



WELCOME

THIS PRESENTATION WILL START AT
12:00





WINTER SERVICES UPDATE

STEVE WHITE, CHIEF OPERATING OFFICER

PHIL HUTCHINSON, HEAD OF STRATEGIC PLANNING

PAUL CODD, SENIOR STAKEHOLDER MANAGER





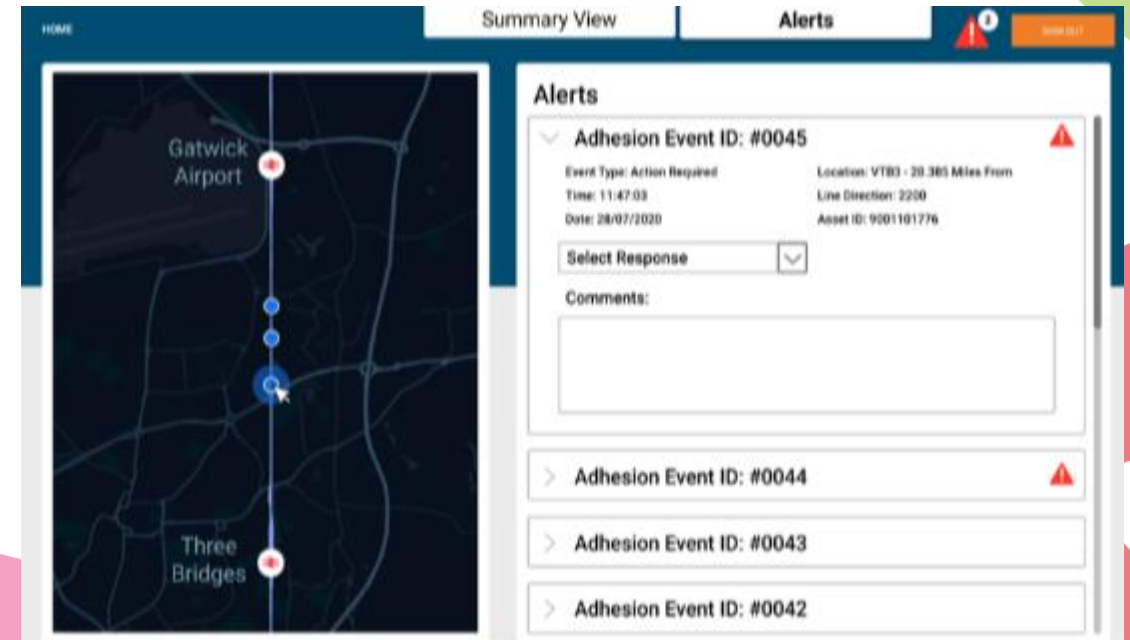
CHRISTMAS SERVICES UPDATE



Winter readiness

Working through traditionally the most challenging time of year for railway punctuality and preparing for winter:

- Network Rail's Rail Head Treatment Train (RHTT) fleet
- Station, depot, fleet and car park readiness
- New technologies to better target resource – using data from wheel slip activations to target RHTT resource



London <> Gatwick <> South Coast

Gatwick upgrade to install foundations for new lift and stairs on platform 3 / 4 and new workbridge spanning platforms 7 to 3 = two line railway

27 December – 3 January – Changes to Southern, GWR, South Western and Thameslink services

1. Southern Arun Valley to divert via Dorking – Change at Horsham for Thameslink for Crawley and Gatwick – **allow additional time**
2. No Southern Brighton service 28-31 December or 2 January – Use Thameslink
3. GWR to terminate at Redhill – **allow additional time**
4. SWR – Reduced frequency in Dorking and Epsom area – Use Southern or SWR

King's Cross & East Coast Main Line

Major enabling works for Spring 2021 partial closure of King's Cross

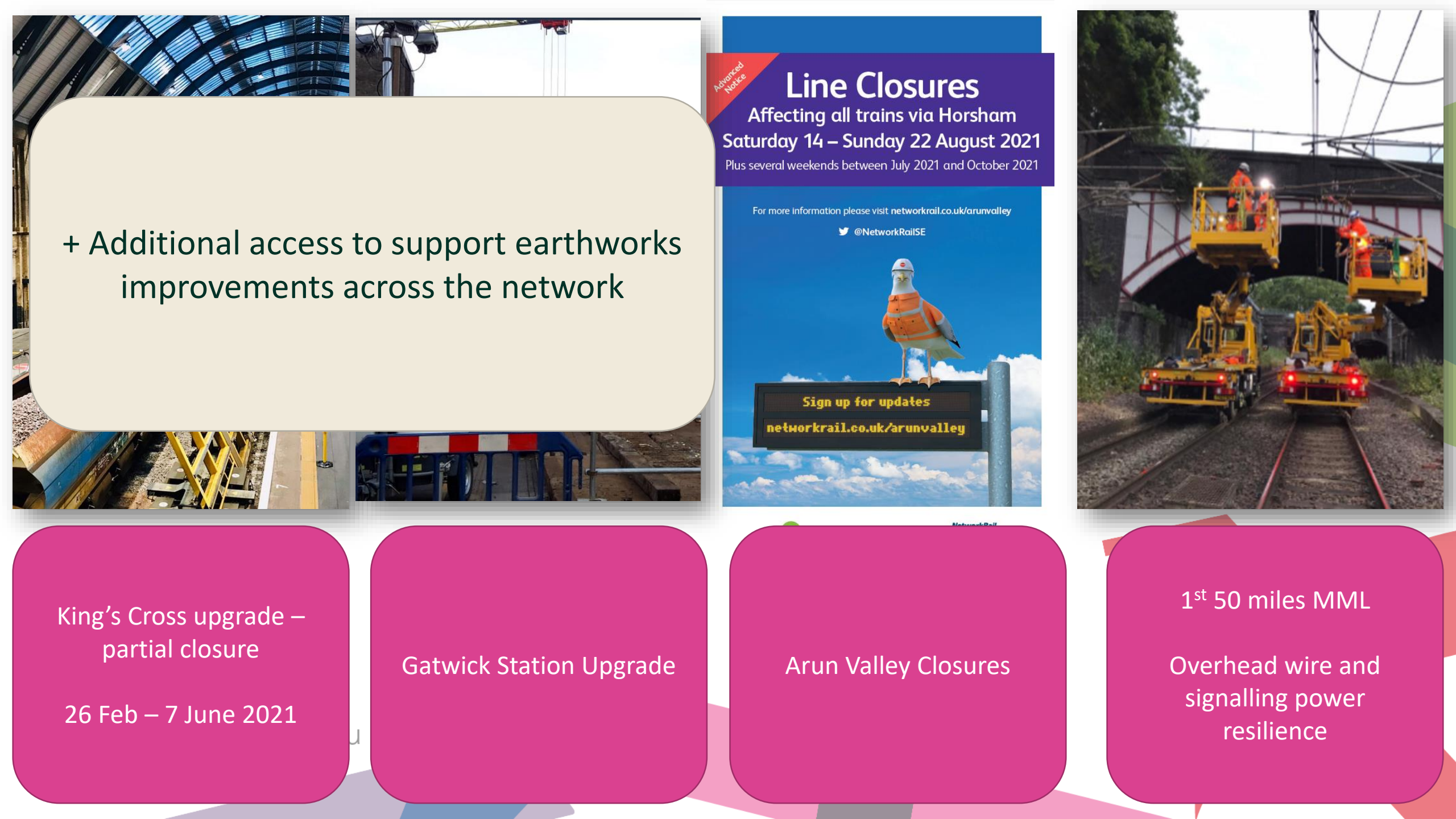
27 December – 3 January – Changes to LNER, Great Northern and Thameslink services

