

Govia Thameslink Railway (GTR)

Gatwick Airport Consultative Committee

14 July 2016

Charles Horton, GTR Chief Executive Officer

Angie Doll, Gatwick Express Passenger Services Director

Steve Knight, Network Rail Area Director



Agenda

- Context
- Performance & improvement plan
- Gatwick station development
- New Gatwick Express trains
- New Class 700 trains
- Transforming the customer experience
- Revised temporary timetable
- Next steps



Context

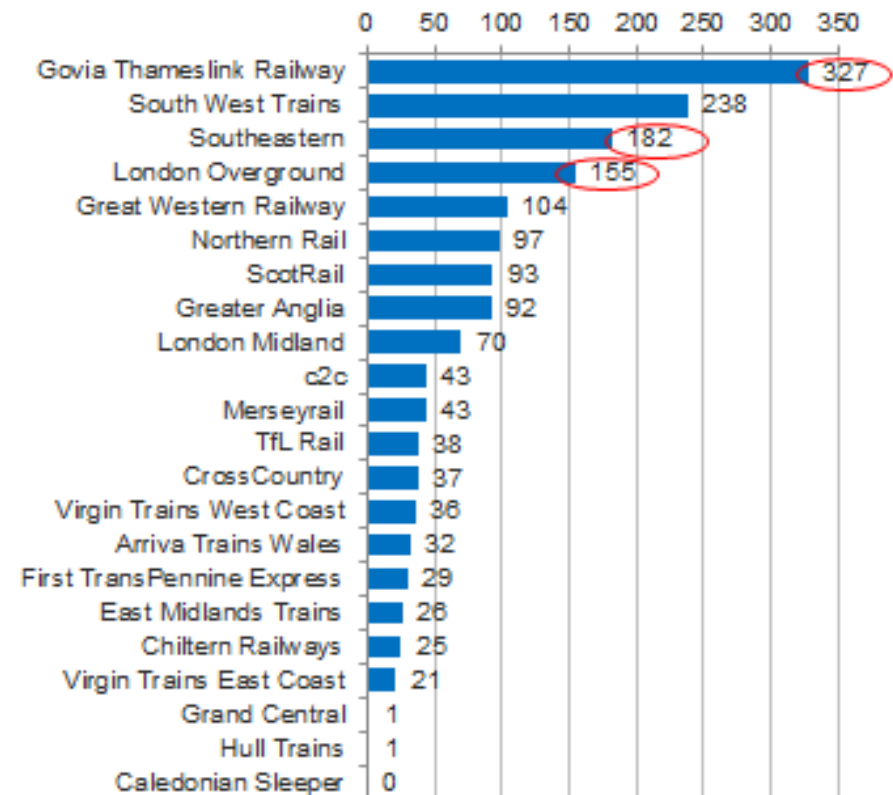
- Our network has seen a phenomenal growth in the past 5 years, and has suffered many years of under-investment
- We are now going through a once in a generation transformation of the railway, with the multi-billion government-sponsored Thameslink Programme
- We are half way through a four year programme
- The GTR franchise aims to deliver transformational change, whilst working with Network Rail to minimise the impact on customers
- Customers will continue to see gradual improvements in the quality and reliability of services and information over the next two and half years
- The full benefits will materialise in 2018



The South East Route has seen significant growth

- Over 580 million passenger journeys in 2015/16 - more than any other route
- 35% of national journeys – and increasing to 710 million by 2023
- 35% contribution to national PPM
- Growth of 4.2% per annum on Thameslink and Sussex Fast Services to London Bridge
- Planning assumptions suggest 3-4% reduction in PPM due to passenger growth in CP6 if unmitigated
- Thameslink brings the biggest timetable change in route history in Dec 2018

