

# Thameslink and Great Northern routes



# connections

Welcome to **Thameslink** and **Great Northern**



## Contact us

Email: [customerservices@thameslinkrailway.com](mailto:customerservices@thameslinkrailway.com) or [customerservices@greatnorthernrail.com](mailto:customerservices@greatnorthernrail.com)

Twitter: [@TLRailUK](https://twitter.com/TLRailUK) or [@GNRailUK](https://twitter.com/GNRailUK)

Our app Thameslink On Track. Download it free from the App Store or Google Play

Website: [thameslinkrailway.com](http://thameslinkrailway.com) or [greatnorthernrail.com](http://greatnorthernrail.com)

Customer Services: **0345 026 4700**, 07:00 to 22:00 every day except Christmas Day

Textphone: **0800 975 1052**

Freepost RRRB-REEJ-KTKY  
Thameslink and Great Northern  
Customer Services Department  
PO Box 443  
PLYMOUTH, PL4 6WP

Thameslink and Great Northern  
Hertford House  
1 Cranwood Street  
London EC1V 9QS

Thameslink

Great Northern



# Welcome to Thameslink and Great Northern

Govia Thameslink Railway is the new company running your trains. But the names that you'll quickly become familiar with are local ones: Thameslink, Great Northern and, from next year, Southern and Gatwick Express.

You're in experienced hands, as our parent company Govia is already responsible for nearly 30% of all UK passenger rail journeys through our Southern, Southeastern and London Midland franchises.

However, I know your main concern is not who we are, it is what your journeys are going to be like, and whether we will listen to your concerns and opinions so that we can improve the service we are offering you.



From our customer research we've heard very clearly that your main priorities are less crowded trains, reliability, value for money, frequency of services, and cleaner trains and stations.

I can assure you that we're committed to improving all of these over the course of this franchise, including significant investment in our stations and three new fleets of trains.

And even though we already have some definite messages about the improvements you want to see, we also know how important it is to continue talking to you and taking your opinions on board.

So we have a number of ways that you can get relevant information from us, give us your opinions, or get directly involved in how we run your service. And we've made communication with us even easier through our app, email, Twitter, website or phone.

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new fleets of trains

This is a large franchise. From July 2015 it will be the largest franchise area in the UK, with 22% of the UK's passenger rail services. So we are structuring our organisation to reflect our network's routes. We will have passenger service directors for each one, who will make

sure our services meet your local needs, and will listen to and act on your concerns.

The franchise starts on 14 September 2014 and runs through to 19 September 2021, and it will evolve considerably

throughout that period. We're committed to managing all major changes as smoothly as possible, and letting you know about any developments and how they may affect you.

At this point the franchise consists of the Thameslink and Great Northern routes, connecting communities such as Peterborough, Bedford, Brighton and London. Then, on 26 July 2015, the Southern and Gatwick Express services will join us, drawing in places like Southampton, Hastings and Horsham. This will be followed by significant timetable improvements in December 2015.

Finally, the Thameslink Programme, which is already underway, will be completed in December 2018. This will give you up to 24 trains an hour through central London, and more north to south services such as Cambridge to Brighton with a stop at Gatwick Airport.

I can't guarantee that everything will always run smoothly, but I do assure you that we will be working very hard to improve our services. I also promise that we will tell you what's happening, listen to you, and give you the best possible service during a period of unprecedented change and investment in this part of the railway network.

**Charles Horton – Chief Executive**

# Your key priorities

So that we have a clear idea of your key priorities for changes to your services, we carried out our own market research and took on board Passenger Focus' findings. To improve your experience, we have a programme of initiatives in each area. Some we will be able to do quickly, while others will take longer and involve other partners.

