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| **Update from Govia Thameslink Railway and Network Rail**  |

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| **3 August 2018** Dear Sir OliverWe are writing to provide you with a progress update following the introduction of the interim timetable on 15 July. **Interim timetable update**The interim timetable on Thameslink and Great Northern routes has been in place for three weeks now and has substantially improved reliability for passengers. Performance this week has hit over 90%. The highlight was on Tuesday the end of day PPM was 94.3% on Great Northern, 88.6% on Thameslink and 90.9% overall for GTR.Earlier this week we released performance information comparing the first two weeks of the timetable with the two weeks prior to its implementation. This data demonstrated an improvement across both routes. [You can view this here](https://protect-eu.mimecast.com/s/OgdGCzvMGf4ZNNkFnHgTh?domain=gtrailway.benchurl.com).**Infrastructure and operational issues w/c 30/07/18**These are the key issues that affected the service this week.  We thought it would be useful for you to have the information to hand as you may receive enquiries about them. **Monday 30 July**A signal fault just after 8am in Clayton Tunnel (between Preston Park and Hassocks) caused disruption to Southern and Thameslink services, with services thinned out through the area to prevent congestion. The signalling was restored at around 10.20am following repairs to a broken wire inside a track-side electrical cabinet.**Tuesday 31 July**A signal failure at Wivelsfield on Tuesday evening meant trains had to be ‘talked past’ a signal for a roughly twenty-minute period, causing delays and a small number of cancellations. An electrical cable was replaced overnight to ensure against any repeat of the fault.**Thursday 2 August**Shortly before 11am on Thursday, a major loss of signalling affecting routes into London Bridge and Victoria occurred. The majority of signalling was restored within ten minutes, though knock on disruption continued into the afternoon owing to the large area affected. The fault was traced to a 33kv feeder cable at the Herne Hill relay room, which provides power to signalling systems across south London. |

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| **Delay Repay - Reminder**In last week’s newsletter we informed you that as the service is now more stable, the remit for delay repay was reverting back to the industry standard approach prior to 19 May.**Up to and on 29 July**Customers will still be able to claim for services travelled up to and on 29 July on the original May timetables or on the plan of the day**30 July onwards**However if a claim is put in for travelling on or after 30 July, it will only be valid on the timetable we are advertising and operating on the day of travel. More information can be found here. |

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| **Cash machine firm set to charge at our stations**Cardtronics, the firm that owns all the cash machines (ATMs) at our stations, has told us they will begin charging people £1.99 for each withdrawal.Charges will be introduced at the first stations on Monday 6 August with more to follow in phases.GTR has no control over this decision but we have made clear our concerns at a high level with the company.We could choose to remove each machine, however we felt it was better to retain them to give customers a choice.The ATM market in the UK is under a cloud of uncertainty, largely caused by proposals made by key Link Network members to reduce the interbank Link fee paid to providers of cash machine over five years.There has been speculation that as many as 10,000 ATMs are under threat across the UK. Stakeholders may be interested to read the following article which explains the background to this industry-wide decision. [https://www.independent.co.uk/news/business/news/cash-machines-closures-which-research-link-atm-operators-a8421831.html](https://protect-eu.mimecast.com/s/RQZXCAN35CEXJJwT6CEtx?domain=gtrailway.benchurl.com) |

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| **Engineering works between Lewes to Seaford**A reminder that Network Rail will be undertaking signalling works will take place between Lewes – Seaford  from 18 – 28 August 2018, closing the line between the two stations. Trains will still run between Brighton and Lewes with a replacement bus service 10 minutes in the peak and 15 in the off peak stopping at all stations to Seaford.Posters are on display at affected stations, and more information will be added to our website and on National Rail Enquiries next week.  During the closure staff will be on hand at all the station to assist passengers and provide water. More information can be found  [here.](https://protect-eu.mimecast.com/s/Lc8BCD135C3zrrEs0uXoP?domain=gtrailway.benchurl.com) |

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| In the meantime please do not hesitate to get in touch for further information through your normal contact or email gtr.stakeholders@gtrailway.com.Yours sincerely |

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| **Nick Brown** **COO** **Govia Thameslink Railway** |

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| **John Halsall** **Route Managing Director** **Network Rail South East** |

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