

In-touch

Period 11: 12 February 2015

This period's issue of In-touch

Welcome to this period's edition of In-touch. It has been a very challenging time for our customers and staff due to a number of incidents affecting our services.

Whilst performance on Great Northern has held up (see page 4) many of our Thameslink passengers will have been affected by severe disruption caused by a **burst water main** and four further leaks in Clerkenwell Tunnel between St Pancras and Farringdon stations. We had to split the service, north and south, and cancel over 1,000 trains. Those services we could run were subject to over 130 hours of combined delays.

Thames Water repaired the pipes and Network Rail pumped over a million litres of water and repaired the signalling system. However, over 25 trains were damaged by the flood water, resulting in a number of services running shorter than usual and causing overcrowding. A few trains are still out of service and our engineers are working with our suppliers to source the materials to repair these units as soon as possible.



Floods at Clerkenwell Tunnel

I joined two **rail summits** hosted by the rail minister, Claire Perry MP and attended by MPs from TL north and south to discuss recent performance on the route. The meeting was productive as MPs shared their constituents' views and we discussed recent events.

We launched a joint **Thameslink and Southern Performance Improvement Plan** with Network Rail to address the immediate issues on the route and improve the poor reliability being experienced by our passengers. The plan will focus on six key areas where changes will be made through a series of short, medium and long term measures. We will be updating our report to include targets at the end of this month. You can read more about on page 3.

We have made good progress on the process of procuring our **new Moorgate fleet**. In January we met with rail user groups and local authorities to discuss their opinions on the key requirements of the new fleet. This is ahead of us formally commencing the tender process for both finance and train manufacturer. We will be carrying out further engagement with stakeholders and customers once we have a manufacturer in place.

On 30 January the consultation for the **December 2015 timetable** closed. I would like to thank everyone that participated and shared their views and feedback. All inputs are valued and will help us in the timetable development process.

We will soon begin consultation on our **major station enhancement** projects for Luton and St Albans stations. We will be keen to know your opinions and feedback. You will hear more about this over the next few months.

The next few months will be busy as we deliver the changes we have promised to improve the service expected from us.

Yours sincerely

Chief Executive Officer, Govia Thameslink Railway

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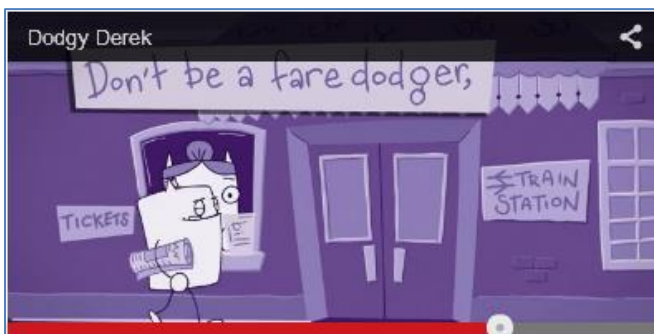
Fare dodging isn't funny says Dodgy Derek

In January we created a humorous comic character to highlight the anti-social behaviour of fare dodging.

Dodgy Derek features in a fun, short YouTube animation. He wakes up in a bed shop, has a shower in a bath store, makes off with someone's coffee and then jumps on a train without paying for a ticket.

The subtitles say: "Most people wouldn't dream of taking something they hadn't paid for... Don't be a fare dodger; pay your way. Fare evasion isn't fair."

The [YouTube clip](#), which is being promoted through social media, supports a network-wide poster campaign.



Fare evasion isn't fair

Passenger satisfaction rises on Great Northern

Satisfaction with Great Northern rail services has started to rise according to a survey issued by Passenger Focus.

Eighty-two per cent of passengers on services between King's Cross and Moorgate in London and stations on the route to Hertford, Welwyn Garden City, Peterborough, Cambridge and King's Lynn said they were fairly satisfied or very satisfied with the service compared to 80% 12 months earlier.

However, satisfaction fell on Thameslink, chiefly because of punctuality on TL south. We are determined to turn this around with our joint improvement plan (see story on page 3)

Food from around the world served up in vintage 'carriage' at Blackfriars station

Commuters at Blackfriars station are now being served refreshments from what appears to be a vintage train carriage.

The train coach is in fact the first new food outlet to open at the south entrance of the new station, named Bon Voyage and owned by independent retailer South African Mandy Fourie.