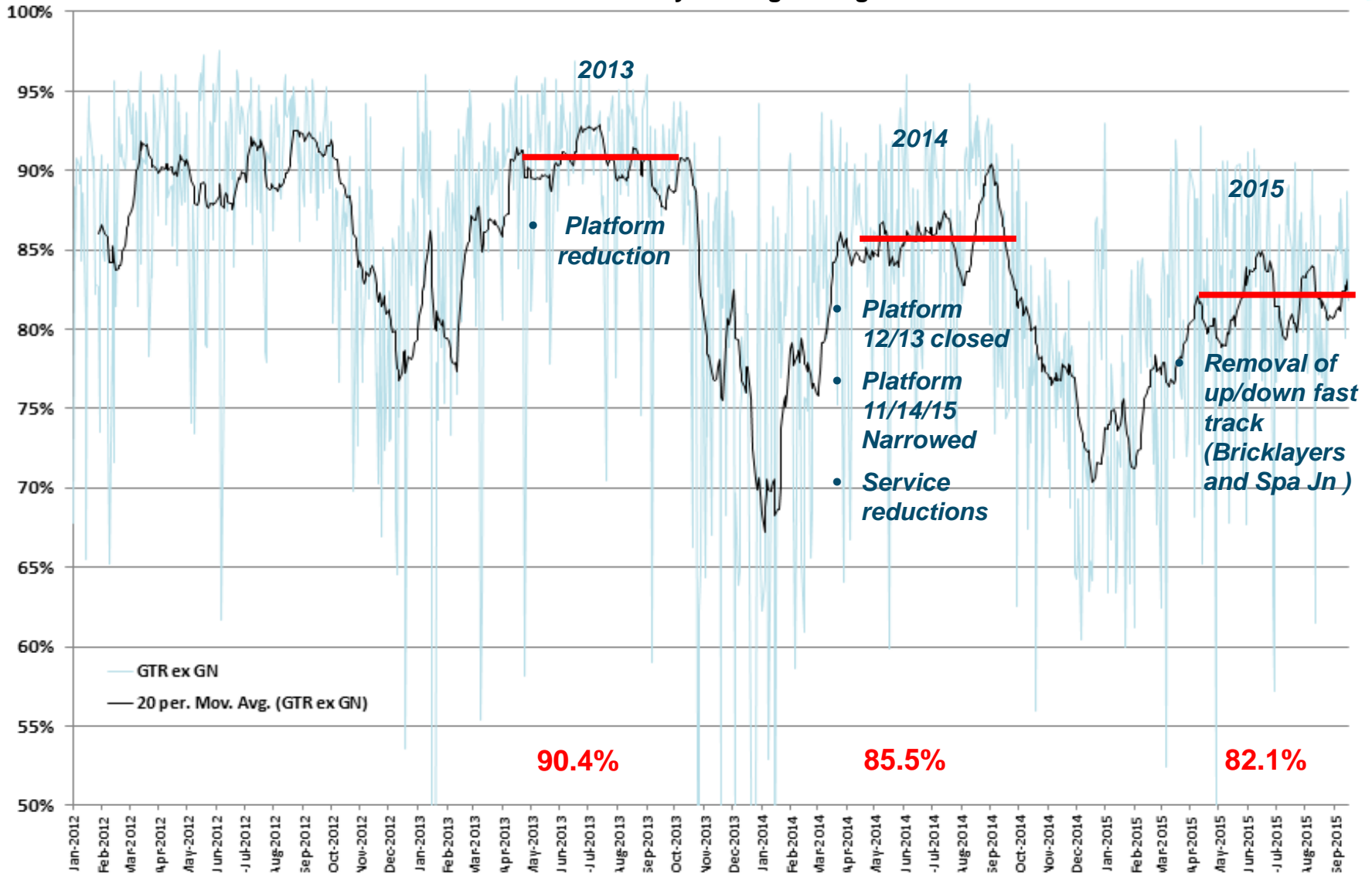
Passenger Journeys by TOC per annum (millions)



