

Cllr Downing Stevenage Borough Council

18 October 2018

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Agenda

- Interim Thameslink & Great Northern timetable
- September – December 2018
- Compensation
- Performance
- Class 717
- Q&A

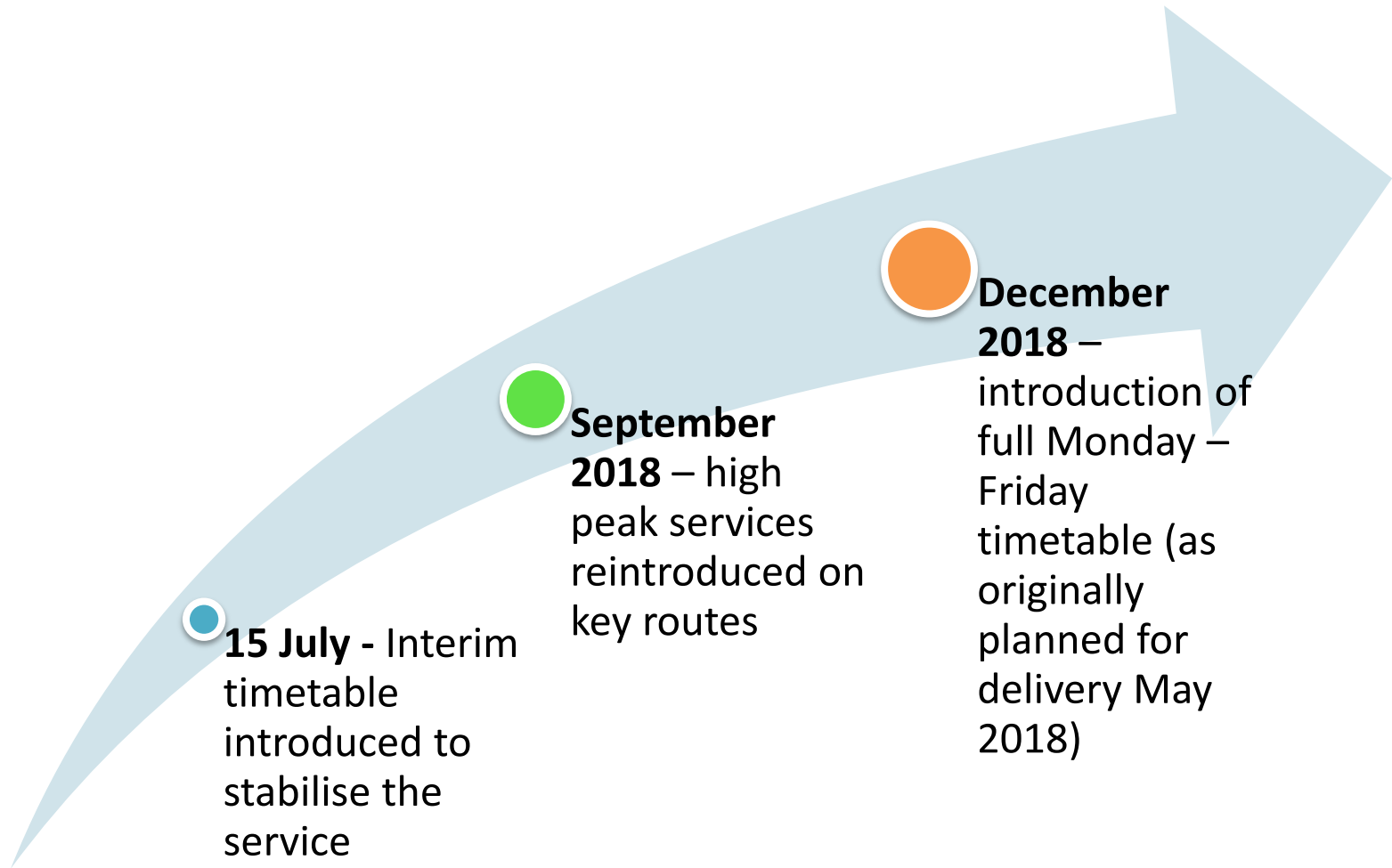
Our unique contract

- All farebox revenue is passed to the DfT, who determine the level of all fares increases
- All performance income from Network Rail is passed to the DfT
- The DfT funds all payments against Delay Repay claims but GTR funds the necessary administration costs
- GTR receives a payment from the DfT for running the franchise.
- The payment varies and depends on performance against Service Delivery, Customer Experience and Ticketless Travel benchmarks

