

# **First Capital Connect**

## **Presentation to Bedford Commuters Association**

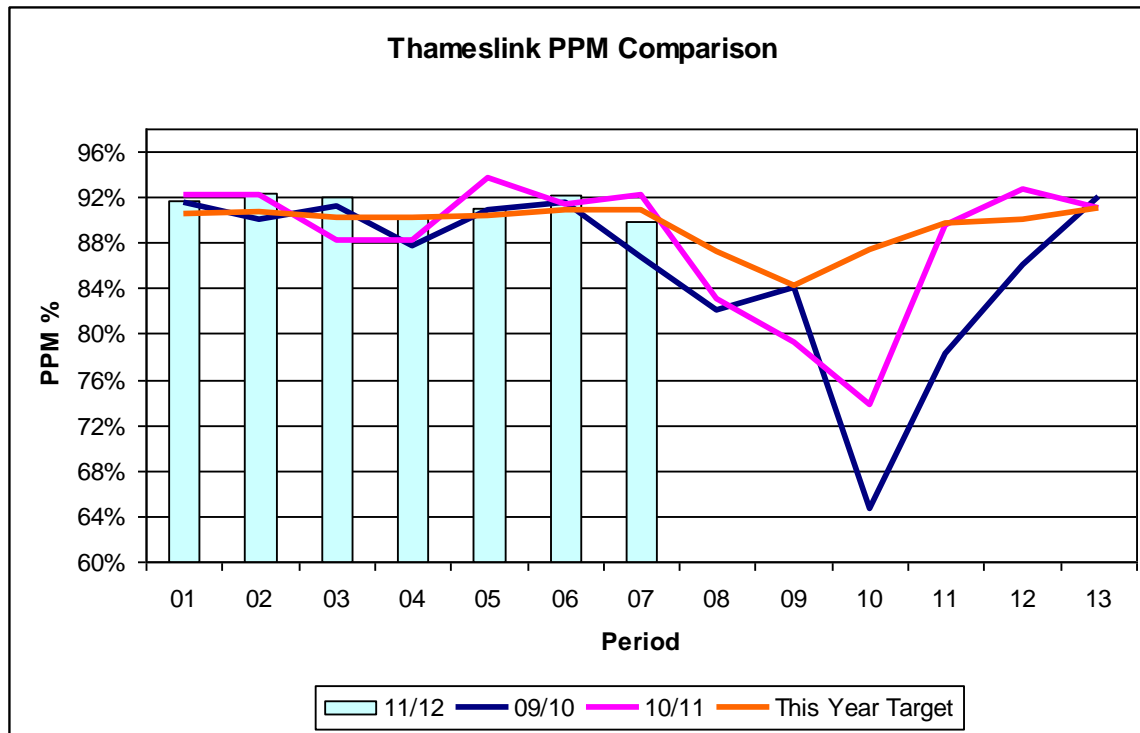
**7 November 2011**

Neal Lawson  
Managing Director

Larry Heyman  
Integration and Partnership Manager

# Performance – TL route

Periods 1 – 7 ending 15 October 2011



Average PPM YTD is 91.36% compared with 91.16% last year

89.88% of trains arrived on time in Period 7 against 90.86% last year

Moving Annual Average (MAA) PPM at end Period 7 is 88.62% & compared with 87.25% last year.

