

Wessex Route and South Western Railway – Transport Focus Meeting

Tuesday 9 January 2018

Agenda

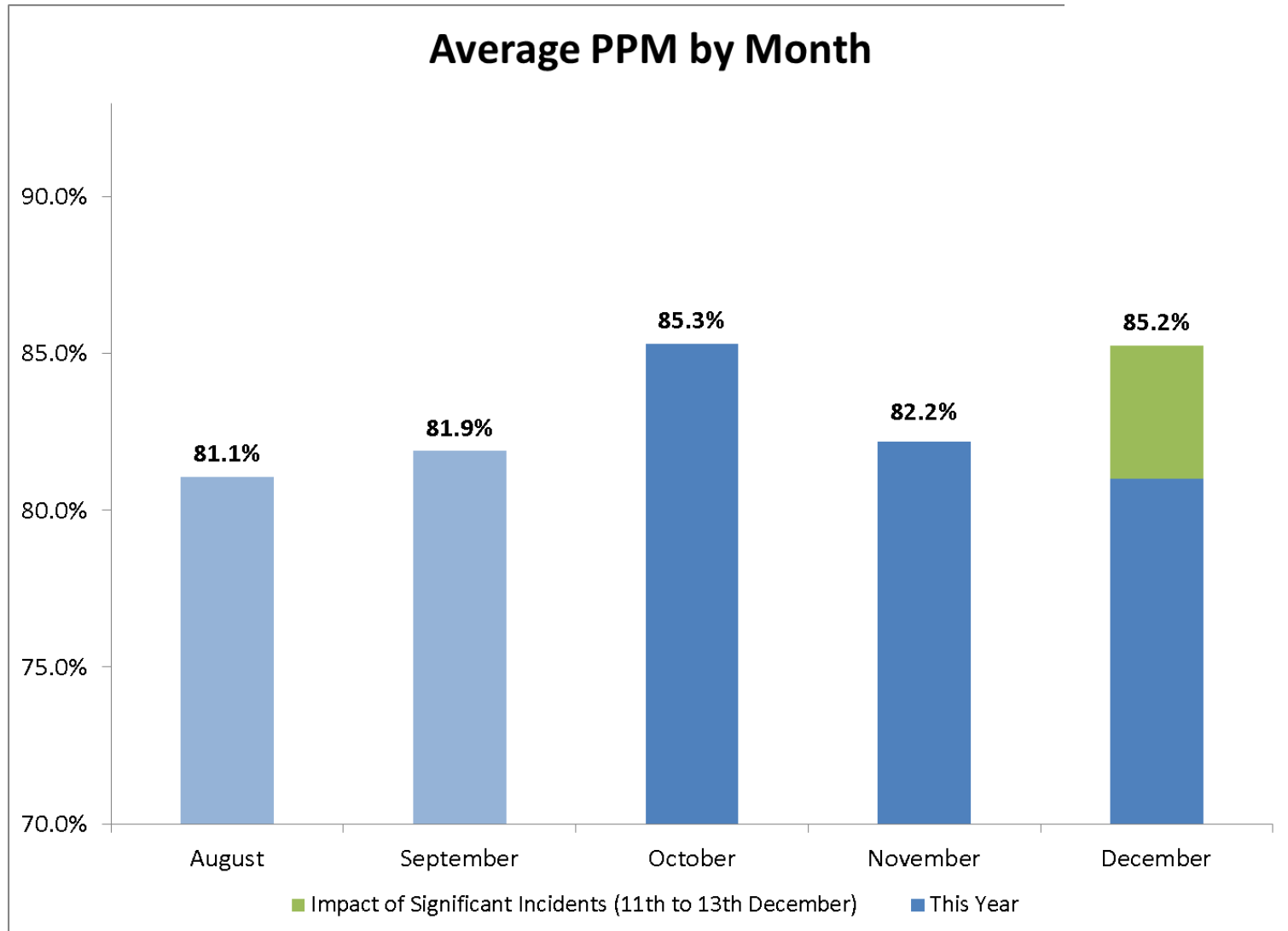
1. Performance
2. T-12: provision of information
3. Compensation – process, awareness, resourcing
4. Industrial relations

