

Gatwick Airport Station Redevelopment

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07 November 2019





The Big Picture



Brighton Mainline Upgrade Programme

Short term (COMPLETE)

- **Addressed long term underinvestment to improve asset condition:** £200m scheme to upgrade signalling, improve tunnels & renew track at key junctions (incl Brighton Mainline Improvement Project)
- **Realise the full benefits of the Thameslink Programme for the BML,** with the final elements including a train from Gatwick to Cambridge every 30 minutes

Medium term (Underway)

- **22% increase in funding** proposed across the South East route for operation, maintenance and asset renewal for the next five years
- Implement **incremental capacity improvements** now in the design stage e.g.
 - **Rebuilding the concourse at Gatwick Airport station** to provide significant improvement in capacity and passenger experience
 - **Consulting on a new platform at Reigate** potentially enabling longer trains and direct services to London Bridge and beyond

Longer term...

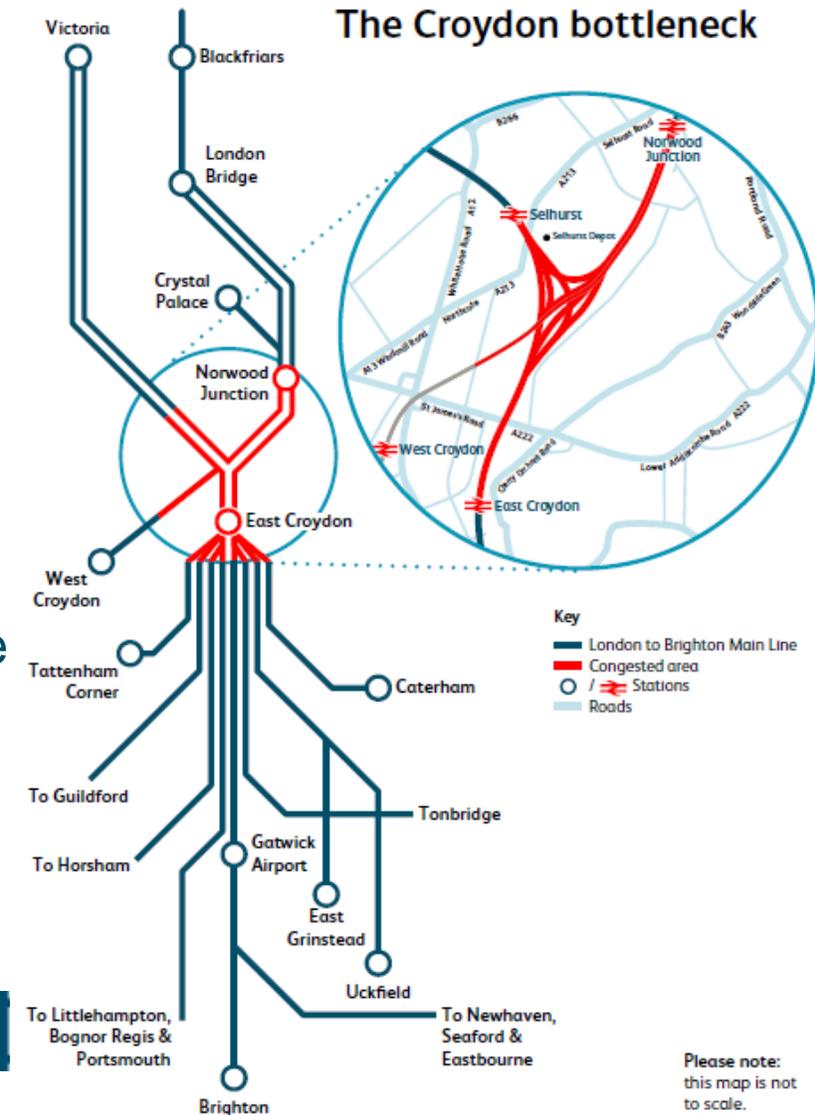


Brighton Mainline Upgrade Programme

Long term (Underway)

Croydon Area Remodelling Scheme

- The busiest section of the UK railway network – and it's going to get busier
- 300,000 passengers and 1,700 trains through East and West Croydon every weekday.
- All routes converge on Croydon from both the north and the south. As a result, all trains on the BML network must run through this critical area.
- Capacity of the railway network here is severely constrained by the bottleneck. We will unblock this bottleneck by:
 - Flyovers at the Selhurst triangle
 - Bigger, better East Croydon station
 - Improvements to Norwood Junction





