

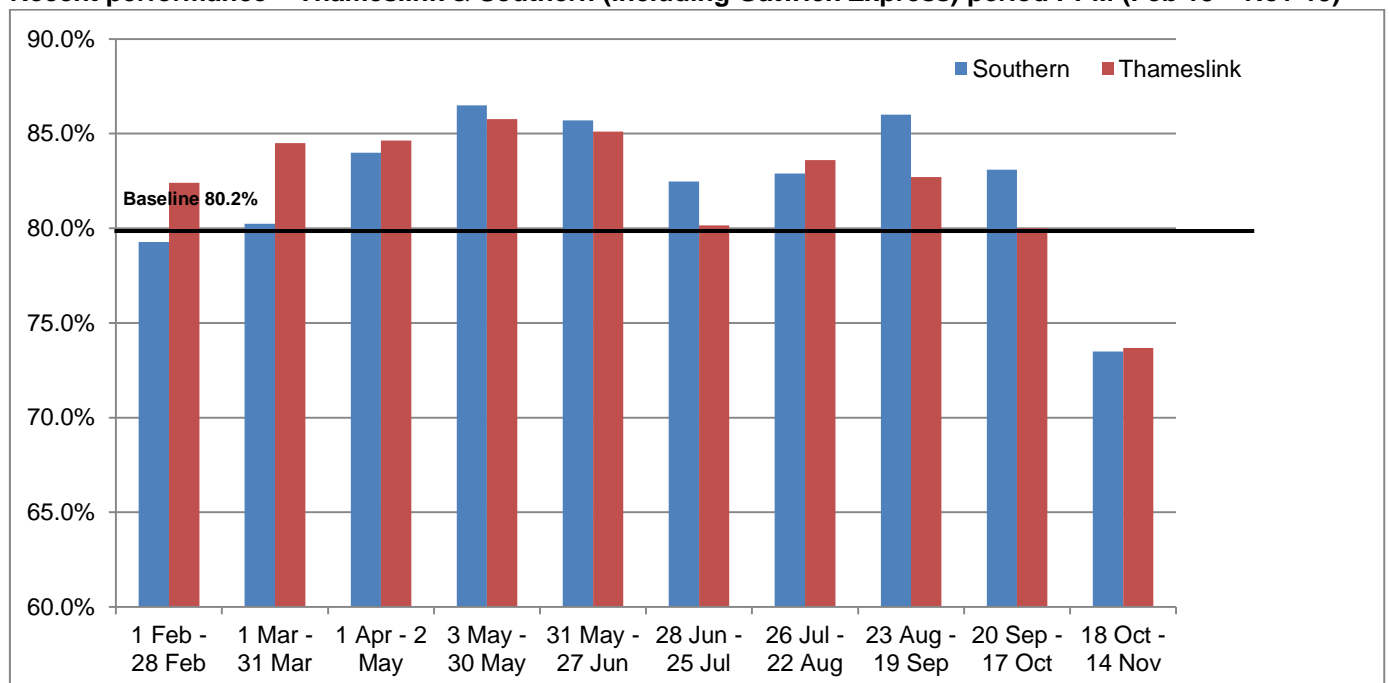
# Improving performance on Thameslink and Southern