Performance

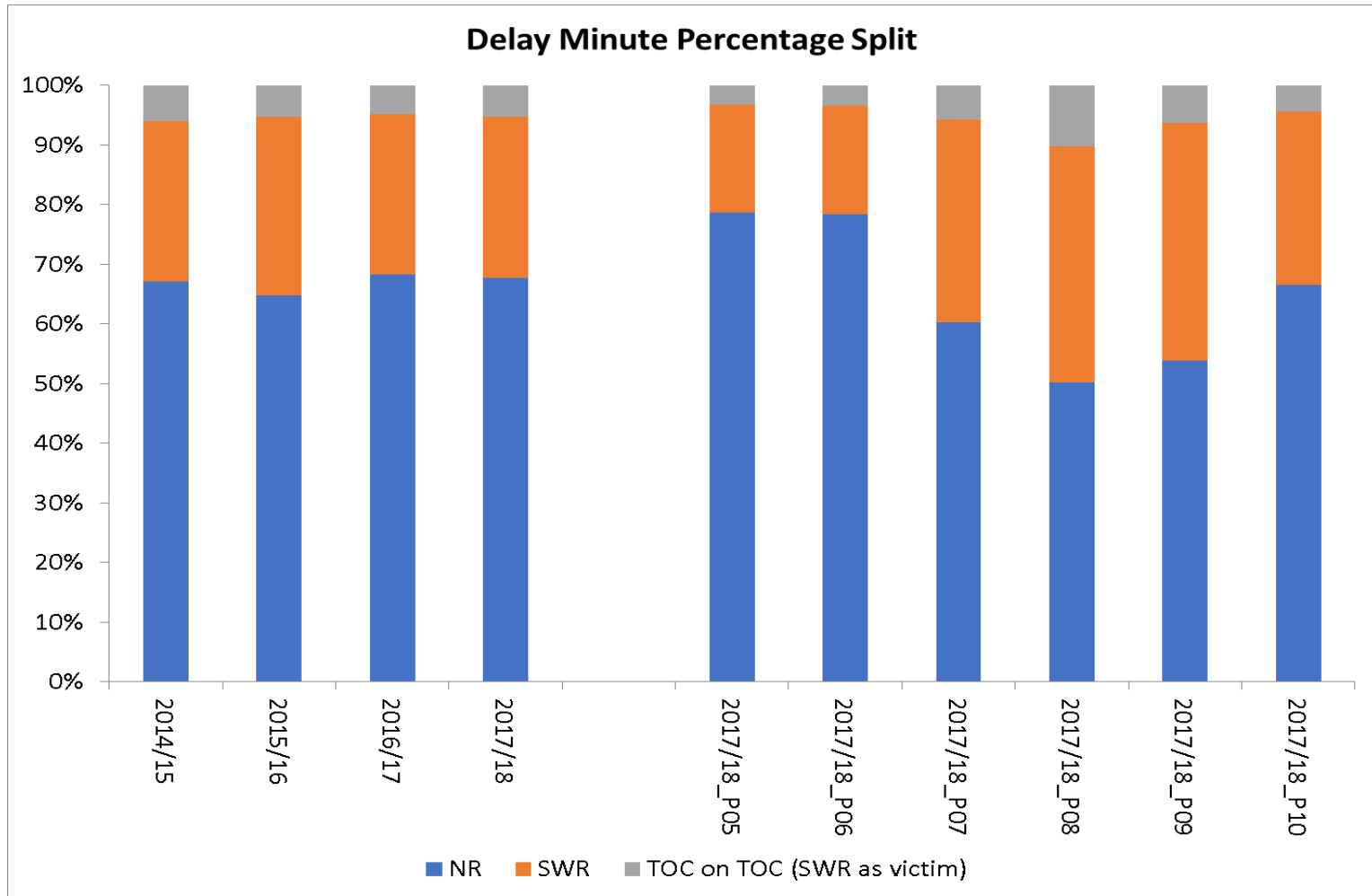
1. Post-August Waterloo upgrade work
2. Recent performance
3. Performance improvement work

