

The Thameslink Programme



29 September 2009

I just want a seat, please ...

- 2,475 more since March

...

- with 900 more in December



The missing Electrostars



Getting back on track

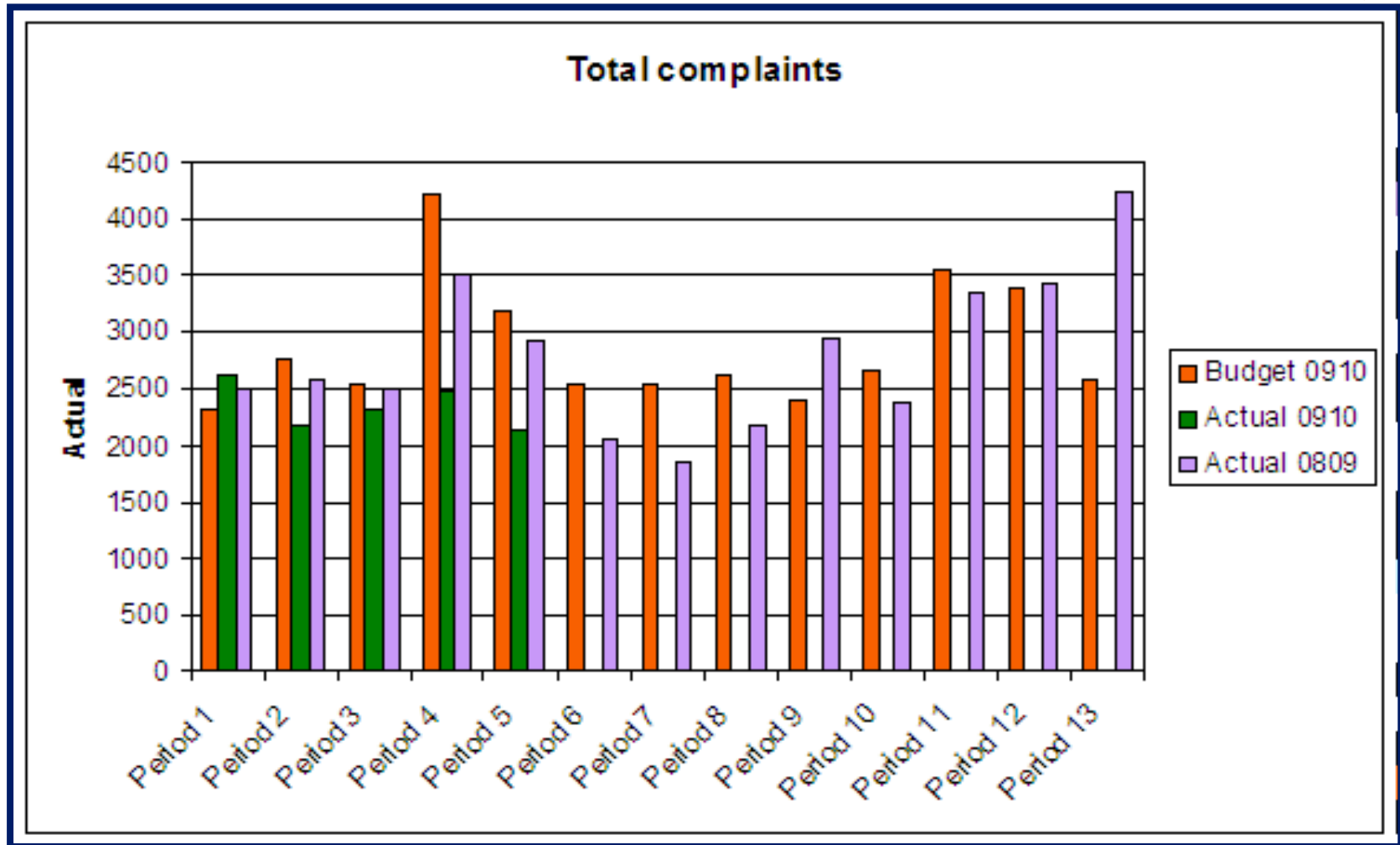


Good news for the existing trains

- Restarted Class 319 refresh and traction improvements and 317s refresh
- Restarted enhanced traction motor overhaul programme – 50% new motors fitted on 319 fleet



Customer complaints at all-time low



Blackfriars: September 2009



Crikey! We're telling it how it is

Crikey!

There's a whole lot of work starting which could affect your train journey. Stay up to date by signing up at:
thameslinkprogramme.co.uk



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need to know now

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River Thames

London Bridge

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Encouraging trains of thought



Encouraging passengers to plan around the disruption



December timetable – some good

- **Three new** morning peak hour FCC services direct from Sutton via Carshalton, Hackbridge, Mitcham Junction and Mitcham Eastfields to central London stations, including St Pancras International.
- **Two additional** evening peak hour trains from Bedford to Brighton via Elephant & Castle, which will benefit customers travelling from St Pancras International, Farringdon, City Thameslink and Blackfriars.



December timetable – some not so good

- **Four fewer** evening peak hour trains from London Bridge to Brighton (diverted away via Crystal Palace) and
- **One less** evening peak hour train from London Bridge to Bedford
- Not possible because of new timetables for Southeastern and Southern
- Dictated by their franchise agreements



Brand new design of train

- Good progress
- Even better travelling environment
- Will deliver 24 trains per hour through centre of London



Key features

- FCC helped draw up specification
- Informed by Passenger Focus research
- Mock-up of train interior





Thank you!

Any questions?