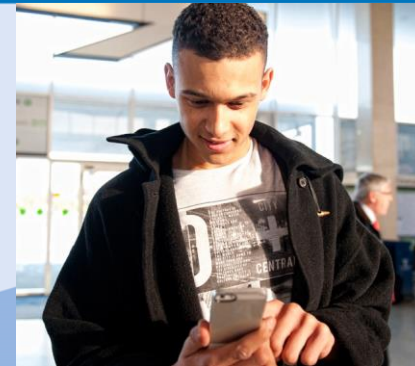


GTR (Govia Thameslink Railway)



Govia



**Gatwick
Express**

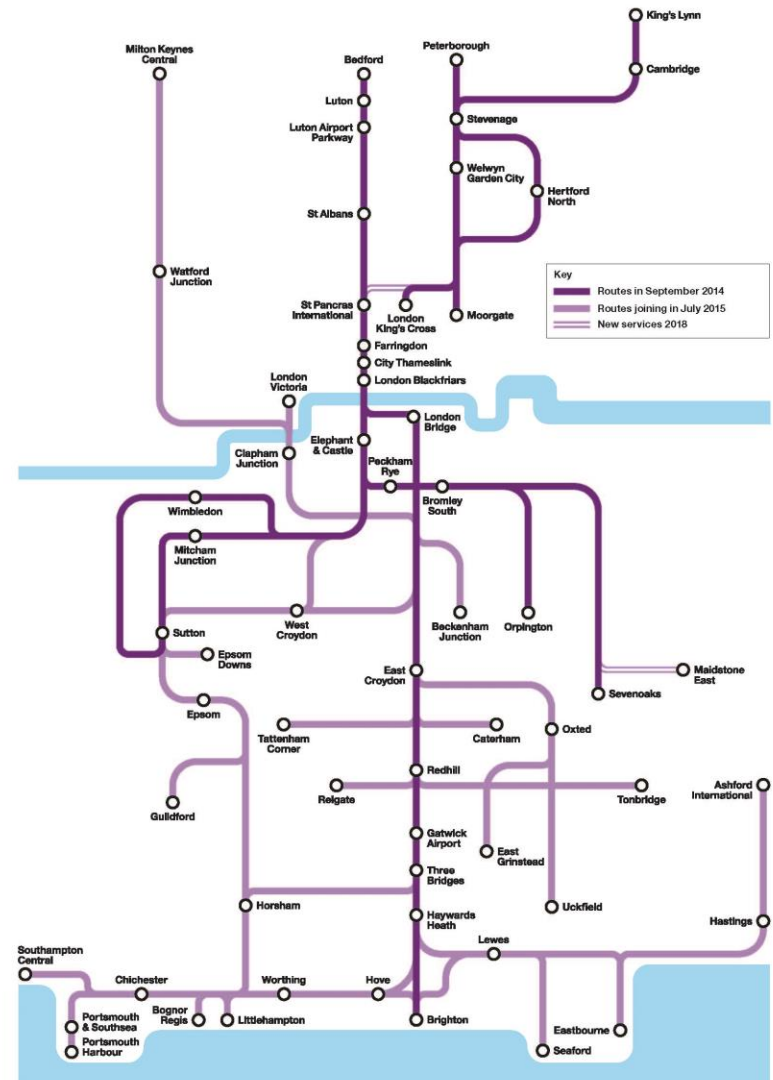
