

The Great Northern station master at the Red Bull Soapbox race, Alexandra Palace.



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connections

News, views and information for our customers

Autumn 2019

PRIDE IN PARTNERSHIPS



ThamesLink /

CONTENTS

On the cover: GTR's Design and Content Apprentice Maggie Luckhurst in front of the train wrap she designed for Brighton Pride.



PATRICK SAYS

Our CEO talks about ensuring decision-making happens as close as possible to passengers



TOM MORAN

Great Northern / Thameslink Managing Director Tom Moran shares his bold vision for the future



06

ANGIE DOLL

MD for Southern/Gatwick Express Angie Doll is focused on one goal; to get customers to love their travel



08

PURE PRIDE

Staff join passengers to celebrate a fabulous Brighton festival



12

NEW TRAINS

Our newest Class 717 trains give passengers what they want



11

MEET SOPHIE

It's all about accessibility for Sophie



16

COMMUNITY

The charity partnerships that continue to flourish across our network



We spoke to GTR's Chief Executive Officer Patrick

Verwer about the latest news at Govia Thameslink Railway. Asked about the Summer 2019 timetable, he said: "It was about delivering a railway with customers at its heart and transforming our services. The timetable provided a second hourly Brighton to Cambridge Thameslink service on weekdays. It also added and restored weekend services across the network. The Winter 2019 timetable will bring further benefits with greater connectivity."

The past six months have also seen a transformation within GTR. Patrick explained: "We have completely transformed the business, with two new managing directors: Angie Doll for Southern and Gatwick Express, and Tom Moran for Thameslink and Great Northern. The objective is to build local accountability and ensure decision-making is as close as



The Summer 2019 timetable was about delivering a railway with customers at its heart and transforming our services. The Winter 2019 timetable will bring further benefits with greater connectivity.

possible to passengers. Tom and Angie have been enormously busy over the past few months establishing and building their leadership teams and delivering better services for customers.

"They're starting in a good place, with Southern's passenger satisfaction now at a seven-year high and Thameslink and Great Northern also above 80%, but there's much more to be done. I know Tom's team is excited about the difference

the imminent completion of the roll-out of the £240m Class 717 train fleet will make for our Great Northern passengers. And Angie is strengthening our links with local communities, such as through the successful partnership with Brighton Pride this summer."

Patrick is now looking to the future of GTR, especially as the Williams Review completes. He said: "The Williams Review is a root and branch review of the railway, looking closely at what can be improved for passengers."

GTR is now the 4th most punctual railway operator in the UK and carries more than twice as many passengers as the other three operators combined. Patrick says: "The Review team has been really interested in our ways of working, especially in terms of partnership operations with Network Rail. The review is one to watch, but what is absolutely clear is that we must build a railway that, even more so than today, places passengers at the heart of everything we do."

FIRST 100 DAYS... TOM MORAN

Our new Managing Director of Thameslink and Great Northern has wasted no time meeting frontline staff and customers and setting a bold vision for the future.

I want Thameslink and Great Northern to be the best railways in the country. And in my first 100 days, I have been really impressed with the passion and abilities of the people here. My job is to inspire, support, challenge and guide them to deliver a brilliant service for all our customers.

Right from the start, I wanted to meet as many station colleagues, drivers and engineers as possible. I've been out and about almost every day in my first few months. For example, I helped colleagues at Finsbury Park until late on the evening of the recent National Grid 'power surge' which caused



so much disruption to passengers. I was back a few days later, to help explain to customers how they could claim for any disruption they experienced and apologise for the problems.

My number one priority is to make sure our teams deliver the brilliant basics customers expect.

Above all, that means achieving the reliability they haven't had on Great Northern recently, as well as building on existing good performance on Thameslink, which has undergone huge change in recent years.

The high standards I am setting include our culture and values. We work in a high-pressure environment; it's vital we are respectful, inclusive and support people to do their best work. That's where I and my senior team need to lead by example and learn from the excellent leadership I've seen at stations and depots already.

I joined GTR from

I'm excited by our new Class 717 trains, which will be fully rolled out for Great Northern customers in the autumn.



the Post Office, where I held various executive roles including Operations Director, Commercial & Strategy Director, and HR Director, which included responsibility for Industrial Relations. On that point, the postal sector is one of the few sectors which has similar levels of union membership and influence to rail, and I think it's vital we work closely with, and respect, our unions. We won't agree on everything and we need to be honest and bold in challenging things that need to change. I think the best way to do that is on the basis of good, trusted personal relationships which I want to see between colleagues and union reps at all levels of the business.

I'm excited by our new Class 717 trains, which will be fully rolled out for Great Northern customers in the autumn. As well as riding on them (I'm a customer as well as an employee – my local station is Finsbury Park), I've been to our Hornsey depot to find out more about the trains and how we maintain

them; they really are a huge improvement for our customers. I can't wait to complete the roll-out, replace our '313' trains and give all our passengers on that route the things they said they wanted on board: Wi-Fi, power sockets, air conditioning and better real-time information screens. You can read more about them on page 12.

