

GTR 2018 Timetable Consultation



Issued: 21 February 2018



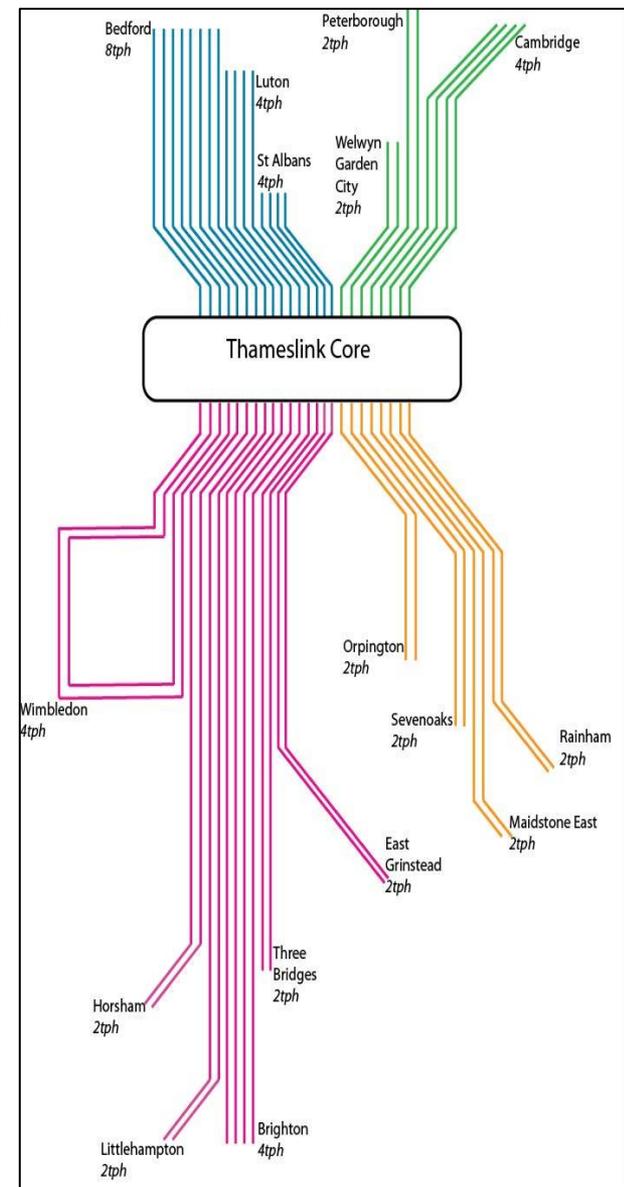
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GTR vision for 2018 and beyond

- Govia presented extensive proposals to revise the 2018 Thameslink network to the Department for Transport in December 2015 to address specific industry concerns
- Our proposals represent our firm vision and strategy for meeting outputs of the Government sponsored Thameslink Programme delivering significant passenger benefits
- Our proposals are based on addressing passenger demand and current weaknesses in the operation
- Timetable consultation is an important step within this process and:
 - ✓ Has given stakeholders and passengers ‘sight and say’ into tangible plans to improve our service upon completion of the Thameslink Programme and how we are going to do it
 - ✓ Has been phased in a way that passengers can comment on the proposed structure early in the process so that our proposals can be dynamically altered as issues arise and before timetable is set
- Dedicated teams established with extensive experience of designing and operating train services over complex and intensive networks
- Determination to succeed and leave a lasting legacy



Our consultation – setting new industry standards

<i>An industry first</i>	Earliest a train operator has gone out to consultation in advance of major change.
<i>Phased approach</i>	Phase one ran between September to December 2016 and detailed the proposed structure, calling patterns and frequency. Following feedback phase two launched with Monday to Friday timetables. Phase two ran from Monday 26 June to Thursday 27 July. Phase three ran between 22 Nov and 20 Dec for weekends and overnight services.
<i>Consulted the consultation process</i>	We sought expert views from Transport Focus, London Travelwatch, Transport for London, Network Rail and select independent user group representatives to evaluate the process ensuring it would be fit for purpose. All suggestions were implemented prior to launch.
<i>Range of communication channels</i>	Learning from the first phase we had a dedicated website (mobile friendly) for phases two and three, customer emails, press releases, posters, station & train announcements and twitter to ensure a wide range of passengers had the opportunity to respond. MP drop in sessions arranged and the 2018 team at meet the manager sessions and bespoke timetable roadshows.
<i>Accessible</i>	Fully accessible to all. Journey planner on website, pdfs of timetables and hard copies available on request. We have continued to meet with groups throughout the phases as well as providing updates at our stakeholder events.
<i>Real and genuine</i>	Opportunity for stakeholders and passengers to shape their future train service. All feedback was considered prior to finalising timetable structure however it has not been possible to implement all suggestions.
<i>Once in a generation timetable change</i>	Opportunity to have open and honest transparent conversations about what the train service should be in the future addressing weaknesses in the current timetable structure.
<i>Dedicated project management</i>	As with phases one and two, the same dedicated project manager for phase three.



