

# Joint Performance Improvement Update

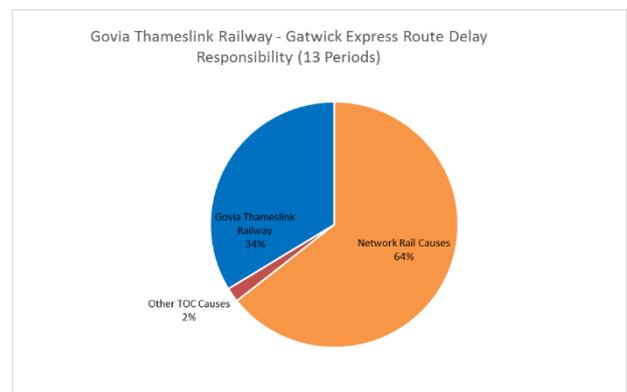
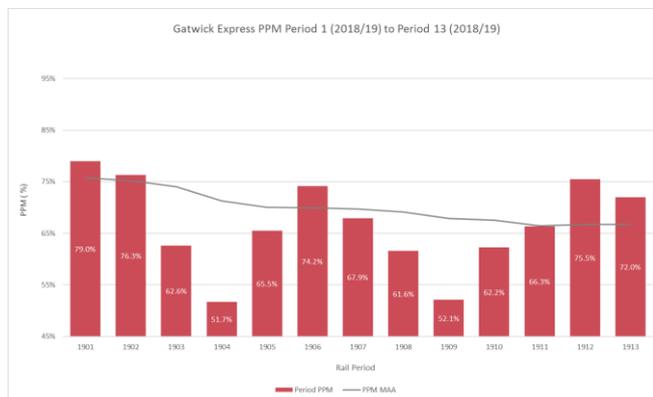
Period 13 (2018-19)



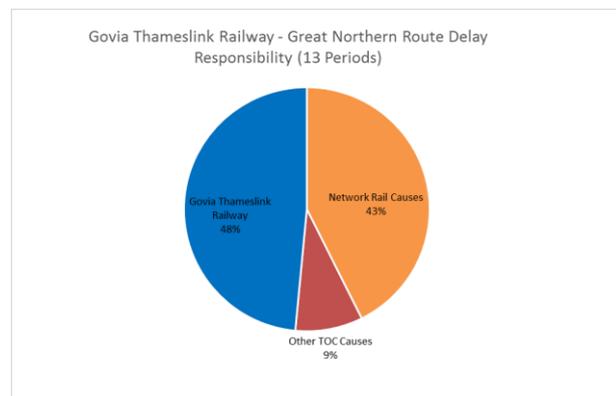
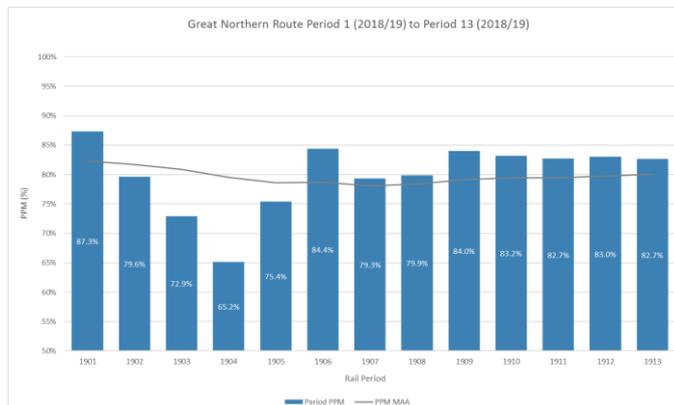
This report gives the progress on the joint improvement plan for Govia Thameslink Railway (GTR) and Network Rail with punctuality data outlined by route, as well as the main operational issues during the period (there are 13, 4-week reporting periods per year), and planned customer improvements.

## PPM\* statistics and delay responsibility by route - Period 13 (to 31 March 2019)

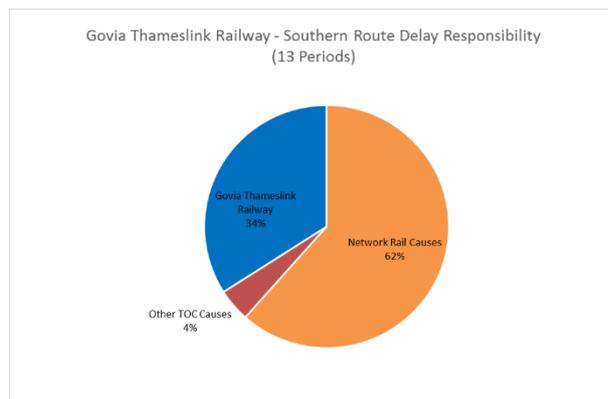
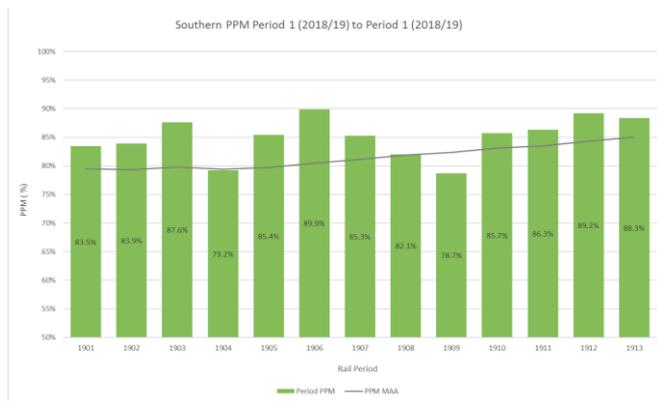
### Gatwick Express