1. Thameslink service to St Pancras & GN Metro to Moorgate unaffected
2. No King's Cross service – 27 December – 30 December – LNER will terminate at Peterborough
3. 31 December – 3 January – King's Cross partially open – revised and slightly reduced timetable for LNER, Great Northern and Thameslink services that use King's Cross. Late open (08:45) on Sunday 3 January



MAJOR UPGRADES LOOK AHEAD





+ Additional access to support earthworks improvements across the network

King's Cross upgrade –
partial closure

26 Feb – 7 June 2021

Gatwick Station Upgrade

Arun Valley Closures

1st 50 miles MML
Overhead wire and
signalling power
resilience

Advanced
Notice

Line Closures

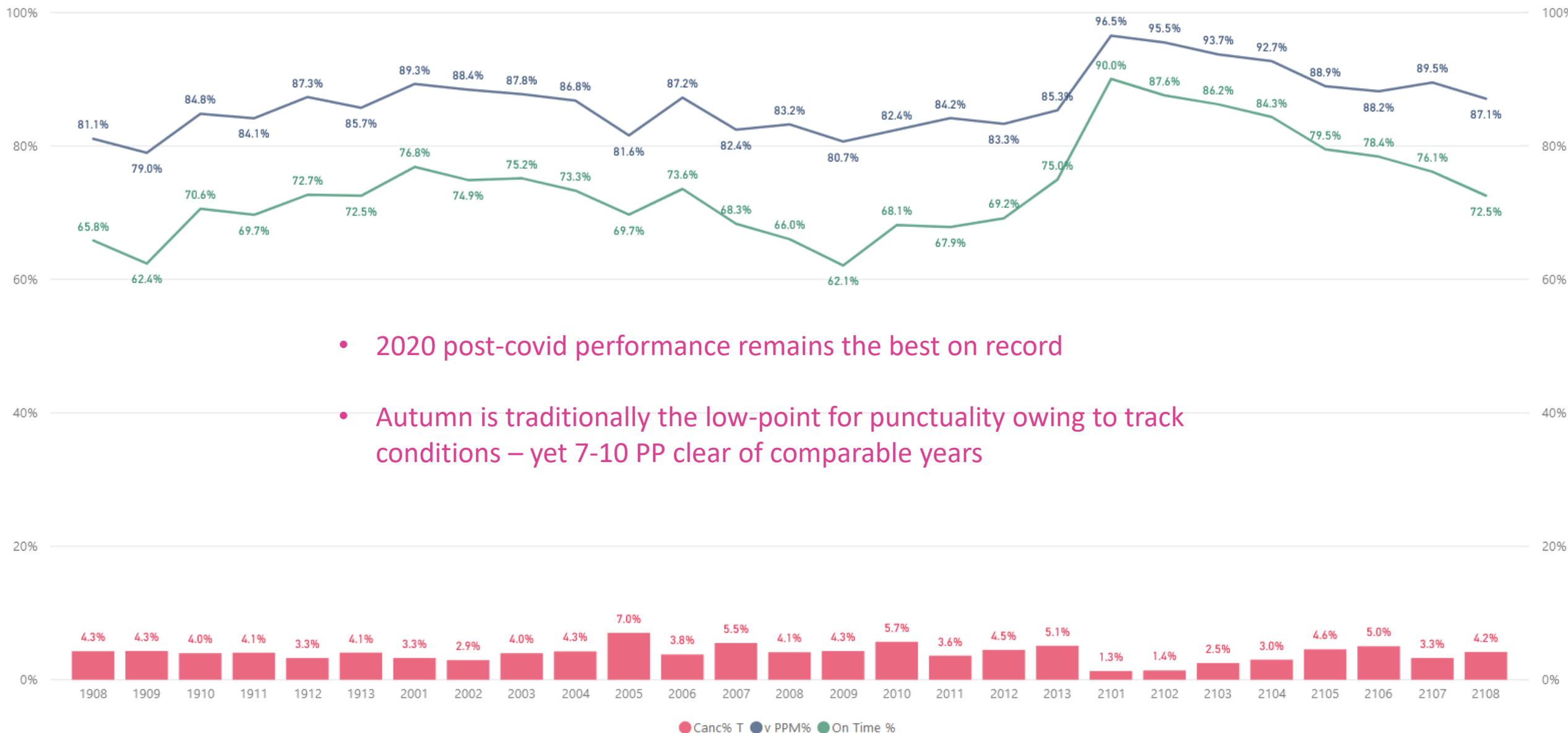
Affecting all trains via Horsham
Saturday 14 – Sunday 22 August 2021
Plus several weekends between July 2021 and October 2021