# Incidents Affecting TL Performance in P7

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## Delay Minute Breakdown

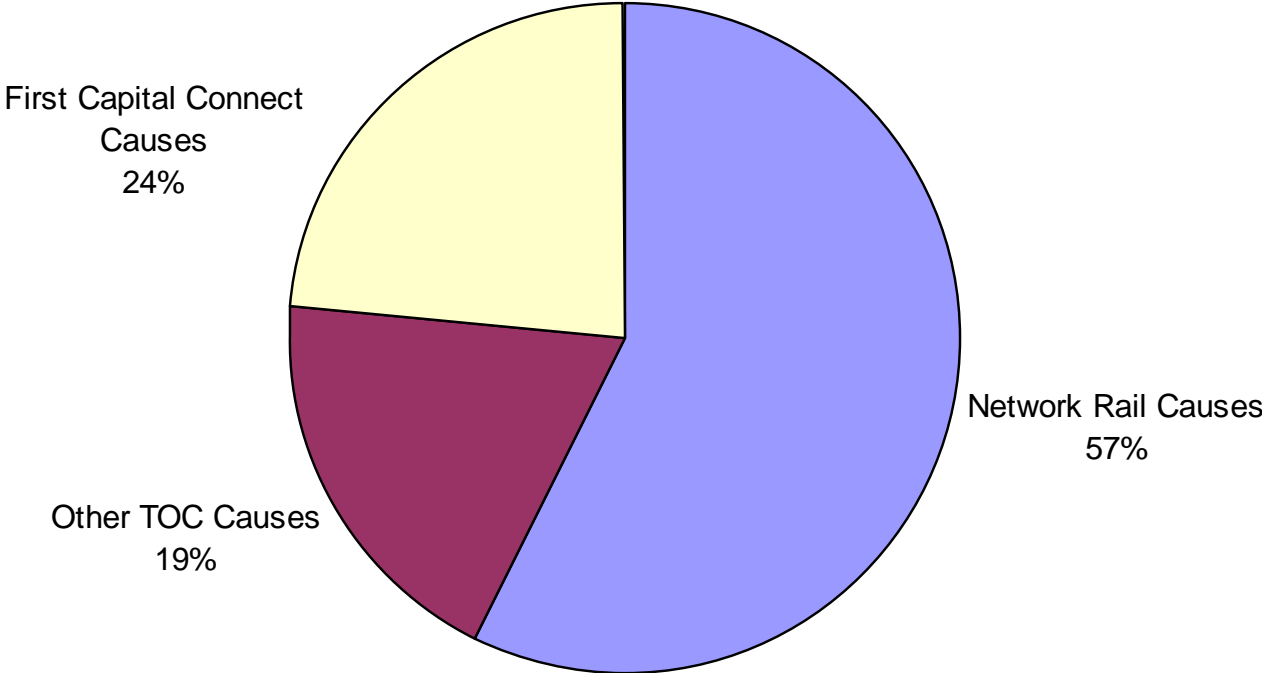
<b>FCC</b> – Delay minutes: 5439, Target: 5448	<b>28%</b>
<b>Network Rail</b> – Delay minutes: 10,913, Target: 9566	<b>57%</b>
<b>Other TOCs</b> – Delay minutes: 2850, Target: 3316	<b>15%</b>

## Incidents

1. 23/09/11. An infrastructure failure at the Balcombe Tunnel in West Sussex caused a large number of delays. A revised timetable was put in place with road transport running between Three Bridges and Haywards Heath and FCC TL route trains ran between Three Bridges and Bedford with a shuttle service running between Haywards Heath and Brighton.
2. 02/10/11 & 09/10/11. A Network Rail engineering team had left discarded rail too close to the track near Farringdon Station during their overnight possession. This resulted in a core closure whilst Network Rail had the rail removed.
3. 11/10/11. A failed train in the Hassocks area caused up to 30 minutes of delays. Trains were diverted via Lewes and the line was cleared in an hour and a half.

# TL Delay Minutes Year Ending 15/10/11

**First Capital Connect - Thameslink Route Delay Responsibility  
(13 Periods) Year ending 15/10/11**



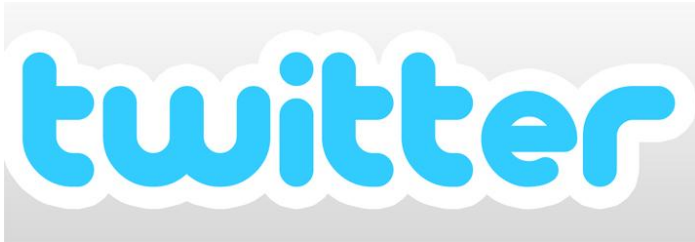
# Improving customer information

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- We have set up route filtering on our website which allows people to view real time information by their selected route and station. This can be replicated on smart phones with GPS functionality that can work out someone's closest station.
- Coming soon: customers will be able to plan journeys in real time, incorporating revised timetables and planned engineering work
- Expanding coverage of roving microphones for platform staff
- Have quicker automatic ticket acceptance with all London and South East operators during major disruption