We have also improved the information our customers get at every stage of their journey. That includes new station screens at all Thameslink stations which tell you exactly where your train is, which carriages have spare seats, and when the next trains will be arriving. Great Northern customers will be getting the screens at their stations soon.

We run well over 1,000 trains every day and doing our job well – or badly – is the difference between a good and a bad day for our customers. My challenge, working closely with key partners such as Network Rail, is to make Great Northern and Thameslink into railways that deliver good days for our customers time after time. We are not there yet, but I am confident we can get there.



FIRST 100 DAYS...

ANGIE DOLL

The Managing Director of Southern and Gatwick Express says a strategy and structure will drive one goal; to get customers to love their travel experience.

It's a really exciting time for our staff and for customers. We've made changes that will drive our new simple, sustainable strategy: to get our customers to love us.

My new role and team will be even more accountable to our customers. I will have the capacity to look beyond day-to-day operational issues and be able to look ahead and focus on reaching our goals.

I have set two key priorities for my first 100 days. First, to recruit the right management team to drive our new strategy; I've made



six appointments so far. I want a diverse team in terms of skills, knowledge, and life experience, but who all share a common set of principles of being customer-centric, inclusive and demonstrate exemplary values and leadership.

Together we will deliver our new strategy for the benefit of our staff and our customers.

The second priority is to develop a business plan to deliver our strategy. It's based on three pillars: brilliant basics, strong partnerships and shifting perceptions. I'm working with my senior team to implement quick wins immediately and medium and longer-term activity to improve the experience of our customers.

For example, we're driving towards a zero-harm safety culture across our people and

operations to reduce passenger accidents to zero. It's an ambitious target but we're making good progress so far.

CUSTOMERS FIRST

Southern and Gatwick Express play a core role in the communities we serve whether people are going to work, school, hospital appointments, airport or anywhere else. We must collaborate with our staff, industry partners and customers.

We need to be really listening to passengers and taking on board their feedback to improve the service and be more proactive than reactive. We've just completed a major feedback exercise on how we spend the £15m Passenger Benefit Fund (see page 9) and how to improve stations. I genuinely think we are getting better at consulting with and responding to our customers.

In the past year, Southern has seen significant improvement in performance, reliability and customer satisfaction. We exceeded punctuality targets for the past 13 months, which helped us to achieve a 12 per cent rise in customer satisfaction score in the most recent National Rail Passenger Survey.

This year is about improving every aspect of the service we provide to our customers and staff are critical as the face of our business. Customers are telling us they are happier with the service they get from our teams. We're investing more than ever in our people, including training and on better devices to help them keep passengers fully informed. I want us to be world-class in terms of the information, accessibility and



SO PROUD

One of my proudest moments this year was being part of the Brighton Pride celebrations in August (see page 8). I was overwhelmed by the size and positivity of the crowd.

Our staff took part in the event and were brilliant. They planned a GTR float, designed our own 'trainbow' and worked closely with event organisers to make sure it all went smoothly.

Stuart Meek, Train Services Director for Southern, said: "It was a real honour to be part of Brighton Pride and serve the LGBT+ community, Brighton and our colleague network. We are already looking forward to next year's event."

inclusivity of our service.

Customer attitudes are shifting positively; we're getting more staff praise than staff complaints now. It feels different now, but my challenge is to build on that, to improve constantly and be the best.

CELEBRATION AND PREPARATION

Gatwick Express celebrated



35 years in May. A whole calendar of events took place over the birthday month, celebrating the heritage and the people behind the brand.

The big opportunity for both Southern and Gatwick Express over the next couple of years is the desperately needed redevelopment of Gatwick Airport station. Work is scheduled to begin on the station concourse next May. We've been busy behind the scenes on plans to maintain high quality services and minimise disruption while the building works will restrict some access to the platforms. Engagement with stakeholders and passengers on a revised timetable will start in the autumn.

**SOUTHERN'S
SIZZLING
Summer**

Did you bag a bargain this summer? Our Southern Summer Advance fares to destinations including London, Brighton, Portsmouth and Southampton were a huge hit with customers. Colourful promotions in national and regional press, posters, London Underground, roadside ads, and online offered customers great value days out with single fares from as little as £5 each. Keep an eye out for more great value fares across the network.

TRAINBOW TAKES PRIDE OF PLACE

A multicoloured 'trainbow' helped us go all out at this year's Brighton & Hove Pride weekend.

The Class 700 rainbow-themed train entered service on 18 July bearing livery designed by Maggie Luckhurst. Maggie is a Design and Content Apprentice in GTR's marketing team and a member of GTR's LGBT+ network.