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Consultation Demographics



Consultation in numbers - Phase 1, 2 and 3

- **PHASE 1 - 5845** responses to our survey site (**94%** from individual passengers).
- Excellent response to the consultation with very strong constructive comments from a cross selection of business and leisure passengers.
- The 2018 team hosted **18** meet the manager and roadshow events across the network with approximately **2500** leaflets distributed at stations.
- We have met and attended **40** user group and council meetings to discuss proposals.
- **PHASE 2 - 10,006** responses to our survey site
- Approximately 1500 emails and 120 groups submitted formal responses
- Responses received from **95%** of GTR served stations (up from 88% from phase one)
- **PHASE 3 - 3847** responses to our survey site.
- Approximately 230 emails and 56 groups submitted formal responses
- Responses received from **74 %** of GTR served stations (down from 88% phase one and 95% from phase two)



Top 10 station responses – Phase one

Position in phase one	Station	Number of replies in phase two	Number of replies in phase one	Position in phase two	Position in phase three
1	BALDOCK	19	649	54	39
2	KNEBORTH	62	307	28	43
3	SEAFORD	161	222	7	38
4	HAYWARDS HEATH	64	187	27	26
5	PLUMPTON	25	179	48	40
6	COOKSBRIDGE	7	173	66	38
7	GRANGE PARK	23	172	50	38
8	ST NEOTS	44	151	34	19
9	WEST DULWICH	9	149	64	NO
10	FOREST HILL	39	145	37	42



Top 10 station responses – Phase two

Position in phase two	Station	Number of replies in phase two	Number of replies in phase one	Position in phase one	Position in phase three
1	CROFTON PARK	687	25	35	1
2	ROYSTON	414	27	34	11
3	NUNHEAD	343	29	32	6
4	EAST CROYDON	291	22	37	5
5	CATFORD	223	42	25	8
6	BRIGHTON	202	52	22	7
7	SEAFORD	161	222	3	38
8	HASSOCKS	152	14	46	37
9	NORWOOD JUNCTION	139	16	44	37
10	PECKHAM RYE	130	34	30	10



Top 10 station responses – Phase three

Position in phase three	Station	Number of replies in phase three	Position in Phase one	Position in Phase two
1	CROFTON PARK	252	35	1
2	VICTORIA	138	n/a	n/a
3	HADLEY WOOD	134	11	17
4	LONDON BRIDGE	89	n/a	n/a
5	EAST CROYDON	88	37	4
6	NUNHEAD	86	32	3
7	BRIGHTON	83	22	6
8	CATFORD	79	25	5
9	HORSHAM	72	36	22
10	PECKHAM RYE	53	30	10