# Twitter



- 9am-5pm Mon-Fri service launched early May
- Now reaching 6,900 followers
- Expanded to 7am-10pm and weekends in June
- Will be a major growth area for us – we are aiming for 10,000 followers by the end of March and we are setting a YouTube account
- Continue to reach those without smart phones via posters, customer information screens and handouts showing alternative routes

# FCC in the community

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- Working with London Luton Airport on Prince's Trust "Get Into Airports" initiative
- Support Luton Town FC and Stevenage FC with free travel for scholars
- JobCentre Plus initiative for travel for interviews and when returning to work
- Charities – providing charities with free days out and travel passes
- Support engineering students/apprentices across Hertfordshire schools from Hornsey Depot
- Station adoption – putting rail stations at the heart of the community
- Signed up to the 'Heart of the City' campaign to build our CSR work across the network
- Recently launched an anti-bullying campaign across the network



# Declassification of 1<sup>st</sup> Class on 377/5s

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## What's happening?

- There are currently 20 First Class seats on each Class 377/5 Electrostar unit. Each unit has two First Class compartments, one at each end, each with 10 seats. This compares with one compartment with just 12 First Class seats on each Class 319/4 unit.
- The number of first class seats on each Class 377/5 Electrostar unit is to be reduced to better reflect the demand from customers holding first class tickets. This will be done by permanently declassifying one of the two first class compartments on each Electrostar.
- The compartments being declassified are all adjacent to Cab End B. Seating for First Class ticket holders will be retained in the compartment adjacent to Cab End A.

# Declassification of 1<sup>st</sup> Class on 377/5s

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## Benefits of permanently declassifying one first class compartment on each Electrostar

1. A total of an extra 230 standard class seats will immediately be created across our 23 unit Electrostar fleet, which is equal to one extra unit in service. (Our 319/2 units each have 230 standard class seats, so it is a fair comparison.)
2. Customers holding standard class tickets will gain an additional 20 seats plus extra standing capacity on each 8-car train, reducing crowding and therefore potentially increasing customer satisfaction.
3. The ratio of first class seats to standard class seats will be reduced to 4.15%, much closer to the 4.5% on the 319/4s.
4. Customers holding first class tickets will find their “space” less likely to be “invaded” by customers who have not paid to travel first class.
5. Our Revenue Protection staff should find it easier to deal with customers travelling in first class seats without first class tickets.

# Declassification of 1<sup>st</sup> Class on 377/5s

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## When will this be done?

- The project is underway and seven trains have already had one of their two First Class compartments declassified. The work on all 23 trains should be completed by the end of November.

## How will customers know which parts of the train have First Class seating?

- At present one 4-car Electrostar unit has First Class seating at the front and rear of each train. An 8-car train has First Class at the front, middle and rear of each train.
- Once the declassification work is underway, the process for notifying the position of First Class compartments on the Class 377 units will be exactly the same as already happens with the 319/4 units. Each night West Hampstead SDC is notified of the location of First Class on each unit and this is used to formulate the information shown on the CIS.

# Preparing for Winter 2011-12

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**During severe winter weather the biggest issues tend to be the following:**

- Infrastructure failures – frozen points, ice on 3rd rail conductor rails and volumes of snow causing routes to be unavailable
- The effect of cold conditions on the fleet
- Getting principal staff to work, particularly during heavy snowfall