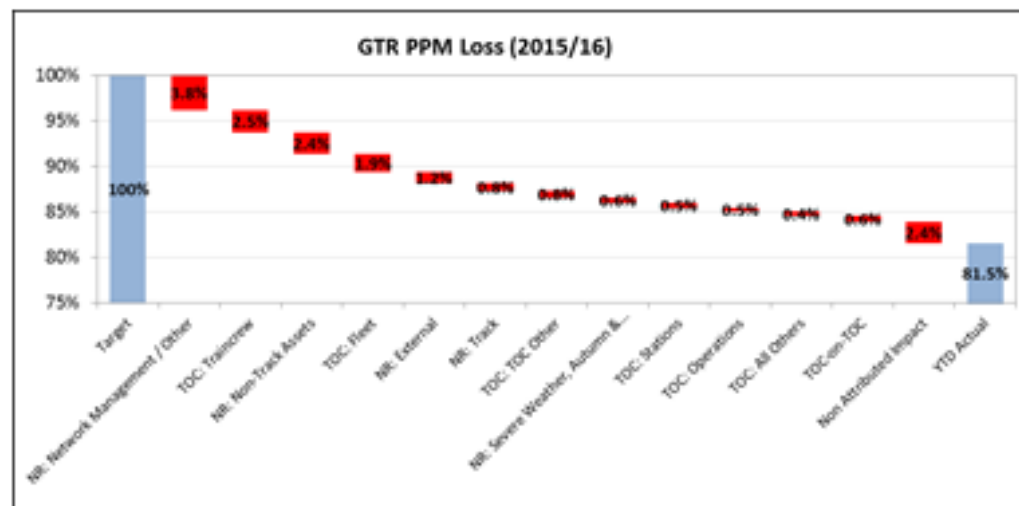
Reduced capacity has affected performance



