GTR/Network Rail update
Gatwick Airport Consultative Committee
20 October 2016

Gavin Bostock, GTR
Steve Knight, Network Rail
Industrial Relations
Performance update
Improving performance

Performance Picture - Southern

Based on GTR delay minutes on South East Route from BOPSS between 2015/16 P05 and 2016/17 P05

Network Management 18%

Delay Breakdown

Signaller Errors (4.6%)

Pareto Analysis

Signaler Delays by LOM

Three Bridges
Three Bridges ROC
Victoria Central
West Sussex

0% 20% 40% 60% 80%

5 Whys & Improvement activities

We are investing in 8-10 Signal Route Controllers at Three Bridges Signalling Centre to improve train service network flow.
Gibb Review

Objective
To ensure all possible steps are being taken to improve performance of Southern rail services and to introduce a new and fully aligned approach to the management of GTR rail services in order to improve performance and passenger experience.

Activities

- Identify what actions are needed immediately to improve Southern rail performance and passenger experience including actions to ensure closer working and more effective alignment between GTR and NR
- Work with the management teams of GTR and NR, and DfT, to ensure those actions are implemented with immediate effect
- Report weekly including to the Rail Minister and SoS on progress and any barriers to progress in implementation
- Identify and make recommendations as soon as possible on what further steps are needed to create a more effectively integrated approach to the management and performance of the Southern rail network from across all of the industry partners involved, including in relation to:
  - Objectives, incentives and performance metrics
  - Improving the overall passenger experience
  - Leadership, management structures and accountabilities
  - Work processes and team design and culture
  - Contract specification and design
  - Future franchise specification and design
- Produce a plan for the implementation of agreed recommendations and work with the management teams of GTR, NR, and DfT, to ensure this is delivered by the end of the year
- Chair a Project Board which will include a Passenger Representative
New Thameslink trains

- Wider doors
- More space
- 2x2 seating
- More bags storage
- Better for bikes
- More seats in carriage D
- WC
- Your climate, controlled

Great Northern
Gatwick Express
Southern
ThamesLink
Gatwick Express

- More storage
- Easier boarding
- More help
- Free WiFi
- Better lighting
- Power sockets
- New app
- Simplified timetable
New portal and lounge
Oyster/contactless

From zero to 24.6% of Gatwick-London journeys - within ten months of launch
2018 timetable consultation

- 2018 timetable provides new connections, many faster journeys and increased capacity for expanded Thameslink network
- New direct routes between Brighton, Gatwick Airport and Cambridge
- Includes eight trains per hour Gatwick to London Bridge
- Southernrailway.com/2018consultation