For more information please visit networkrail.co.uk/arunvalley

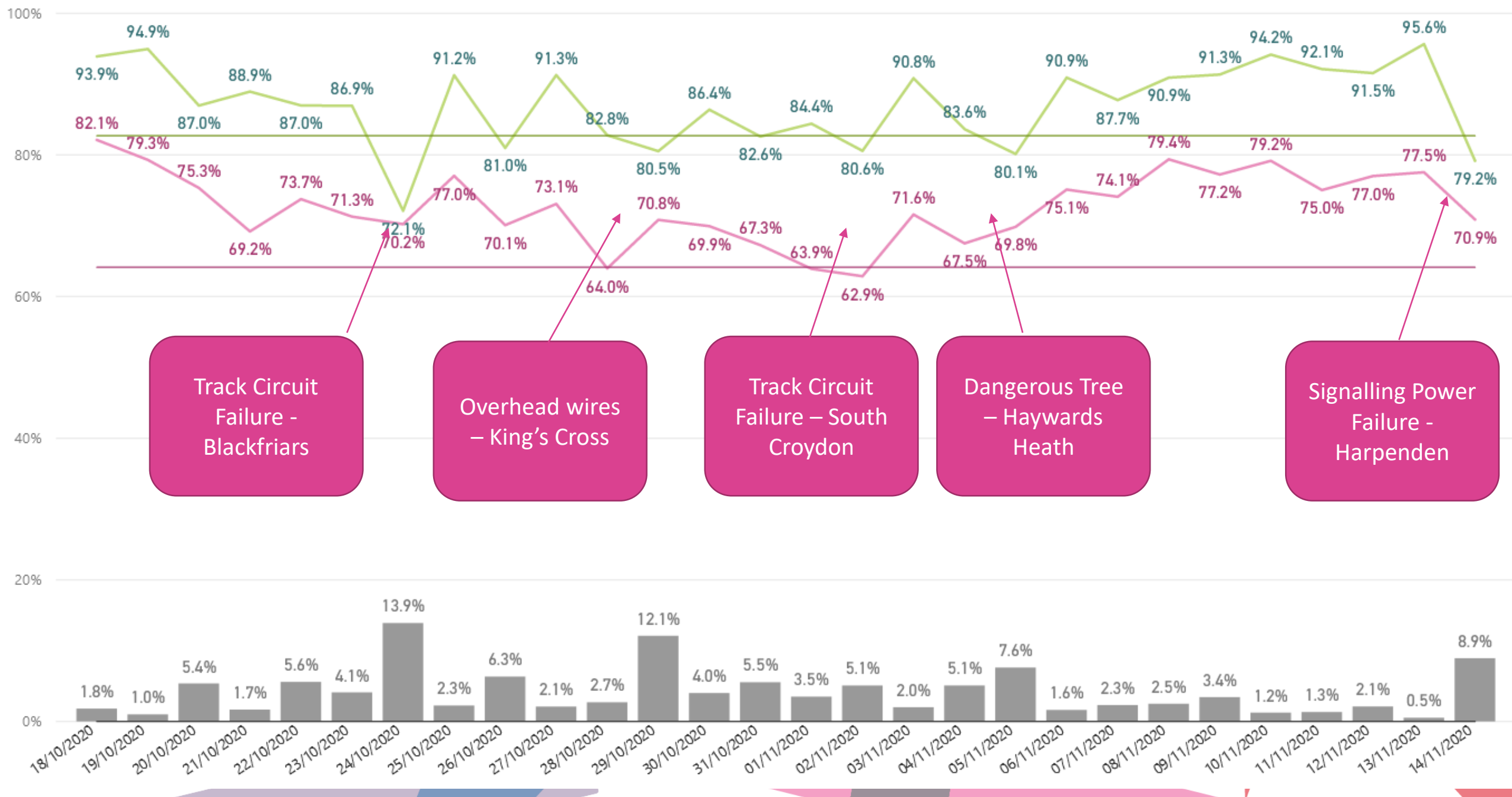
🐦 @NetworkRailSE



Punctuality & reliability – over last two years

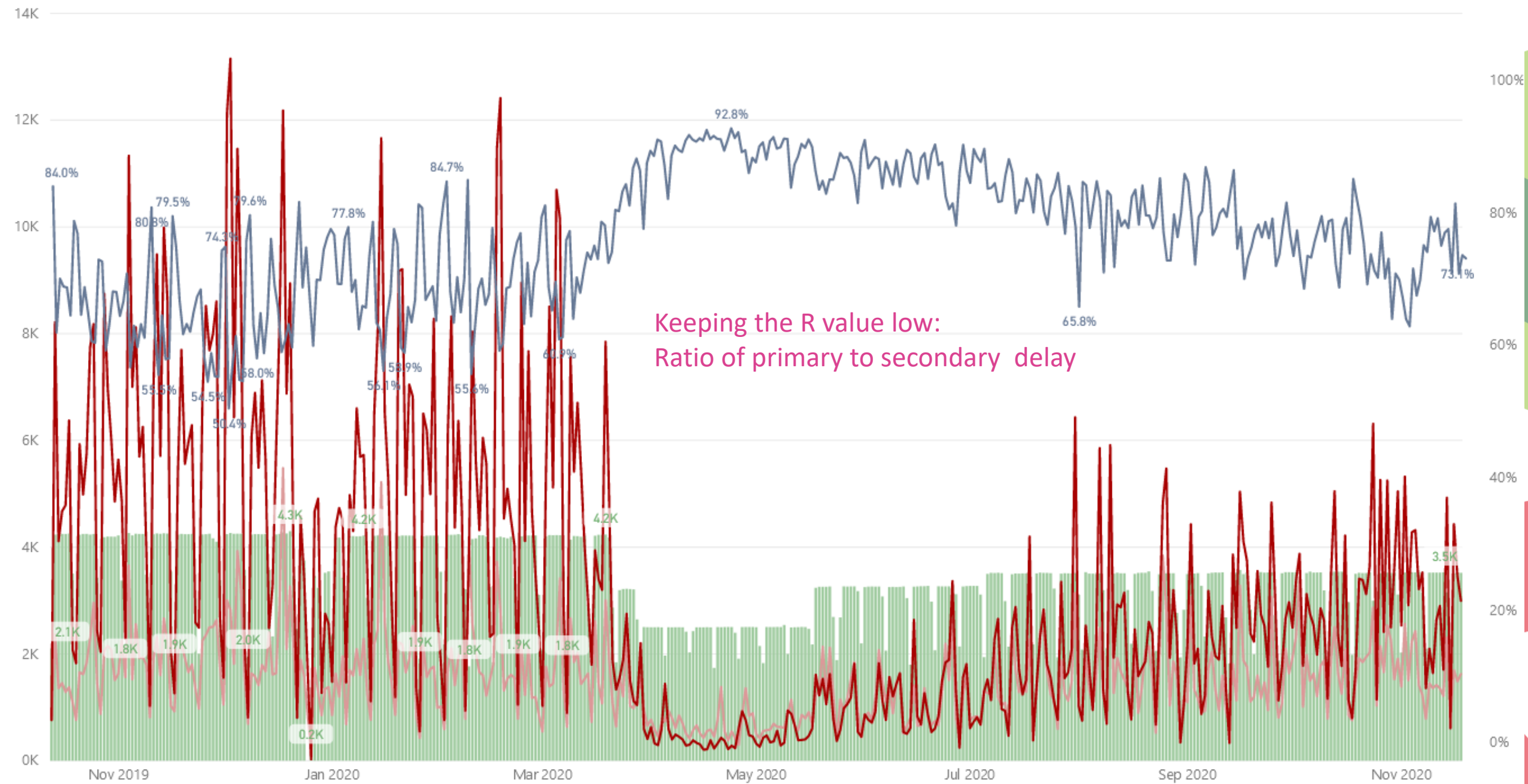


● Canc% T ● PPM % ● Target PPM % GTR TTL ● On Time % ● Target OnTime % GTR TTL ● Target Cancellation %



Ontime vs. Delay vs. Trains Booked

● No. Trains Booked ● Total Primary Delay Minutes ● Total Reactionary Delay Minutes