GTR PPM 20 day moving average



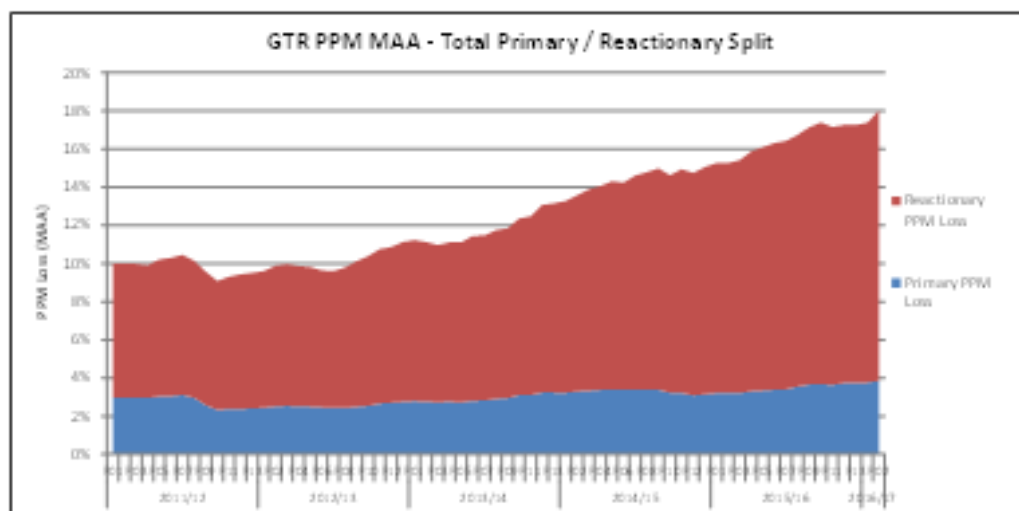
2015/16 Performance



- The responsibility for train performance is split between Network Rail and GTR

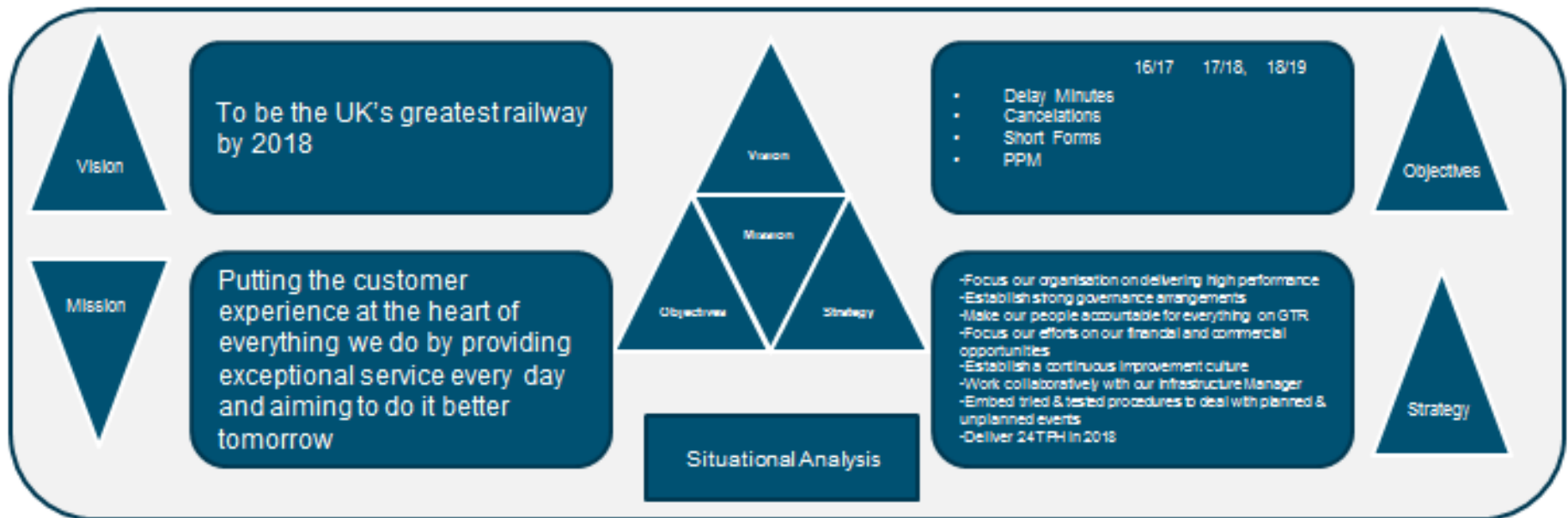
- NR Asset and GTR fleet performance has seen improvements over the past two years

- The impact of TLP and growth on the network has seen the impact of any incident having a bigger impact across the network



Joint NR / GTR Performance Plans

Govia Thameslink Railway Performance Strategy Framework



Tactics

How exactly do we get there?



Gatwick Airport Station Development

So what has happened?

- In July 2015 we tendered the project for design and build of the new station
- Of 5 short listed bidders Costain were the successful company
- We have held numerous workshops with industry partners to collate the design requirements
- Since early 2016, Grimshaws, our architects, have been developing a concept design for consideration
- Early work with Costain on how we will construct the structures is driving our methodology (mitigations for reducing possession needs, etc)
- We are approaching a single option concept design agreement

