# Train Service Management and Decision Making

GTR Service Delivery Organisation

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# Service Delivery – Day In The Life

## Inputs

**Fleet Plan**
- Position for Peak
- Position for Day

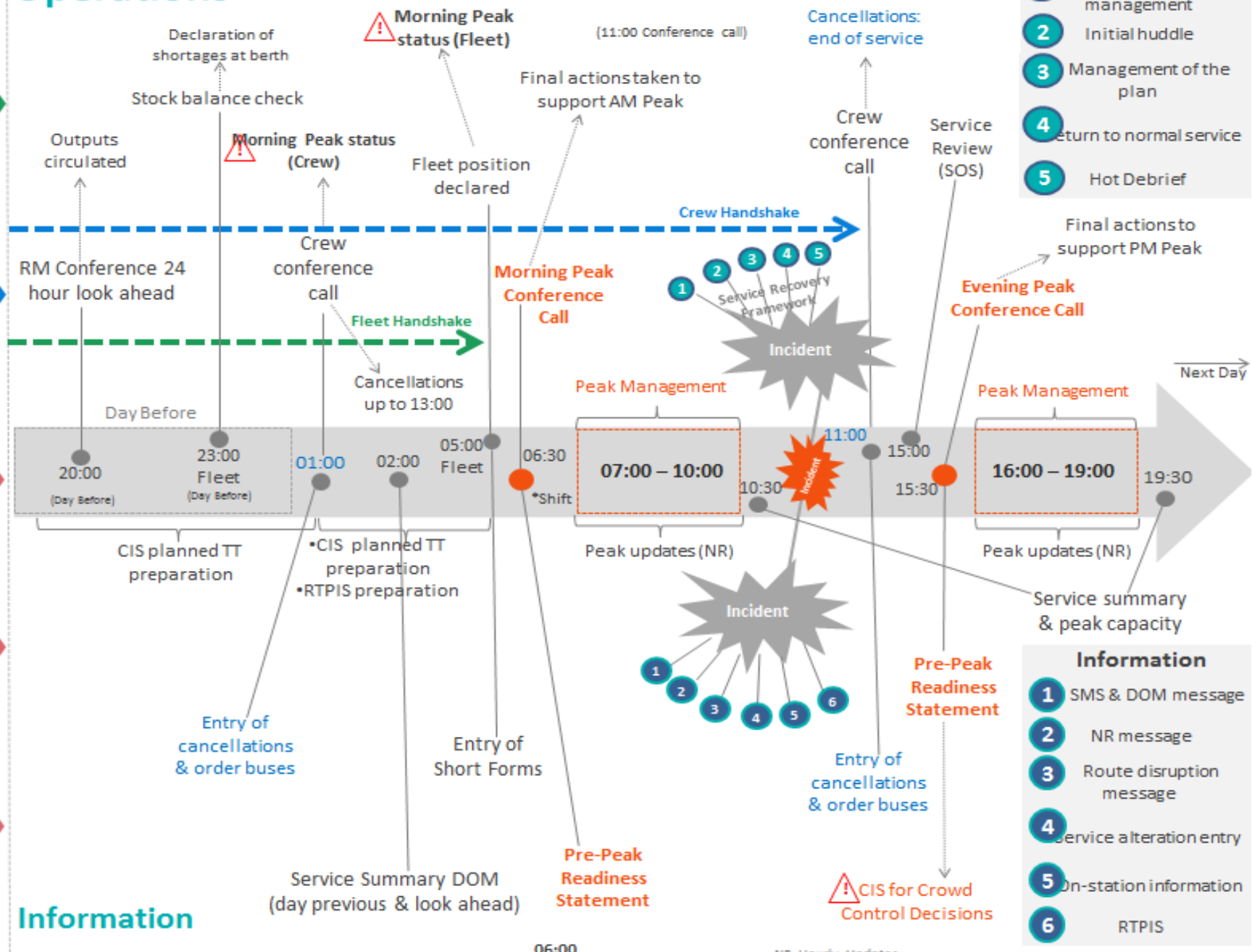
**Crew Plan**
- Crew position for all GTR brands
- Uncovered trains & cancellations

**Train Plan**
- VSTPS
- On-The-Day Plan delivery

**Special Event Plan**
- Football
- London events

**Major Blockade Plan**
- Engineering works closing the network for over 24 hours

## Operations




## Information

**SRF**
1. Initial incident management
2. Initial huddle
3. Management of the plan
4. Return to normal service
5. Hot Debrief

**Information**
1. SMS & DOM message
2. NR message
3. Route disruption message
4. Service alteration entry
5. On-station information
6. RTPIS

Last updated: Dec 2016

# Peak Management Policy

- Delivering the Peaks is our top priority – it is jointly agreed focus we have with Network Rail, the DfT, Rail Minister and Secretary of State and core to our business

- Our Decision Making in the peaks is specific and our actions and activities focus on:

  - Peak train services are defined as all train services that arrive into London terminals/Thameslink Core Stations between 0700-1000 and all services departing London terminals/Thameslink Core Stations between 1600 and 1900

  - In normal infrastructure availability, all peak trains running up to 15 minutes late will not be altered or changed wherever possible

  - Between 15-19 minutes late peak trains may be altered, especially if the next service is also a peak train, to make that peak train on time

  - Trains over 20 minutes late may be part cancelled to recover the service, In these circumstances, there is normally a train right behind with a similar calling pattern