# Preparing for Winter 2011-12

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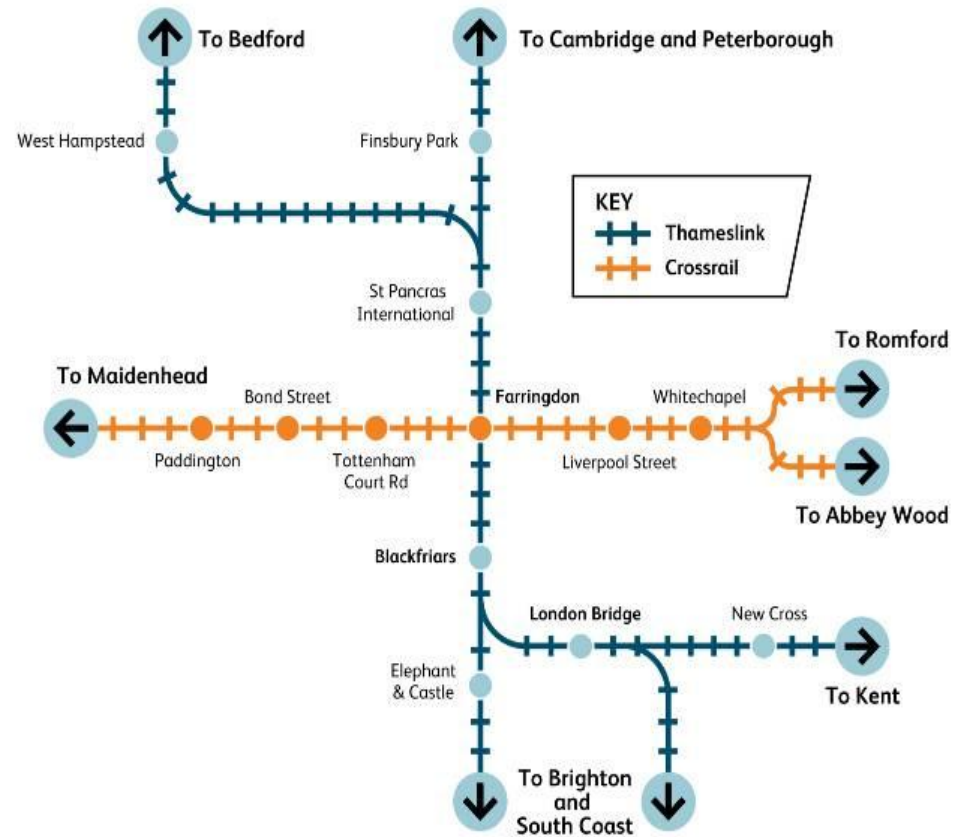
## What's happening?

- Network Rail has invested in improved points heaters which are designed to be more effective at melting snow/ ice on the points. A similar piece of equipment has been installed on conductor rails in key locations to reduce the likelihood of train failure due to not being able to pick up sufficient current
- NR is also forming a snow/ice clearance train. This will be formed of a snow plough, a locomotive, a number of coaches which have equipment to clear the conductor rail, another locomotive and a further snowplough
- Improved de icing products have been sourced and resources will be available at key locations en route to assist with freezing doors.
- The work on the class 319 traction motors in previous years was successful in reducing this failure mode last year and this benefit will continue to be available should we have severe weather this year.
- The class 377 units will be operated in ice mode during severe weather which will improve the performance of this fleet
- If necessary we will provide accommodation for key members of staff if they would be unable to get into work

# TLP – a reminder

*The Thameslink Programme will dramatically increase capacity and improve accessibility to, from and through the heart of London on the Thameslink route*

- Improved stations
- New and longer trains
- New cross-London journeys
- A metro-like frequency north-south to complement east-west Crossrail