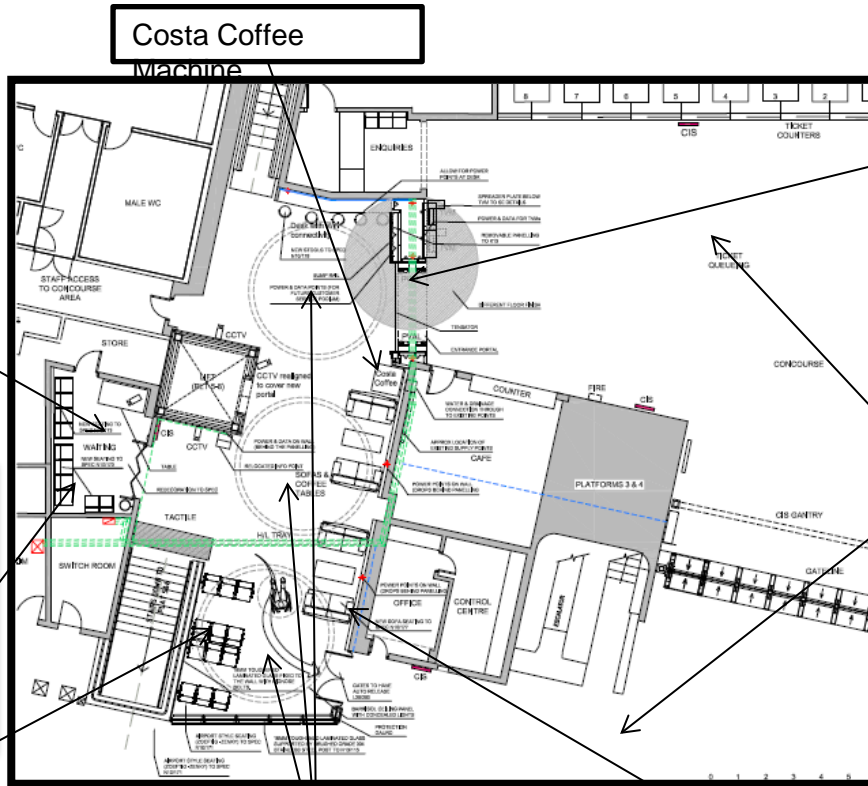
So what will happen next?

- Approval of the single option design
- Agree construction methodology and requirements to reduce impact on passengers
- More detail on the design to be concluded following above
- Agree delivery plan for detailed design and construction



Gatwick Station Improvements

Gatwick Express Lounge Project (Planned Completion: 31st August '16)



1st Class Lounge



Barrisol Ceiling lighting



- 2 x oyster validators
- CIS countdown timer display

Removal static barriers



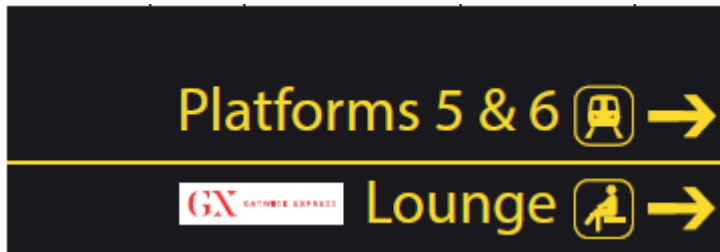
GATWICK EXPRESS



ThamesLink

Gatwick Station Improvements

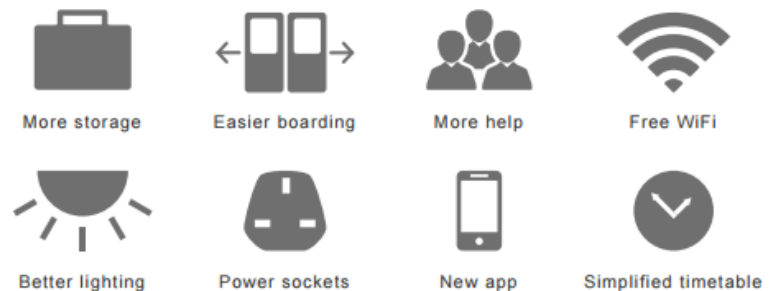
Gatwick Express Station Signage (Planned Completion: August '16)



New Gatwick Express trains

Through the summer of 2016 we'll be re-invigorating the service with:

- ***New trains***
- More ***on-board staff***
- Improved ***station environments*** at Gatwick Airport and Victoria
- New ***customer app*** designed to help customers buy tickets, check the next train to Gatwick Airport or Victoria, a guide to the airport, twitter updates, and updates on London underground service status