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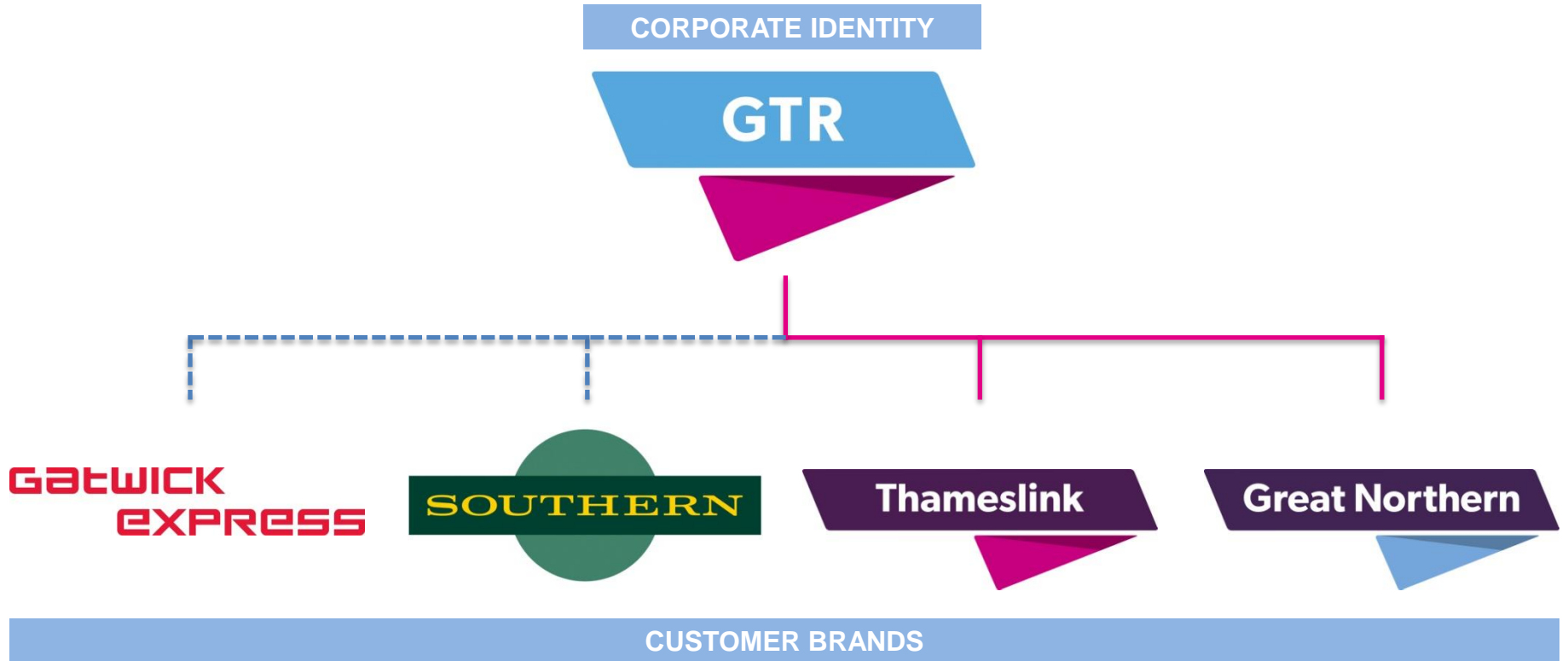
The new franchise

