



17 July 2020

Dear Sir or Madam

During the coronavirus pandemic Thameslink, Southern, Great Northern and Southeastern have dedicated our rail services to helping key workers in London and the South East get to work. To achieve this, we have worked with businesses, hospitals, local authorities and other emergency services to understand and provide the rail services they have needed. Now, as the Government is easing the lockdown, we would like to support your members in their planning to bring employees back to work.

It's helpful that employers encourage their staff to travel on the railway outside the busy morning and evening periods wherever this is possible. Currently, our busiest time is from 0600-0730 towards London. After 07:30 our trains have a lot of unused capacity.

As rail operators, we have made it safer to travel on our services through additional train cleaning, advice to help passengers keep at least one metre apart on our trains and in our stations, and maximising capacity at our busiest times by adding extra services.

We are also now asking passengers to wear a face mask and buy tickets online (or via contactless) where possible.

To help you and your members, we are monitoring the capacity on all our services and at major stations. To help plan journeys, details of the busiest trains are available on our websites and on national rail enquiries.

Please see the links overleaf, which you may want to share with members for their employees.

As we move into a new era of travel to work, we are particularly keen to hear from our customers and to use their experience to shape our plans. If your or your members' staff would like to join our passenger panel, they would be very welcome. For further information, please contact George.Paterson@southeasternrailway.co.uk or Rahul.Sareen@gtrailway.com.

We would be grateful if you would share this letter with your members. We look forward to supporting business recovery.

Yours faithfully

Steve White
Chief Operating Officer
Govia Thameslink Railway

David Wornham
Passenger Services Director
Southeastern Railway



To see information about the busiest trains:

<https://www.nationalrail.co.uk/>

<https://www.southernrailway.com/travel-information/plan-your-journey/service-updates>

<https://www.thameslinkrailway.com/travel-information/plan-your-journey/service-updates>

<https://www.greatnorthernrail.com/travel-information/plan-your-journey/service-updates>

<https://www.southeasternrailway.co.uk/travel-information/live-travel-information/service-disruption>

Passenger Panels

The Govia Thameslink Railway passenger panels have provided valuable customer views both before covid-19 and to us focus on the things that matter during covid-19 (including as people look to return to our services).

We'd like to extend the panels further and would appreciate your support in encouraging members and wider to sign up and provide us with crucial insight which helps us to deliver for our customers.

<https://www.southernrailway.com/help-and-support/listening-to-you/passenger-panel>

<https://www.thameslinkrailway.com/help-and-support/listening-to-you/passenger-panel>

<https://www.greatnorthernrail.com/help-and-support/listening-to-you/passenger-panel>

<https://www.gatwickexpress.com/help-and-support/listening-to-you/passenger-panel>