

## **TO ALL GATCOM MEMBERS, NOMINATED SUBSTITUTES AND PAG(BCC'D)**

Dear Member,

I have received two updates from GTR:

- Changes to rail services this weekend
- Launch of keyGo smartcard

For which more detail is given below. Please could you kindly share this information with your organisations and wider community.

### **(1) CHANGES TO SERVICES FOR ENGINEERING WORKS THIS WEEKEND**

#### **Gatwick Express**

On Sunday 11th February 2018, Network Rail are carrying out improvement work between Purley and Earlswood, closing some lines. As a result of this work, Gatwick Express will run a reduced, half hourly, service at the following times:

- Gatwick Express trains leaving London Victoria will depart on the hour and at half past the hour.
- Gatwick Express trains leaving Gatwick Airport will depart at 20 and 50 minutes past the hour.

Other scheduled rail replacement bus services affecting Gatwick Airport next weekend (10th/11th February) include:

**GWR** - On Sunday, all day, buses replace trains between Reigate and Gatwick Airport.

#### **Southern:**

- On Saturday night, a rail replacement bus service will operate from Redhill to Horley for passengers of the 23:08 London Bridge to Horsham service and the 23:40 London Victoria to Horsham service.
- On Sunday, a rail replacement bus service will operate from Purley to Horley.
- In the past, there has been the odd extension to the above bus services to come through Gatwick Airport. As yet, this cannot be confirmed if this will happen, as the replacement bus schedules have not been published.

#### **Thameslink:**

- On Sunday, a rail replacement bus will operate from East Croydon, Redhill and Three Bridges, as part of the 23:00 Bedford to Three Bridges service.
- In addition, a rail replacement bus will operate between Gatwick Airport, Redhill and East Croydon, as part of the 23:42 Brighton to Bedford service.

Customers are advised to visit the National Rail Enquiries Journey Planner at [www.nationalrail.co.uk](http://www.nationalrail.co.uk) for up-to-date journey information.

### **(2) KEYGO SMARTCARD LAUNCH**

GTR has launched keyGo smartcard. This pay as you go product has gone live across the GTR network. Like the Key, keyGo will enable passengers to tap and go at all GTR stations without having to buy a ticket or load up a balance. After registration, the smartcard is linked to a nominated payment card and at the end of the day the best value walk-up fare for your travel will be charged.

keyGo will benefit passengers who currently purchase off-peak or day tickets and who may frequently travel for leisure or work.

- It will always give the best value walk-up fare for your travel within a day

- It will charge automatically at the end of each day for the journeys you've made that day
- No need to queue at ticket offices or ticket machines
- Just tap through ticket gates quickly and easily
- Get an automatic notification if you're due compensation because of a delayed journey (ADR) if opted in to receive alerts
- Once you've activated the card 'out-boundary', you can travel to any GTR stations inside or outside boundary – but NOT to TfL stations

keyGo can be added onto existing Key smartcards or as a standalone product, for a full map see the attached keyGo map.

keyGo was previously trialled on the Southern network; following feedback from users a number of changes were made before further roll out across the network.

GTR is holding a Webinar hosted by Liam Ludlow, head of retail development on 8 March about keyGo, if this event is of interest to you please let GTR know and they will be in touch with further details closer to the time. Marketing and media activity for keyGo will increase over next few weeks.

Further information can be found on the below pages:

<https://www.thameslinkrailway.com/tickets/smartcards-oyster-and-plusbus/the-key-smartcard/keygo>

<https://www.greatnorthernrail.com/tickets/smartcards-oyster-and-plusbus/the-key-smartcard/keygo>

<https://www.southernrailway.com/tickets/smartcards-oyster-and-plusbus/the-key-smartcard/keygo>