



Department for
Transport

From the Parliamentary
Under Secretary of State

Andrew Dismore MP
House of Commons
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Our Ref: AA/CM/002225/10
Your Ref: T/01/98/0011

26 JAN 2010


Thank you for your letter of 20 January to Andrew Adonis, on behalf of your constituents, about the performance of First Capital Connect train services. I am replying as Minister responsible for Rail.

The Department for Transport is fully aware of the inconvenience to passengers that the disruptions to First Capital Connect (FCC) services have caused. The drivers' action which led to FCC working with the Department to revise the timetable has now concluded and this should enable FCC to return to providing a normal timetable. The recent severe weather has also compounded the service causing a large number of damaged trains.

As a direct result of the severe weather, a substantial number of FCC rolling stock on the Thameslink route was rendered unavailable. On Thursday, 7 January, only 25 out of 107 units - two units comprise an 8 carriage train - were available to deliver a service. However, FCC has now recovered its available fleet to 89 available units and is progressing repairs on the others.

The Franchise Agreement with FCC requires the company to use reasonable endeavours to run a full service. FCC has recruited drivers to lessen the reliance on overtime and rest day working and is training existing drivers to operate a wider range of trains. These measures will lessen the reliance on overtime and rest day working. FCC has been fulfilling its obligations under the Franchise agreement, operating amended timetables in agreement with the Department.

While the Secretary of State has been urging FCC to resolve these issues as quickly as possible, the Department is reviewing service delivery on a daily basis. FCC's performance will continue to be monitored by the Department in accordance with the Franchise Agreement.

A handwritten signature in cursive script, appearing to read "Bert Walsh".A handwritten signature in cursive script, appearing to read "Chris Mole".

CHRIS MOLE



Department for **Transport**

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Bert Walsh

A handwritten signature in black ink, consisting of a large, stylized 'C' followed by a horizontal line that extends to the right.

CHRIS MOLE

DISMORE, Andrew

From: Liz.Vesty@firstgroup.com on behalf of Neal.Lawson@firstgroup.com
Sent: 26 January 2010 18:13
To: DISMORE, Andrew
Subject: First Capital Connect Update: Train Performance, Refund and Discount Scheme
Attachments: FCC Weekly Report wc180110.xls

Dear Andrew,

First Capital Connect Thameslink Route Update**1. Performance**

I would like to update you on the first week of service at First Capital Connect following the return to a normal timetable on the 18th January 2010.

During the week FCC operated 3,868 services against a full measured timetable of 3,970. This compares to the 2,019 services operated in the previous week.

The attached report provides details of cancellations and performance on each day from Monday 18th January to Sunday 24th January.

The report shows that Wednesday and Thursday were the strongest weekdays, with PPM (the measure of trains arriving within five minutes of scheduled time) above 87% on both days. On these days there were 2 and 9 cancellations respectively.

Following the settlement of the recent dispute with drivers, I am pleased to be able to report that FCC had the required number of drivers to fulfil the timetable apart from one extremely late notice of sickness.

Repairs to the motors on the Class 319 trains damaged by the snow are progressing well. A full fleet is expected to return to service in early February meaning a reduction in the number of trains running as four carriages instead of eight. In addition FCC has recently received delivery of the 23rd and final Class 377 train from Bombardier. To ensure a smooth introduction, FCC will have fitters on these trains from the end of the week to repair faults and limit disruption.

A greater number of units enables us to make the service more robust, allowing more maintenance time, greater options where there is a problem and an increase in the number of trains which run as eight carriages.

You will notice from the performance report that some of the problems last week were caused by infrastructure issues. Please be assured that FCC are working closely with their colleagues at Network Rail, and together the team are doing all they can to minimise disruption. FCC and its partners are all well aware of how important it is to provide a good, consistent service.

We are all committed and passionate about improving our service. Please see the table attached for detailed performance information.