# Thameslink Programme – journey map

## Thameslink Programme Journey Graph (to Key Output 1)

**Olympics  
2012**

**Spring 2012**  
Blackfriars and  
Farringdon stations  
complete. Weekend  
and core blocks  
complete

**December 2011**  
First 12-car services

**Late 2011**  
Blackfriars Tube  
re-opens

**Late 2010**  
Trains run-through  
at Blackfriars

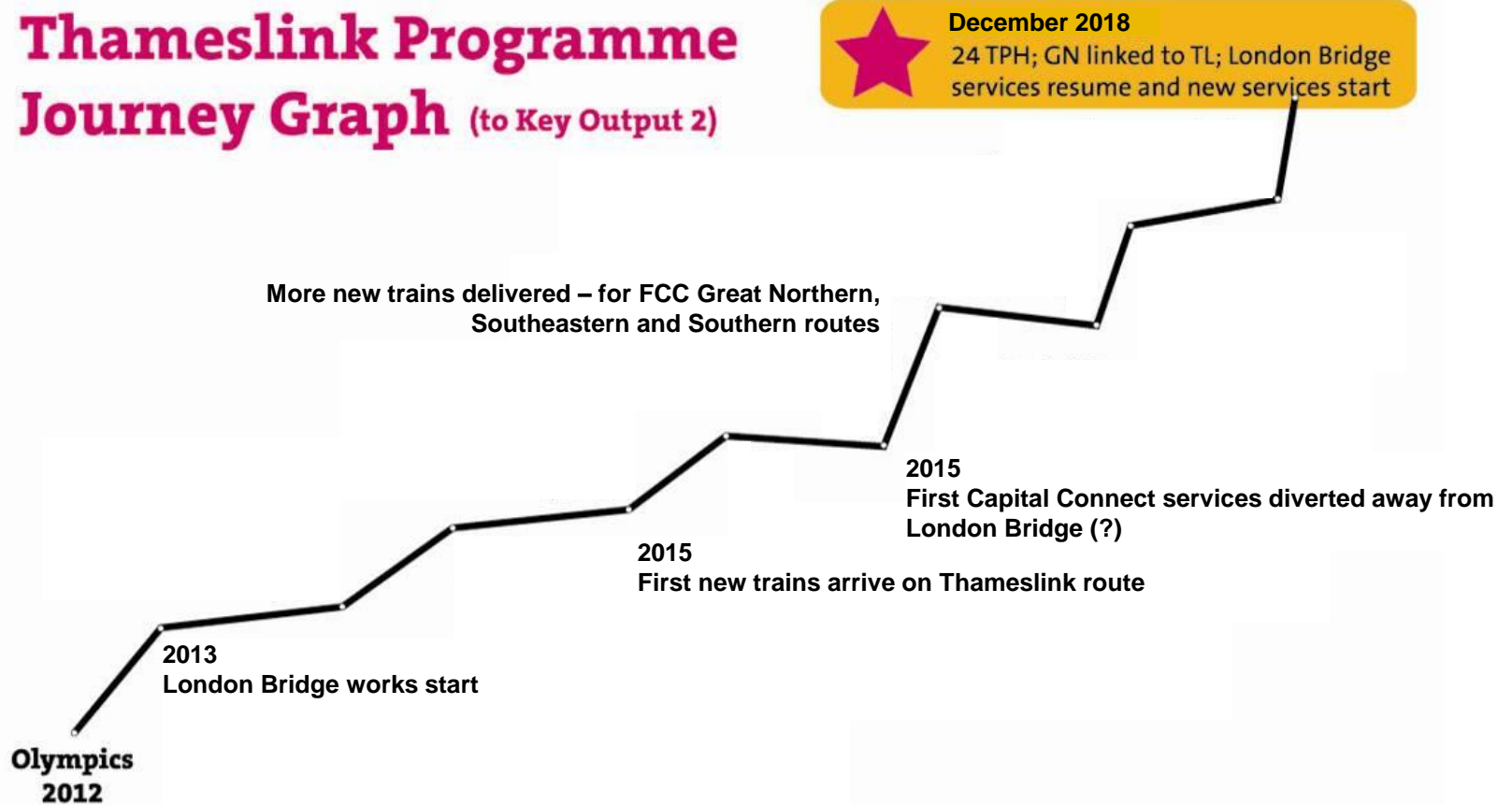
**December 2009**  
New Electrostars delivered.  
Full March timetable, 2,451  
more seats

**March 2009**  
Stations works begin

**March 2009**  
New timetable (rolling stock substitutions) 2,475 more  
seats, up to 15 TPH across central London (from 7 TPH)

# Thameslink Programme – journey map

## Thameslink Programme Journey Graph (to Key Output 2)



# First 12 car trains coming this December

- We'll be running our first longer 12-coach trains between Bedford and Brighton from 12 December as the first phase of the Thameslink Programme nears completion
- We'll have four 12-coach trains in each peak every weekday which will be focused on our busiest services:
  - Bedford to Brighton: 0658, 0730, 0748 and 1706 (arrives London Bridge at 1827)
  - Brighton to Bedford: 0802, 1604 (arrives St Pancras 1732), 1630 (arrives St Pancras 1802) and 1702 (arrives St Pancras 1832)
- That's almost 2,000 extra seats at our busiest times of the day and thanks to another train our engineering team has made available from the maintenance pool, we'll be doubling the length of four peak 4-coach trains as well, creating yet another 1,200 more seats:
  - 0737 Sutton to St Albans
  - 0914 and 1614 St Albans to Sutton
  - 1741 Sutton to Luton