The design also featured on GTR's inaugural parade float and on the t-shirts of colleagues from the LGBT+ network and across the business who rode on the float.

We decorated the station and used an extended rainbow



queuing system to help people queue for the right train when they left. Additional and longer trains ran overnight on the Saturday evening to help visitors get home.

Paul Kemp, Managing Director of Brighton & Hove Pride 2019, said: "Pride is an important event for our city, with visitors coming from across the UK and worldwide. We are extremely heartened by the positive working partnership and support over Pride weekend and the enthusiasm from all at GTR."

Stuart Meek, Train Services Director at Southern and chair of the LGBT+ network, added: "Our staff and passengers have had a fabulous Pride! The crowds cheering on our float were amazing and passengers loved our 'trainbow' Thameslink train. The extended rainbow queuing system was praised by Pride-goers and our additional overnight services really paid off, keeping queues flowing smoothly, moving tens of thousands of passengers throughout the weekend."

START

OFFICIAL RED BULL SOAPBOX SPONSOR

We love a lively event, so Great Northern was the perfect Official Travel Partner for Red Bull's headline Soapbox Race at Alexandra Palace in May.

More than 20,000 spectators attended the event, and most of them travelled there by train. We provided the best seats in the house on a brilliantly busy Great Northern viewing platform designed as a train carriage. The spectators also enjoyed our popular Great Northern game zone and our on-course railway track, complete with an enthusiastic station master!

Patrick Ladbury, Great Northern's Head of Partnerships, was one of four judges at the race this year and was very impressed by the race-goers' ingenuity!



564,000

viewers of the Dave TV show that evening

ON TIME, TOGETHER

We've made changes to help set us up to be 'On Time'. A customer information campaign and operational updates are part of our commitment to a new industry-wide measure of punctuality, 'On Time'.

It means only classifying trains as punctual if they arrive at a station within 59 seconds of their scheduled time, not five minutes as under the previous system.

Emma Pickard, Head of Performance, explains: "On Time' performance is a more transparent measure for our passengers, and this campaign aims to show we all have a role to play in achieving a punctual railway."

Amy Gatt, Campaign Manager, says: "We identified several ways that customers can have an impact on a train leaving a station on time and created messages for each pinch point. The creative has been well received. We look forward to seeing how effective the campaign is over time."



£15 MILLION FUND FOR STATIONS

A four-month consultation asking passengers and stakeholders how to spend a £15m Passenger Benefit Fund has had a huge response, generating more than 4,200 survey responses and over 80 group submissions covering 96% of stations.

The fund was established to provide tangible improvements for passengers across the GTR network in recognition of the disruption experienced following last year's May timetable change. Stations will

benefit from either £30,000, £50,000 or £80,000, depending on the level of disruption experienced.

The team is now assessing all station-specific and wider improvement ideas and the schemes selected will be announced in due course.

The fund is in addition to the improvement schemes GTR delivers every year for passengers at stations and on trains, and the benefits will be delivered before the end of the GTR franchise in September 2021.



MEET THE MANAGER

Award-winning London Bridge Station was the venue for one of our recent Meet the Manager events.

Passengers on Southern and Thameslink services were able to ask questions, express opinions and even pick up some refreshments on 14th August.

These events are a great opportunity to speak to our customers face to face, and hear about their experiences of travelling on our network, and give us the chance to explain our plans.

Next events:

10th	October	Victoria (Ticket office)
7th	November	King's Cross (Ticket office)
5th	December	London Bridge (Platforms 10-15)

SOPHIE COURT

Sophie Court's role as Accessibility Improvement Manager does exactly what it says on the tin – makes our trains and stations more accessible for every passenger.



HOW DOES YOUR DAY START?

I arrive at about 8am after a 45-minute train commute. I've been with Govia Thameslink for two years and part of the Accessibility team since January. There are two of us – me and Accessibility Engagement Manager Antony Merlyn. We also have a team of accessibility ambassadors across our network.

We cover a wide area: Bedfordshire, Cambridgeshire, London to Kent, Surrey and Sussex. We work with a range of internal departments and are often out of the office visiting frontline teams to talk about accessibility improvements. We also regularly meet disability groups to see how we can work together and get ideas and feedback from our customer Accessibility Advisory Panel.

WHAT'S YOUR AIM?

Our target is that every journey should go right and that passengers with access needs have confidence in travelling. We want to get the basics right on every train and at every station so all our



customers can travel as and when they like, whatever their needs. We get lots of positive feedback, and we want to make train travel as seamless as possible for everyone.

HOW IS IT GOING?

Accessibility has a higher profile all the time. We offer lots of travel support tools, such as priority seating and travel support cards

so customers can show staff what help they need. But we want to improve awareness as not everyone knows about them. We also look at things like facilities, such as station lifts and accessible toilets, which can be a vital part of a customer's journey.