Post-August Waterloo upgrade work

- Interlocking flank protection work was concluded successfully, which allows a less restrictive operation at Waterloo
- Significant increase in 10-car services on suburban routes started on Monday 11 December, increasing capacity for passengers by 20%. Two thirds of the new Class 707 fleet has now been introduced since franchise commencement
- Opened new staircases on Waterloo platforms 1/2 and 3/4 to London Underground



Delay Minute Percentage Split



Performance initiatives

Implementation of new joint SWR/Network Rail senior incident officer organisation

- Incident officers to be on duty 24/7 from end Jan 2018
- Doubling of emergency intervention units (MOMs with BTP)
- 6 service delivery controllers jointly for SWR/NR responsible for delivering the train service & recovering from incidents
- Drumbeat 4 times per day

Enhanced response team capabilities (additional track section manager for Waterloo area)

- Additional inspection regime
- Additional track repair team availability
- Additional signalling response capability to support track teams

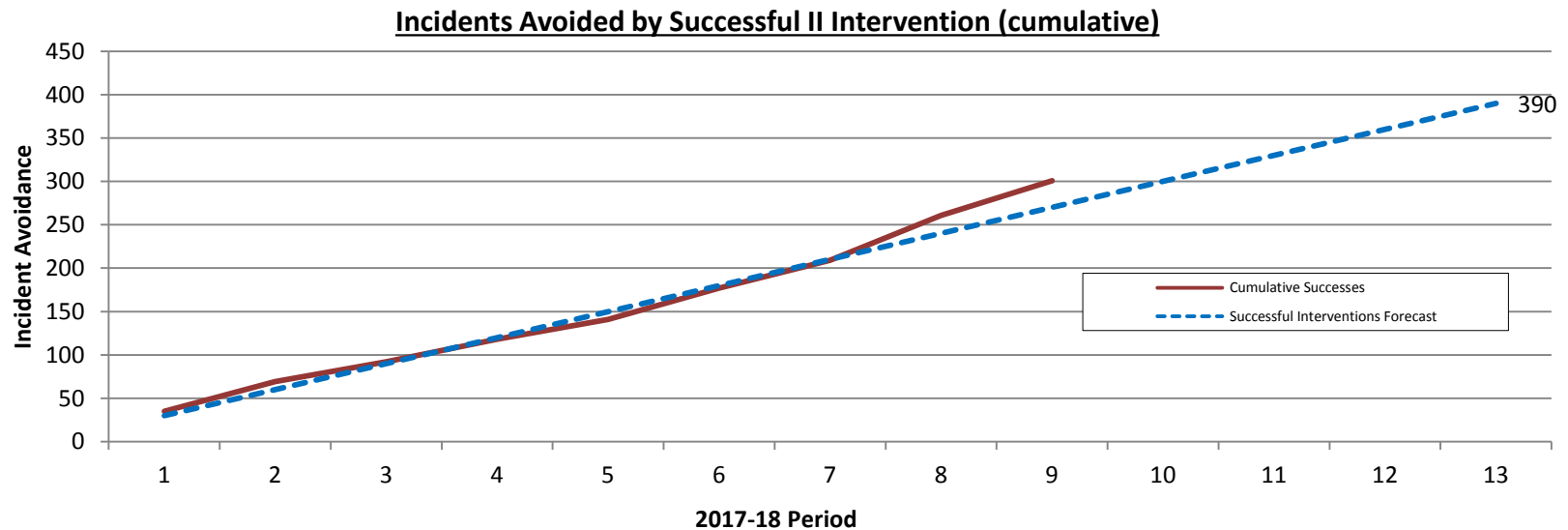
SWR/NR Wessex Alliance review of the JPIP process

- A complete review of the performance management process has begun
- Fully supported by the Alliance Board

Impact of Intelligent Infrastructure (II)

Success rate of II in preventing points and track circuit failures over the past 13 periods has ranged from 22.1% to 56.5%. In P9 it was 52.6% - second highest for the past 13 periods. The moving average is 41.7%.