# Progress made towards 12-carriage operations

- Final platforms finished next week at Flitwick, Harlington and Radlett; Bedford's already commissioned
- Jowett Sidings commissioned at Bedford ready for 12-carriage service



# What's around the corner - Blackfriars?



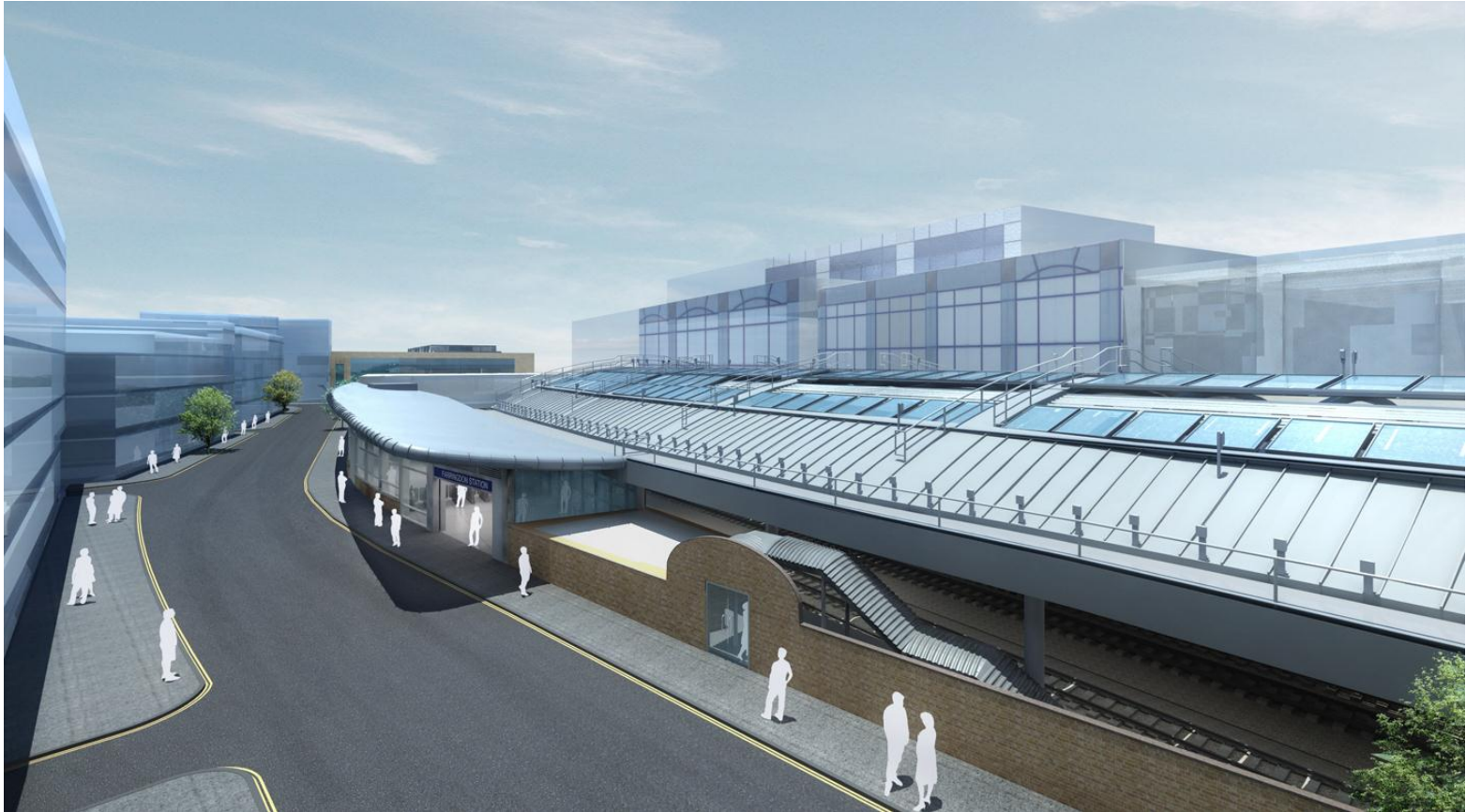
