 <p>BAGS MORE STORAGE</p>
<p>YOUR CLIMATE,</p>  <p>CONTROLLED</p>	 <p>MORE SEATS IN CARRIAGE D</p>	 <p>WC</p>	<p>BETTER FOR</p>  <p>BIKES</p>



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

- 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

Performance – Great Northern - Period 5

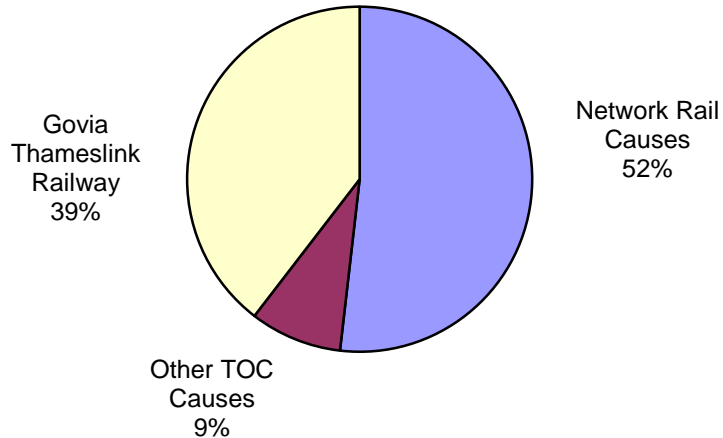
Public performance measure (PPM)

87.4% PPM (23 July to 19 August)

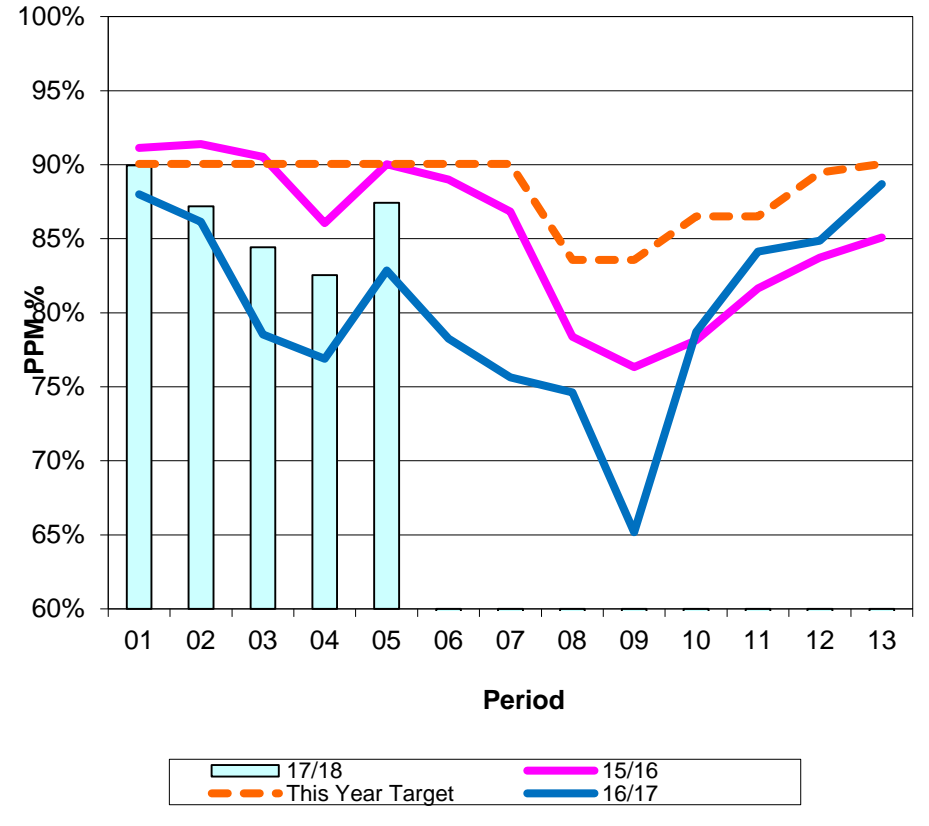
WGC services 93.9% PPM

HFN services 91.9% PPM

Govia Thameslink Railway - Great Northern Route Delay Responsibility (13 Periods)



Great Northern Route PPM Comparison



Focus on improving performance

Working with Network Rail to:

- Improve signalling regulation, i.e. make sure that their signallers don't give priority to late running long distance (inter-city) services at the expense of on-time GN services, resulting in our services incurring avoidable delays

Working internally to:

- Speed up service recovery following infrastructure-related disruption
- Reduce delays or cancellations resulting from train faults

Northern City Line Improvements:

- Managing dwells
- Managing passenger flows to the timetable

Modern trains on Great Northern



October
2016

- Class 387
- 321 & 317 replaced

Autumn
2017

- Class 700
- 365 reduced

By end
2018

- Class 717
- 313 replaced

Class 387 trains

- Peterborough, Cambridge and King's Lynn services
- Class 387s on Great Northern: We have 29 of these new air conditioned trains with 26 in service daily
- Greater reliability than previous Class 317 and 321 trains
- Two-by-two seating with tables and power points throughout
- Spaces for people in wheelchairs, fully accessible toilets and other features for people with disabilities
- Completed first part of two year programme to introduce new trains across all parts of the Great Northern network.
- **75% of total train fleet to be replaced**



GX
GATWICK EXPRESS

Great Northern



SOUTHERN

ThamesLink/

Brand new Moorgate trains

On 22 December 15 we announced Siemens as the preferred bidder for the new train fleet for Great Northern suburban services.