What you asked for	What we are going to do
More carriages and less crowded trains	<ul style="list-style-type: none"><li>• 26% more carriages for services arriving in central London in the morning peak, from December 2018, providing:<ul style="list-style-type: none"><li>– 10,000 more seats</li><li>– Capacity for 50% more passengers</li></ul></li></ul>
Reliability and punctuality	<ul style="list-style-type: none"><li>• Restructure the timetable for more reliable services</li><li>• Improve the time depots take to sort out train faults</li><li>• Improve our control centre's operations to resolve problems faster</li></ul>
Cheaper tickets and no price increases	<ul style="list-style-type: none"><li>• Introduce single-leg pricing, reducing the price of journeys that are peak one way and off-peak the other from 2016</li><li>• Make super off-peak fares available throughout the week in the northern part of the franchise from 2018</li><li>• Trial flexible season tickets for part-time workers from September 2015</li><li>• Sell advance tickets based on time slots rather than specific trains from 2016</li></ul>
Frequent services and more trains	<ul style="list-style-type: none"><li>• Two overnight trains an hour from London to St Albans, Harpenden and Luton Airport from December 2015</li><li>• Moorgate services at evenings and weekends from December 2015</li><li>• Two trains an hour from Kings Lynn to Kings Cross from May 2017</li><li>• More trains between Moorgate and Hertford and Welwyn Garden City from 2018</li><li>• Up to 24 trains an hour between St Pancras and Blackfriars from December 2018</li></ul>
Cleaner trains and stations	<ul style="list-style-type: none"><li>• A new cleaning regime with rigorous standards</li><li>• New trains that are easier to clean</li></ul>

# New trains

You'll be pleased to hear that we will introduce three brand new train fleets. They will be designed for the specific needs of each service, and will increase capacity. All of them will have air conditioning and passenger information systems that can be remotely updated with the latest travel information. They will also be fully accessible.

- 115 new Siemens Class 700 trains (1,140 carriages in total) for Thameslink routes between 2016 and 2018, many will be 12 carriages long
- 25 new Metro trains (six carriages each) for Moorgate services in 2018, replacing 40-year-old trains
- 27 new trains (four carriages each) for Gatwick Express by 2016 that will be easier to get on and off, with free wi-fi

In addition, we will run newer, air-conditioned Class 377 trains on the Cambridge and Kings Lynn route by 2017.



# Station improvements

We will be investing £50 million over the course of the franchise on improvements at every station. These will include new shops and cafes, information screens, new and upgraded toilets, and additional CCTV. And by 2016, 104 of our stations will have free wi-fi.

Every station will have a ticket machine, as well as customer information facilities, help points and shelter; and from next September, 25 more stations will be staffed from first to last train. From 2016 we will have a ring-fenced annual fund for local communities to spend on improvements at small stations. We'll ask you how you'd prefer us to use the money at your local station.

We will work with our partners to make significant improvements at St Albans station by 2016 and Luton station by 2017, and to develop plans for improving Stevenage station.



# Stay on track with our app

Our free Thameslink On Track app gives you instant access to personalised real-time information. Innovative features include:

- Customised dashboard with live information on your regular journeys
- Your journeys saved as favourites
- Easy-to-use journey planner
- Your route on a live interactive map
- Live information on London Underground services
- Ticket sales
- Station and train facilities, including station accessibility information
- Our Twitter feed
- Direct contact with Customer Services
- Delay Repay claims

## In the future we'll be introducing more functions:

- From November: the average number of passengers for each service, helping you to avoid the busiest trains.
- In 2016: door-to-door journey planning and car park availability

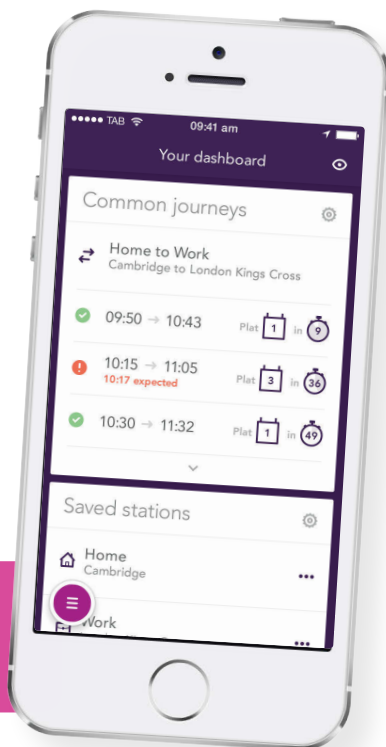
## And later on we'll develop:

- Assisted travel booking for disabled passengers
- Live airline departures and arrivals at Gatwick and Luton Airports
- Live Eurostar departures and arrivals

Please tell us what you think of the app and what features you'd like us to add.



