

London Borough of Croydon 27 March 2018

Update on ticket vending machines

As discussed at previous meetings, we invested nearly £8m in new ticket machines with improvements to the on screen information, bigger ticket stocks and the option for contactless payments. However, there were reliability issues on initial installation that had an impact on passengers buying tickets. Since then, we put in place an improvement plan with our supplier, including a pause of the roll out on two occasions to ensure we were effectively addressing the problems.

We believe this plan has made an impact and our daily data is now showing that availability of the machines is much improved with around 95% of them operational at any one time. We aim to increase this percentage further still, but this does highlight a marked improvement to date.

The plan has delivered more engineers from our supplier so they have been able to attend stations and deal with issues more efficiently, and our staff familiarity with the machines has also improved alongside this. Some machines have been replaced entirely, and there have been software updates, as well as some physical updates. For example, a recurring issue with the printer and ticket chute, where tickets would jam in the mechanism, has been reviewed and a modification trialled at Gatwick resulted in improved reliability so this is being rolled out to all machines now.

We are continuing to work closely with our supplier to make further changes but the ticket machine availability data and feedback suggests that the experience is much improved since the initial roll out. We are grateful for any further feedback.

Skipping stops

During train service disruption, our control team can use an option to skip a stop, or stops, on a line with a view to getting the train service back to time as quickly as possible, and to contain any disruption, reducing the spread of delays as much as possible.

By taking quick action, we can help ensure a late train catches up with its 'slot' in the timetable and minimises the number of passengers disrupted overall.

We try to avoid skip-stopping whenever possible but, where we do, it is worth noting that the train is labelled as a punctuality failure, even if it reaches its final destination on time.

The performance team assessed the number of times this has happened recently at two stations in the area as below. The numbers will vary depending on the location and type of incidents which have happened in each of the periods.

Period 11 was the four weeks ending on 3 February 2018, Period 10 the proceeding four weeks and so on.

Waddon		
4 week period	No of trains	No skipped
Period 6	5,051.	97.
Period 7	4,665.	134.
Period 8	4,901.	117.
Period 9	4,855.	161.

Period 10	4,498.	82.
Period 11	4,991.	160.
Wallington		
Period 6	5,070.	96.
Period 7	4,685.	134.
Period 8	4,921.	117.
Period 9	4,875.	159.
Period 10	4,512.	82.
Period 11	5,011.	159.

We are currently gearing up for the introduction of our new timetable from May 2018. The timetable has been over two years in the making and completely reworks service provision in the south in a way that means incidents should have their effects minimised and contained.

The timetable we have today has been subject, over the years, to revisions on top of more revisions. In practice that means a train may start on one route into London, from Sutton say, then go out on another, splitting part-way, then change crew and so on, meaning when disruption occurs it spreads and is harder to manage than it might be.

From May, our new timetable will rationalise this, especially in the south London metro area. Trains will be largely confined to a single route and be fixed formation, meaning fewer splits and couplings. This better contains disruption to the train or route on which it begins, making it significantly easier to manage.

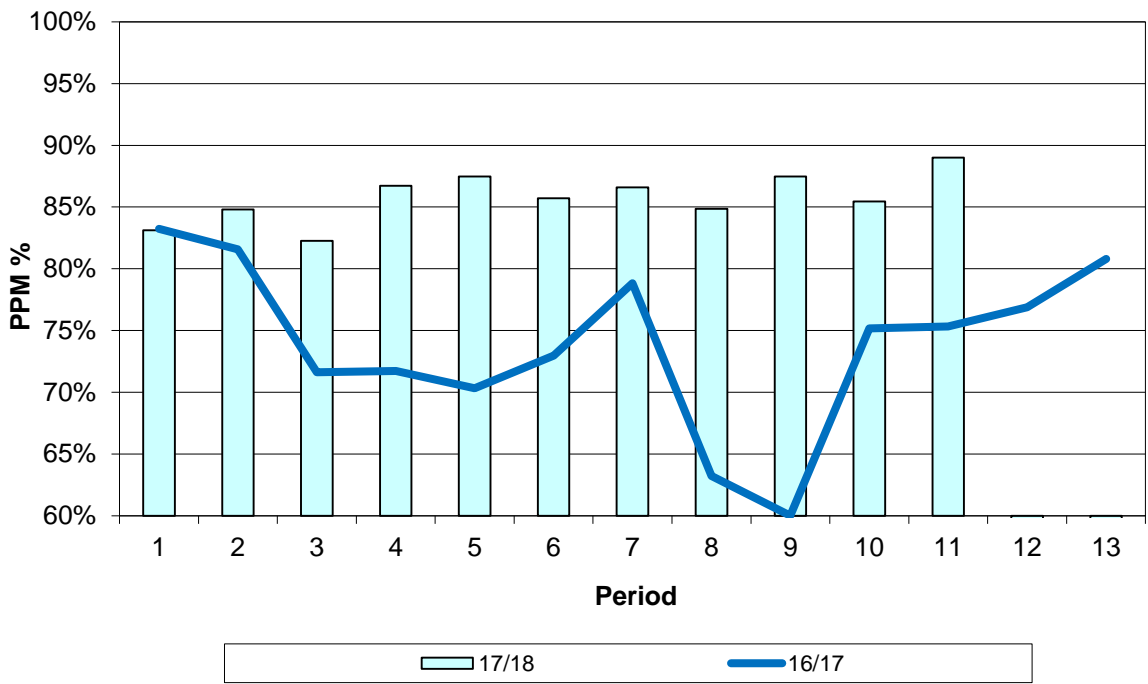
With growing passenger numbers and more trains in the system, we have also assessed the timetable plan and are adding time at 75 station locations to account for the actual time it takes for passengers to get on and off, as well as adding turnaround time to final destinations so that a train is more likely to start its journey on time in these situations.