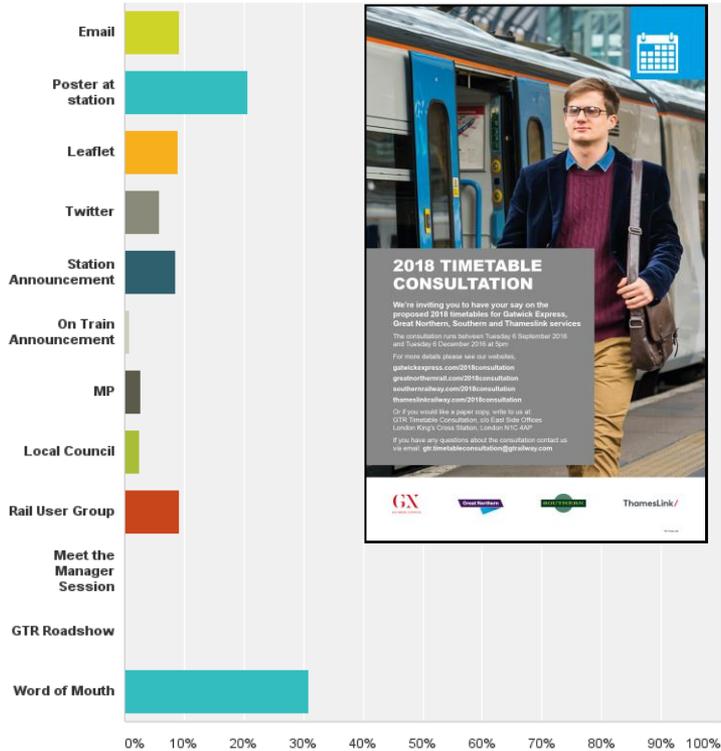


How did you first hear about the consultation?

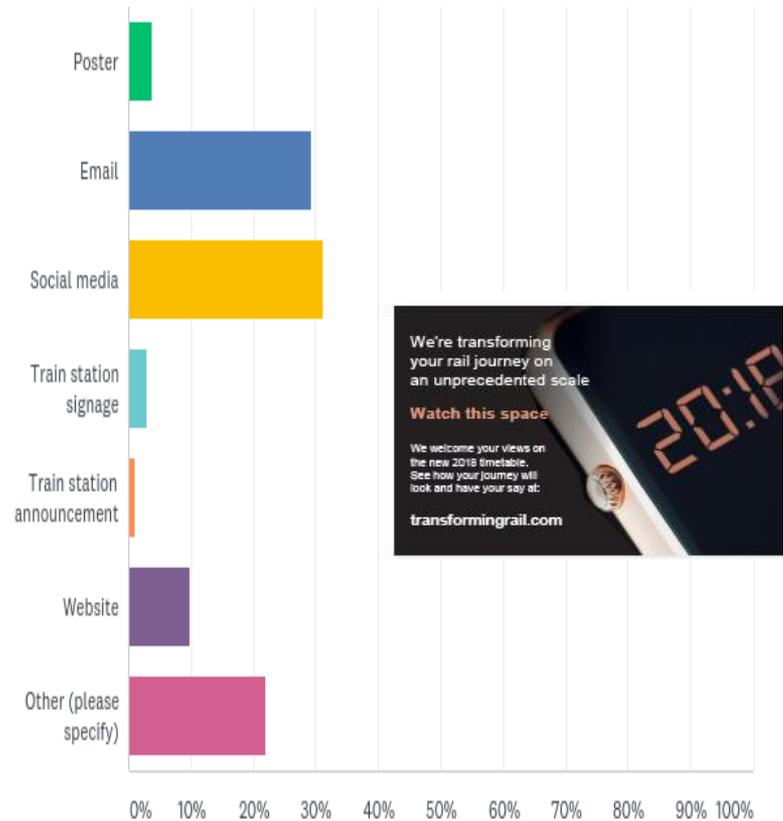
Phase One

Q12 How did you first hear about the consultation?

Answered: 5,404 Skipped: 441



Phase Two



5,404 answered this question

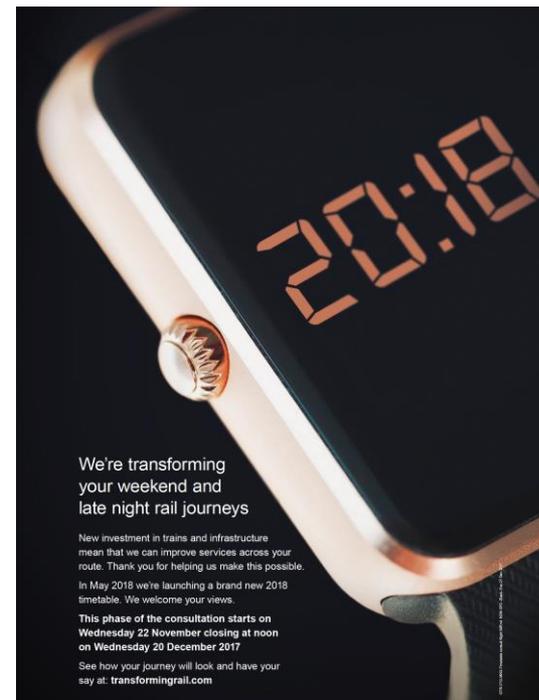
9,118 answered this question



How did you first hear about the consultation?