Mandy is selling gourmet sandwiches made with freshly baked artisan bread from nearby Borough Market – so fresh that the bread is still warm when delivered to the shop!



Locally-sourced jams and artisan breads are on sale from a heritage style luggage cart

Darwin information system goes live

On Tuesday we connected our Customer Information System (CIS) to the national Darwin CIS.

Darwin is a cross industry project, that takes multiple information feeds to provide real time predictions on trains running. Providing consistent information for our passengers and staff.

Key benefits

- Consistency of information between websites/apps/station screens
- Better sharing of information between train companies

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Thameslink: joint improvement plan

In early February, meetings were held at the House of Commons, hosted by the Rail Minister, Claire Perry MP and attended by MPs from both TL north and south.



The meetings were held to discuss poor performance on the TL route which is having a major impact on our passengers. To address these issues we jointly launched the Thameslink Performance Improvement plan with Southern and Network Rail.

The **six key areas** where changes will be introduced to improve performance:

- **Infrastructure**
- **Fleet**
- **Timetable**
- **Drivers**
- **Day-to-day management of operations**
- **Customer experience**

We are committed to delivering these improvements and have set out a realistic time frame so that we can achieve these. Short-term and mid-term measures will be delivered by May and December this year and long-term improvement by December 2018. Immediate actions include: deploying more qualified driver, removing Midland Main Line speed restrictions; which delay our services to and from Bedford, timetable changes for services at London Bridge so we don't exceed capacity and new points at Haywards Heath.

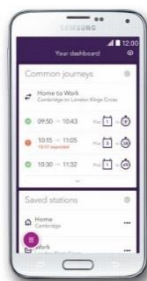
We will publish an update with targets at the end of February with regular reports on our progress afterwards.

You can view a full copy of the plan on our [website](#).

Improving customer information

Following feedback from our passengers and stakeholders we have worked to make improvements to how our customer information is delivered. Key changes include:

- **Twitter:**
 - Our Twitter feed will be manned 24 hours a day, every day, from mid-February 2015 by our in-house team
- **On Track app:**
 - New banner alerts that automatically pop up when trains are delayed or cancelled
 - Storing recent searches and journey information
 - More personalised filtering of search results so passengers get information most relevant to them
- **Website:**
 - Better information during disruption: new technology that informs passengers in real-time if a service is short formed or cancelled



On track app: helping our passengers make informed decisions

Stakeholder extranet

In spring 2015 we will be launching an extranet exclusively for our stakeholders. It is important to us that the information and content on this site is useful and important to you. We would really like your help and want to hear from you what you would like to see on that site.

Please email all suggestions to Katherine Cox – katherine.cox@trailway.com

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Performance

During period 11 (four weeks ending 31 January) we achieved over 90%+ PPM on seven of the 28 days in the period. The combined PPM for the period was 78.88%.

The period saw one major and several minor incidents on several occasions. This included the flooding of Clerkenwell Tunnel, overhead line problems at Potters Bar and signaling problems.

Great Northern

The Great Northern Public Performance Measure (PPM) for Period 11 was 88.69% against a target of 88.33%.

At approximately 16:30 on 5 January reports were received of overhead line problems at Potters Bar. Services ran at reduced speed while Network Rail maintenance engineers investigated. Normal service resumed at 18:50, but passengers experienced delays for several hours as the service recovered.

Thameslink

The Thameslink Public Performance Measure (PPM) for Period 11 was 72.02% against a target of 86.81%.

At about 12.30pm on 10 January it was reported that a radio mast was at risk of falling in the high winds onto the tracks at Harpenden. All services were stopped for safety and we brought in buses to run between St Albans and Luton with a shuttle service of two trains per hour between Bedford and Luton and St Albans and London. Lines reopened at 8.11pm.

On 23 January we received reports of a burst water main in the Clerkenwell Tunnel between St Pancras and Farringdon. Passengers suffered delays over the weekend, as trains ran at a reduced speed through the flood water. A significantly reduced service ran on 26 & 27 January while Thames Water and Network Rail fixed the problem and repaired signals damaged by flood water. Further leaks then led to delays and another split service when the tunnel was closed again between St Pancras and Farringdon. Passengers experienced significant disruption until 30 January.

