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## Secretariat memorandum

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Agenda item: 11  
LTW530  
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### Southern Rail performance

#### 1 Purpose of report

- 1.1 To inform members about Govia Thameslink Railway (GTR) current performance particularly in relation to the Southern Rail part of the franchise

#### 2 Recommendation

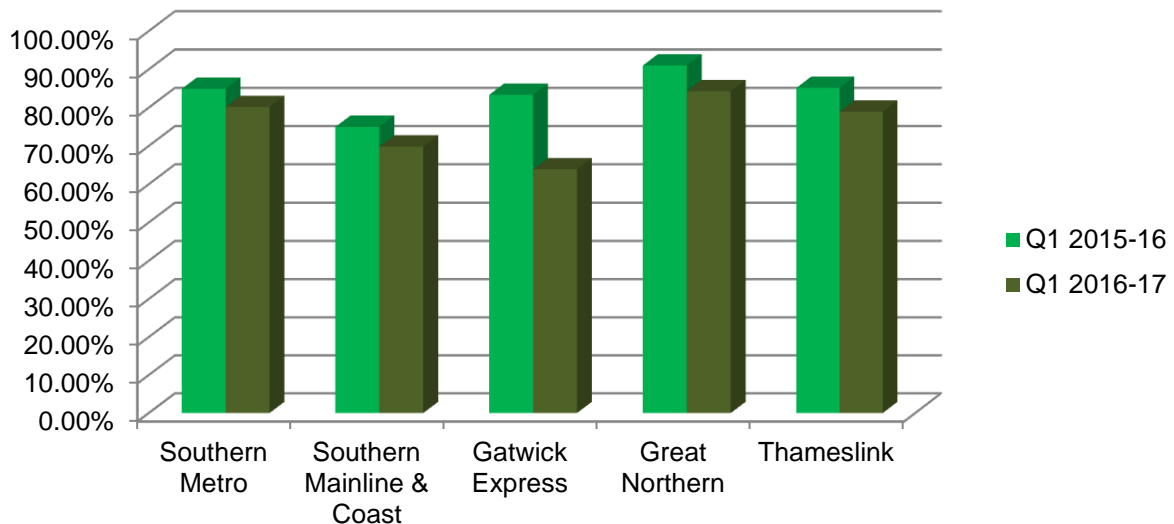
- 2.1 Members are recommended to note the report and any oral updates from officers at the meeting, regarding further potential further action.

#### 3 Background

- 3.1 Members will be aware of the previous deterioration in the performance of the GTR franchise that includes Southern, Gatwick Express, Thameslink and Great Northern operations.
- 3.2. Each of these operations has been beset with a number of problems including :-
- Impact of engineering works such as the Thameslink upgrade
  - Impact of failures on the part of Network Rail
  - Introduction of new trains requiring training of staff and agreement on new working practices, such as driver controlled operation of train doors
  - Shortage of trained staff and lack of resilience during disruption
  - Higher than expected turnover of staff
  - Poor industrial relations with staff including strike action
  - High levels of staff sickness
  - High reliance on rest day working particularly on Sundays
- 3.3 The result of these has been continuous decline in performance, and rising passenger dissatisfaction. In the weeks, leading up to the end of June the Southern part of the franchise in particular was being badly affected by random cancellations and long gaps in services. Routes out of London that presently require the use of conductor / guards to open and close doors suffered significantly worse levels of service.
- 3.4 The reliability of the whole franchise for the first quarter of 2016/17 is set out overleaf