Phase Three

Email	32%
Social media	26%
Rail User Group	14%
Website	11%
Train/Station Announcement	6%
Word of Mouth	4%
Poster	3%
Train Display	2%
Newspaper	2%
BBC News	Less than 1%
Radio	Less than 1%
Station Staff	Less than 1%



If you would like to participate by post please write to:
GTR 2018 Timetable Consultation, East Side Offices, Kings Cross Station, Kings Cross, London N1C 4AP

2912 answered this question



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You said – we're doing



Across the network

You said	We're doing
Why are my journeys longer?	We have completely re-written the timetable to add in extra time at stations now needed for additional passengers to board. We've also reviewed all the intermediate running times between stations to make sure our timetable reflects reality. We know this sometimes means journeys are timetabled to take slightly longer in some circumstances but passengers will be able to rely on them.
I asked a question – why isn't it listed?	We have combined the comments and listed the main points raised. It has not been possible to list every question raised however please check the timetables as your request may have been actioned as part of the review.
Why haven't you looked at all the weekend feedback yet?	In late 2017 it was announced that the Thameslink programme would be phased in over 2 years. Unfortunately this has meant that we haven't been able to review all the weekend feedback yet. We'll be publishing this feedback by the end of June. The May 2018 Sunday timetable is a transitional one taking into account the £300m investment into the infrastructure throughout the network. Significant weekend works will be taking place until May 2019.
When does the timetable you're consulting on start?	The timetables we consulted on are the "end position" – originally this was December 2018 but due to the phasing, announced in late 2017, the final timetable will be introduced by December 2019.



What is phasing?

- Industry approach to introduce the benefits of the Thameslink programme in a structured way, building up to the 24 trains per hour through the core from the current 15 trains per hour.
- Most of the benefits are realised from May 2018 when there's a huge uplift in capacity through London and new routes linking Peterborough and Horsham, Brighton and Cambridge.
- A new Southern timetable also begins.
- Dec 2018 – 20 train per hour through the core. The Brighton to Cambridge service is increased to 2 trains per hour and an additional Littlehampton to Bedford service runs during the peak
- May 2019 – trains between Sevenoaks and Blackfriars are extended to Welwyn Garden City.
- Dec 2019 – the Thameslink service between Maidstone and Cambridge is introduced.



Overnight engineering works

£300m additional funding confirmed for NR to boost resilience of infrastructure on GTR routes.

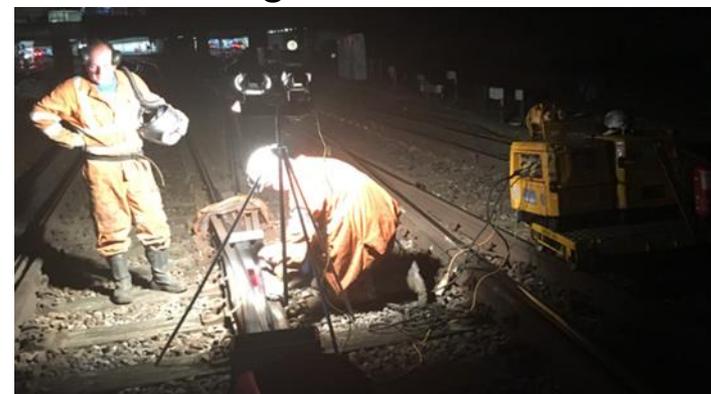
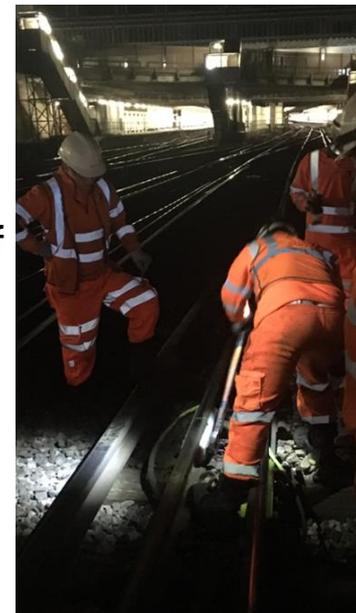
£200m London - South Coast

£100m main routes north of London

Work will include:

- replacing tracks and signalling and renewing key junctions;
- improving security by the railway to help prevent trespass;
- improving drainage in old tunnels to prevent water damage to electrical equipment;
- shoring up cuttings and embankments to reduce the risk of landslides.

