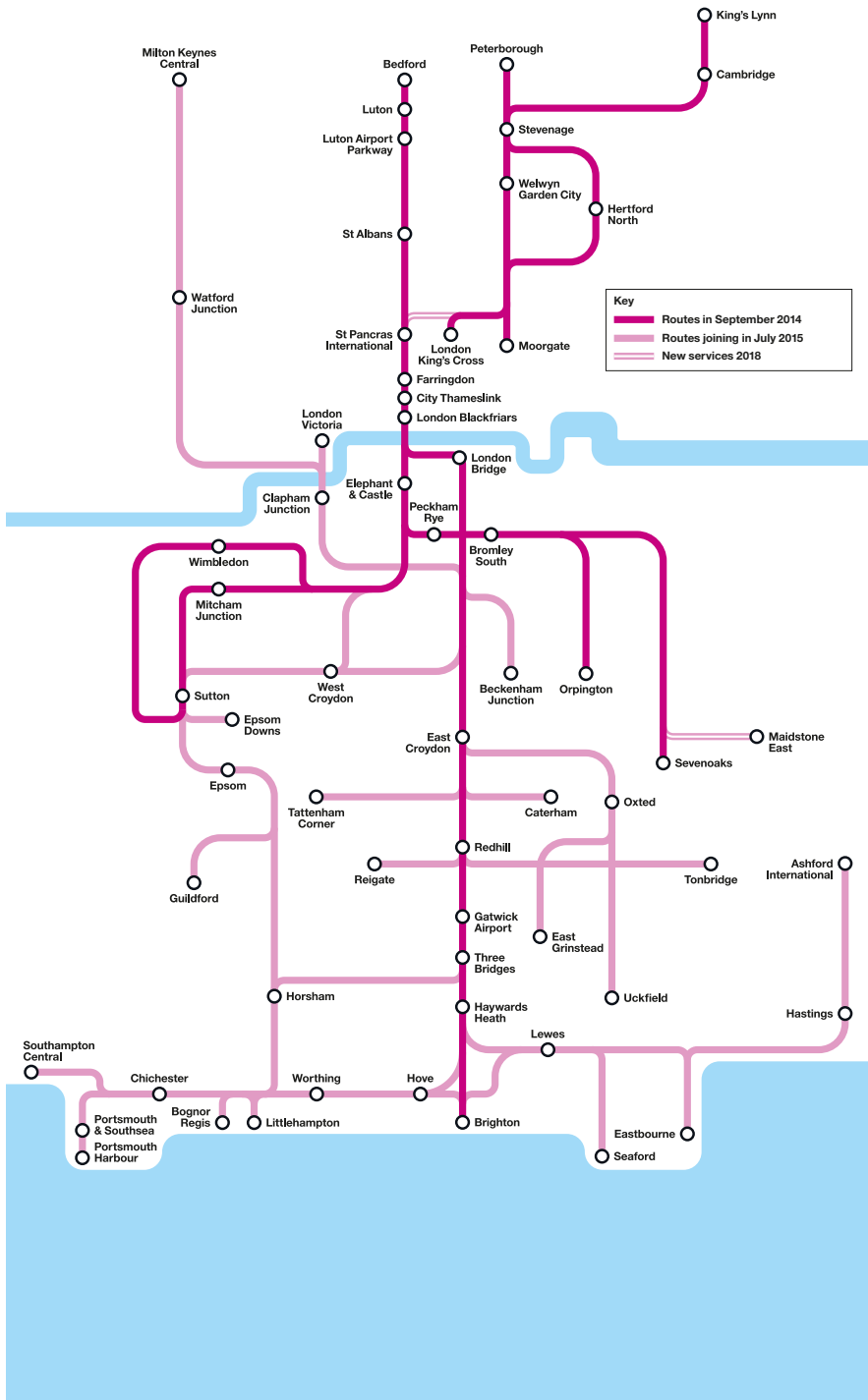


# Govia Thameslink Railway



Govia Thameslink Railway (GTR) is run by Govia – a Go-Ahead / Keolis joint venture. GTR will be the largest rail franchise in the UK in terms of passenger numbers, trains, revenue and staff.

- 2014**
  - Franchise starts
  - Southeastern joint services included
- 2015**
  - Southern and Gatwick Express join
  - Smartcard ticketing introduced
  - Three Bridges depot commissioned
  - Recast Brighton Mainline timetable
- 2016**
  - New Gatwick Express trains
  - Ticket machines at all stations
  - Hornsey depot commissioned
  - St Albans city station upgrade
- 2017**
  - Free WiFi at 104 stations
  - Class 377s for King's Lynn services
  - Luton station upgrade
- 2018**
  - All new Thameslink trains delivered
  - 20 trains per hour through central London
  - New Moorgate trains
  - 24 trains per hour through central London
  - London Bridge station complete
  - Crossrail interchange at Farringdon

<b>6,500</b> employees	<b>£1.3bn</b> annual revenue	<b>237m</b> passenger journeys	<b>£50m</b> investment in all stations	<b>50%</b> increase in capacity	<b>1,398</b> new train carriages
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# Franchise highlights

## New trains

- 108 new Gatwick Express carriages designed for airline travellers by 2016
- 150 new metro carriages for Moorgate services in 2018
- 1,140 Thameslink class 700 carriages already ordered from Siemens delivered between 2016 and 2018

## More services

- 10,000 additional morning peak seats into London
- 26% more morning peak carriages into London
- 50% more passenger capacity created
- Improvements to services including:
  - Up to 24 trains per hour during the peak periods through the Thameslink to central London (London St Pancras International to London Blackfriars), up from 15 per hour today, an increase of 60%
  - More direct services to and from Gatwick Airport including a new direct Cambridge to Brighton service
  - Improved Brighton Main Line services
  - More services between Moorgate, Hertford and Welwyn Garden City
  - More services to King's Lynn
  - Additional overnight services to Luton Airport Parkway

## Stations and staffing

- £50m investment to enhance all 239 stations including improving access, installing electronic information screens and working with local authority partners on the redevelopment of St Albans City and Luton stations
- Simplified ticketing and extension of 'the key' smartcard
- Staffing hours increased: 100 busiest stations staffed from first to last train
- 104 stations with free WiFi
- £1.5m on station access improvements including increased cycle storage and electrical vehicle charging points

## Improving standards

- Timetables designed to improve punctuality
- Investment in technology such as smartphone apps and websites to improve real-time information make door-to-door travel easier
- 20,000 days of customer service training for frontline employees
- On-hand assistance for passengers during the Thameslink Programme

## Local community focus

- Continuing support of Community Rail Partnerships
- Award winning education programme Go-Learn used with local schools
- Providing young people with work experience and mentoring
- £1m per year for local communities to spend on improvements at stations