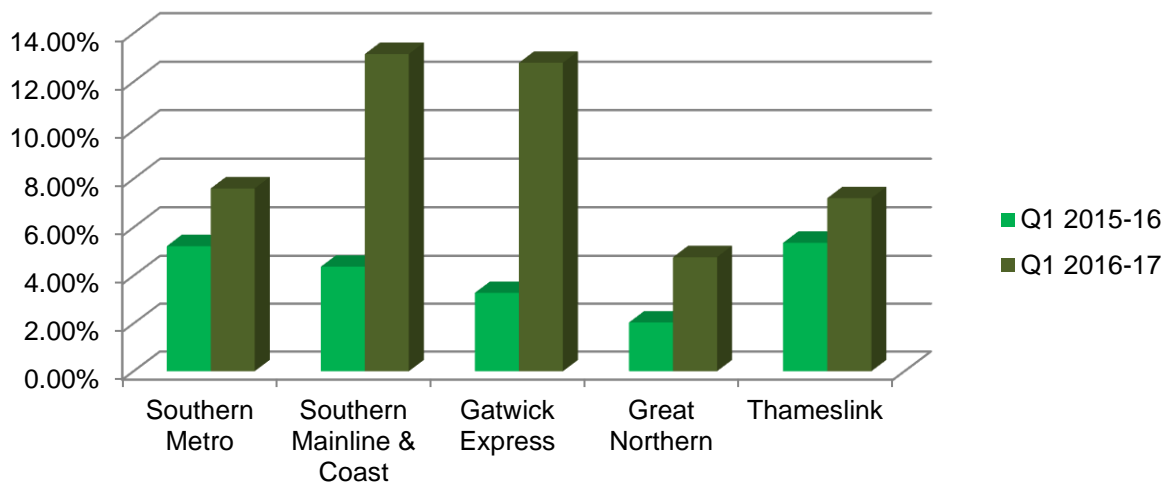
## Public Performance Measure

	Q1 2015-16	Q1 2016-17
<b>Southern Metro</b>	<b>84.91%</b>	<b>80.17%</b>
<b>Southern Mainline &amp; Coast</b>	<b>74.97%</b>	<b>69.82%</b>
<b>Gatwick Express</b>	<b>83.36%</b>	<b>63.89%</b>
<b>Great Northern</b>	<b>91.03%</b>	<b>84.29%</b>
<b>Thameslink</b>	<b>85.17%</b>	<b>78.94%</b>



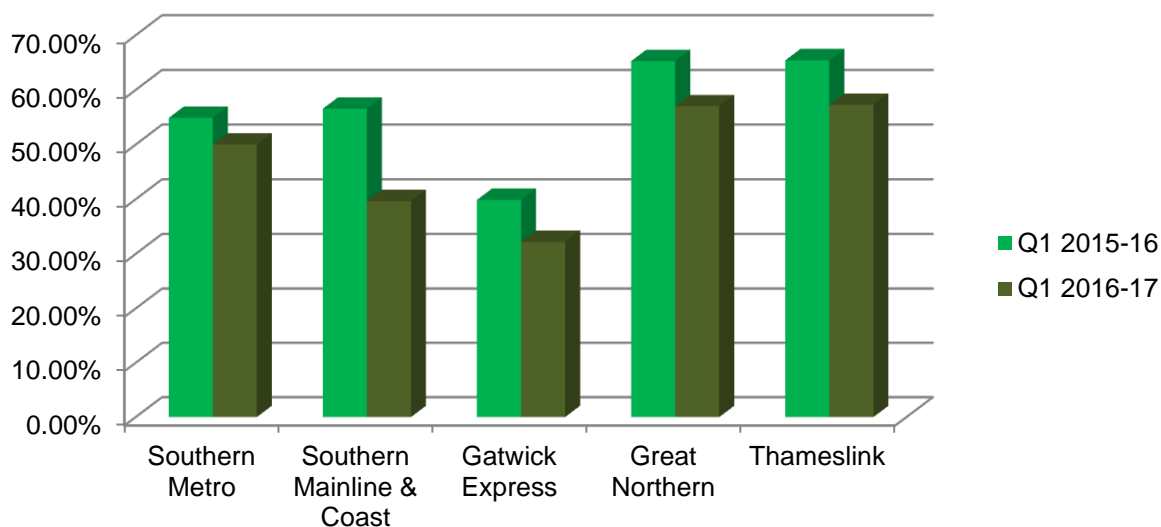
## Cancellation & Significant Lateness

	Q1 2015-16	Q1 2016-17
<b>Southern Metro</b>	<b>5.22%</b>	<b>7.60%</b>
<b>Southern Mainline &amp; Coast</b>	<b>4.37%</b>	<b>13.14%</b>
<b>Gatwick Express</b>	<b>3.28%</b>	<b>12.78%</b>
<b>Great Northern</b>	<b>2.04%</b>	<b>4.77%</b>
<b>Thameslink</b>	<b>5.36%</b>	<b>7.20%</b>