Anticipated reduction in delay minutes of up to 15%



You said	We're doing
<p>Currently there are four trains between Hassocks and Brighton between 0700 and 0800. In the new timetable there's only two.</p>	<p>Two trains added between 0700 and 0800 between Hassocks and Brighton, restoring the previous four trains.</p>
<p>Campaign from Catford Loop supporting their increase in services and asking for a few later trains</p>	<p>Four trains per hour all day. Unfortunately we are unable to provide any later trains at this time due to overnight engineering works.</p>
<p>Can the Maidstone Thameslink trains have a call at East Malling.</p>	<p>There's time to add calls for East Malling, Balming and Kemsing which we have added to our timetable. However, due to the phasing announced in late 2017 this service will now be introduced in the December 2019 Thameslink timetable.</p>



You said	Unfortunately we can't do
<p>There's no longer a direct train between Mitcham Eastfields and Kentish Town during the high peak.</p>	<p>This is only a north bound issue due to the interaction with East Midlands trains which we are unable to resolve.</p>
<p>Where's the 0545 Streatham to Elstree & Borehamwood gone?</p>	<p>The first direct train is 0603 arriving at Elstree & Borehamwood at 0658. Until phasing is complete in Dec 2019 we are not able to run an earlier train.</p>
<p>What's the impact of EMT (East Midlands Trains) removing Bedford stops from peak trains in and out of London for Bedford, Flitwick, Leagrave and Harpenden?</p>	<p>We are removing some stops on our trains to make them "semi-fast" for Bedford and Luton passengers. Compared with the current level of service Flitwick will have the same number of morning peak trains (15) but a reduction in the evening peak (18 to 15). Leagrave has a reduction in the morning peak (13 to 12) and no change in the evening peak (12). Harpenden will have a reduction in the morning peak (18 to 17) and evening peak (17 to 15). We are planning for all trains to be 12 coaches to provide sufficient capacity.</p>

Gatwick Express



You said	We're doing
<p>There's three services from Burgess Hill to Victoria in the morning peak on the Gatwick Express but only two in the evening. Why can't there be the same number?</p>	<p>We've added a stop at Burgess Hill on the following trains leaving Victoria at 1713, 1743, 1813 and 1843.</p>
<p>We need a train at 0150 from Gatwick to Haywards Heath.</p>	<p>Monday to Saturday there is a Thameslink train at 0158 arriving at Haywards Heath at 0214.</p>
<p>We need a train at 0430 from Haywards Heath to Gatwick.</p>	<p>Monday to Saturday there is a Thameslink train at 0426 arriving at 0441.</p>
<p>We need a train from London Victoria at 0100.</p>	<p>On Friday and Saturday nights there is a train at 0108 to Brighton calling at Selhurst, East Croydon, Purley, Coulsdon South, Merstham, Redhill, Horley, Gatwick, Three Bridges, Haywards Heath and Brighton. (arriving Brighton 0238). There's also a train from Blackfriars (all week) at 0101 to Brighton calling at East Croydon, Purley, Redhill, Horley, Gatwick, Three Bridges, Haywards Heath and Brighton.</p>



Gatwick Express



You said	Unfortunately we can't do
<p>We need services from Victoria at 0100, 0330 and 0430 to Gatwick.</p>	<p>Due to the ongoing engineering works we are unable to re-instate overnight services from Victoria. The last train from Victoria to Gatwick is 0008 on Sunday, Monday to Thursday nights. On Friday and Saturday nights we are running trains at 0110, 0210, 0310 and 0410. There are trains over night to Gatwick from Blackfriars Monday to Friday and Sunday.</p>
<p>We need a train at 0400 from Victoria to call at Clapham Junction.</p>	<p>Due on ongoing engineering works the earliest train leaving Victoria is at 0442.</p>
<p>Why can't the services be "clock face" throughout the day?</p>	<p>Due to the number of trains in the off peak between Gatwick and London we are unable to provide a "clock face" timetable. From 0912 the trains will leave Gatwick for Victoria at XX12, XX23, XX42, XX53.</p>



