

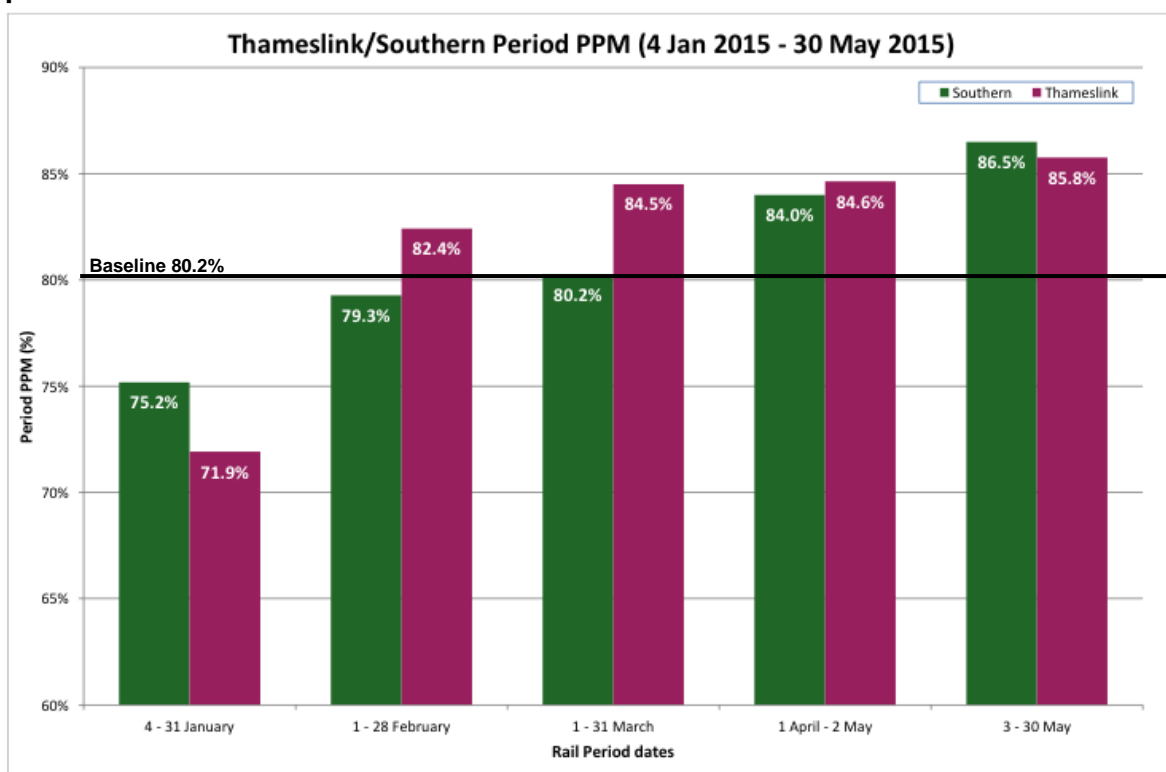
# Improving performance on Thameslink and Southern

9 June 2015 update



This provides an update on our progress in delivering the plan launched jointly by Thameslink, Southern and Network Rail.

## Recent performance



The graph shows performance since the start of 2015, measured using the Public Performance Measure (PPM). This refers to the % of planned train services that were less than 5 minutes late at final destination.


The 'baseline' level of 80.2% reflects performance in early 2015 with the situation at London Bridge during the works with only three tracks available. Our improvement plan is aimed at increasing performance above this baseline level.





During the period, 3 – 30 May, the PPM on Southern was 86.5%, an improvement on the April figure of 83.9%. The worst day of the period was Thursday 7 May when the result was just 67.0%, this was due to significant signal failures at Victoria. Other large incidents affecting performance included a points failure at East Croydon on Thursday 14 May and a broken rail at Haywards Heath on Wednesday 20 May.

During the period, 3 – 30 May the PPM on Thameslink was 85.7%, an improvement on the April figure of 84.6%. The period was predominantly affected by a series of incidents on the Brighton mainline, these included the knock on effect of signal failures at Victoria on Thursday 7 May and the broken rail at Haywards Heath on Wednesday 20 May.

### Delivering our performance improvement plans

We are making good progress in delivering the plans we have committed to. The plan features a number of key initiatives due to be in place by December 2015; this highlights their status.

	Planned actions by December 2015	Progress to date
 <b>Infrastructure</b>	Introduce one of the UK's first mobile maintenance trains	The mobile maintenance trains will reduce the time it takes to undertake work and improve staff safety, and allow adjacent lines to remain open while work is being carried out. Delivery of the first train remains on course for the target date of October 2015.
	More flexible management of infrastructure failures	New processes are now in place to ensure that recommendations made following incidents are more effectively actioned to ensure improvement.
	Improve reliability of equipment	The systems and circuits used for signalling of trains between Balcombe and Brighton are under review, with the potential for investing in enhancements being assessed.
	Extended midweek night work to proactively prevent faults	Ongoing joint planning involving Network Rail, Southern and Thameslink to finalise an agreed strategy for additional midweek night work, following December 2015 timetable change. This will enable Network Rail to carry out more preventative maintenance.

	Planned actions by December 2015	Progress to date
 <p><b>Timetable</b></p>	Making further changes on Brighton Main Line	<p>A new timetable was introduced by Southern on 17 May, aimed at reducing congestion and reducing the risk of small delays having a major knock-on effect.</p> <p>A further major timetable change, intended to create more evenly spaced services on the Brighton Main Line throughout the day, is planned for December 2015. This has been consulted on and we expect to update on the outcome of this by September.</p>
 <p><b>Drivers</b></p>	More qualified drivers	<p>Between the start of 2015 and the end of June, 48 new drivers will have qualified on Southern and 21 will have qualified on Thameslink.</p> <p>A further 66 are expected to have qualified by the end of December 2015.</p>
 <p><b>Day-to-day management of operations</b></p>	Suicide prevention programme – including more use of ‘Land Sheriff’ patrols and more lineside fencing on north Thameslink route.	<p>British Transport Police has provided a liaison officer to assist with developing the suicide prevention programme.</p> <p>Land Sheriffs work with Network Rail to keep railway lines secure and prevent trespass. The number of Land Sheriff patrols in place on the Brighton Main Line has been increased.</p> <p>Preparatory work currently being undertaken for mid-platform fencing at Leagrave.</p>
 <p><b>Customer experience</b></p>	London Bridge Improvement Plan	<p>All elements of Plan nearly complete.</p> <p>Further six information screens have been installed.</p> <p>Specialist customer service training ongoing until August.</p>
	Network Rail staff trained for flexible deployment at major stations during disruption	Flexible teams now available at major stations during disruption, along with use of specialist contract staff, to help provide customer service.
	Better customer information on service status	Rainbow boards introduced on information screens at London Bridge providing status updates for Southern routes.
	Use of advertising screens for information during disruption	Advertising screens at major stations, including Victoria and London Bridge, now able to be used for service information during disruption.