2. Thameslink Customer Discount Offer and Refund Scheme

Following the disruption to services on the Thameslink route between November 2009 and January 15, 2010, affected season ticket holders are being offered discounted tickets and refunds. This is in addition to the delay-repay compensation scheme which can be used when a service has been delayed by 30 minutes or more.

27/01/2010

Summary of Offer

Annual season ticket holders: Will be entitled to claim either a 5% discount off their next purchase (equivalent to over 2 weeks free travel) or tickets for 10 days free travel.

Monthly season ticket holders: Will be entitled to claim either a 50% discount off their next monthly card following the start of the scheme (equivalent to 2 weeks free travel) or tickets for 10 days free travel.

Weekly ticket holders:

with four weeks of tickets during the period: Will be entitled to claim tickets for 5 days free travel.

with eight or more tickets during the period will be entitled to claim ticket for 10 days free travel.

First Class ticket holders: Will additionally be entitled to claim for a refund of the difference between First Class and standard fare for the period 12 November 2009 to 23 January 2010 when First Class accommodation was declassified.

Please note: Discounts will be available when buying at First Capital Connect stations and online from the FCC website. Unfortunately where tickets are purchased at non-First Capital Connect Thameslink outlets we will only be able to offer the free tickets.

We are currently setting up IT and ticket office systems and staffing an office to deal with claims under the scheme. Details of how to claim will be published in early February.

If you have any questions or require further information please contact me via my PA liz.vesty@firstgroup.com or 0207 427 2015.

Neal Lawson
Managing Director
0207 427 2015

First Capital Connect, Hertford House, 1 Cranwood Street, London, EC1V 9QS

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For more information on our range of services or to book your tickets online, please visit:- <http://www.firstgroup.com>

27/01/2010

Monday 18 January - Sunday 24th January 2010

Thameslink route cancellation and Public Performance Measurement (PPM) report

RELIABILITY	MON 18/01/10	TUE 19/01/10	WED 20/01/10	THU 21/01/10	FRI 22/01/10	SAT 23/01/10	SUN 24/01/10	WEEKLY TOTAL
PLANNED TRAINS	641	640	641	641	641	477	289	3,970
CANCELLATION CAUSE	MON	TUE	WED	THU	FRI	SAT	SUN	WEEKLY TOTAL
ENGINEERING (FLEET)	23	18	2	8	17	11	7	86
DRIVER AVAILABILITY				1				1
FCC OTHER		2						2
FCC TOTAL	23	20	2	9	17	11	7	89
NETWORK RAIL TOTAL	2	2		9				13
OVERALL TOTAL	29	25	2	18	22	11	7	102
Thameslink PPM*	62.87%	66.25%	87.97%	87.05%	77.85%	94.55%	90.66%	

CANCELLATIONS - Details of events causing highest number of cancellations on each day		
18/01/2010	Southbound 377 had power problems on route to Blackfriars	21 Cancellations
	Track circuit failure at Blackfriars	3 Cancellations
	Door defect on a 319 at St Albans	2 Cancellations
19/01/2010	Track circuit failure at Blackfriars shortly before evening peak	11 Cancellations
	Northbound 377 had power supply problems at Farringdon	3 Cancellations
20/01/2010	Power supply problems on a 377 at Harpenden	2 Cancellations
21/01/2010	Overhead line problems at Radlett	9 Cancellations
	Late notice driver sickness	1 Cancellation
22/01/2010	Train safety system failed on a 377 at Luton	11 Cancellations
	Door fault on 319 meant	2 Cancellations
23/01/2010	319 had a power fault at St Pancras	2 Cancellations
24/01/2010	Drivers cabin needed repairs on 319	4 Cancellations

* PPM is Public Performance Measurement and is the official way to measure the percentage of trains arriving on time or within five minutes.

Please note: The number of cancellations are those that directly result from each incident and some may have occurred later in the day as a knock on impact of trains and/or drivers not in the correct position for other timetabled service.