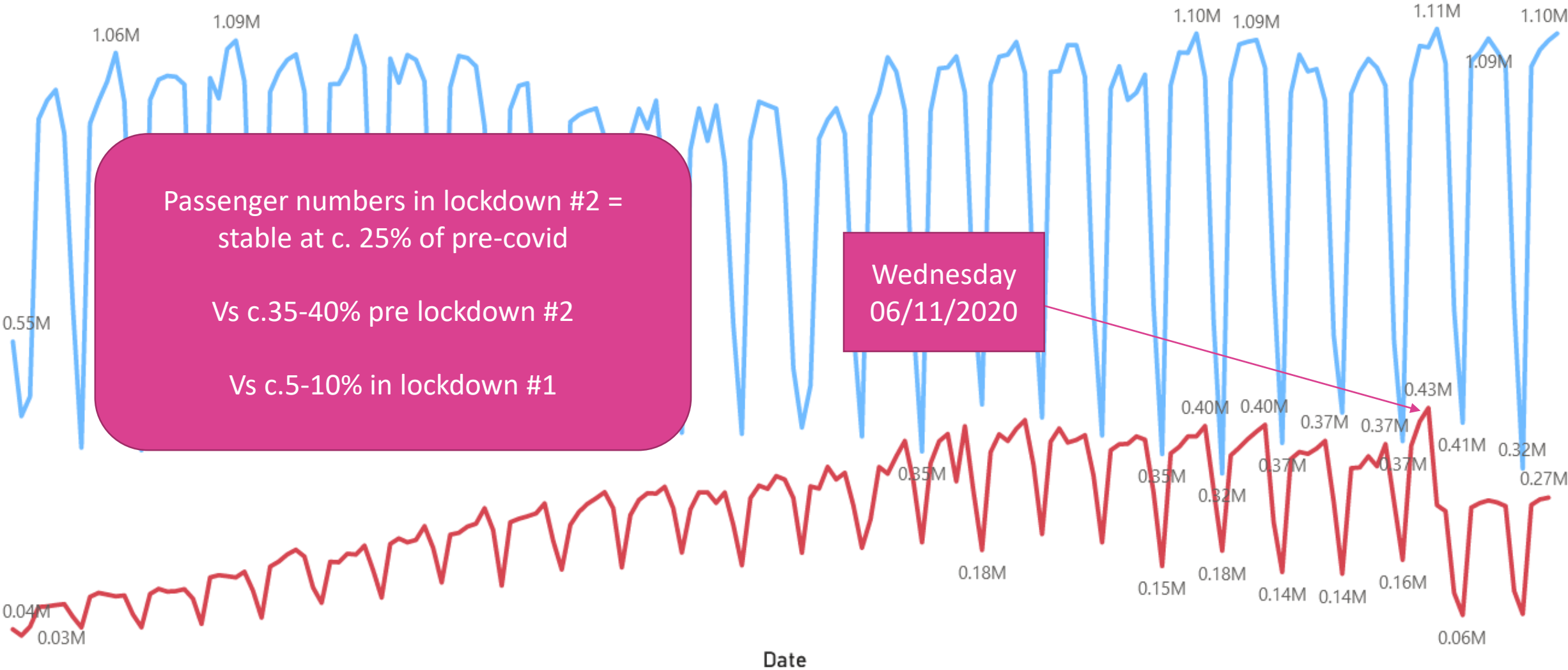


WINTER TIMETABLE 2020



Passenger numbers – last 180 days

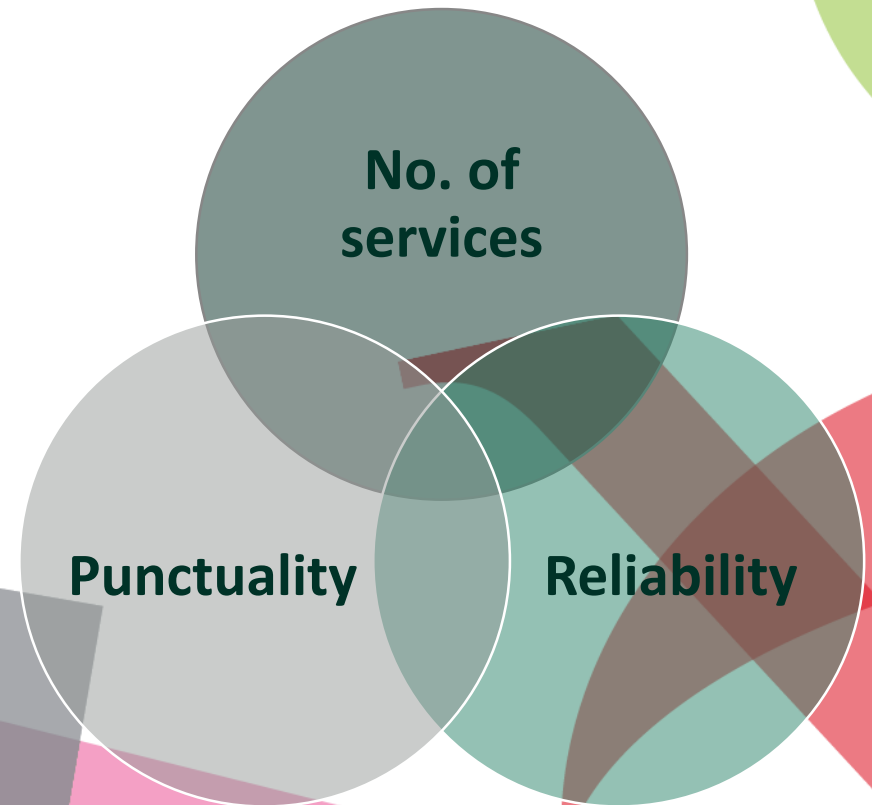
● Total Entries & Exits ● Last Year



Service planning

Principles

1. Resilient, reliable network – delivering a safe, comfortable railway for customers
2. Balance punctuality, capacity and reliability
3. Support major improvement projects
4. Flexible



Train times will change from Sunday 13 December

1. Services are changing in response to customer feedback, changes in passenger demand and to prepare the network for the upgrade of King's Cross station in Spring 2021.
2. Small scale change, but “underlying base” will change on Southern – meaning it is **very important** for **customers to check before travelling** – times may change by a few minutes across the network.
3. Some off-peak services have been replaced with an earlier start to services.

Southern – notable changes

Weekday earlier start

- East Grinstead <> London Victoria
- Redhill <> Tonbridge
- Seaford <> Brighton
- Brighton <> Portsmouth Harbour
- Brighton <> Hastings
- Ore <> London Victoria

Additional peak services

- Redhill <> Tonbridge – return to “pre-covid” timetable
- Beckenham Junction <> London Bridge
- Epsom <> London Bridge
- Purley <> London Bridge

Additional carriages

- Gatwick Airport <> London Victoria via Redhill – additional capacity at Redhill at 09:15 & 09:41. Additional London Victoria capacity at 16:09, 16:39, 18:09, 18:39 & 19:09

Additional Saturday services

- Brighton <> Lewes
- Brighton <> West Worthing
- London Bridge <> London Victoria via Crystal Palace
- London Victoria <> Sutton

Southern – notable changes

Off-peak weekdays

