

Dear Member

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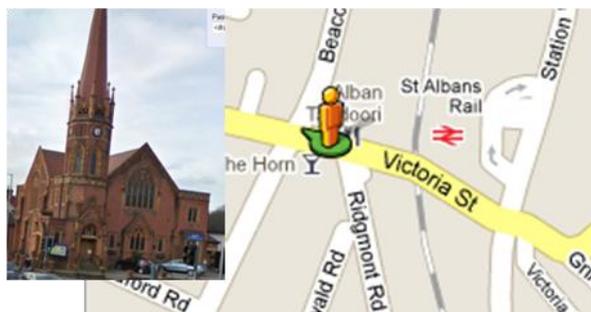
APTU / FCC annual meeting

Our annual meeting this year with FCC and Network Rail will be on Thursday 26th May in St Albans - it will be at 7:30pm.

At a minimum, it will be attended by Neal Lawson (Managing Director) and Larry Heyman from FCC and Martin Frobisher, Network Rail's Route Director (Dyan Crowther, who has come to our recent meetings has been promoted and is now Director of Operational Services at Network Rail).

It will be in the main hall/nave at Trinity Church (not the parlour, where we were a couple of years ago). Trinity Church is very close to the station at the junction of Victoria Street and Beaconsfield Road:

- From platform 1 (main entrance), turn right, go up steps to road bridge, turn right, go across railway and past shops. At traffic lights, Trinity Church is opposite
- From platform 4 (fast trains from Central London), go straight ahead; at traffic lights, Trinity Church is diagonally opposite.



It can be found on Google Maps at <http://goo.gl/qZvcF>.

The main hall is accessible by the disabled and has an accessible toilet.

Travel to the meeting

FCC have again confirmed that, should your ticket not include St Albans, free travel is available to/from the meeting - please print off and show page 1 of this newsletter to show if needed.

Questions for the meeting

If you have any questions or specific topics for FCC or Network Rail, can I please have these by **Wednesday 11 May (evening)**. There will be no 'ban' on raising additional topics on the evening, but FCC or Network Rail may need to respond later rather than on the night.

I have already asked FCC/Network Rail to address the following topics:

1. *Communication response to major incidents*; we have tentatively agreed that there will be specific reference to the closure of the slow lines when the M1 scrap yard fire

occurred (although we will replace this as the subject if there is another major incident in the next couple of weeks. I've said I am particularly interested in how FCC handle:

- a. The analysis phase - understanding the nature of the incident
 - b. The decision phase - deciding their response
 - c. The implementation phase - particularly during the time it takes them to make the changes to train running to the systems that drive alerting, web site content etc
2. *Communication of day to day problems*; in particular what are the best tools for us to use and what are their limitations. I have specifically asked them to consider usability by all - for instance, I cannot access Twitter whilst I am at work, since it is on my employer's banned sites list.
 3. *A response to FCC's National Passenger Satisfaction Ranking* (bottom) - see below.

Treasurer's Note – Subscriptions

Thank you if you have paid in advance, recently sent a cheque or paid by standing order, otherwise your subscription is now due for 2011/12.

The rate remains as before, £3.00 for individual membership, £5.00 for joint membership residing at the same address.

Please send a cheque made payable to APTU to myself at the address below.

Alternatively please consider paying by standing order, if you wish to do this please contact me, again details below, and I will let you know bank account details.

Thank you

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Alternatively, you can pay using PayPal (note: we do incur charges) at
<http://www.aptu.org.uk/membership.html>

Passenger Focus National Passenger Satisfaction Survey

The Autumn 2010 survey has just been released, and we all have the dubious honour of travelling on the route with the lowest satisfaction score (72%) operated by the TOC with the lowest score (76%).

The full survey can be read at <http://www.passengerfocus.org.uk/research/nps/content.asp> (there is a National Survey and also a dedicated set of results for FCC). Of particular note are:

- Top ranked: Wrexham & Shropshire at 96% (note: W&S has since ceased operating)
- Comparable TOCs (or TOC routes):
 - C2C: 91%
 - Chiltern: 90%
 - London Midland (London Commuter): 89% [this would have been measured before their recent work to rule]
 - South Western: 87%
 - London Overground 85% (93% Watford to Euston)
 - Southern 80%
 - National Express East Anglia: 80%

- First Great Western (Thames Valley): 79%
- FCC split:
 - First Capital Connect - Great Northern: 78%
 - First Capital Connect - Thameslink Loop (Wimbledon): 77%
 - First Capital Connect - Thameslink North: 72%
 - First Capital Connect - Thameslink South: 78%

Source of delays

Anne Main, MP for St Albans recently obtained a split of delay sources from Network Rail. This is as follows:

- Network Rail: 58%
- FCC: 28%
- Other TOCs: 13%

Recent performance

We've received this from FCC:

Rail performance is measured by Public Performance Measure (PPM). Targets are set to reflect historic performance and any improvements planned, however at FCC we are aiming to reach 100%. We beat our target for Period 13, which ran from 6 March to 1 April.

- FCC's overall PPM for Period 13 was 92.72%, which beat our target of 92.34%
- Thameslink performance was 91.09%, with a target of 90.38%
- The main incidents affecting performance on the Thameslink route were a train unit fault on 24 March and a points failure just outside of Kentish Town on 10 March
- Great Northern route performance was 94.77% (target 94.71%)
- The main incident affecting performance on the Great Northern route was a person being hit by an East Coast train on 30 March
- With regard to cancellations the numbers have shown improvement on both routes and the level was 33 better than target, which equates to 1.85% of the timetabled service

Further Sunday closures St Pancras to St Albans / Harpenden / Luton

There has been a slight reduction in these blockades. The latest position is as follows:

- Sunday 29 May 03:00 to 04:00 Monday 30 May - Blocked between London St. Pancras and Luton until 14:30, then blocked between London St. Pancras and Harpenden. FCC to operate 4 tph between Bedford and Harpenden. **No change. Similar plans for ticket acceptance and car park use on GN route to those planned for Sunday 1 May.**
- Sunday 26 June 02:30 to 08:30 - Blocked between London St. Pancras and Harpenden. FCC to operate 2 tph between Bedford and Harpenden (Reduction: Was 03:00 to 14:30).
- Sunday 17 July 03:00 to 14:30 - Blocked between London St. Pancras and Harpenden. FCC to operate 4 tph between Bedford and Harpenden. **No change.**

Additional Cycling – Harpenden / St Albans / Radlett / Elstree

Additional cycle parking has been, or will be shortly, installed at all FCC Thameslink stations in Hertfordshire:

- Harpenden (see our newsletter of 14 March): 102 extra spaces: Now in place; see images: www.aptu.org.uk/pdfs/harpenden_cyclesheds.pdf (pdf file)

- St Albans: 44 extra cycle spaces plus a new separate area in the Ridgmont Road car park for motorcycles and scooters (should have completed this weekend)
- Radlett: 40 extra cycle spaces (starts this week)
- Elstree & Borehamwood: 44 extra cycle spaces (starts end of May)

If there are particular problems at other stations, do let us know - but bear in mind that this work depends on local authority support, which is 'variable'.

Graffiti update

Regards

Neil

Neil Middleton

4 May 2011