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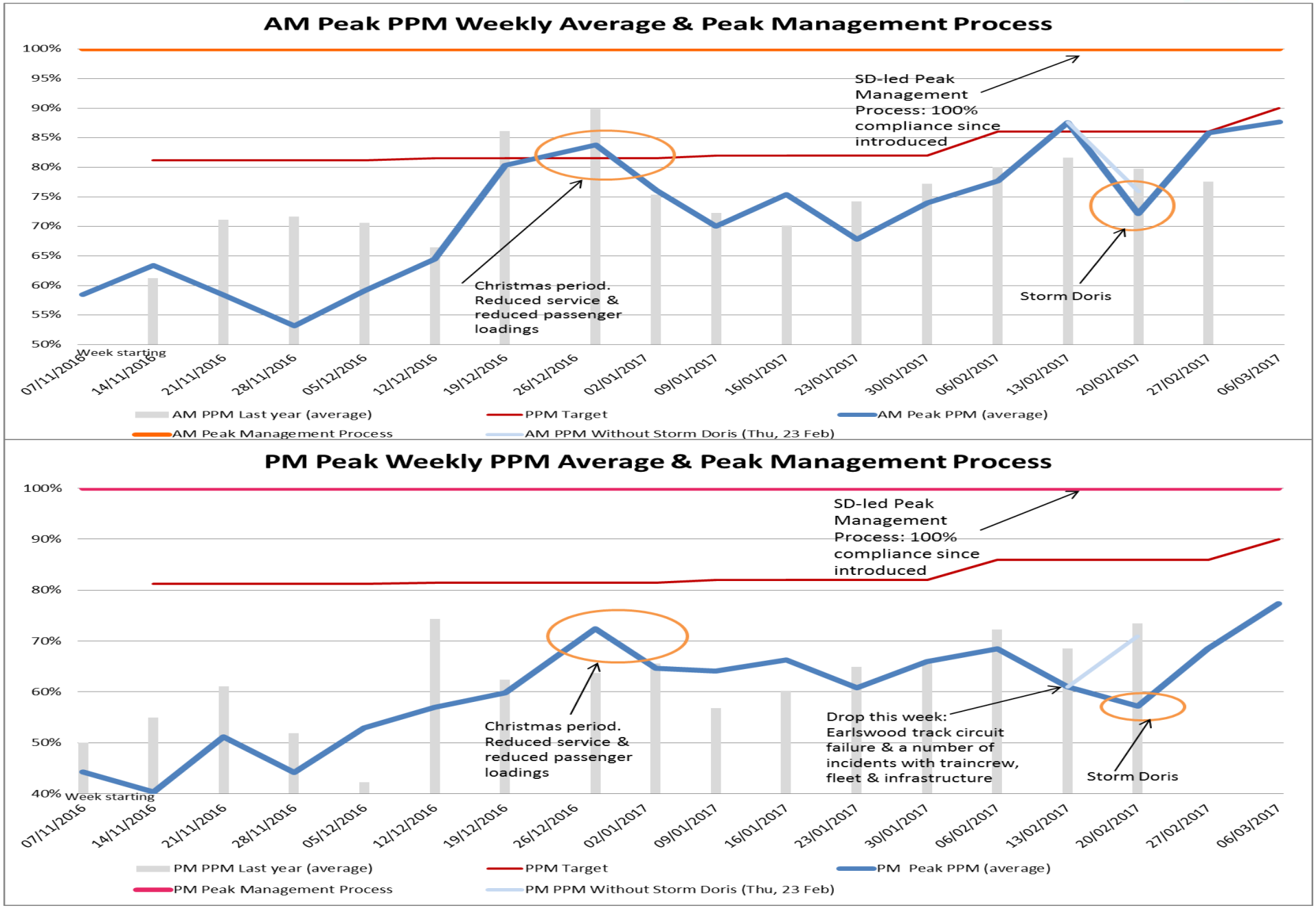
# Service Delivery



# Service Recovery Framework


- In instances where infrastructure becomes unavailable we need to intervene more heavily
- Based on past experiences and puts customer safety and comfort first.
- A joint NR/GTR solution to intervening in the railway effectively and quickly to provide a continuity of service whilst providing some certainty to customers about what service will be provided.

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# Service Recovery Principles

- During Service Recovery (stage 4) this is the most disruptive time to customers, we want to give some certainty around providing a level of frequency of services balanced against restoring the timetable to normal as quickly as possible.

- Some of the key principles the Thameslink Control follow to achieve this are:
  - Calling patterns in the Thameslink Core are only altered at Blackfriars going North and St Pancras going South
  - Services being recovered must call at Luton Airport Parkway and Gatwick Airport if they are booked to call there.
  - St Albans must have as an absolute minimum 4 trains per hour (this can be stopping services and fast services).
  - If one service in a service group is part cancelled (stops removed) then wherever possible, the next train must call.

- This is balanced against time of day disruption occurs, position of rolling stock and crew position (what routes they can do, time left on diagrams)

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# Service Delivery – Our 12 month plan

- Development of Continuous Improvement – Carrying out reviews, learning lessons, recasting our processes and training to match what is required
- 24 Workstream Programme – to introduce new senior level resources, develop and standardise our processes, optimise how we work, specialise and detail service delivery plans
- Service Recovery Framework V2 – Develop a base plan for AM and PM peaks, detail service group plans for one line restrictions, more detailed plans for electric traction restrictions on East Midlands
- Developing the ‘On the Day’ Operating Model for 2018 and our plans to deliver the detailed people, process and technology change required

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