Gatwick Airport Station Redevelopment



Aim of the Project

- ❖ Improve customer experience
- ❖ Accommodate current and future passenger demand through platform widening, new lifts, stairs and escalators
- ❖ Refurbishment of the existing, and construction of a new passenger concourse.
- ❖ Provide appropriate facilities for airport service provisions
- ❖ The £150m project is co-funded by the Department of Transport, Gatwick Airport and the Coast to Capital Local Enterprise Partnership

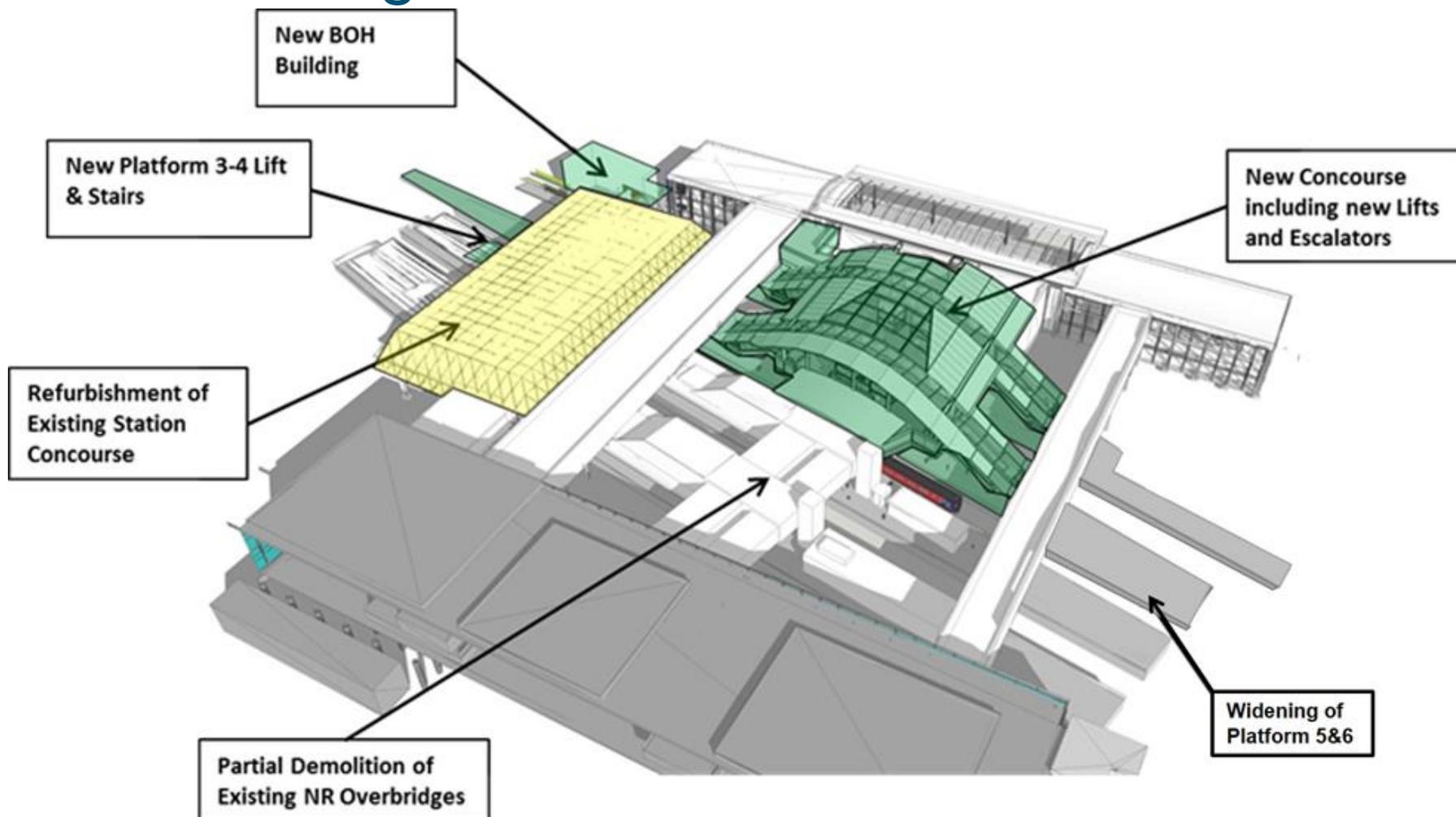


Why are we doing this?

