

22 May 2018

To Rt.Hon.Nick Herbert CBE MP

Thank you for contacting our Chief Executive Officer, Charles Horton to raise the concerns your constituents have about the changes we have made to train service from Hassocks in the May 2018 timetable, I have been asked to investigate this.

I understand your constituents frustration at the reduction in peak direct services from Hassocks to Clapham Junction. However, the Gatwick Express service offers passengers from Gatwick Airport to Victoria a nonstop service which is a requirement of our franchise agreement and we are not in a position to amend this.

### **Hassocks – Changes**

When developing the timetable we wanted to make our network more robust and reliable for all passengers. This meant lengthening turnaround times for trains at destination stations and limiting the coupling and uncoupling of train services to reduce the risk of delays and cancellations. Hassocks passengers will benefit from an increase to a half hourly service and faster journey times into London Victoria, an average of 50 minutes, down from an average of 1 hour during the morning peak previously. The May 2018 timetable change will bring significant improvements in capacity and service for all passengers travelling to and from the South of England.

The overall picture for Hassocks sees introduction of direct services through the Thameslink core to Cambridge, with many of these services formed of 12 carriages and an increase in frequency of off-peak services stopping at Clapham Junction and then on to Victoria, with the number of direct doubling to 2 trains per hour, leaving Hassocks at xx:11 and xx:41. There will also be an additional Thameslink service to Cambridge in the Morning peak from December 2018.

The table below shows the new services passengers can take to get to Clapham Junction, I appreciate passengers will need to change trains, the journey time is only increasing by an average of 7 minutes.

<b><u>Previous Train</u></b>	<b><u>Duration</u></b>	<b><u>May Timetable Train</u></b>	<b><u>Duration</u></b>
<i>06:23direct</i>	<i>1hour 2 minutes</i>	<i>06:19 change at East Croydon</i>	<i>1hour 9 minutes</i>
<i>07:29direct</i>	<i>48 minutes</i>	<i>07:29 change at East Croydon</i>	<i>58 minutes</i>
<i>08:19direct</i>	<i>50 minutes</i>	<i>0823 change at Gatwick Airport</i>	<i>55 minutes</i>

The expanded Thameslink service will provide Hassocks with connections to new destination all across the South of England and from December connections to the new Elizabeth Line at Farringdon, this will provide access to Heathrow, Paddington and Canary Wharf with just one change.

We hope that with the introduction of this timetable, we will be in a position to provide a much more reliable services for all passengers travelling on our network. For further information on the changes coming in over this weekend and the further increases of services in the December timetable your constituents can visit [www.railplan2020.com](http://www.railplan2020.com) and I would always suggest all passengers use [www.nationalrail.co.uk](http://www.nationalrail.co.uk) for up to the minute train information and timetables.

If you have any further questions relating to the timetable change, please do not hesitate to contact me again.

With regards

Gareth Edwards

**Stakeholder Manager**  
**Govia Thameslink Railway**