1. Eastbourne to London Victoria, Littlehampton to London Victoria and Seaford to Brighton hourly during the middle of the day
 1. E.g Lewes to London Victoria is hourly between 10:27-13:27 and London Victoria to Lewes is hourly between 12:54-14:54

Reliability trials

1. London Victoria to Portsmouth Harbour services to turn at Portsmouth & Southsea to create a 15 minute turnaround.
2. Brighton to Seaford services not to call at Newhaven Harbour in the off-peak to create a longer turnaround.
3. Wandsworth Common – Reduction in services from 8 to 6 TPH by removing stops on all-station calls to improve performance between Clapham Junction and Balham.

Thameslink / Great Northern – notable changes

1. Fen Line - £29m upgrade completed – 8 carriage services will operate between Cambridge and King's Lynn
2. Bedford <> East Grinstead – Additional peak services
3. Orpington <> Kentish Town – Additional early AM services
4. Peterborough / Baldock <> King's Cross – Additional late evening services
5. Brookmans Park & Welham Green – Additional off-peak calls

Ticketing – existing carnets to the Key smartcard

Coming Winter 2020/2021 (testing dependent) to all existing carnet stations except Cambridge (GA-managed)

Thameslink	Great Northern
Bedford	Huntingdon
Leagrave	St Neots
Harpenden	Letchworth Garden City
Luton	Royston
Luton Airport Parkway	Hitchin
St Albans	Stevenage
	Hertford North
	Welwyn Garden City
	Hatfield
	Potters Bar

Digital copy of existing peak / off-peak carnet proposition – 10% discount

Works as a “credit” against KeyGo – valid carnet journeys deducted from balance

KeyGo “Best Value” still applies – i.e. will charge KeyGo fare when cheaper to do so such as on weekends.

