

Thameslink Railway

Elstree and Borehamwood Town Council
Transport and Road Safety Forum

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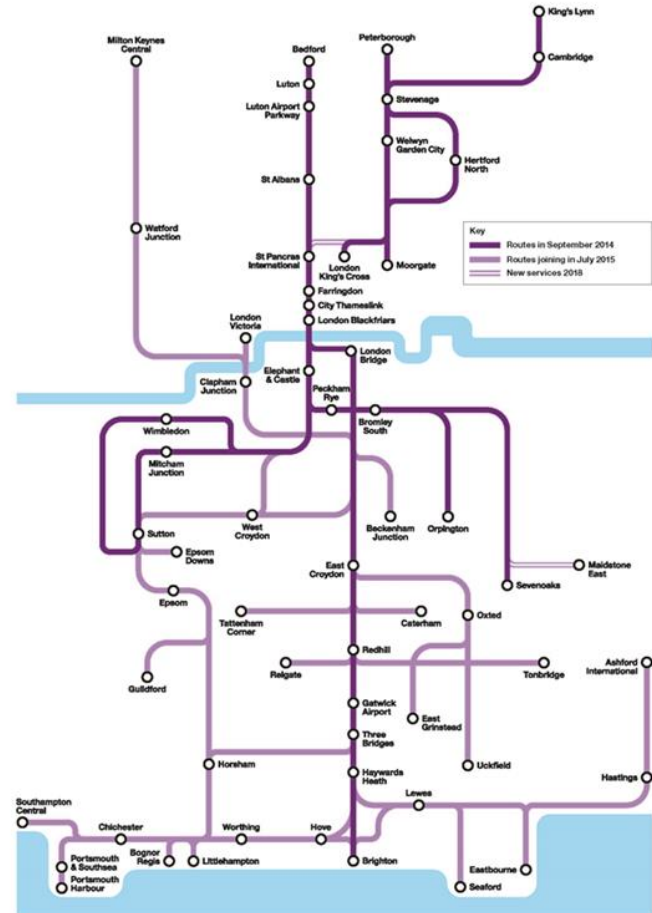
2 July 2015

Thameslink

The logo graphic consists of a blue horizontal bar with the word 'Thameslink' in white. Below the bar is a pink triangle pointing upwards, and to the right of the triangle is a blue triangle pointing downwards, creating a stylized 'V' or 'W' shape.

The franchise

- UK's biggest ever rail franchise; 22% of all passenger train services
- 'Thameslink' identity for all services through St Pancras/Blackfriars
- Five empowered Passenger Service Directors; providing local accountability to customers and stakeholders
- Stuart Cheshire, Passenger Service Director for Thameslink started in January 2015