Get going with Thameslink On Track. Download it free from the App Store or Google Play.



# Working with your community

It is vital to us to be at the heart of your communities. Transport is a very localised business, and we're committed to contributing to, and supporting your neighbourhoods.

We'll be running a number of community initiatives throughout our network, over the course of the franchise, including:

- Support for local community rail partnerships
- Support for community station partnerships
- Supporting local charities
- Working with the Prince's Trust to give young people work experience
- Working with schools using Go-Learn educational material
- Giving young people work through our apprenticeship and graduate trainee schemes
- Our Community Investment Programme, including projects such as:
  - Sponsoring local projects for young people
  - Exhibition space at our stations for local art colleges
  - Making space in stations available to local groups
  - Supporting staff-nominated charities
  - Using stations as places of refuge for young people in danger
  - Try the Train days for people with learning and mobility impairments
  - Working with partners to identify new local suppliers

We will publish a detailed summary of our social and community activity every year in our sustainability report, which you'll find on our website.



# We want to know your opinions

Every journey you take with Thameslink and Great Northern is important to us and we value the feedback you give us about our services and facilities, whether good or bad. That way we can work to constantly improve the service we give you.

Over the course of the franchise we will set up a variety of ways in which you can give us feedback:

- Send us comments, report problems or ask questions on our Twitter feeds
- Report any safety or security worries immediately through our Eyewitness scheme
- Talk to our Customer Services team
- Talk to our managers at our regular Meet the Manager events at key stations from December 2014
- At our roadshows in your community at shopping centres, universities and airports from 2015
- Vote on what you would like us to improve on the Your Vote section of our website from 2015
- Tell us how you'd prefer us to invest in improvements at your local station from 2016

# How we act on your feedback

Once we receive your comments, our customer relations manager reviews them, and passes any that need action to the relevant manager. He or she also reports on your feedback to our new Customer Satisfaction Board.

This board, which is made up of our senior management team, considers the feedback and draws up plans to improve our services and facilities. Each plan has an executive sponsor who's responsible for making sure it happens.

We take any complaints we receive seriously. We investigate the cause, and do what we can to remedy the problem.

Our customer relations manager will let you know how we've acted on your feedback through Connections and our website.

# Online Passenger Panel

We're inviting all customers to apply to join our Online Passenger Panel. It will be a place for you to voice your opinions, and have a direct influence on how we run our services and facilities.

**You will have access to a password protected section of the website, which will include:**

- Monthly surveys on issues that we know need action
- Web chats with senior managers
- Results of surveys, transcripts of web chats and progress reports

**The panel will start up in 2015.**



# Customer Cabinets

If you have more time and want to get really involved, we're setting up two small face-to-face forums of customers who will meet every two months. They will put issues they've discussed to us for action, giving them a direct influence on our business strategy.

The cabinets will work independently but have regular contact with our staff and senior management. We'll give them support and a budget for self-generated projects.

We're setting up one cabinet to cover the north part of Thameslink and Great Northern. Later we'll create another for Southern, Gatwick Express and the south part of Thameslink. We'll give you details of our recruitment process shortly.

**The cabinets will start working in 2015.**

# Our service performance targets

As a rail traveller, one of your top priorities is a reliable train service. We have set performance targets for the whole franchise that commit us to providing a service you can depend on. You can find these in full on our website.

Year starting September	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21
Public Performance Measure*	89.1%	89.0%	89.8%	90.1%	91.2%	91.6%	91.5%
Delay minutes per thousand train miles**	11.08	14.50	14.10	13.35	12.43	11.95	11.84
Cancellations	1.38%	1.02%	0.99%	0.97%	0.95%	0.91%	0.90%
Short formations***	0%	0%	0%	0%	0%	0%	0%

\*Trains that arrive at their destination within five minutes of scheduled time

\*\* Minutes delay caused by GTR    \*\*\* Trains run with fewer carriages than scheduled during peak hours

