

## Thameslink summary of current plan

### Delivering a more dependable service

Our top priority is to deliver a more dependable service for passengers. Below is the latest information on this.

- **Phase 1 | 24 June – Mid-July**

Our first step is to give passengers a more predictable service. In the short term, the only way to do this is to regularise the services being cancelled and amend online journey planners accordingly. Until now, these have needed to be updated on a weekly basis but from Monday 25 June passengers are able to plan their weekday journeys in advance for the coming three weeks. The timetable is available here - <https://www.thameslinkrailway.com/travel-information/plan-your-journey/timetables>. However, we continue to encourage customers to check on the day of travel for latest alterations.

We will prioritise peak trains and school trains, giving more certainty for passengers to plan their journeys to and from work and school. We are working hard to reduce the number of ad hoc cancellations which have been so frustrating and reduce service gaps during this time. In this period some short form trains may run while we move the fleet to the correct positions.

- **Phase 2 | From Mid-July**

As a second and most important step, from mid-July, GTR aims to implement an interim timetable which will give passengers a more dependable service. This will be based on the targeted May 2018 timetable, but with fewer services primarily in the off peak period to further enable us to augment the driver route knowledge training programme.

From this timetable, we will aim to gradually introduce more services to complete the intended May 2018 timetable; but we will only do so when we are certain it can deliver the passenger benefits of extra rail capacity, reliability and journey options that it needs to.

### Encouraging passengers to claim Delay Repay

We are using all customer information channels available (website, social media, station posters, information screens and media advertisements) to encourage passengers to claim the compensation they may be entitled to.

Information about how to claim DR is available online at <https://www.thameslinkrailway.com/help-and-support/journey-problems/delay-repay>

We are also working with the DfT on a compensation package in addition to our existing Delay Repay scheme.

### Weekend services

Journey planners are being uploaded by 8pm the day before travel (e.g. Saturday's timetable is available from Friday 8pm).

**Short Forms**

The demands of the driver route learning schedule impacts on our ability to make all the stock moves required to deliver every service at full length. Unfortunately, this means a balancing act between our capacity to run all the scheduled services and running them at full length. We are currently exhausting all driver diagrams possible to minimise cancellations during the week and to maintain the concurrent route learning schedule that will ultimately resolve the present difficulties. We are monitoring the number of services that consist of fewer carriages than normal and the trend is moving downwards.

**Re-Introducing services**

In order to even out services and plug some of the gaps, we have introduced some extra services. The feedback we have received about particular problem hotspots from passengers and stakeholders has been immensely useful and is helping us to identify areas to concentrate our efforts. Although this does not meet the needs of all passengers, we will continue to introduce extra services where possible.

We sincerely apologise for the inconvenience that has been caused to passengers.