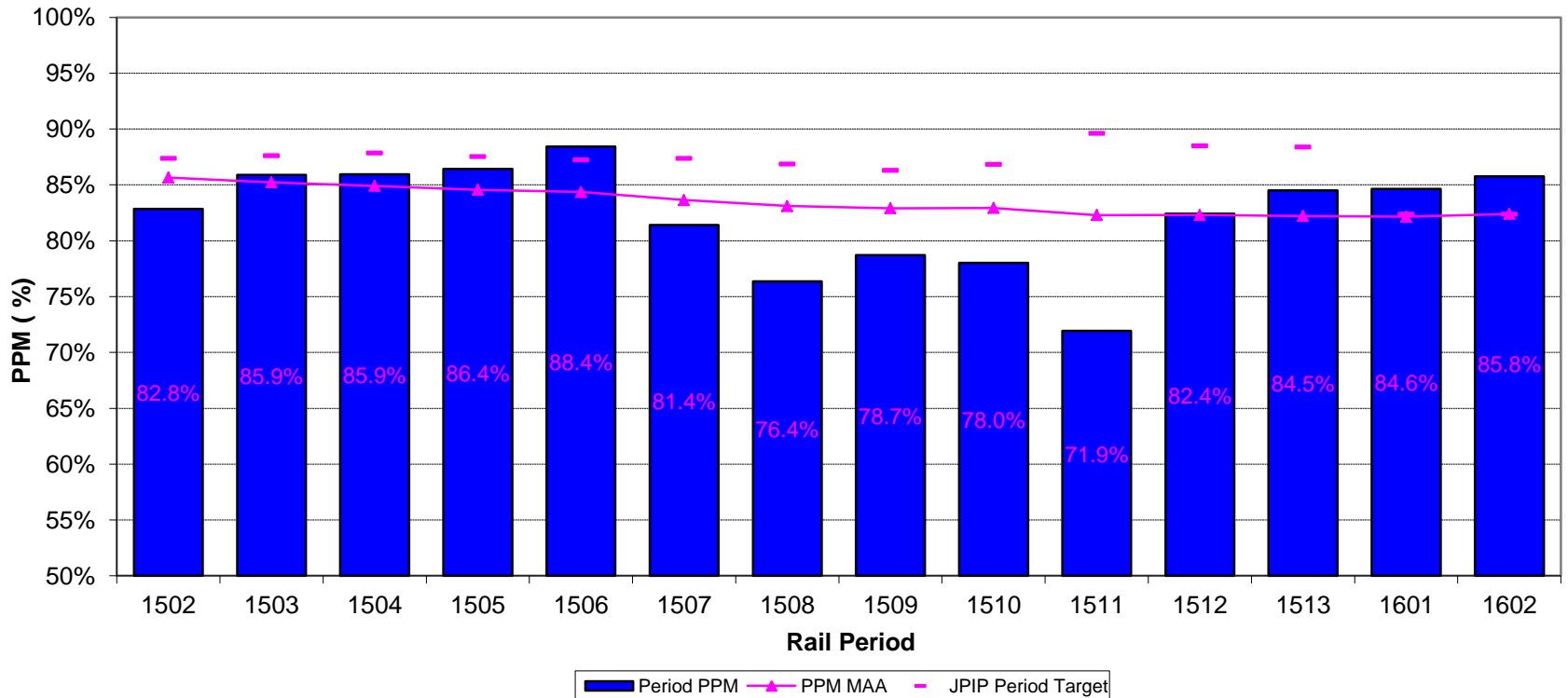
Key themes

- Recent performance
- New trains
- More reliable and faster services
- Effective major project delivery
- Easier journeys and better information
- Responsive to customer priorities on station and on train
- Investing in engaged and developed staff



Thameslink performance

Thameslink Route PPM Period 02 (2014/15) to Period 02 (2015/16)



Thameslink performance

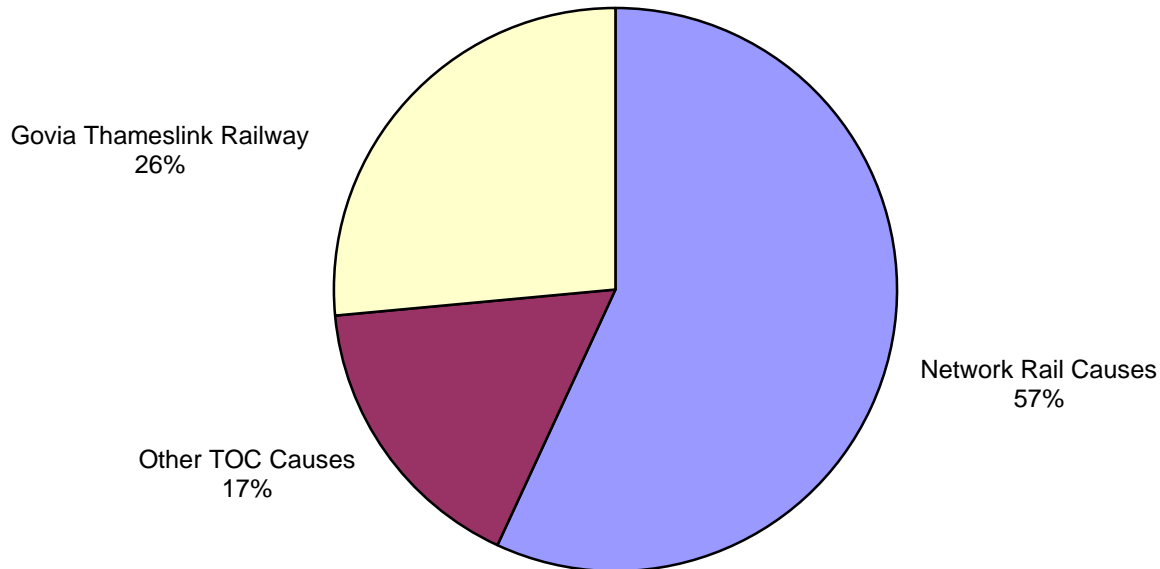
The single biggest incident affecting performance so far this year was the flooding in Clerkenwell tunnel from 18 – 29 January. This resulted in 13,497 delay minutes and 1,094 cancellations