## Right Time Arrival

	Q1 2015-16	Q1 2016-17
<b>Southern Metro</b>	<b>54.88%</b>	<b>50.00%</b>
<b>Southern Mainline &amp; Coast</b>	<b>56.56%</b>	<b>39.64%</b>
<b>Gatwick Express</b>	<b>39.88%</b>	<b>32.17%</b>
<b>Great Northern</b>	<b>65.26%</b>	<b>57.00%</b>
<b>Thameslink</b>	<b>65.41%</b>	<b>57.26%</b>



- 3.5 GTR informed us on Tuesday 5<sup>th</sup> July 2016 that they would be introducing a revised timetable on Monday 11<sup>th</sup> July 2016 withdrawing 341 Monday to Friday services. This was intended to concentrate available resources on the routes with the most passengers or alternative modes of transport. This was not a consultation, and was intended for operation for at least four weeks.
- 3.6 The effects of this revision are not restricted to the routes where conductor / guards are required but also include a significant proportion of the 'Metro' network that has been operated on a driver only basis for many years.
- 3.7. A map showing the routes affected can be seen at <http://www.southernrailway.com/your-journey/revised-timetable> . The reductions in service include the complete withdrawal of the London Bridge – Beckenham Junction, London Bridge – Wimbledon peak and the Milton Keynes Central to South Croydon services.

## 4 Discussion

- 4.1 London TravelWatch responded to the emergency timetable by issuing a press statement on the 7<sup>th</sup> July 2016 ([http://www.londontravelwatch.org.uk/news/view?id=598&x\[0\]=news/list](http://www.londontravelwatch.org.uk/news/view?id=598&x[0]=news/list)). This called for :-

- Very clear information about the changes to be provided for passengers in all formats – at stations as well as on the website and via social media. This should be tailored to individual stations so passengers are clear what the changes actually mean for them – passengers won't necessarily know where their train originates from.
  - Staff should be clearly visible at all stations and able to answer queries from passengers, including on alternative routes and modes of transport to enable passengers to make their journeys
  - A guarantee that all services will run to the advertised length or longer, with first class accommodation declassified to reduce overcrowding
  - Compensation for season ticket holders where services have been drastically reduced or withdrawn and enhanced compensation should be offered in line with the Government's plans to pay out after delays of 15 minutes. For those passengers using registered Oyster cards or Contactless payment cards this should be done automatically. Rebates should be available for first class season ticket holders who would lose this facility as a result of the changes.
- 4.2 Officers have continued to raise concerns with the operator about poor service reliability and the severity of the reductions in services particularly in the Metro area, on routes that were already operating reduced levels of services to accommodate the works at London Bridge. There are also implications for other routes where passengers displaced from Southern services are likely to add to crowding problems.
- 4.3 The poor performance of Gatwick Express services is especially noteworthy because of the premium fare nature of this service.
- 4.4 A joint exercise with Transport Focus is being set up to track passengers 'emotional' experiences of the revised timetable.
- 4.5 The structure of the current franchise contract is that of a 'Management Contract' with the Department for Transport (DfT), with most if not all decisions on the running of the franchise need to be agreed by that Department. This would also be the case if another franchisee were to run the contract or if it were to be operated by a company controlled by the DfT.

## **5 London TravelWatch priority**

- 5.1 This issue falls within the core remit of London TravelWatch and the impact of the proposed changes is substantial amongst the high number of current and future passengers using this network..

## **6 Equalities and inclusion implications**

- 6.1. There are no equality and inclusion implications arising from this report.

## **7 Legal powers**

- 7.1 Section 252A of the Greater London Authority Act 1999 places a duty upon London TravelWatch (as the London Transport Users Committee) to keep under review matters affecting the interests of the public in relation to railway passenger and station services provided wholly or partly within the London railway area, and to make representations about them to such persons as it thinks appropriate.

## **8 Financial implications**

- 8.1 There are no financial implications arising from this report for London TravelWatch.