- UK's biggest ever rail franchise; 22% of all passenger train services
- 'Thameslink' identity restored for services running through central core; 'Great Northern' for Kings Cross/Moorgate services
- Southern and Gatwick Express brands retained when they join the franchise in July 2015
- Five empowered Passenger Service Directors; providing local accountability to customers and stakeholders





GTR brands





Key themes

- New trains
- More reliable and faster services
- Effective major project delivery
- Easier journeys and better information
- Responsive to customer priorities on station and on train
- Investing in engaged and developed staff



New trains

Thameslink, Southern and Great Northern franchise



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Three new train fleets

- New trains for Gatwick Express (by 2016).
108 vehicles (27 x 4 car) specifically designed for the service and including free wi-fi
- New Metro trains for Moorgate services in 2018.
150 new high capacity vehicles (25 x 6 car)
- 1,140 new Siemens Class 700 vehicles for Thameslink routes (2016-2018)
- Introduction of newer trains (Class 377) on Cambridge and Kings Lynn route (by 2017)



More reliable and faster services

Thameslink, Southern and Great Northern franchise



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More capacity

- 26% more morning peak vehicles into central London
- 10,000 more seats and 50% more passenger-carrying capacity
- More 12 car trains through new Class 700 Siemens fleet operating through Thameslink core
- New six car trains for Moorgate services with high capacity Metro environment, new Gatwick Express 12 car trains in peak
- More than doubling of overall capacity from Cambridge to London by 2018
- Longer trains for Uckfield when cascaded diesel stock available





Improving services – December 2015

Brighton Main Line recast to benefit south of Victoria, London Bridge and Elephant and Castle earlier than planned, providing:

- significantly improving performance and delay recovery
- services with more evenly spaced intervals
- reduced journey times from London to Brighton, Lewes, Eastbourne, Portsmouth, Southampton, Worthing, Littlehampton, Bognor Regis and Hastings
- restoration of four direct services per hour from Bedford to Gatwick Airport
- extension of two Gatwick Express services to Brighton in each hour
- new off-peak services from Redhill and Purley to Thameslink core

Full consultation on these changes in autumn 2014.





Improving services – 2017 and 2018

- Introduction of two trains per hour from London Kings Cross to Kings Lynn (May 2017)
- Completion of Thameslink Programme in 2018 will see up to 24 trains per hour through the central core
- Range of new direct journey opportunities including Cambridge to Brighton via Gatwick, and Peterborough to Horsham via Gatwick. More trains to Cambridge
- Increased off-peak frequencies to Hertford North and Welwyn Garden City (four trains per hour)
- More services to Moorgate in the peak, providing further capacity relief





Improving train performance

- Entering into an Alliance arrangement with Network Rail, with the creation (by 2016) of joint teams to manage performance and reliability across the whole railway operation
- Brighton Main Line timetable restructuring in December 2015 will assist addressing deep seated performance challenges
- Our international experience from Keolis and SNCF will assist in ensuring reliable use of Automatic Train Operation



Effective major project delivery

Thameslink, Southern and Great Northern franchise



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Delivering the Thameslink Programme

- Southern and Southeastern both already programme delivery partners
- Draw on experience of introducing High Speed and use expertise of Keolis and SNCF
- Dedicated team focused on delivering new trains, commissioning new depots (Hornsey and Three Bridges), extensive driver training and integrating systems
- Collaboration with Network Rail and TfL to ensure effective communication with customers throughout



Easier journeys and better information

Thameslink, Southern and Great Northern franchise



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Easier journeys – better information

- New customer app giving train ‘loading’ information (Nov 2014), door to door journey planning, car park availability (2016)
- 22 new interactive information touch screens at 11 stations (2016)
- Real-time train running information (audio and visual) on all trains (2016), and links to Tube service updates (2017)
- 24/7 resource providing real-time social media communications by Sept 2015
- Real-time information on rail replacement buses linked to station CIS and customer app (2016)
- £1m innovation fund to improve access to information based on customer feedback (2016-18)





Easier journeys – smart ticketing

- Roll out of our award winning smartcard ‘the key’ across the TSGN franchise area
- Easier online ticket purchasing and season ticket renewals through much quicker ‘collection’ by simply touching in
- Extended trials of flexible season tickets for part-time workers, utilising smartcard technology
- Introduction of money saving Advance tickets across the TSGN franchise area
- Aiming to extend Oyster Pay As You Go (PAYG), in partnership with TfL and other TOCs, as far as Epsom, Gatwick Airport, Luton Airport, Welwyn Garden City and Hertford North, covering all our Metro services and the two major London airports





Fares

- Single leg pricing to be introduced (in line with DfT's fares review recommendations), benefitting passengers making journeys that are peak in one direction and off-peak in the other – from 2016
- Super off-peak fares to become available during the week in north part of franchise (currently only at weekends) – from 2018
- Increase average prices in line with DfT's national fares policy
- ITSO PAYG ticketing on a more widespread basis





