

06 November 2011

Declassification of First Class on Class 377/5 Electrostars – Thameslink route

As previously advised, the number of First Class seats on each Class 377 Electrostar is being reduced to better reflect the actual demand from customers holding First Class tickets and to provide more seats and more standing room for Standard Class ticket holders.



Each Electrostar unit has two First Class compartments, one at each end, each with 10 seats making 20 in all. This compares with one compartment with just 12 First Class seats on each Class 319/4 unit.

The compartments being declassified are all adjacent to Cab End B. Seating for First Class tickets holders is being retained in the compartment next to Cab End A.

Benefits

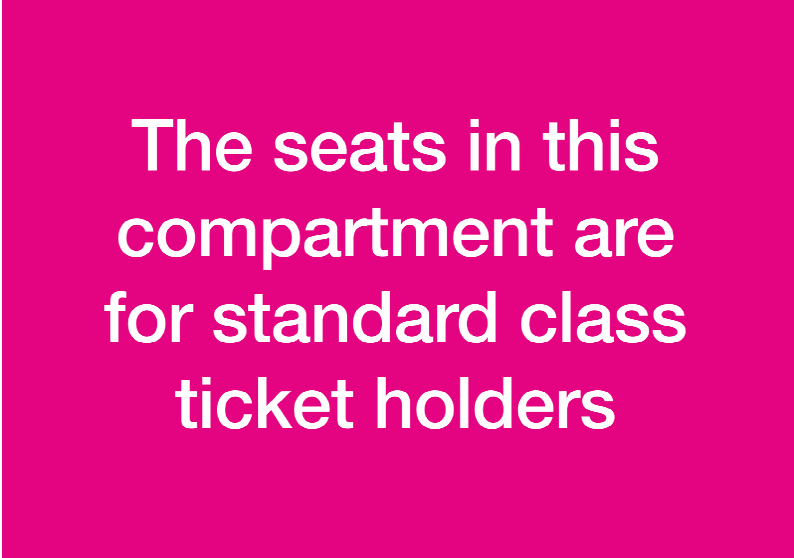
- A total of 230 extra Standard Class seats will be created across our 23 unit Electrostar fleet.
- Passengers holding Standard Class tickets will gain an extra 20 seats plus extra standing capacity on each 8-car train, reducing crowding and therefore potentially increasing customer satisfaction.
- The ratio of First Class seats to standard class seats on the Electrostars will be reduced to 4.15%, much closer to the 4.5% on the 319/4s.

Timing

Work to declassify the cab end B compartments is underway at Bedford Cauldwell depot. This involves the external 1st Class decals at the Cab end B end of the unit being steamed off and the removal of all internal 1st Class signage from the compartment. By Friday 4 November 6 of our 23 units had been completed, with further units being done as they go into Cauldwell depot for heavy maintenance. It is expected that the project will be completed by the end of November

Signage

The following signs are being displayed at the entrances to the declassified compartments and also on the windows:



**The seats in this
compartment are
for standard class
ticket holders**

The signage at the entrances to the remaining First Class compartments is being strengthened by adding more signs at the cab end of the compartment.

Communication to our customers

Once the project has been completed, our Customer Information Screens will show the locations of the Class 377 First Class compartments as they do for the Class 319s. Until then, they may continue to show “front and rear” on a 4-car train and “front, middle and rear” on an 8-car train. An identical process for the overnight reporting to West Hampstead Service Delivery Centre of the position of the First Class compartments on the Class 377s as on the Class 319 units is currently being set up.

Until the project is completed, the CIS screens may not correctly reflect the location of the First Class compartments. We apologise to any First Class ticket holders who may be affected during this transitional period but are confident that all passengers will recognise the benefits of this project once it has been completed.

Larry Heyman
Integration & Partnership Manager