Paper carnets still available

Ticketing – new e-Tickets

Gated stations with barcode readers (new installations shown in bold) as of 22/10/2020

Chichester, Bognor Regis, Barnham, Littlehampton, Angmering, Worthing, Lancing, Shoreham-by-Sea, Portslade, Eastbourne, Lewes, Falmer, Brighton, East Croydon, Gatwick Airport, London Bridge, London Blackfriars, City Thameslink, London Victoria, St Pancras International, St Albans City, Luton, Luton Airport Parkway, Bedford, London Kings Cross, Stevenage, King's Lynn

Additional stations for installation in late 2020 / Spring 2021

Hassocks, Burgess Hill, Haywards Heath, Three Bridges, Horsham, Crawley, Dorking, Leatherhead, Ashted, East Grinstead, Oxted, Reigate, Huntingdon, St Neots, Sandy, Royston, Letchworth, Hitchin, Leagrave (2020)

Horley, Redhill, Merstham, Hertford North, Welwyn Garden City, Hatfield, Potters Bar, Harpenden, Radlett, Hove (Spring 2021)

+ valid at all ungated community stations

GTR We're with you



TRG2S24YC5S

 28 Oct 2020 LWS - VIC

LEWES **LWS** → **VIC** LONDON VICTORIA

TICKET TYPE ROUTE
Advance Single Ap Southern Only



FUTURE OF THE RAILWAY:

**AN OPPORTUNITY TO BUILD BACK BETTER,
GREENER AND FASTER**



Time to reimagine the railway

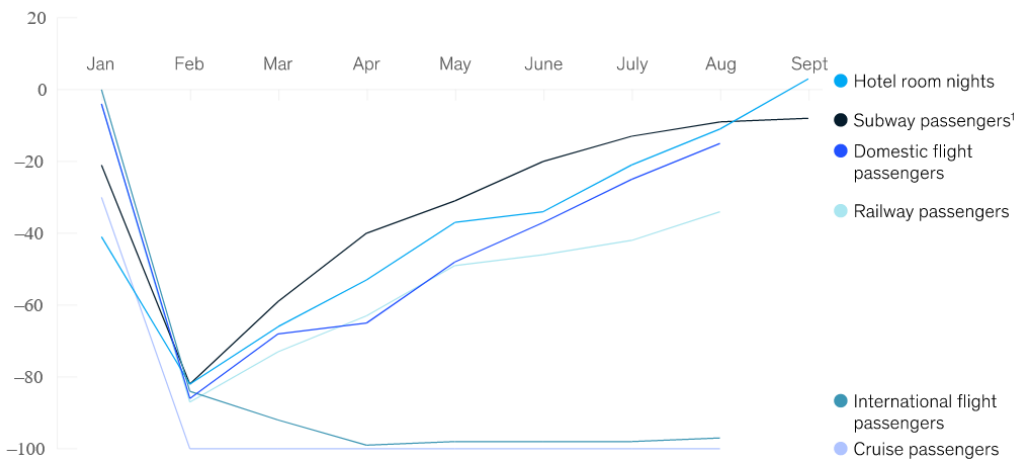
Future Commuting:
Travel to Collaborate



GTR We're with you

The domestic tourism market in China is recovering rapidly, while international tourism is still dormant.

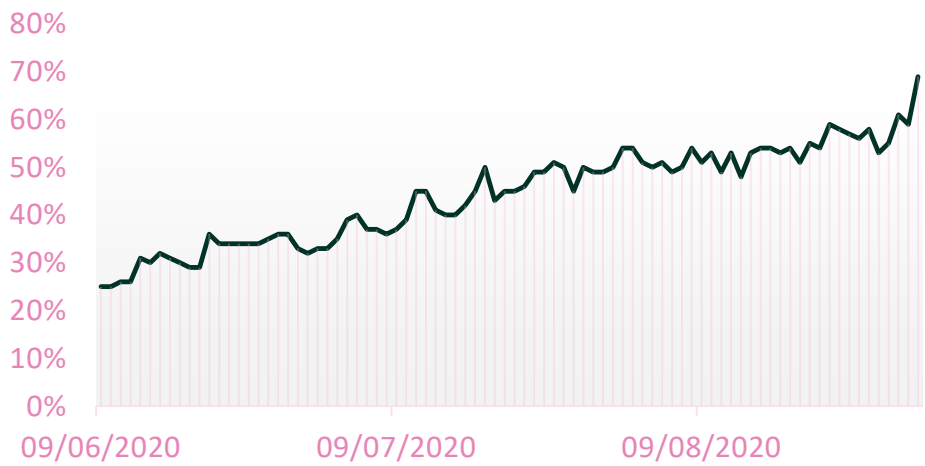
Tourism recovery in China, year-over-year change from 2019 to 2020, %



¹Based on Chengdu, Guangzhou, and Shanghai.
Source: Ministry of Transport; STR; Wind Investment Terminal; monthly reports of airlines

McKinsey
& Company

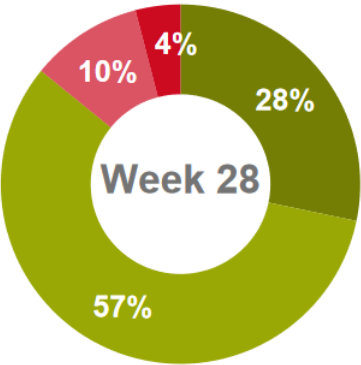
TfL - Bus



Customer communications - reassurance

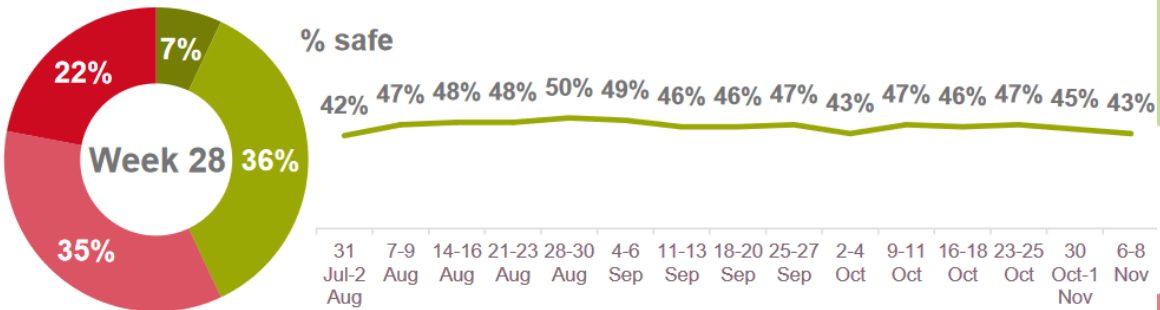
“Gulf” in perception between those currently travelling (85%) vs those at home (43%)