- Successful II interventions avoided 69 potential incidents on points and track circuits in P9.
- 301 successful interventions by the end of P9 (111% of the projected figure at this point in the year).



Performance initiatives

Fleet:

- Class 444/450: overhaul of key components commenced, review of incident response
- Class 455 traction equipment software modifications
- Class 458 door system overhaul commenced
- Class 707 reliability growth – regular software updates

Traincrew:

- Reduce non-productive traincrew and expedite training
- Focus on reducing operational incidents and other “own goals”
- Improved performance focus through weekly performance calls and ownership at depot level
- New dwell time app introduced

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- 2. T-12: provision of information**
3. Compensation – process, awareness, resourcing
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T-12 Provision of Information

Challenges

- SWR hitting T18 infrequently (bank holiday or key blockade weekends)
- Resource short fall for both SWR and NR
- Delay in delivery of 707s resulting in rework of plan
- 60% increase in workload 17/18
- Strike plans taking priority

NR/SWR Forward Plan agreed

- SWR agree to submit an Informed Traveller bid at TW14
- Network Rail will offer and publish bid at TW12
- Interview & train up increased resources
- Periodic reviews of delivery of plan between NR and SWR

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Compensation – Process, Awareness, Resourcing

- Introduction of Delay Repay (DR) was a franchise obligation and was concluded as an appropriate way forward following the DfT consultation exercise for the new South Western franchise
- The original plan was to introduce from the start of the new franchise in June 2017 but the delay to franchise commencement led to a revised DR start date of 4 September (DR30) to ensure a consistent position throughout the Waterloo works
- DR15 was subsequently introduced on 1 December 2017
- SWR DR claims are initially handled by Journey Check who undertake DR processing for other operators. Escalations are handled by SWR's own customer service centre
- Claims can be submitted either on-line or via hard copy form. The majority of claims are being submitted on-line. The ability to establish a customer account later this month will make on-line claims quicker. Automated DR expected by Spring 2019
- The typical duration from a claim being made to payment is 2-3 weeks

Compensation – Process, Awareness, Resourcing

- Historic Passenger's Charter discounts (void days plus the 5% punctuality trigger applicable since the four-week period ending 19 August 2017) remain available upon renewal of applicable Season Tickets (to 3 September 2018)
- Introduction of Delay Repay (DR) has been publicised in a number of ways:
 - Revision to Passenger's Charter
 - Poster campaigns at stations
 - Leaflets at staffed stations
 - Social media (primarily Twitter)
 - On-train announcements (general announcements around DR30 & DR15 launch dates as well as announcements on delayed trains)
 - Email to season ticket holders (where address known)
- Additionally there was also a handout / placement of 130,000 SWR branded packets of mints in connection with DR15 launch



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Industrial Relations

- RMT sought assurances from FirstGroup re SWR before franchise commencement over the retention of a safety critical Guard on all services
- SWR position has been consistently that, whilst the new trains being introduced onto suburban services from late 2019 could be operated in a number of different ways, we plan to retain a second person on all our services. However, for the new suburban trains we wish to have the ability to continue to operate services where a guard is not available at short notice so we keep our customers moving
- Although positive discussions were had at local level after franchise commencement, RMT continued to pursue an industrial dispute and secured a mandate for strike action although over 400 of our c.900 guards did not vote for this. This mandate is valid for 6 months (i.e. to April 2018)
- Strikes held on 8 & 9 November, 31 December, 8 January and further strikes planned on 10 & 12 January
- A growing team of over 250 contingency guards, including colleagues from other FirstGroup TOCs, are supporting delivery of an amended timetable with >70% of trains operated on 31 December and 8 January