

Dear Member



This edition of the APTU newsletter can be read at:

- As Adobe PDF: http://www.aptu.org.uk/memberversions/aptu-news_20140603.pdf.
- As Word document: http://www.aptu.org.uk/memberversions/aptu-news_20140603.doc.

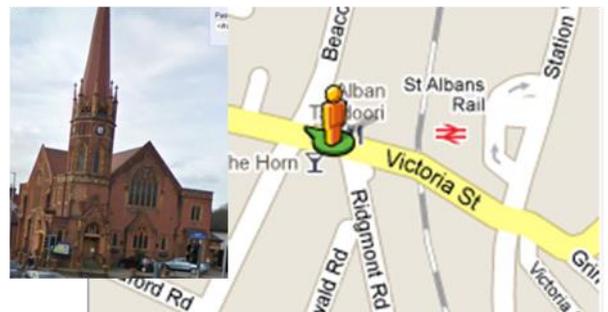
APTU / FCC annual meeting

A reminder that our annual meeting this year with FCC and Network Rail will be at 7:30pm on Thursday 12th June in St Albans. Even though First Group were unsuccessful in their bid for the new Thameslink, Southern & Great Northern franchise, the meeting will still go ahead, concentrating on the current services and initiatives in-hand between now and the Franchise conclusion on 14 September (FCC's letter on the Franchise Announcement is below)

The meeting will be attended by David Statham (Managing Director) and Larry Heyman from FCC and, we hope, Justin Page or other senior Network Rail representative.

It will be in the main hall/nave at Trinity Church, Beaconsfield Road, St Albans. The 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 the 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/ufB3EN>.

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 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 **Sunday 8th June (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.

Subscriptions

Subscriptions for 2014/15 will be due for payment from 1 April. Please send a cheque for £3.00 (single membership) or £5.00 (joint membership) as soon as possible. I will of course accept payment at the meeting on 12 June.

Thank you

Malcolm Howe
Treasurer
149 Crabtree Lane
Harpenden, AL5 5RD
malcolm.howe@aptu.org.uk

FCC on their unsuccessful bid for the TS&GN franchise

Dear Stakeholder,

I'm writing following today's announcement by the Department for Transport that FirstGroup has been unsuccessful in its bid for the new Thameslink, Southern and Great Northern rail franchise. As you will know, we have operated the First Capital Connect on the Thameslink and Great Northern sections of the route, since 2006. During that time we have been a key partner in delivering the £6.5bn Thameslink Programme with Network Rail introducing the first 12-carriage trains to operate on the route and the redevelopment of many stations, including Blackfriars and Farringdon.

Passenger volumes have increased by 24% from 86m per annum when the current franchise began to 107m in 2012/13. To meet that increased demand we have delivered an additional 14,500 seats to the Thameslink route at the busiest times of the day, and doubled the number of cross-London rush hour trains from 7/8 per hour to 15 trains per hour between St. Pancras International and Blackfriars. On the Great Northern route we have introduced more than 12,500 extra seats at the busiest times of the day on Great Northern services, to increase peak time capacity by more than 22%.

Throughout our franchise, my team have worked hard to increase overall passenger satisfaction. As testament to this the most recent results in our Customer Wave Monitor have demonstrated some of the highest ever levels of customer satisfaction and we are ceaselessly working to maintain those high standards.

We are now more in touch than ever with our passengers including our 60,000 twitter followers and the 9.7 million annual visitors to our website. We offer free SMS and email alerts to keep our passengers up-to-date with our service and a blog that helps me as Managing Director keep in touch with you as our key stakeholders.

I am disappointed that we will not be operating the new franchise and taking the Thameslink Programme on to its next stage. I know that First Group submitted a strong bid which would have delivered high quality services for passengers and value for taxpayers.

Nevertheless, we are tremendously proud to have operated a significant part of this network over the past eight years and of the many improvements we have delivered during that time.

We shall continue to operate First Capital Connect until the new franchise begins on 14 September 2014, and during that time we look forward to continuing multi-million improvements to our trains, stations and customer service training. We shall, of course, work with the new operator as they prepare to take on these crucial responsibilities for the route to ensure a smooth transition.

I want to thank you, as our key stakeholders, for working with us during the duration of our franchise. Many of you have made a vital contribution to improving our service by engaging constructively on the issues that matter to our passengers and I look forward to working with you for the duration of our franchise.

Yours sincerely,



David Statham | Managing Director | First Capital Connect |
Managing Director
First Capital Connect

Regards

Neil

Neil Middleton

3 June 2014