Specifically in relation to coronavirus*, how safe do you feel at the moment when using trains?
Base: All making journeys by train, W28 – 89



■ Very Safe ■ Fairly safe ■ Not very safe ■ Not at all safe

Specifically in relation to coronavirus^, if you had to make a journey at the moment, how safe would you feel making a journey by train?
Base: All *excluding* those making journeys by train, W28 – 1,889



■ Very Safe ■ Fairly safe ■ Not very safe ■ Not at all safe

Customer communications - reassurance

Every journey is a **clean getaway**

We've introduced additional measures to keep you safe

- Regularly cleaning all carriages & touchpoints using specialist antiviral products
- 1000s of extra hours spent cleaning every month
- Promoting social distancing & everyone wearing face coverings

Find out more at southernrailway.com

SOUTHERN
WE'RE WITH YOU

Evening Standard

INSIDER THE ESCAPIST THE REVELLER COMMENT TECH ES BEST ES MAG HOMES & PROPERTY

NEWS > **TRANSPORT**

No evidence of Covid on trains, London's biggest rail operator Govia Thameslink Railway says



There's clean, and then there's 1000s of extra hours cleaning a month **clean**

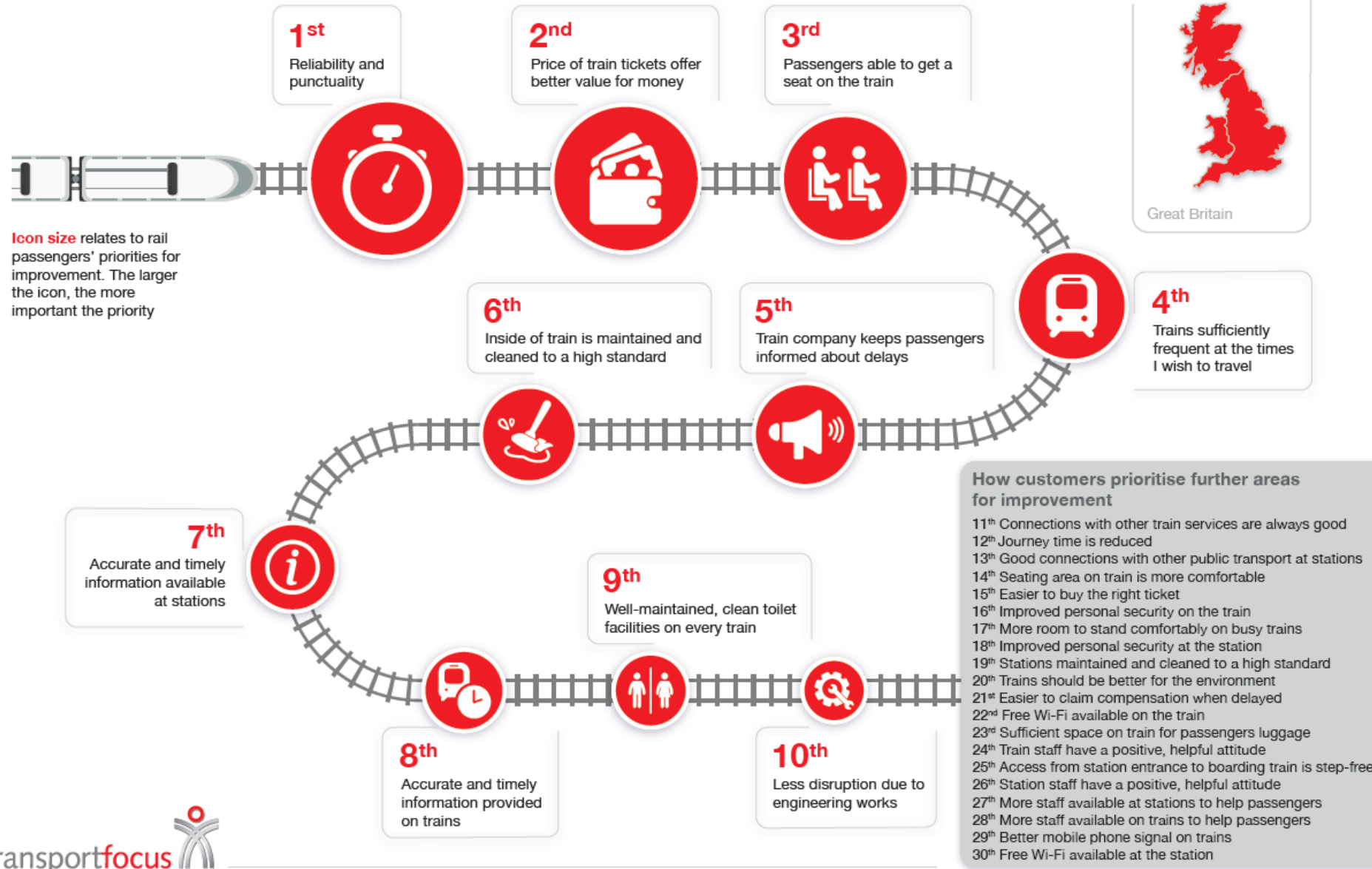
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Find out more at greatnorthernrail.com

Great Northern
WE'RE WITH YOU

Rail passengers' priorities for improvement 2020



Pre-covid priorities

Reframing customer priorities?

1

Chance for rail to meet customer expectations

2

Punctuality, reliability, capacity, seating

"In this sense, little has changed, but with cleanliness added high up the list"



Transport User Community

Bus and rail priorities
November 2020

transportfocus

3

Covid-19 "Safety" has surged to the top priority

What does Covid-19 safety actually mean?