- ❖ Demand exceeds capacity
- ❖ The station was built for a capacity of 5-10 million passengers
- ❖ Currently accommodates more than 20 million passengers
- ❖ Gatwick Growth Strategy: Gatwick Airport has seen a 41% increase in passengers in eight years to 47.1m per year. This is expected to increase to up to 67m passengers by 2028
- ❖ Gatwick Airport wishes to increase the modal share of passengers arriving at the airport by rail from 42% today (20m), to 45% by 2030 and 50% by 2040.
- ❖ The need to improve the customer experience and also improve train service performance



What are we doing?



What are we doing?

- 1. Double the size of the passenger concourse** through the refurbishment of the existing passenger concourse, construction of a new glass-roofed concourse above platforms 5, 6, 7 and a new, relocated “back of house” building.
- 2. Improve passenger flow and train interchange** throughout the station through 5 new lifts, 8 new escalators, new staircases and better wayfinding.
- 3. Reduce overcrowding, reduce associated train delays and significantly improve wheelchair accessibility** by widening platforms 5 and 6 and through the new lifts, escalators and stairs on platforms 5,6 and 7. In addition, platform 7 will benefit from an additional exit with accessible ramp.



Timings

May 2020 – May 2022

- Platform works will be delivered
- Phase 1: Platform 7 closed (May 2020 – Jan 2021)
- Phase 2: Platforms 5 & 6 closed (Jan 2021 – May 2022)
- Phase 3: Platform 3 & 4: lift and staircase are installed (Jan 2021 – Nov 2021)
- Phase 4: Concourse work begins (June 2021 – May 2022)
- Dedicated timetable will be implemented across the Brighton Main Line and associated services and will remain consistent throughout the project.

2023

- Additional works to complete the concourse space will be delivered during 2023.

The end result



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Communications & Engagement

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Communications Strategy

NR/GTR working together to:

- Raise awareness with passengers in support of the operational train plan
- Manage the impact on passengers, employers and businesses
- Keep stakeholders informed and provide assurance that our plans are robust and that we're working together to manage impacts on the public
- Promote the scale, complexity and longer term benefits of the work we are doing

Developed with passengers and stakeholders:

- Clear and consistent messaging will be developed, tailored to segmented audiences (passenger, stakeholder, media, internal, online, community)

Our targets

- ▶ To deliver 85%+ levels of awareness – and some advocacy for – the work being carried out, the reasons for doing so and the benefits it will bring.

Stakeholder & Community Engagement

- Engagement strategy mobilised
- Building on existing Sussex stakeholder database
- Business toolkit to be added to website
- Joint weekly newsletters to line of route MPs, CRMs to businesses
- Regular engagement with local stakeholders
- Letters to lineside neighbours
- Communicate with all local and parish councils
- Stakeholder Forums
- Business presentations to Rail User Groups and member organisations



Passenger Communications

- Initial announcement through media, website, CRM
- Insight survey to be issued
- Leaflet communicating closures
- Announcements in stations and on trains
- Vinyls at impacted stations
- DR Posters across the rest of the network
- Face-to-face engagement at impacted stations
- Information on Thameslink/Southern/GX websites and Network Rail website
- Journey information live in Journey Planners
- Emails out to 80k Southern passengers, 6k NR stakeholders
- Social media activity across TOC channels and NR channels

Passenger Plan

- Platforms will be closed between May 2020 and May 2022 and a 30mph speed restriction in place
- GTR are developing a dedicated timetable to support the project and to provide consistency to passengers across the two-year platform works
- Timetable is being developed to balance passenger capacity, punctuality (regular, on-time services) and reliability (timetable that passengers can trust, ability to recover in disruption) across the entire network



Next Steps

- Timetable modelling by Network Rail and confirm final timetable with GTR – Winter 2019
- In-depth passenger engagement at stations and a dedicated stakeholder forum – Winter 2019
- Passenger awareness campaign using the lessons of the Brighton Mainline Improvement Project – Winter 2019/Spring 2020

Thank you
Any questions?