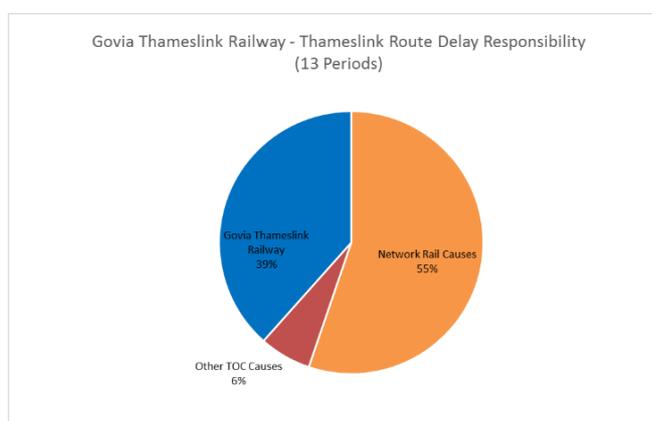
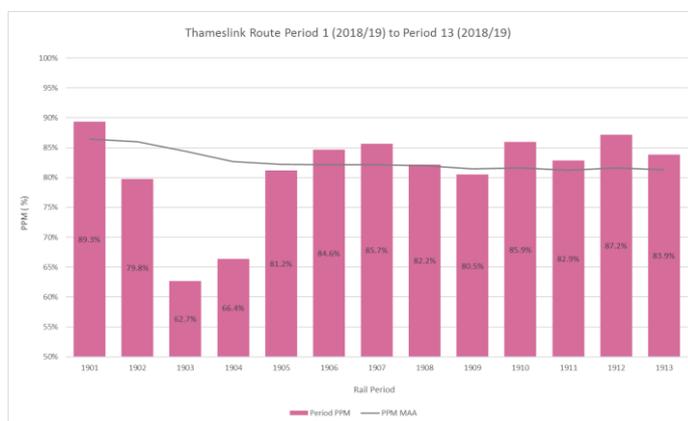
### Great Northern



## Southern



## Thameslink



\*The public performance measure (PPM) data above shows the percentage of trains which arrive at their terminating station within five minutes of the planned arrival time. It combines figures for punctuality and reliability into a single performance measure.

### A summary of key issues affecting performance in this period

The PPM for each of the brands for this period was: Gatwick Express 71.7%, Great Northern 82.5%, Southern 88.3% and Thameslink 83.7%. For GTR, PPM was 85.7%.

The main incidents affecting performance this period were:

- 03 March 2019 A track circuit (signalling) failure in the Battersea Park area
- 06 March 2019 An obstruction on the line in the Streatham area
- 11 March 2019 A fault with the overhead line at Farringdon
- 11 March 2019 A points failure in the Battersea Park area
- 13 March 2019 An incident near Norwood Junction

## **Delivering improvements for passengers**

### **Passenger improvements**

In a £240 million investment, 150 new carriages are being introduced up to late summer, to replace trains that first entered service in 1976. For the first time in 40 years, passengers are riding on new trains in the tunnels to London Moorgate, as we replace mainland Britain's oldest electric rail fleet.

The 25 new six-carriage Siemens Class 717 trains will run on the Great Northern routes between Moorgate and Hertfordshire, to and from Stevenage, Hertford North and Welwyn Garden City.

The new trains will be maintained in-house by GTR's engineering team at its depot in Hornsey, north London.

This period saw the first of these enter regular passenger service.

### **Network Rail - improving reliability**

Network Rail carried out work in the Lewes area from Thursday 7 March to Sunday 10 March. The four days involved signalling and other planned work, although did not cover the final commissioning of the signalling system which will be done at a later date.

Network Rail is working with partners and local stakeholders to reschedule the final commissioning to a date when it will cause least disruption to passengers, business and the local tourism industry.

Rail services between Brighton and London ran as normal but there were no Southern trains west of Eastbourne via Lewes as far as Falmer and Wivelsfield. A significant bus operation ran instead over 10 stations.