## We will keep to these targets by:

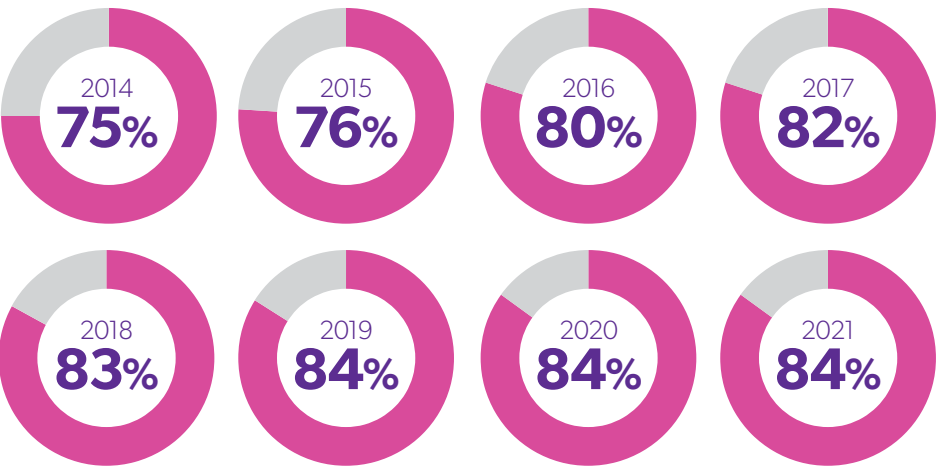
- Restructuring the timetable
- Working more efficiently at the depots so faults are sorted out quickly
- Introducing a central reporting system for drivers so we can deploy them efficiently
- Replacing old stock with new, state-of-the-art trains
- Our staff working beside Network Rail staff so we can promptly adjust services if there are problems

We will report on our performance against these targets in each edition of Connections. You can find detailed information on how we perform on your route and principal stations on our website and posters at stations.

# Our customer satisfaction targets

We have set yearly Passenger Experience Metric (PEM) targets for customer satisfaction. We measure our performance by combining our scores from the independent, twice-yearly National Rail Passenger Survey and our audit, Quality Experience on Stations and Trains (QuEST).

Our annual PEM targets are:



## We will keep to these targets by:

- Redeveloping Luton and St Albans stations
- Staffing 101 of our larger stations from first to last train
- Improving shops and cafes on stations
- Upgrading CCTV
- Installing wi-fi at 104 stations
- Introducing new train fleets
- Improving cleaning on trains and stations
- Acting on customer feedback

We will report on how we are performing against our customer satisfaction targets in each edition of Connections.

# Our ticketless travel targets

All train operators have to deal with the problem of people traveling without paying – ticketless travel. We intend to drive down the amount of ticketless travel on our franchise.

Reducing the number of passengers who don't pay for their tickets is fairer for our honest customers, the vast majority of you, and will save the taxpayer money. It will also help us to decrease crime and antisocial behaviour on the network, as the British Transport Police has established a proven link between ticketless travel and crime.

## Our targets for ticketless travel

September 2014  
to September 2015 **2.8%**

September 2015  
to September 2016 **2.6%**

September 2016  
to September 2017 **2.5%**

September 2017  
to September 2018 **2.5%**

September 2018  
to September 2019 **2.5%**

September 2019  
to September 2020 **2.5%**

September 2020  
to September 2021 **2.5%**

## We will do this by:

- Staffing ticket gates for longer
- Installing new automatic gates at 21 stations across the whole franchise
- Having ticket sales facilities at all stations
- Extending penalty fares to the entire franchise
- Reducing fraud through smartcard technology

We will report on how we are performing against our ticketless travel targets in each edition of Connections.



# Thameslink Programme

The Thameslink Programme will transform your experience by increasing train capacity on one of Europe's busiest stretches of railway – the Thameslink route through central London.

We're working with Network Rail and other partners to complete it by the end of 2018. Farringdon and Blackfriars stations are already finished, and the rolling programme of works at London Bridge will create a world-class station.

We know that you've put up with disruption to some services, and there is more to come, but please bear with us, as you'll see many benefits in the future.

There'll be more direct services between places north and south of London, to St Pancras International and Gatwick airport, and links to Crossrail.

We'll have a new fleet of trains, many of them with more carriages. Your services will also be more reliable as we're reconfiguring the tracks and platforms at London Bridge so that there will be far fewer delays.

