

Stakeholder News

First Capital Connect

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From the Managing Director



Dear Stakeholder,

As you might be aware, we have had some severe disruption in the past few weeks due to a variety of security and infrastructure issues which impacted on our customers

commute. We will be looking at the causes of these incidents and working with our partner TOCs and Network Rail to reduce the impact of similar incidents in the future.

Looking to the future, we have recently announced our fare changes for 2013. The majority of our fares have risen in line with the national average, however we have been able to freeze the price of nearly all of our popular Super Off-Peak Fares.

Our festive period timetable is available online and in our stations. It's worth noting that on New Year's Eve, we'll be running a revised service from central London between 2345 and 0430, with extra trains to make sure our customers get home safely.

Things will also be little different at Blackfriars station, where we'll be closing the South Bank entrance at 1900 and only allowing customers to exit on the North Bank side from 2100. We're asking customers to use Farringdon and London Bridge stations instead to prevent overcrowding after the Mayor's fireworks.

Finally, I would also like to wish you all a very merry Christmas and all the best for the New Year. We've done a lot of work to improve FCC stations and services this year and we have even more planned for 2013. It's going to be a very exciting year and I look forward to continuing this work.

Yours Sincerely,

Neal Lawson
Managing Director

How did we do in Period 9?

Period 9 has been extremely challenging for us. We dealt with some major incidents, including one in which a person was struck by an East Coast train resulting in the East Coast Mainline being closed for several hours. There was also a train failure in Blackfriars station during the morning rush hour which resulted in a large number of delays throughout that day. As a result of these incidents we have come short of our overall target public performance measure (PPM) of 86.95%, missing it by 2.09%.

The Great Northern Route was affected by fewer disruptions than Thameslink during this period. A PPM of 87.53% was achieved against a target of 87.13%.

With severe delays affecting the Thameslink Route during this period, our PPM for the Thameslink route was 82.81%. The target PPM was 86.68%.

This month 26% of delays affecting FCC services were the responsibility of FCC, 15% of these delays were due to other train operators while 59% of delays were the responsibility of Network Rail. We are continuing to work with our engineering teams and Network Rail to reduce disruption.

Key Dates

Over the Christmas period, all FCC services will run on a revised timetable. Please check FirstCapitalConnect.co.uk prior to travelling for to see if your journey is affected.

December

- 24 – Christmas Eve – Last services at 2100 (GN), 2200 (TL)
- 25 – 26 – No service, as per usual
- 27-31 – Revised Services

January

- 1 – Sunday Service, Some Engineering Work
- 2 – Normal Service resumes
- 7 – King's Cross South Concourse Entrance to London Underground Closes
- 15 – Sutton Public Transport Liaison Group
- 22 – Haringey Transport Forum
- 31 – FCC Stakeholder Forum

Are we missing the date of your local passenger transport liaison meeting? Please let us know.

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First Capital Connect

Better Stations for You

With a number of improvement projects planned for the coming months, First Capital Connect has launched a dedicated webpage to allow our customers and stakeholders to keep up to date with changes going on at their local stations.

Our Better Stations for You page can be found at <http://www.firstcapitalconnect.co.uk/better-stations/>. Details of the improvements being made to some of our stations are already online with more to be added in the coming weeks.

We have a lot of exciting projects for the next year, and work on many of them is already underway. Highlights include new ticket counters and a new platform at Alexandra Palace, installation of lifts and a new footbridge at Harpenden and new and improved platform surfaces at Stevenage.

Christmas Comes Early

We have been getting into the festive spirit this month, with two donations to Luton-based charity Keech Cottage Children's Hospice.

The first donation, a Luton to London season ticket, was auctioned for the charity at the recent Luton's Best Awards Ceremony, hosted by the Love Luton campaign. The ticket was sold to one lucky commuter for £1,600. Along with other auction lots and a raffle, more than £5,000 was raised for the hospice at the dinner.



FCC's Customer Service Director, Keith Jipps (pictured, with Martin Hill, Keech's Children's Social Worker), and Stakeholder Manager, Paul Oxley, visited Keech Cottage following the auction to see the hard work being done by staff and volunteers. While there, they gifted books, CDs, interactive toys, colouring books, arts and crafts materials to the hospice to be used by children and their parents. Books donated include the complete Horrid Henry series and the book of the blockbuster Avengers film.

Extra Xmas Services on the GN!

To allow customers to make the most of late night Christmas shopping and the office party season, First Capital Connect have been running extra weeknight services from London to Cambridge and Peterborough.

The party season Cambridge service departs from Kings Cross at 0031, following the regular 0004 service. It stops at Stevenage, Hitchin, Letchworth, Baldock and Royston, arriving at Cambridge at 0148.

The Peterborough service leaves King's Cross at 0001, stopping at Stevenage, Hitchin, Biggleswade, St Neots, and Huntingdon. Further Peterborough services leave at 0036 and 0136. The earlier 2323 service has been increased from 4 carriages to 8 carriages to account for increased demand in the run up to Christmas.

These extra services will be running on weeknights from 11 December until 18 December. Passengers will only be able to join these trains at King's Cross, however we are looking at the possibility of running them as full services for Christmas 2013.

Winter Plans

With the South-East having seen icy conditions and some snow in the past few weeks, First Capital Connect's winter plans are in operation. Station car parks which are run by FCC and platforms have been regularly gritted and treated with de-icer by our contactors and staff.

We have plans in place to deal with more severe weather. Staff at key locations have been trained to operate mini snow blowers, which can quickly clear a large amount of snow from a platform. We also have our quad-bike ploughs, which were successfully deployed in 2010, ready to go at a moment's notice.

During extreme weather, we'll be operating our new winter resilience timetable. This can be activated at short notice when we know bad weather is on the way. It is intended to keep trains running and to prevent too much disruption to passengers.

The resilience timetable is designed to keep a number of our services running despite extremely difficult operating conditions. It incorporates separate timetables for the north and south of the Thameslink route to reduce potential disruption to those outside of the area affected by the severe weather.