Major incidents affecting performance in Period 2 ending 30 May were:

- On 7 May, a signalling failure at Victoria signal box caused 1,300 delay minutes and 21 cancellations
- On 14 May, a power problem on train at St Pancras on train at St Pancras caused 1,716 delay minutes and 43 cancellations
- On 20 May, a broken rail near Haywards Heath caused 1,781 delay minutes and 84 cancellations
- On 29 May a truck struck a bridge at Tulse Hill causing 1,872 delay minutes and 87 cancellations

Thameslink delay responsibility

**Govia Thameslink Railway - Thameslink Route Delay Responsibility
(13 Periods) Year ending 30/05/2015**



New Thameslink trains

- Almost all the 27 year old Class 319 units used on Bedford - Brighton services have been replaced during first half of this year through the introduction of twenty nine new four-carriage Class 387 trains
- Class 387 trains feature air conditioning, the latest onboard passenger information systems and improved facilities for disabled people
- 1,140 new Siemens vehicles to be introduced between 2016 and 2018 in fixed formation eight and twelve car trains



Better customer information

- Work on upgrading website and app in progress
- Door to door journey planning, car park availability (2016)
- Real-time train running information (audio and visual) on all trains (2016), and links to Tube service updates (2017)
- 24/7 resource providing real-time social media communications by Sept 2015
- Real-time information on rail replacement buses linked to station CIS and customer app (2016)
- £1m innovation fund to improve access to information based on customer feedback (2016-18)



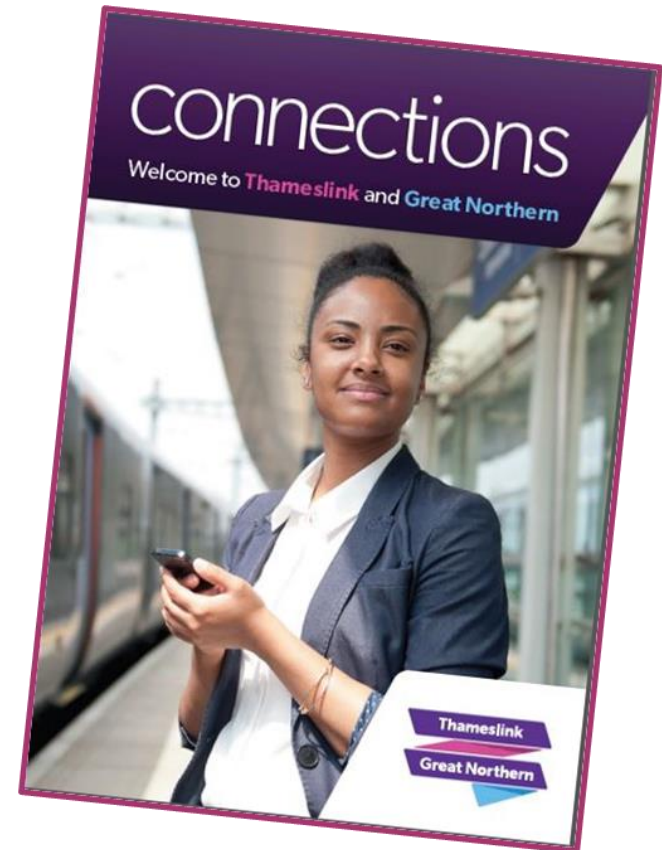
Smart ticketing

- Roll out of our award winning smartcard 'the key' across the franchise area
- Easier online ticket purchasing and season ticket renewals through much quicker 'collection' by simply touching in
- Extended trials of flexible season tickets for part-time workers, utilising smartcard technology
- Aiming to extend Oyster Pay As You Go (PAYG), in partnership with TfL and other TOCs, to Luton and Gatwick Airports