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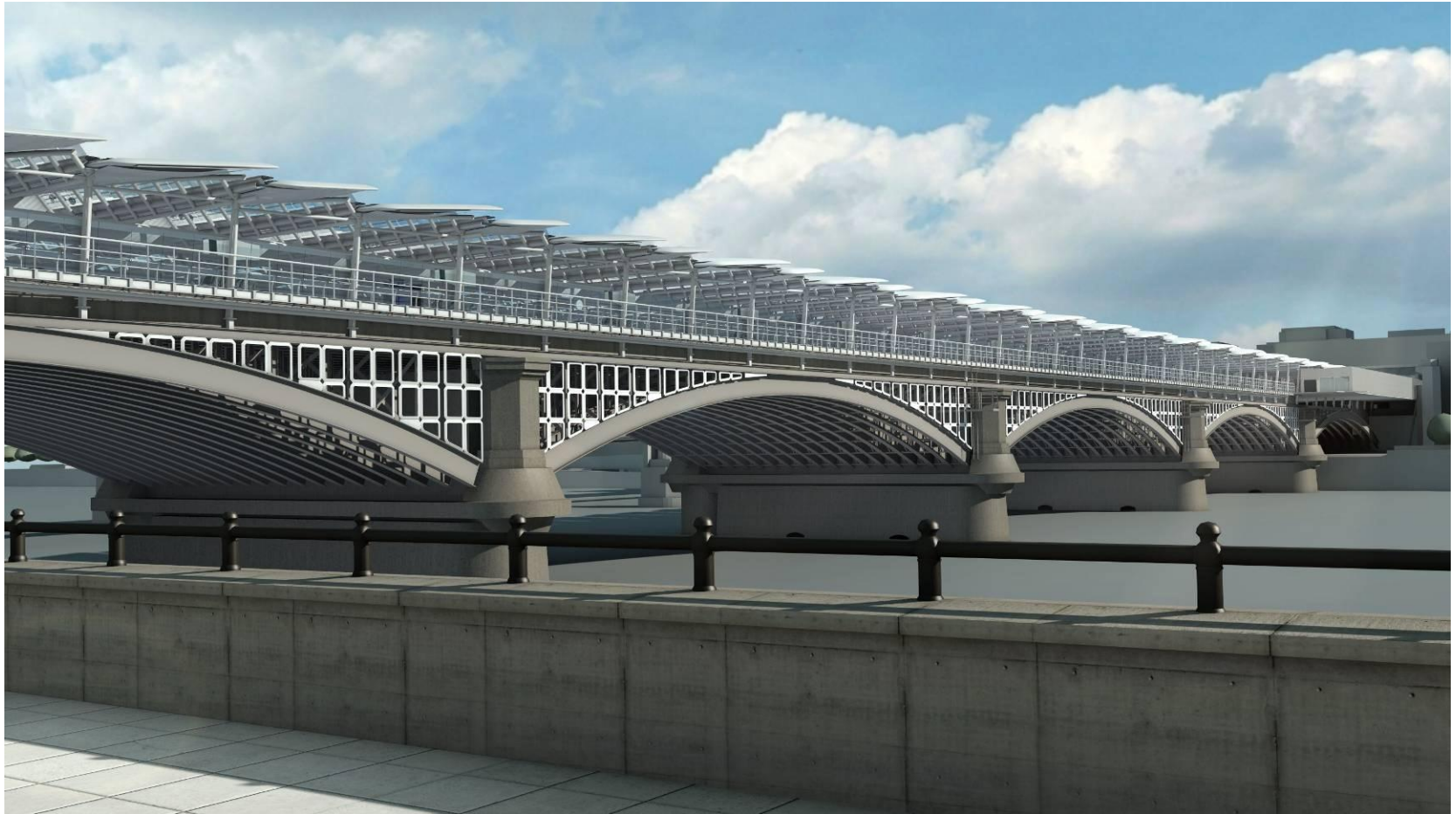
# What's around the corner - Farringdon?



# What's around the corner - Farringdon?



Spring 2012



# Any Questions

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