Gatwick Express



You said	Unfortunately we can't do
<p>We need a train at 0430 from Haywards Heath to Gatwick on Sunday.</p>	<p>Monday to Saturday there is a train at 0426 arriving at 0441. On Sunday the train service is at 0446 arriving at 0502. This is due to overnight engineering works.</p>
<p>Why can't the Gatwick Express trains call at Clapham Junction.</p>	<p>Our train specification states that the Gatwick Express trains must run non-stop from Gatwick to London Victoria and this is unable to be changed at this time.</p>



You said

We're doing

Can't we discuss options for the Brighton to Ashford International service? Terminating at Hastings or Eastbourne will mean lots of passengers will have to change trains.

We've worked closely with rail user groups across the area on "option 4", an alternative proposal that local groups put forward in the first phase of the consultation. "Option 4" will provide an overlap as trains will run Brighton to Hastings (two trains per hour) and Eastbourne to Ashford International. (one train per hour). This will provide much needed capacity across the route whilst maintaining the majority of through journeys.

Why can't we have a train from Eastbourne arriving into London Bridge just before 0900 as we do today?

From May 2018 there will be five trains to Victoria and two trains to London Bridge in the morning peak to reflect the demand on our trains. Passengers can take the 0720 Victoria train and change for London Bridge at East Croydon where there's at least 10 trains per hour into London Bridge at this time.

You said	We're doing
We're missing a stop at Three Bridges on the 0520 and 0620 from Eastbourne to London.	Stops added for Three Bridges on these services.
There's a big gap in trains to London between 0754 and 0929 at Plumpton.	We've added a stop at Plumpton at 0825 to Victoria.
Please put stops on the fast London Bridge service for Littlehaven as we have today.	Stops added to the trains arriving at London Bridge at 0743 and 0843. Stops added on the trains leaving London Bridge at 1703 and 1803. This is an additional fast train in each peak than today.
My connection as Ashford International from Rye is missing.	Although there are still connections (as today) we do appreciate that your journey will start and arrive 10 mins later than today for some journeys. This is to enable better connections to be provided throughout the day.
My train from Seaford misses the connection at Lewes for London early in the morning.	We've retimed the Seaford train to leave at 0450 and arrive at Lewes at 0506 in time for the 0511 to London.
Brighton University is growing and additional stops are required at Moulsecoomb	Additional stops are now provided throughout the day.

You said	We're doing
Could the 0643 Barnham to London have a stop at Ford?	Stop added at Ford, the service from May 2018 is slightly earlier at 0633.
We're missing a train at 0723 from Fishbourne to Crawley to get us to college.	Stop at 0733 added arrives Crawley at 0826.
We're missing trains at 0804 and 0824 from Fishbourne to Chichester to get us to school.	Stops added on trains at 0753 and 0832.
We're missing a train at 1536 from East Worthing to Haywards Heath to get us home from school.	Stop added at East Worthing at 1536 for Haywards Heath.
From Amberley there's only one direct train to London per hour and no direct train home from London Bridge.	Stop on the 1803 from London Bridge added. Gaps in the morning peak have been filled with arrivals into London at 0710, 0810, 0910 and 1010.
Are there still trains from Faygate during the day?	As today there will be a train in each direction around lunch time.

You said	We're doing
We're missing trains between Fishersgate and Aldrington around 2130 to 2330.	Stops added for Fishersgate and Aldrington between 2131 and 2307 at 2201 and 2231 for Fishersgate and at 2206 and 2336 from Aldrington.
We seem to be missing trains from Swanwick to Brighton at 0949 and 1149.	These trains run via Eastleigh due trains from other operators using the track.
The 0732 from Wandsworth Common and 0735 from Balham to South Croydon is missing. It's my train to school.	Although we are unable to run a direct train there's a train from Wandsworth Common at 0739 arriving at East Croydon at 0801 on platform 5. There's a train to South Croydon from platform 6 at 0804 arriving at South Croydon at 0806.
There's no direct train from South Croydon to Balham for my journey home from school.	Although we are unable to run a direct train there is a train from 1554 from South Croydon arrives at East Croydon at 1556. The 1610 West Line London train to Balham will be in the platform from 1559 so there's no need to hang about on the platform.
Where's the late trains from London Bridge to the Mole Valley gone?	We are able to run the following trains, 1655 to Dorking, 1725 to Guildford, 1755 to Dorking, 1825 to Epsom, 1855 to Guildford and the 1925 to Epsom.