Customer engagement

- 'Connections' – bi-annual customer report published twice a year; next issue late July
- Regular 'Meet the Manager' events for customers
- Online Passenger Panel for customers to voice opinions, give feedback and respond to surveys, from later this year
- 'Customer Cabinets' to provide advice on customer strategy – from later this year
- Further initiatives over franchise term to include online voting exercises, events at non-railway venues, and small station improvement fund



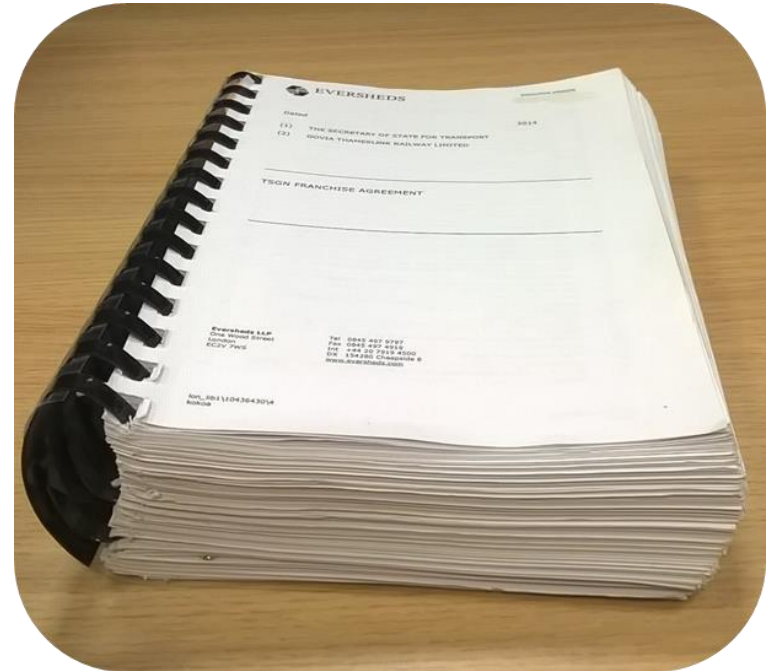
Investing in staff

- £9.8million investment in staff training and development, including ILM accreditations, engineering apprenticeships and graduate placements, and provision of training for franchise employees
- Health and Wellbeing strategies implemented by dedicated manager
- Employee engagement programme based on Investors in People, including dedicated specialist, annual surveys and employee recognition



A bit about the contract

- DfT receives all passenger revenue
- GTR bears full cost risk
- Key incentives around train performance, service quality (on trains and at stations) and revenue protection
- Incentives around key performance milestones in Thameslink Programme



First Impressions since 2009

- First Impressions is a community partnership between local residents, Elstree Screen Heritage, representatives of the train operator (now Thameslink and previously First Capital Connect), plus representatives of Elstree and Borehamwood Town Council, Hertsmere Borough Council and Hertfordshire County Council
- The following slides illustrate some of the changes at the station, and on one particular train, over the past six years. Many of them have been generated through the First Impressions partnership

Sculpture Wall



Unveiling the stars in the forecourt



“Elstree Studios” train naming



Celebrating our screen heritage



Welcome sign and waiting room



Lifts at last!



Planting for this Summer

- A lorry load of sleepers were delivered today and are being used to construct planters around the station forecourt
- The Youth Council will take part in the final planting, which is expected to be completed by 19 July
- They have already been involved in planting for two previous seasons

Planters under construction



Any questions?