Door to door journeys

- £1.5m for measures to implement improved transport integration, including £750k for cycle storage facilities
- 30 Station Travel Plans to determine investment priorities and unlock third party funding – at least 10 in Greater London
- Automatic Number Plate Recognition at 25 station car parks
- 25 Electrical Vehicle Charging Points – subject to securing third party funding
- App functionality to include door-to-door journey planning and car parking availability (by end 2016)





Serving international gateways

- Gatwick Express services to benefit from new dedicated rolling stock in 2015 specifically designed for the service and including free wi-fi
- Staff on board Gatwick Express services following recent successful trial
- Partnership approach with Gatwick Airport Ltd including close working on station enhancement
- Two trains per hour throughout the night/early am to Luton Airport. Developing rail info and retailing to make it easier to choose and use rail
- Marketing connections with Eurostar at St Pancras and Crossrail (for Heathrow & Canary Wharf) at Farringdon



Responsive to customer priorities on station and on train

Thameslink, Southern and Great Northern franchise



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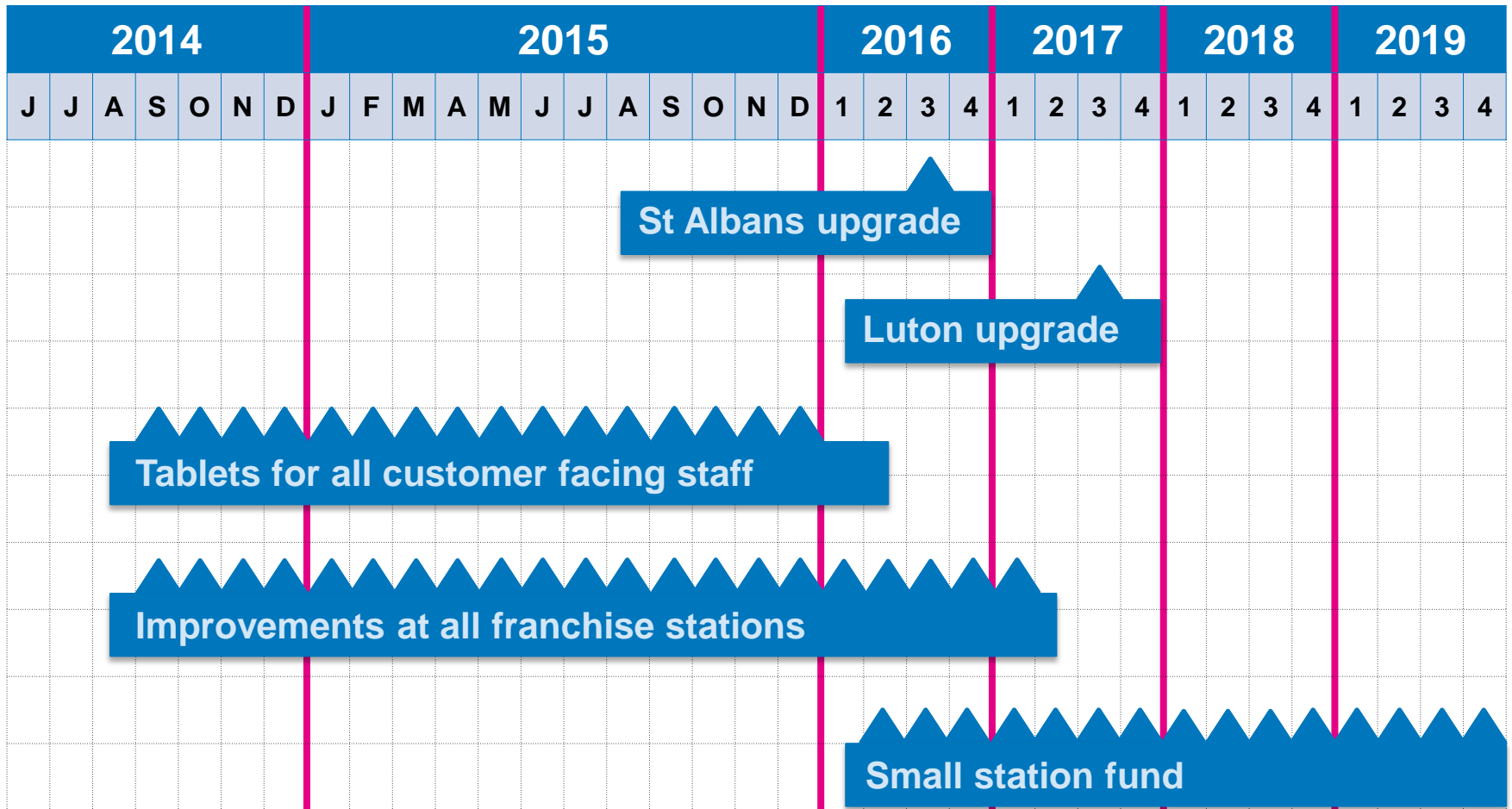
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Key dates