You said	Unfortunately we can't do
<p>The 0657 Three Bridges to Horsham (coming down from Peterborough) just misses the 0714 Horsham to Dorking train. The next one is one hour later.</p>	<p>We are not able to change the timings of our train due to the interaction with South Western trains.</p>
<p>We're missing a train at 0710 from Three Bridges to Eastbourne.</p>	<p>We're not able to put a stop on this train at Three Bridges. However there's a Thameslink train at 0720 with a connection to the Eastbourne train at Haywards Heath.</p>
<p>Why are there only two trains between Lewes and London Bridge not the three there are currently?</p>	<p>We are unable to run an additional train to London Bridge during the morning peak and demand is for trains to Victoria. Passengers for London Bridge can change at East Croydon where there's at least 10 trains per hour into London Bridge at this time.</p>
<p>Why isn't there a direct train from Southease to London?</p>	<p>We are unable to offer a through train from this station due to track capacity between Newhaven Harbour and Seaford. Connections are available at Lewes for trains to London.</p>

You said	We're doing
Why have you cut the number of trains in the peak to London from Hackbridge?	We've added trains in the peak to provide 4 trains per hour to ensure enough capacity.
There's a gap in trains from Carshalton Beeches for London Bridge between 0545 and 0658.	Stops added for Carshalton Beeches at 0558 and 0628 into London Bridge.
We're missing late trains from London Bridge to London Victoria via Crystal Palace at 2252, 2322 and 2355.	Additional later trains added leaving London Bridge at 2252, 2322 and 2355.
We're missing late trains from London Bridge to Tulse Hill, West Norwood and Crystal Palace at 2301 and 2334.	Trains added leaving London Bridge at 2301 and 2334.
There's a gap in trains from Waddon to Epsom between 0618 and 0748.	Stop added at 0718. Trains at 0652 and 0752 available to Sutton for a connection to Epsom arriving at 0723 and 0823.
There's a gap in the early morning trains from Redhill to Victoria.	Additional train added at 0526 from Redhill calling all stations to East Croydon then Clapham Junction and Victoria.

You said	We're doing
My train home from school is missing from South Croydon to East Grinstead.	Stops added on the Victoria to East Grinstead trains arriving at South Croydon at 1542, 1612 and 1642.
My train to school is missing from East Grinstead to South Croydon.	Stops added on the Thameslink services from East Grinstead to Bedford arriving at South Croydon at around 0720 and 0750.
Why has my early train from Uckfield to London Bridge disappeared?	The early train from Uckfield to London Bridge has been re-instated. This train will now depart at 0510.
The train from Tonbridge to Edenbridge at 1558 is too early for the school run.	Trains re-timed to leave Edenbridge at 1547, 1617 and 1647.
There's a gap from Purley to Gatwick between 0623 and 0844.	Stops added at Purley around 0720 and 0750 going to Gatwick.

You said	Unfortunately we can't do
Can you add a stop at Plumpton on the 0002 from Victoria?	This isn't possible due to the overnight engineering works which means we have to get the last train into Eastbourne by 0145.
We're missing a stop for Littlehaven on the 1836 from Victoria.	We can't add a stop on this train but we have added a stop on the 1803 from London Bridge. Passengers can pick this train up at East Croydon or Crawley.
Why's the journey between Forest Hill and London Bridge increased by 5 mins on such a short journey?	Due to other operators amending their timetables we have to run our trains earlier from Crystal Palace but due to platform availability at London Bridge we can't arrive earlier.
Why can't the 2005 and 2105 from London Bridge to Uckfield stop at Upper Warlingham?	We are unable to continue stopping evening trains at Upper Warlingham due to the revised timetable and interaction on the single line. Connections from London Bridge are available at East Croydon (same platform with a five minute wait) or passengers may travel on the London Bridge to Caterham line which serve nearby stations.