## Changes to your services

Such large-scale developments inevitably involve disruption. We'll do all we can to let you know you about any alterations, and tell you about any major service changes in Connections.

From December 2014 until January 2018, Bedford to Brighton services can't run between London Bridge and Blackfriars. During this time trains will run via Elephant and Castle.

Our Passenger's Charter has information on how we deal with disruption. You can find more details at [thameslinkprogramme.co.uk](http://thameslinkprogramme.co.uk) where you can sign up for email alerts and free texts.



# Thameslink and Great Northern are part of Govia Thameslink Railway (GTR)

## Key facts about GTR

- Franchise operator: Govia Thameslink Railway Limited
- Owning company: Govia (Go-Ahead Group 65% share, Keolis 35% share)
- Term of Franchise: 14 September 2014 to 19 September 2021
- Date of integration of Southern and Gatwick Express with Thameslink and Great Northern: 26 July 2015
- Number of stations now: 77
- Number of stations from 26 July 2015: 239
- Number of trains now: 221
- Number of trains from 26 July 2015: 545

## Connections

We will publish Connections twice a year. You’ll be able to keep track of whether we have met our targets and commitments, and read about our plans for the future. We will also report on what improvements you said you’d like to see, and how we are responding to your feedback.

Connections is available on our website, or as a printed copy from larger stations or customer services.

# Our commitments

Here are our customer commitments for the next 15 months, and some of the major commitments for the remainder of the franchise term. We’ll report on our progress in Connections.

Deadline date	Commitment	Route/station
Sept 2014	Introduce a new customer app	All
Nov 2014	Make information on the number of passenger on trains available on app and station posters	All
From 30 Nov 2014	Hold Meet the Manager events every four weeks	London terminals and other major stations
21 Dec 2014	Successfully manage the integration of some Southeastern services and seven stations into the new franchise	Thameslink (Kent route)
Dec 2014	Successfully manage the major timetable change caused by the partial closure of London Bridge station	Thameslink
31 Mar 2015	Introduce Your Vote on our website	All
26 July 2015	Successfully manage the integration of Southern and Gatwick Express services and stations into the franchise	Southern & Gatwick Express
July 2015	Start Keep Trains Tidy marketing campaign	All
July 2015	Start an online passenger panel of at least 1,000 passengers	All
July 2015	Start Priority Seat awareness campaign	All
By Sept 2015	Introduce all day staffing at 25 more stations: Alexandra Palace, City Thameslink, Cricklewood, Elephant & Castle, Elstree & Borehamwood, Enfield Chase, Flitwick, Gordon Hill, Harpenden, Haringay, Hatfield, Hitchin, Hornsey, Huntingdon, Leagrave, Letchworth Garden City, Loughborough Junction, Mill Hill Broadway, New Barnet, Palmers Green, Potters Bar, Radlett, Tooting, West Hampstead Thameslink and Winchmore Hill	Thameslink and Great Northern
From Sept 2015	Hold an annual conference with local stakeholders	All

Deadline date	Commitment	Route/station
Sept 2015	Introduce a ticket sales function on the app	All
30 Sept 2015	Establish two Customer Cabinets, meeting at least every two months	All
30 Sept 2015	Introduce the facility to book taxis when booking tickets on the app	All
Dec 2015	Open the Moorgate branch in the evenings and weekends	Great Northern
Dec 2015	Increase the frequency of the overnight service from London to St Albans, Harpenden and Luton Airport to every half hour	Thameslink
Dec 2015	Target date for 108 new carriages on the Gatwick Express	Gatwick Express
Dec 2015	Introduce all day staffing at Denmark Hill and Nunhead	Thameslink (Kent route)
16 April 2016	Start of programme of introducing new Class 700 trains on Thameslink	Thameslink
By July 2016	Introduce all day staffing at 16 Southern stations	Southern
May 2017	Kings Lynn service becomes half hourly	Great Northern
January 2018	Manage the successful re-opening of London Bridge station	Thameslink, Southern
June 2018	Completion of programme of introducing new Class 700 trains on Thameslink	Thameslink
Dec 2018	Full Thameslink service through the core, with 24 trains per hour in each direction during the peak	Thameslink
Dec 2018	Target date for introduction of 150 new carriages on the Moorgate route	Great Northern