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

**PPM** statistics and delay responsibility by route – Period 4 (to 21 July 2018)

**Gatwick Express**

**Great Northern**

[Graphs and charts showing punctuality and delay responsibility for Gatwick Express and Great Northern routes for Period 4 (2018-19).]
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**

In period 4, GTR’s PPM was 73.25% with the main incidents affecting performance being a failed unit between Norwood Junction and New Cross Gate on 3 July, a train defect on 25 June, activation of the fire alarm at London Victoria on 18 July, the emergency services dealing with an incident near Clapham Junction on 4 July, and a door defect on board a train near Epsom on 17 July.

The PPM for each of the brands for this period was: Gatwick Express 51.72%, Great Northern 65.15%, Southern 79.21% and Thameslink 66.40%.

**Delivering improvements for passengers**

**Timetable**

The implementation of the interim timetable for Thameslink and Great Northern on 15 July showed early signs of improvement. Moves to stabilise the timetable also helped passenger information with fewer short notice amendments and a reduction in passenger concerns raised about this.

A special industry compensation scheme has been announced with full details to be confirmed. This is in addition to normal Delay Repay compensation which applies to journeys which are delayed by 15 minutes or more.

**Network Rail - improving reliability**

We began work to restore the 120-year old ‘Pells’ footbridge over the railway just north of Lewes. Repairs are being carried out to the Victorian wrought-iron style structure, installing extra steel under the bridge to...
strengthen it as well as repainting the structure and replacing the old timber decking. The bridge is due to reopen in late September.

Our power supply upgrade programme to allow longer trains to run more reliably saw work taking place in the South London metro area and the West Coastway Line. Other ongoing projects that took place during this period including the renewal programme for customer information systems which saw work completed at stations including Caterham and Norbury.

We also carried out track renewals at a series of locations across the GTR network including Tattenham Corner and in Streatham.