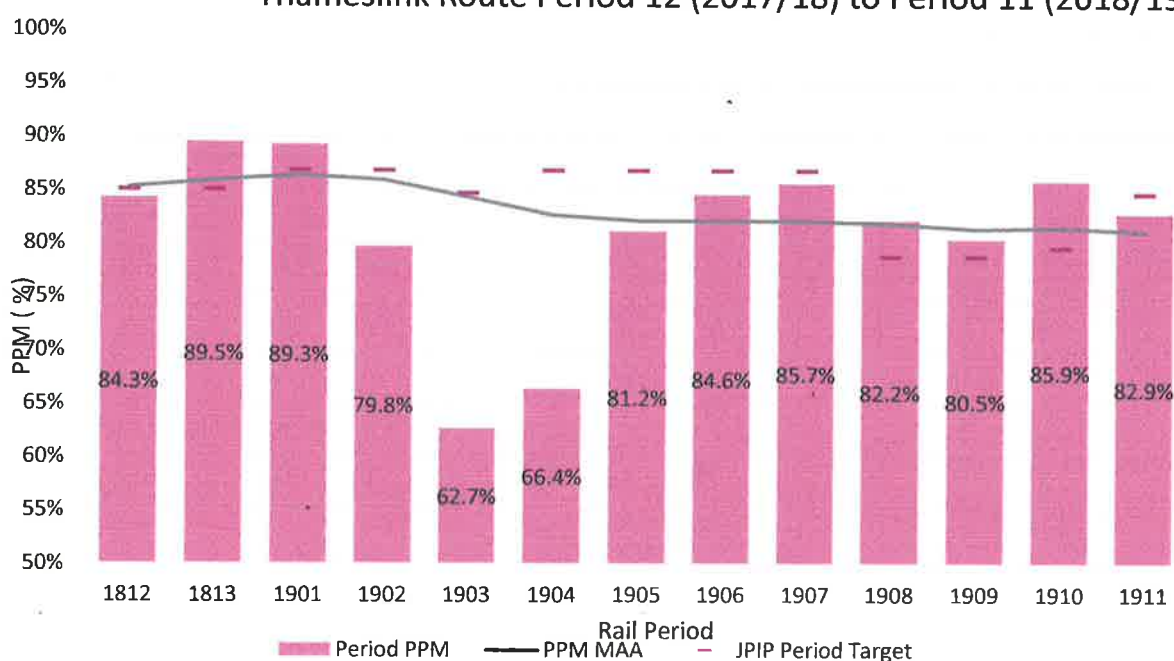


Update for Elstree and Borehamwood Transport Forum for 20 February 2019

Train performance / punctuality

- Train performance is measured by the public performance measure (PPM) which is the percentage of all trains, every day arriving with five minutes of their booked time.
- In the last full four-week reporting period to 4 February 2019 (period 11) the percentage was 82.9%, 1.85% lower than target.
- Performance was affected by: 56% Network Rail (infrastructure issues), 7% External (trespass and weather) 9% Other Train companies (broken down and late trains) and 28% GTR issues (fleet and driver issues)

Thameslink Route Period 12 (2017/18) to Period 11 (2018/19)



Timetable

- The next national change is for the summer timetable in May. There are no significant changes to the Thameslink timetable during week days but we are increasing the weekend service to 4 trains per hour.

Ticketing

- We have removed the evening peak restrictions on the return portion of a Off-Peak Day Return to London Terminals, plus on the Off-Peak One Day Travelcard so people can travel back anytime in the evening
- Contactless payment options are being extended across the route with new smart ticketing machines being installed at ticket offices to sell tickets onto the Key smartcard