Waddon as an example will be served by services to Epsom Downs, Sutton and Epsom all of which have some form of dwell extension in the run to/from London Victoria and London Bridge. This should help improve the resilience of the timetable, help improve train service punctuality and reduce the pressure put on the service to keep to time in very congested conditions, where running times and dwell times can be unrealistic.

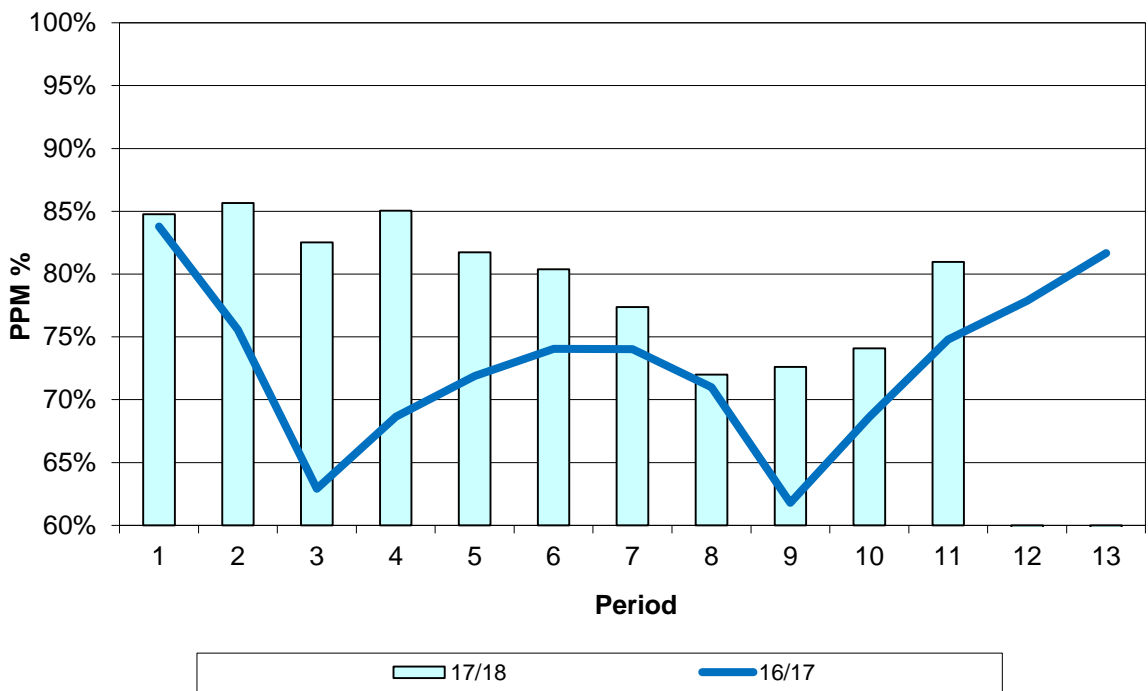
Performance on Thameslink and Southern

Please see below the latest update on PPM (the percentage of trains arriving within 5 minutes of time. The graphs show there has been improvement in performance, particularly year on year (the blue horizontal line is last year, the bars are this year.

Thameslink PPM Comparison



Southern PPM Comparison



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