- The order is for 25 six-car units (150 vehicles), of a variant of the Class 700, which is being built by Siemens for the new Thameslink service
- They will replace the existing Class 313 trains built in 1976
- They will enter service at the end of 2018 on routes to and from Welwyn, Hertford North and Stevenage.

Key features

- Fixed length with full width inter-vehicle gangways, creating more space for passengers on board (there are no intermediate cabs)
- Air-conditioning
- The latest in passenger information systems with real-time information
- Fully accessible and compliant with disability legislation
- Power points throughout



Great Northern driver recruitment and training

Date	Qualified drivers	Trainee drivers	Establishment	Driver Target
Jan-15	310	35	350	350
May-15	310	50	357	357
Dec-15	318	93	365	373
May-16	324	87	381	397
Aug-16	343	78	381	413
Dec-16	358	69	381	415
Jan-17	357	65	381	415
Apr-17	373	53	381	415
Jul-17	375	65	398	422
Aug-17	378	60	398	422

- Classroom theory
- 24 weeks

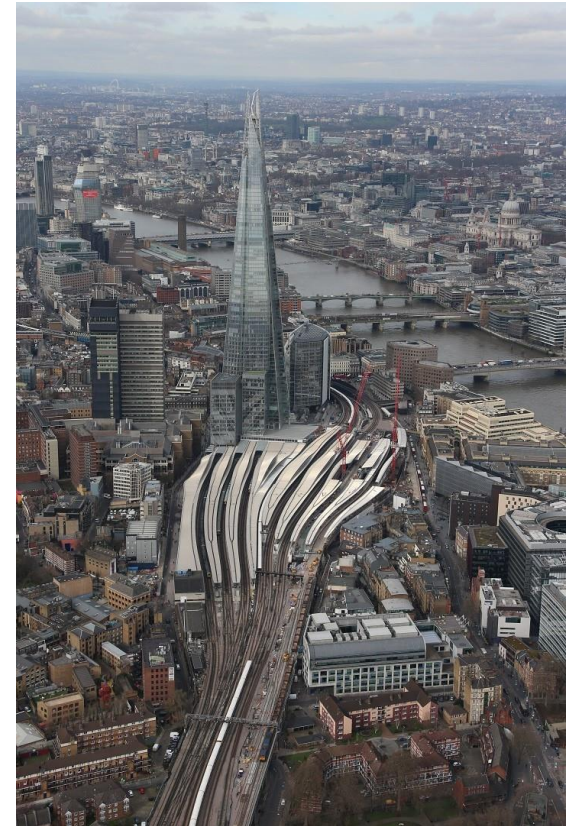
- Train handling with instructor
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- Final assessment
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Modernising the south east rail network

- 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



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

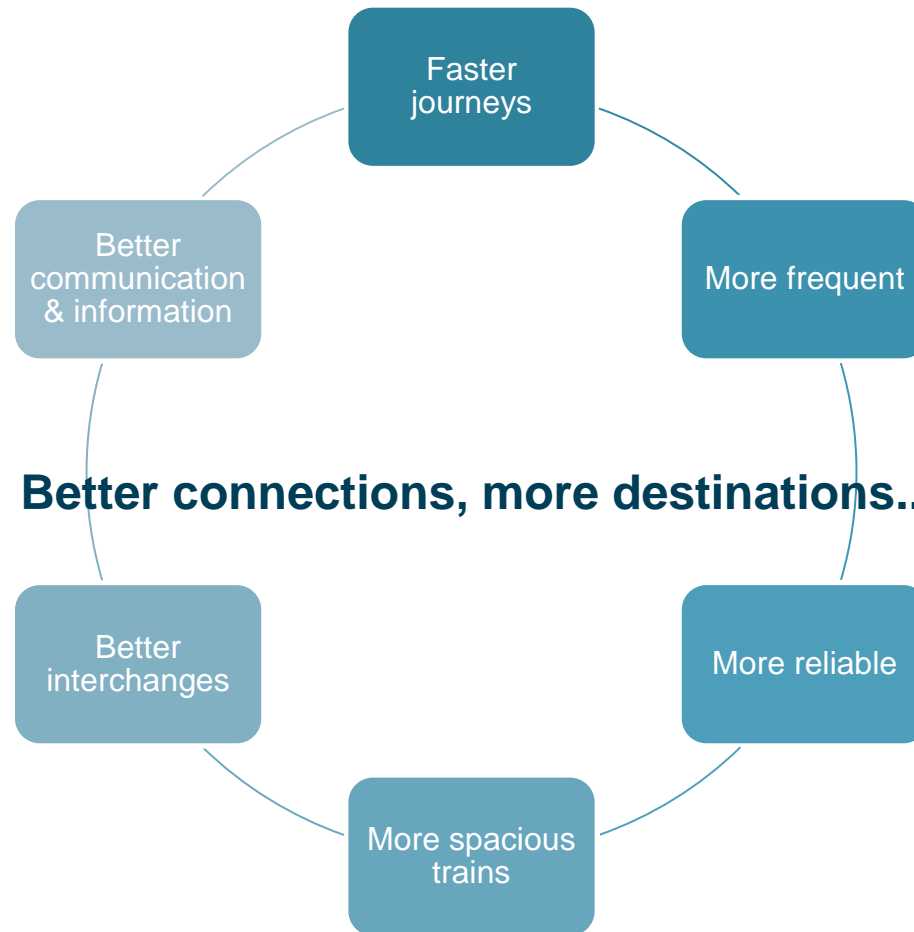
Work will include:

- 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%

Benefits of the Thameslink transformation project



Key focus areas of the TL programme

2018 operations re-defines the core as the heart of UK rail operations; with impacts much further reaching than its geography.

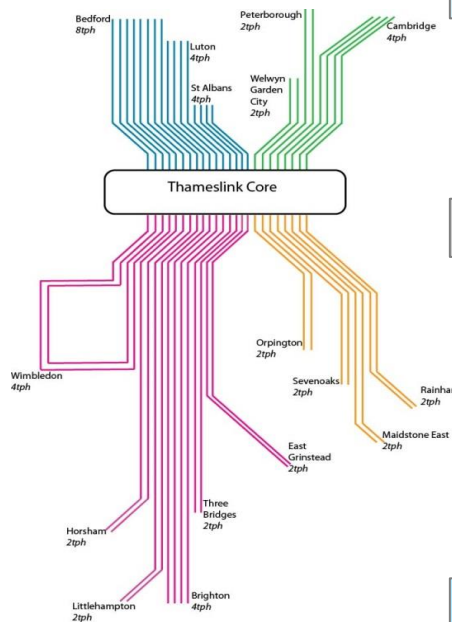
Expanded TL network moving from 4 'extremities' to 12

50% uplift in service for **twice as long** in the peak

Many new technologies – being introduced as a whole system for the first time in 2018:

- Trains
- Signalling, Control and regulation
- Decision making
- Information flow

Connection of **two** GTR routes / brands



New train-crew depots servicing redesigned service groups

50% reduction in Core dwell times

Redesigned **service groups**

4 different traction types through the Core to 1 type of intelligent data train

In total 148 stations will directly served from central London

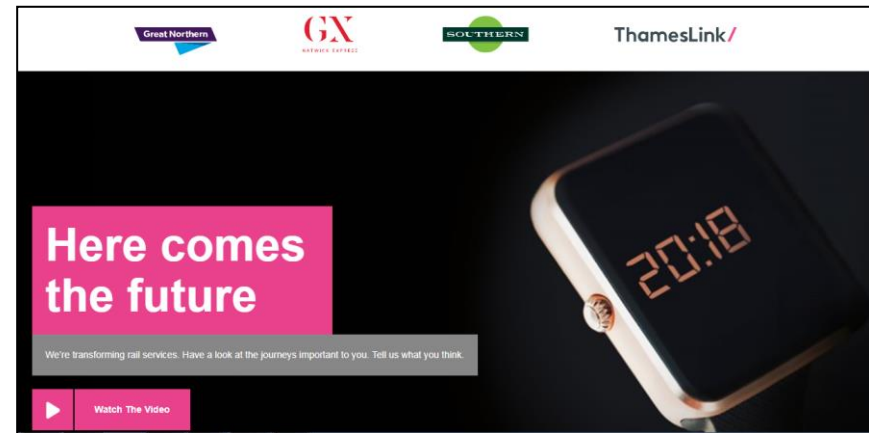
2018 timetable consultation – phase 2

The biggest overhaul of the rail service since the sixties, £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:

- We'll be working our way through all the comments to finalise the timetable for submission to Network Rail
- Responding to enquires sent in
- Overnight & weekend timetables consultation in autumn



Automated Delay Repay

- 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. Customer reviews the claim for accuracy and confirm preferred method of payment



Delay Repay 15

- First train operator to introduce Delay Repay for delays over 15 mins. Introduced December 2016
- Improved scheme will provide 25% discount on single fares for delays between 15 and 29 minutes
- Since October 16 we have given passengers options for payment including credit card, debit card, electronic bank transfer and PayPal