Transport User Community

Bus and rail priorities
November 2020

transportfocus

“The old priorities have to some extent been *re-framed* to feed into safety, serving a dual purpose”

Safety, comfort and confidence on rail

Ensuring that passengers do not need to mingle on the platform or in the station

Punctuality

High frequency services to keep passengers moving

Frequency

The confidence that all users can board their intended train so capacity stays predictable

Reliability

An indication of capacity and comfort, so that passengers can socially-distance effectively

Seating

The post lockdown challenge

Those not currently travelling by train acknowledge that there is a slight dilemma – they will only trust that rail is safe and reliable based on their own experience, but they are unlikely to travel.

“It's always difficult for rail companies to show how they are acting on the priorities set out by customers. Data can often be misleading. Passengers would need to see for themselves that the trains run on time, are clean, safe and that prices are not rising too much. However, in the current crisis, where many people are not using public transport, this could prove difficult.”

Male, 53, South East

transportfocus 

GTR We're with you



“The railway will need to, probably for the first time in its history, fight for its passengers to come back to it”.

GTR

Q&A



Questions

Q: We actively encourage communities to view their stations as hubs but would like to be able to make more use of redundant station building spaces, how can GTR help this to happen?

We're currently completing audits at stations to confirm where there is space, in our lease, that might be appropriate for public access. We want our stations to be part of the community and where there are suitable options for this we'd like to progress them.

A recent example is a Mental Health Hub drop-in that we ran at Eastbourne station in partnership with the local NHS Trust took place in an empty shop space as a pop-up.

Q: When will KeyGo be rolled-out across the entire GTR network?

A: We continue to work with other operators to expand KeyGo. The first will be Southeastern and then using that experience as an example case to expand with others.

Questions

Q: With travel between London/NE/Scotland over the festive period, what happens at Peterborough and what tickets are required/how can they be booked?

A: Tickets for journeys to and from the NE and Scotland are due to go on sale from later this week - they must be pre-booked as LNER is continuing with its reservations-only policy.

Q: When will journey planning information be available for the Christmas period?

A: Journey planners are currently updating and for example show service changes in the southern half of the network such as between London and Arundel. We are expecting longer distance operators such as LNER to release tickets for sale towards the end of this week with journey planners updated accordingly.

Q: How have you found extra paths for additional EGR - Bedford trains but not for Tonbridge to Victoria trains?

A: The East Grinstead to Bedford Thameslink services operated prior to coronavirus, so this is a reinstatement.

Questions

Q: Off peak Eastbourne /Vic reduced to hourly in the middle of the day. Which service is being reduced, the discrete Eastbourne or Ore to Vic?

A: It will be the Ore service that continues to run for the whole route. From the Eastbourne perspective the service to London is hourly between 10:09 and 13:06. The service from London Victoria towards Eastbourne / Ore is then hourly between 11:54-14:54 (which is the time the services that would otherwise have run to London would be running back in the alternative direction). Outside of these times, the service between London Victoria and Eastbourne will operate as half-hourly.

Q: With government accelerating the route to reducing carbon, what is the GTR schedule for replacing diesel trains on the Marshlink and Uckfield routes?

A: We are working with Network Rail and the DfT on the national strategy for decarbonisation in transport and this is naturally included in that and potential options are currently being reviewed.

Questions

Q: Will you be publishing hard-copy mini timetable brochures in December 2020?

A: Not in December 2020 - it will be electronic only (i.e. journey planners and online PDFs), but our station teams can print on request if a customer does not have access to a printer or a mobile device.

Q: You mentioned a forthcoming consultation for the East Coast Main Line services. How does this sit with the 2018 Timetable Consultation and its results? Is it starting in early 2020 and how will it be managed?

The consultation mentioned is likely to start in the new year, aimed at the overall ECML route and is mainly around changes on long distance services following the ECML upgrade works. As with the 2018 consultation, there will be consistency as Phil's team will lead on the discussions for our section and those are likely to start early in the new year.

Questions

Q: Can you confirm that the additional access given to Network Rail to address infrastructure challenges also applies to the East Coastway (especially between Eastbourne and Ashford Int'l)?

The additional access noted in this webinar was particularly for the main line, so East Croydon to London Bridge and in the Core. These stretches of network impact all routes. However, we routinely work with Network Rail to provide the optimum access that's required to support infrastructure upgrades and ongoing maintenance.

Q: What ticket schemes, carnets etc, does GTR currently have with the DfT awaiting permission?

A: At the DfT's request, we provided a set of options for 'flexi seasons' built around buying a number of day tickets in advance, at a discount. The next stage is for DfT to consider this (and proposals from other operators) for a suitable way forward to be confirmed.

You might be interested to read this transcript from a recent debate in parliament on this subject.
[Flexible Rail Ticketing - Hansard \(parliament.uk\)](#)

Questions

Q. Have you liaised with businesses, such as the Portsmouth Museum, regarding the change to Portsmouth Harbour services?

A: Portsmouth & Southsea and Portsmouth Harbour will remain connected with five services per hour in each direction, including the local Southern service from Brighton

This change affects the hourly Southern service to and from London Victoria which will terminate at Portsmouth & Southsea in future. There is an existing connection in both directions with this London Victoria service and a South Western Railway service to/from Portsmouth Harbour at Fratton or Portsmouth & Southsea.

We are in direct contact with Portsmouth City Council, Wightlink and Hover Travel. We're trialling this change and will be assessing the impact on the punctuality of this service and others around it. We'll review the options as a result and will have further discussions with stakeholders later in the new year.

Questions

Q: Can you publicise / announce on train to change at Fratton for Portsmouth Harbour to maximise accessibility (same / cross platform at Fratton rather than stairs / lift at P&S)?

A: National Rail Enquiries defaults to the “change at Fratton” option when travelling away from Portsmouth. When travelling towards Portsmouth, it defaults to Portsmouth & Southsea. Unfortunately, there is no option to manually override this selection, and we recognise that while both stations are step-free, Fratton potentially provides a better option as a ‘same platform island’ change.

For customers with access needs, we have briefed our Assisted Travel team to suggest the use of Fratton in the first instance and are looking at options for on-train announcements.