



Dear Friend

It looks like there is light at the end of the tunnel for our travels - see the full update from Thameslink below. Tomorrow's service is dependent on a successful conclusion to overnight work by Network Rail:

... There will still be alterations to Thameslink services tomorrow (Friday) as we return the service to normal, even if Network Rail does complete its repairs. This is because our trains are out of position for the normal timetable. We aim to run a normal service between Bedford and Brighton, and between Sevenoaks and London. However, there will be a reduced stopping service between Luton and London St Pancras, and between Sutton/Wimbledon and London Blackfriars as the service recovers.

Do check at <http://www.thameslinkrailway.com/your-journey/live-travel-info/> and/or <https://twitter.com/TLRailUK> tomorrow morning.

I plan to write to (and meet) Thameslink management to review the way the incident was handled, and ask that you send me any **feedback by Sunday night (13th November)**. I am most interested in matters that were within Thameslink's direct control - communications, managing crowds at stations, chosen service pattern etc. Do tell me about good experiences as well as bad.

At present, the cause would seem to be infrastructure related, but that will need to be investigated and determined. If you want to read Network Rail's updates

, they are here (latest to earliest):

- <http://www.networkrailmediacentre.co.uk/news/signalling-repair-in-luton-making-good-progress>
- <http://www.networkrailmediacentre.co.uk/news/luton-train-disruption-1700-update-for-thameslink-and-east-midlands-trains-customers>
- <http://www.networkrailmediacentre.co.uk/news/luton-train-disruption-update-for-thameslink-and-east-midlands-trains-customers>

Thameslink update 10pm 10 November

Dear stakeholder,

I would like to update you on the latest situation with Thameslink, where an overhead power line problem followed by a major signalling fault has been severely disrupting our services and passengers since Tuesday afternoon.

Network Rail, which owns and maintains the signalling, track and power supplies, now expects to complete repair work tonight. To facilitate this, we will be stopping all trains between St Albans and Bedford from 2300 tonight until 0400 tomorrow and running buses between these two stations instead.

Owing to the level of disruption caused by this incident there will still be alterations to Thameslink services tomorrow (Friday) as we return the service to normal, even if Network Rail does complete its repairs. This is because our trains are out of position for the normal timetable. We aim to run a normal service between Bedford and Brighton, and between Sevenoaks and London. However, there will be a reduced stopping service between Luton and London St Pancras, and between Sutton/Wimbledon and London Blackfriars as the service recovers. We are asking passengers to check www.nationalrail.co.uk or 03457 48 49 50 for the latest service information.

To recap, it has been a long and difficult three days for our Thameslink passengers and for our staff who will all be relieved now to learn that Network Rail has repaired this major fault.

The effect on our service has been severe, especially north of London where we have had to cut back the number of trains to just a few an hour, between Bedford and St Pancras, and also reduce the service to and from Sutton and Wimbledon.



We would like to thank everyone involved for their patience. If anyone was delayed by 30 minutes or more then we urge them to claim compensation at www.thameslinkrailway.com/delayrepay.

Regards

Neil

Neil Middleton

10 November 2016