16 December 2015 update



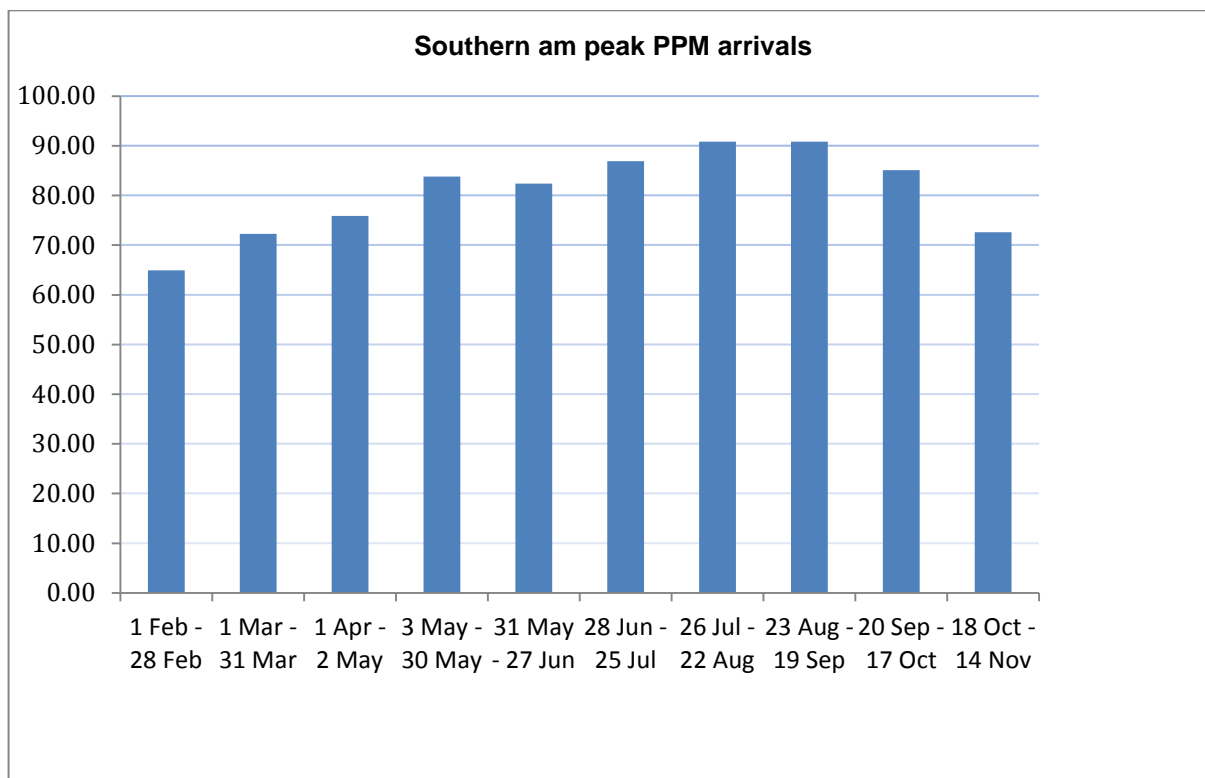
This document provides an update on our progress in delivering the plan launched jointly by Thameslink, Southern and Network Rail.

## Recent performance – Thameslink & Southern (including Gatwick Express) period PPM (Feb 15 – Nov 15)



The graph above shows our performance since February 2015 measured by Public Performance Measure (PPM) – the percentage of planned services that were less than five minutes late at their final destination.





We have taken our performance in early 2015, with the reduction in tracks available at London Bridge, as the baseline of 80.2%. Our improvement plan is aimed at increasing performance above this baseline level. The PPM for Southern in this period was 73.5% and for Thameslink it was 73.7%. There is a natural dip in the annual performance graph at this time of year as operating conditions worsen, but this period was particularly affected by a number of train failures, infrastructure failures, trees and debris on the track, as well as train crew availability. In addition, lorries hitting the bridge at Tulse Hill also had an impact on services.

Whilst performance started moderately well, the final three weeks of this period were poorer. The largest single incident was a stopped train near Balham on 29 October. The root cause is still under investigation but it is believed to have been caused by an object on the track. A faulty train between Horsham and Littlehaven also caused extensive delays during the morning peak service on 27 October.




Speed restrictions on the network – which require trains to run slower in certain areas - were a factor this period and up to 25 were impacting train services on our route at any one time. The two which added most delay on the network were at Oxted and between Balcombe and Three Bridges. Both of these restrictions have since been removed and there is a considerable focus on improving the infrastructure at the remaining locations where speed restrictions are required.




The autumn leaf fall rate started very slowly this year so subsequently became unusually high in November. Whilst Network Rail's fleet of track treatment trains performed admirably this year, the Uckfield line could not be accessed as much due to the current platform extension works taking place, in readiness for longer trains on that route next year. As a result, operations were restricted on the line with trains moving more slowly, affecting train performance there, but also impacting on other routes such as the East Grinstead line.

