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Dear Charles

Clearly, it is deeply disappointing that a timetable change that was meant to bring huge benefits to passengers has, for some, dramatically worsened a previously acceptable service. Passengers on Thameslink and Great Northern, in particular, are continuing to face far too much disruption and uncertainty. I believe that to deliver the stability passengers need, GTR should introduce a formal temporary timetable which you can operate reliably with the resources available to you now.

At a meeting on Monday with Nick Brown he assured me that GTR is working hard to stabilise the service so that there are fewer late notice cancellations. At the moment passengers are being advised to check before they travel each day. I do not believe this is acceptable. An interim timetable in which you show only the trains you are confident you can run, plus any supporting buses you will be providing, would allow passengers to plan their journeys with certainty.

If you continue to present a timetable to the public which you cannot operate, it will further frustrate passengers who rely on your services to get them to work, exams and make other daily journeys.

It was good to hear from Nick that GTR is keen to encourage passengers to claim the compensation they are due and that your teams are actively promoting this. He also mentioned that GTR are offering season ticket enhanced compensation. It is really important that passengers are clear about how they can claim and that any process is easy to use. Does GTR consider the current offers of compensation are sufficient to win back passenger trust? It would be good to hear what other compensation you are considering.

As you know from my email yesterday, the Transport Focus board is meeting next week in London and Manchester to discuss the current timetabling, information and performance issues. I hope you will be able to attend the London meeting to discuss the situation as it applies to Thameslink and Great Northern (as well as Southern and Gatwick) services.



I look forward to hearing from you.

Yours sincerely

FP. 

Anthony Smith
Chief executive