Investing in stations

- Investment of £50m bringing improvements to every station, including new retail facilities, information screens, new and upgraded toilets, additional CCTV
- Working with industry partners to make significant improvements at St Albans and Luton stations. Further work on plans for Stevenage.
- £1million annual fund (from 2016) for local communities to spend on improvements to small stations (< 1m footfall)
- First to last staffing at 101 busiest stations
- Free WiFi at 104 stations (2016)
- Ticket purchasing, customer information, help point and shelter facilities at all stations





Customer engagement

- ‘Connections’ – bi-annual customer report published twice a year (from Sept 2014)
- Regular ‘Station Connection’ events for customers to meet and engage with managers
- Online ‘Connection Panel’ for customers to voice opinions, give feedback and respond to surveys, from 2015
- Two ‘Customer Cabinets’ (one for north of franchise, one for south) to provide advice on customer strategy – from 2015
- Further initiatives over franchise term to include online voting exercises, events at non-railway venues, and small station improvement fund





Stakeholder engagement

- Five Development Managers across combined franchise area to promote partnership working
- Annual stakeholder conference for whole franchise along with forums for smaller geographic areas
- Annual stakeholder surveys
- Partnership arrangements to be put in place with Luton Airport, Transport for London and Gatwick Airport
- Senior stakeholder reference group to be set up to monitor Thameslink Programme and its impact on passengers (by Jan 2015)





Community and environment

- Ongoing and enhanced support for Sussex Community Rail Partnership
- Support for community station partnerships across the franchise area
- Partnership with Prince's Trust to provide work experience for young people and mentoring and development opportunities for our managers
- Working with schools using Go-Learn educational material
- Community Investment programme to involve our staff and make use of our facilities
- Environmental initiatives to extend on-train metering, increase station and depot efficiency, and improve water and waste management





Safety and security

- Eyewitness scheme for reporting anti-social behaviour
- 'Park Mark' accreditation for a further 26 car parks
- CCTV extended and enhanced at all stations
- Forward-facing CCTV within concourses at 37 stations
- Recruiting 'Special BTP Constables' and Railway Enforcement Officers
- First to last train staffing at 101 busiest stations
- New automatic gatelines at 21 stations
- Enhanced revenue protection patrols





A railway for all

- Network of 'Access Ambassadors' to act as advocates and raise awareness of differing passenger needs
- 'Try the Train' days to help socially disadvantaged
- Access Advisory Panel to advise on strategy, policy and actions to assist needs of persons with disabilities or reduced mobility
- £4m for minor works to improve access to stations
- Improved Assisted Travel booking process, available via app



Investing in engaged and developed staff

Thameslink, Southern and Great Northern franchise



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Investing in staff

- £9.8million investment in staff training and development, including ILM accreditations, engineering apprenticeships and graduate placements, and provision of training for franchise employees
- Health and Wellbeing strategies implemented by dedicated manager
- Employee engagement programme based on Investors in People, including dedicated specialist, annual surveys and employee recognition



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