May 2018 – Lessons learnt & next steps

- Independent enquiries by the ORR and Transport Select Committee into the industry timetable process & 20 May readiness
- National Programme Management office set up to oversee all Train Operating Companies' future timetable changes
- No major changes in December 2018
- Priority of maintaining train service reliability and getting resources in place

July 2018 – December 2018



Compensation

- Open to season ticket holders and non season ticket holders (travelled 3 days a week)
- Industry funded
- Phase 1 completed successfully, 63,000 people contacted
- Phase 2 is underway - allowing season ticket holders not contacted to apply directly



Performance – Great Northern

Period 6 (19 August – 15 September) Public Performance Measure PPM: 84.36%

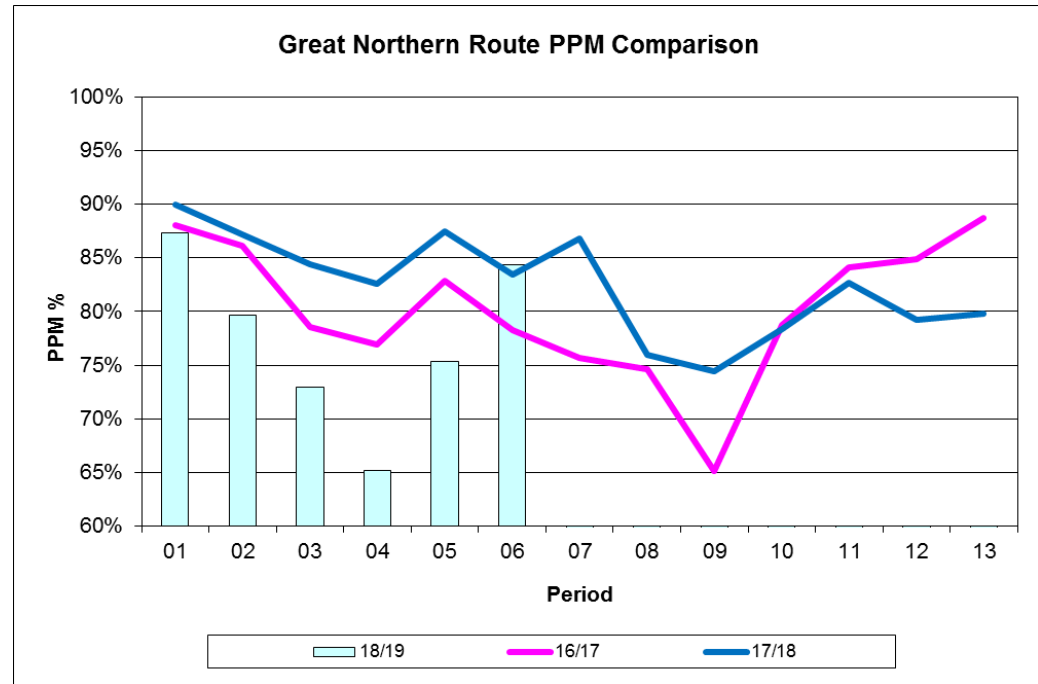
Major incidents impacting performance:

28 August 2018 – Overhead wire fault at Hadley Wood

28 August 2018 – Train fault at Moorgate

7 September 2018 – Train fault at Welwyn Garden City

7 September 2018 – Track fault at Moorgate



Class 717 update

New train fleet due to begin being introduced on Moorgate services later this autumn

- **6 trains in the UK**
- **Formed of 6 carriages each**
- **Operational testing currently underway**
- **First preview service ran on 28 September**

Features include:

- 2-by-2 seating
- Customer information screens with live updates from London Underground & Overground and be able to show you which parts of the train is less busy
- Wi-Fi
- Power sockets
- CCTV