Whilst more drivers have completed all their training and are now fully productive, cancellations due to crew availability continue to be a factor while this major recruitment programme is ongoing. There is also the need to release drivers on training programmes linked to the new trains due in service next year and to new routes which have also reduced overall availability. Up to 14 November this year, 145 drivers have completed their training across all Govia Thameslink Railway brands. This is in line with expectations and in the same period, the number of qualified drivers has increased from 1554 to 1621, a net increase of 67. This continues to be a key area of attention and a further 268 drivers are currently in training.

## Delivering our performance improvement plans

We are making steady progress on the joint GTR/Network Rail improvement plan. Below are the key initiatives being worked on for December 2015.

	Planned actions by December 2015	Progress to date
 <p><b>Infrastructure</b></p>	<p>Infrastructure work over Christmas on the Brighton Main Line</p> <p>Asset and Infrastructure Resilience and Strengthening Work - Sydenham Area</p>	<p>From late on 24 December to 3 January inclusive, Network Rail will replace a major railway junction at Purley on the Brighton Main Line. Southern and Thameslink services will be amended with many journeys taking longer and some involving a bus. There will be no Gatwick Express services to and from Victoria during this time, alternative services are available on Southern taking approximately 90 minutes. This work will deliver modern track and equipment, improving reliability in this area.</p> <p>Network Rail is working on a number of schemes to improve the technical reliability of the 'Sydenham corridor' used by services to and from London Bridge. Work currently focuses on the slow lines (used by stopping trains) and will start on the fast lines in 2016.</p>
 <p><b>Fleet</b></p>	<p>Introduce new Class 387 trains on Thameslink and prepare new Gatwick Express trains for early 2016 introduction</p>	<p>13 of our class 387 units have been built at Bombardier's factory. Three of these are currently undergoing 'fault free running' tests on the Brighton Main Line. Two are at the depot to allow for driver and maintenance staff training prior to introduction to the passenger fleet.</p>
 <p><b>Timetable</b></p>	<p>Making further changes on Brighton Main Line</p>	<p>The timetable change on 13 December 2015 paves the way for the new expanded Thameslink network of 2018. These changes relate mainly to the off-peak and involve revised times and calling patterns to Southern, Thameslink and Gatwick Express services.</p> <p>The new timetable should provide underlying performance improvements due to better spacing of trains on the mainline and longer turnaround times at destination stations, especially on Thameslink services. This will give greater resilience in the timetable under normal conditions meaning trains are less likely to be impacted by others which may be running a few minutes late, and also in times of disruption as the service will be better able to recover.</p> <p>Individual journeys can be found on <a href="http://www.nationalrail.co.uk">www.nationalrail.co.uk</a> or a summary of key changes is available at: <a href="http://www.southernrailway.com/December2015">www.southernrailway.com/December2015</a> or <a href="http://www.thameslinkrailway.com/December2015">www.thameslinkrailway.com/December2015</a>.</p>

	Planned actions by December 2015	Progress to date
 <p><b>Drivers</b></p>	More qualified drivers	By mid-December we expect 77 new drivers will have qualified this year on Southern and 35 on Thameslink. Fewer trainees than forecasted completed their training last period however they remain in the training system and will qualify shortly.
 <p><b>Day-to-day management of operations</b></p>	Improved service recovery management	<p>Fitting of remote recorders to equipment in the Sussex route is complete – this monitors their condition so teams can be sent to tackle problems before they cause issues for train services.</p> <p>The initiative began three and half years ago, and the route was the first in the country to have 100% remote condition monitoring on all points. Previously we would only become aware of and address problems during routine maintenance checks or failures. Now, the recorders send data and raise alarms if an issue is detected allowing engineers to focus their attention on the work that is most required.</p>
 <p><b>Customer experience</b></p>	Station Plans	London Victoria – since November, three additional members of Network Rail staff have been assigned to each shift at this station to assist and to have increased customer service resilience for passengers when disruption or contingency plans are required.