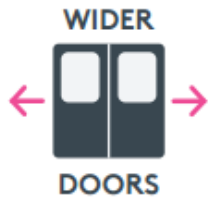


Great Northern

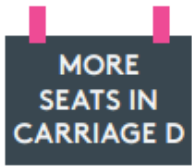
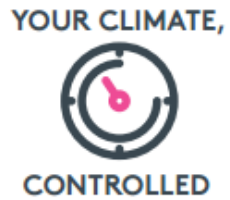
SOUTHERN

ThamesLink/

New Class 700 trains



(MORE SPACE)



Transforming customer experience

We are modernising our operations to improve our customers' experience

We want our customers to have access to more modern technology, use improved and secure station environments, be able to seek support from fully trained employees, and for our teams to be more readily available to meet their needs



Great Northern

SOUTHERN

ThamesLink/

Better services at stations

- A new role is being created. Station Host will have enhanced customer service training, be available and accessible on the station concourse
- Able to assist with ticket sales for longer - stations staffed for an additional 2,600 hours per week
- Support more freely available to assist customers especially those with impaired mobility
- Staffed from the first train to the last
- Increased opening hours of facilities such as waiting rooms, toilets and lifts
- More customer service staff on Thameslink and Great Northern
- Retail devices allow the sale of all tickets at all stations
- Pilot at 8 stations before wider roll out

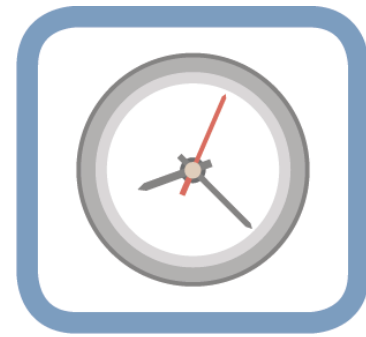


Better services on trains

- The evolved role for onboard staff will mean: more visible to a greater number of customers, travel on more parts of the network, deliver high-quality customer service, and also check tickets
- The driver will operate the doors, aided by modern CCTV
- Over 60% of GTR services already run without conductors operating the doors and have done on parts of the railway for the past 25 years
- During service disruption we'll be able to restore the service more rapidly for customers
- No compulsory redundancies nor any loss of income
- The independent Rail Safety & Standards Board (RSSB) have stated that DOO offers “no increased risk” and that “the removal of any possible miscommunication, which could exist between driver and guard could, potentially, deliver some safety benefits”.



Temporary revised timetable



- Started on 11 July, to provide a better service for the large majority of customers
- More certainty on routes which have been badly hit by ad hoc cancellations, and allows to target reductions on routes where there are other travel options
- 15% cuts spread across the Southern and Gatwick Express network
 - provides 95% of peak capacity to London Victoria in the morning peak and returning in the evening peak
 - maintains 86% of the capacity in the morning peak and 84% in the evening peak for London Bridge
- Impact for Gatwick:
 - The frequency of Gatwick Express services has larger than 15 minutes gaps between trains, at certain times of day
 - Thameslink and Southern trains to and from the airport remain unaffected
 - The majority of Gatwick Express services removed the timetable are the Brighton extensions, which will help protect the services between Gatwick and Victoria



Thameslink is creating future capacity



**1 train every 2.5 mins
in the Core**

15:33.45	
1st train 3 minutes	2nd train 7 minutes
15:35 East Grinstead	15:35 St Albans
1st 1st	
A B C D E	
<ul style="list-style-type: none"> City Thameslink Blackfriars London Bridge East Croydon South Croydon Sanderstead Riddlesdown Upper Warringham Woldingham Oxted Hurst Green Lingfield 	<ul style="list-style-type: none"> Farringdon London St Pancras International Kentish Town West Hampstead Cricklewood Brent Cross Hendon Mill Hill Broadway
1/2	
Later trains	Departs
3 15:43 Blackfriars	12 min
4 15:48 Elephant & Castle	15 min
5 15:53 Denmark Hill	17 min
6 15:57 Peckham Rye	20 min
7 16:00 Gatford	23 min
8 16:05 Bellingham	26 min

