



Dear Friend

Welcome to this brief newsletter. The contents are:

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Annual Meeting Presentations / Answers to Questions

The presentations from our meeting on Thursday are now on the website aptu.org.uk; (home page, right hand side) these consist of:

1. Thameslink Service Delivery presentation
2. Main Thameslink presentation
3. Main Network Rail presentation
4. Supplementary Network Rail update
5. **Answers to the detailed Questions raised in advance of the meeting**

Stakeholder meetings

Slides from two stakeholder meetings yesterday are also available from aptu.org.uk. These are:

1. The six monthly Thameslink and Great Northern Stakeholder update: Covers performance, initiatives (most notably on keyGo [see below]) and readiness for 2018
2. Thameslink Programme Stakeholder Reference Group Meeting (Stakeholders, Thameslink, Network Rail and the Department for Transport [DfT]). This covers readiness for 2018 and also programme activities (trains, London Bridge and blockade communications

Observations from the Stakeholder meetings

Collectively, matters to note are:

- *keyGo available (limited functionality) from the End of May.* keyGo will offer a Post Pay system – tap in / out as you travel during the day and the system will then work out the lowest cost ticket(s) for the journeys you make and bill your registered debit/credit card. Like Oyster, in that you have to have a dedicated card, but also like Contactless Bank Cards on TfL as well – you are billed post journey.
 - Initially it will cover National Rail only to any GTR station, without a Railcard. Extensions to add Railcard coverage (hopefully by end July) and extend to cover TfL destinations (in the mean time, use Oyster / a Bank Contactless Card) will then follow. More detail in the TL & GN Stakeholder presentation.
 - As previously noted, APTU is of the view get Smart Card technology in use first, then look to get the product set changed – eg Carnet like tickets from stations without them etc.
- *24 Trains per hour in 2018.* This was covered in both sessions, with four key themes:
 - An emphasis that the new timetable is not a variation on the current one – if so, they wouldn't succeed – it is a brand new creation that starts in the Thameslink London core (specifically at Blackfriars South Junction) and goes on from there.
 - The work to re-engineer processes (of which the session at our meeting on Service Delivery and the material in the TL & GN Stakeholder session about achieving ontime departure at Highbury & Islington are examples). I emphasised the need to re-engineer communication as well.



- The need to measure success on a national basis – for instance, delaying a southbound Thameslink train so an East Midlands Train can meet its PPM target can then mean that the Thameslink train misses two PPM targets (in Central London and it's ultimate destination) – in the mean time, destroying the ability of other trains south of the river to meet their PPM target.
- A move away from PPM as a success measure towards a combination of measures for right time running and on the impact to Passengers – did they get home on time, was the journey as crowded as normal?
- *Wifi & Seat Back tables on Class 700s:* The DfT and Siemens have come to an agreement that units still to be built will be fitted with Wifi and Seat Back tables in the factory. Negotiations continue on the retrofit programme (the view was let's sort getting as much as possible done in the factory first ... a wise move in my view!).
- *Bay Seating count, Bay Tables and Standard Class Power Sockets in Class 700s:* This is still at the 'we want' stage. The next stage is for Rail User Groups to start the process of creating a business case for this work (driven by creating a more useful environment, leading to more Farebox revenue).
- *Class 700s: Air-conditioning & toilet reliability:* It has been confirmed that both of these are being tackled.
- *Class 377s and Class 319s on Thameslink.* We were told that Class 377s will move away from Thameslink by Easter, Class 319s from the Wimbledon Loop by end May and Sevenoaks services by the end of July (all Class 387s have now gone).
- *Performance:* Thameslink were pleased to report that PPM (Public Performance Measure) for Thameslink for the weekend just gone was 97% for Saturday and 94% for Sunday. Thameslink remain of the view that around 85% PPM is the maximum that can be achieved Monday to Friday, pending the re-opening of London Bridge.

Christmas & New Year: No services through Central London

We've recently been advised that there will be no services through Central London from 0100 Saturday 23rd December to 0400 on Tuesday 2nd January; this is for London Bridge commissioning works. Our services will terminate at St Pancras International Low Level; we have asked that all services also stop at West Hampstead Thameslink.

In addition to the above blockade, there is also to be a blockade on the fast lines at Kentish Town. This primarily impacts East Midlands Trains – the consequence to us is that more trains will have to use the slow lines at Kentish Town – which might have no impact, given the reduced service at Christmas, or it could have some impact as extra peak hour trains that Thameslink might otherwise have operated will be impossible as East Midlands Trains will be using their paths.

Note: Both of the above are going the final approval process before being officially confirmed. I believe that, taken in isolation, both will occur, however there is a review to be held of all London centred engineering works and this might just make changes.

Terminating southbound trains at Kentish Town

In the last newsletter, we mentioned it was now policy not to terminate southbound 12 carriage trains at Kentish Town without a West Hampstead stop first (and possible termination there). We have now received an update on the incident that sparked the last round of discussion:

Termination of 12-car 1W93 at Kentish Town on 14 February 2017

Jon Fenn has confirmed that the instruction to run the train into platform 3 at KTN for fitter's attention during the morning peak on 14 February came from the signaller at WHPSB* who was directly in touch with the driver. The decision was made as a result of the failure of one of the train's two VCBs (vacuum circuit breakers) when passing through the Graeme Park** neutral section. The train passed through WHP at line speed before it was thought necessary to terminate the train before entering the core.



The train was subsequently terminated at KTN as there was concern as to whether the second VCB might fail in the core, particularly when changing from AC to DC current at ZFD.

Jon assured me that the team in the ROC would never detrain customers at KTN unless it was an emergency, as they are aware of the lack of accessibility between platforms.

* West Hampstead Power Signal Box

** This is somewhere near the RAF Museum

At present (and indeed for ever), the ROC is very keen to avoid trains failing in the Core as there is very soon a large number of stuck trains ~ and this is something we support.

Therefore passengers on the early terminated service need to be thanked by the rest of us. In addition, given the Class 700 reliability issues, being doubly cautious is undoubtedly a wise move; we can hope that over time, some types of part failure will not require early cancellation as the assessment will be that the train is still likely to make it to its destination.

Regards

Neil

Neil Middleton

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