You said	Unfortunately we can't do
Why aren't there direct trains from Reigate to London Bridge?	Reigate will be served by trains to Victoria due to the lack of available paths into London Bridge. Passengers for London Bridge can change at either Redhill or East Croydon.
Why are there no trains from Horley to Victoria after 1900?	Horley will be served by Thameslink trains to London Bridge and beyond with four trains per hour throughout the day. There is also a Victoria service during the peaks. Passengers can change at East Croydon for Victoria trains.
Why is there now a shuttle between Tonbridge and Redhill rather than a straight through journey to London Victoria?	Due to track capacity it is not possible to run through trains from both Reigate and Tonbridge. The majority of passengers making through journeys to London are from Reigate.

West London Line

SOUTHERN

You said

Why are you starting the West London Line at East Croydon?

Unfortunately we can't do

To provide an enhanced peak service between East Croydon and the West London Line and increase capacity to eight coaches instead of five we are unable to operate the one train a day in each direction to and from Coulsdon Town. Alternative connections will be available.



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You said	We're doing
<p>The Downham Market stop is missing from the 1619 Cambridge to Kings Lynn trains – it's my school train.</p>	<p>Stop back in.</p>
<p>The fast trains from Kings Cross to Royston after 1912 have been removed.</p>	<p>Stops at Royston on the XX12 and XX42 departures from Kings Cross after 1912 have been re-instated.</p>
<p>Can some of the trains proposed to start at Cambridge start at Royston to ensure seats are available along the route?</p>	<p>The 0738 will start from Royston.</p>
<p>We need a fast train around 0539 from Royston and 0543 from Letchworth for shift workers.</p>	<p>We are able to put a stop for Letchworth on the 0443 from Kings Lynn, this will call at Royston at 0555 and Letchworth at 0605 arriving at Kings Cross at 0632. There's also the 0539 from Royston (0551 from Letchworth) arriving at STP 0630. There's an earlier train at 0510 from Royston (0521 from Letchworth) arriving at STP 0600. This will be reviewed during the phased introduction of the Thameslink services.</p>

You said	We're doing
<p>There's no fast trains to Hitchin between 1900 and 2000.</p>	<p>Stops for Hitchin now on the 1954, 2054 and 2154 from Kings Cross. Journey time around 30 mins.</p>
<p>There's a lack of fast trains to Letchworth after 1912.</p>	<p>Stops for Letchworth now on the 1954, 2054 and 2154 from Kings Cross. Journey time around 36 mins. Working with rail user groups from Royston and Letchworth we will be add a Letchworth stop on the 2342. On the 2042 the Royston stop will be removed and replaced with a stop for Letchworth.</p>
<p>We need 4 trains per hour off peak from Hadley Wood – it's zone 6 and no other transport to or from London.</p>	<p>We've been working with the local rail user group on this request and we're pleased to say we can run 4 trains per hour off peak.</p>
<p>We seem to be missing a late night train from London to Hadley Wood between midnight and 0140.</p>	<p>We've added a stop for Hadley Wood on the 0027 from Moorgate. (Monday to Saturday)</p>
<p>We seem to be missing a late night train from Moorgate to Welwyn Garden City around 0100.</p>	<p>There are trains to Welwyn Garden City from Kings Cross at 0105 and 0140.</p>
<p>Why's the first train to London much later from the Hertford Loop? It used to be 0432 from Cuffley arriving into London at 0500.</p>	<p>An early train around this time will be re-instated.</p>

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You said	Unfortunately we can't do
<p>We've lost our fast train at 1920 from Kings Cross to Welwyn North.</p>	<p>We're not able to offer a fast train at this time, however there is a fast train at 1854 with a journey time of around 17 mins. After that there are two trains per hour from Kings Cross with a journey time of around 28 mins.</p>
<p>Campaign to increase services at Grange Park</p>	<p>Unfortunately this is not possible at this stage. The current level of service will be maintained during the peak. Off peak there will be an increase from 3 tph to 4 tph.</p>
<p>You can't really be running a bus between Watton-at-Stone and Stevenage?</p>	<p>Until the new platform is ready at Stevenage we have to. However the recently announced phasing of the Thameslink programme means we don't need to run the bus until Dec 2018. However peak services May – Dec 2018 will be one train per hour.</p>

What's next?

- Update on the feedback on the weekend consultation - June
- Review of May 2018 timetable and update on any changes required – early Sept
- Revised Dec 2018 timetable available in National Rail Enquiries - end Sept