There's a growing focus on invisible disabilities and we need to make customers and staff more aware. We're making great improvements but there is still plenty to do.

DO YOU ENJOY YOUR JOB?

Yes! I get to work with a great variety of people and contribute to things that really make a difference in people's lives.

GREAT JOB STATION STAFF!

We help around four thousand customers with access needs every week and that number is increasing all the time.

"Our frontline teams do a great job in providing accessible travel on our network," says Sophie, "from helping people on and off trains to offering support tailored to their needs and helping customers with their onward journey. They really make a difference to our customers."





NEW TRAINS FOR MOORGATE SERVICES

New trains for Great Northern Metro services from Moorgate to Welwyn Garden City and to Stevenage via Hertford North entered passenger service this spring.

With space for an extra 100 passengers per service, air

conditioning, Wi-Fi and the latest accessibility features, the Class 717 trains are helping to transform the passenger experience along the route.

Custom-built for the Moorgate tunnels as part of a £240m investment into the route, the trains have a higher top speed and accelerate faster than their predecessors.

We are already looking ahead. While trains are now operating at the maximum length and frequency per hour that the infrastructure can support, Network Rail is due to deliver a digital signalling upgrade on the route that will enable us to boost frequency and passenger capacity even more.



100

more passengers
per service



WINTER TIMETABLE



The Winter 2019 timetable, valid from 15 December 2019 introduces small changes to services across Thameslink, Southern and Great Northern, however most current train times remain unchanged. On Thameslink, we will create an additional two trains per hour in each direction through London. We advise passengers to check online journey planners as some services may provide additional journey options.



DID YOU KNOW?
The first dedicated Gatwick Express train service launched on 14 May 1984, formed of Class 73 trains and specially modified coaches to carry luggage.

GATWICK'S £150M UPGRADE

How the new airport station entrance will look

As the last streamer blows away from Gatwick Airport Railway Station's celebration of 35 years' service (see panel), new plans for the Brighton Main Line have been announced in the form of an ambitious redevelopment between 2020 and 2023.

The upgrade will help to improve punctuality and cut delays across the entire south east by reducing platform overcrowding. It will make the station significantly more accessible for all passengers, especially wheelchair users or people with heavy luggage. The new concourse building will result in twice as much space for passengers, making it much easier to change trains and, in combination with bigger platforms, new lifts and new escalators, it will transform the station. It's a project that will support the railway, and the airport, to play an even greater role in the UK's growth.

Stephen MacCallaugh, General

Manager Gatwick Express, says: "The announcement is fantastic news for our people and customers who have heard a lot of talk about it over the last couple of years. This project is a real opportunity to build a world-class facility that will benefit all that use or work at the station/airport. I'm really looking forward to working with our people and stakeholders to shape the future of the station and building on the 35 years of Gatwick Express success."

The upgrade will massively improve the existing building

which already accommodates 20m passengers a year, and is now at its limits despite rail and air passenger numbers set to grow. The redevelopment will be managed by Network Rail, in partnership with the Department for Transport. Gatwick Airport Ltd and Coast to Capital Local Enterprise Partnership are co-funding the project with £37m and £10m respectively.

Stephen says: "We will keep you informed of progress as the project develops."

35 YEARS OF AIRPORT SERVICE

The team at Gatwick Express celebrated 35 years of service with passengers, staff and airport partners in May.

A string quartet serenaded arrivals, team members handed out commemorative tote bags and cupcakes, and an onboard magician were just some of the events that took place throughout the month.





AUTUMN UPGRADES TO IMPROVE PERFORMANCE

Southern

Work on lines between Barnham, Chichester and Havant will include 2.3km of new track. Engineers will be working over nine days, from **Saturday 26 October to Sunday 3 November 2019**, as well as **Sundays 10 and 17 November, and Saturday 30 November and Sunday 1 December**. During the week, buses will replace trains between Fareham, Havant and Chichester and on weekends buses will replace trains between Havant and Barnham.

Throughout the work there will be no Southern services between Havant and Portsmouth or Southampton. South Western Railway and Great Western Railway services will be running a near normal service to/from Portsmouth and Southampton. Trains to London will still run from Havant (to London Waterloo via South Western Railway) and Bognor Regis (via Southern). During the weekdays, trains to London will also still run from Chichester (via Southern). Work on the level crossings will result in some diversions on local roads.

Moorgate line

The line between Moorgate and Finsbury Park will be closed over numerous weekends from **mid-December until late May next year**. This is to allow Network Rail to thoroughly clean the tunnels between Moorgate and Drayton Park.

Lewes and Seaford branch

Network Rail is closing the signal boxes at Lewes, Newhaven Town and Newhaven Harbour and moving signalling control to their state-of-the-art route operating centre at Three Bridges. Lines through Lewes will be closed:

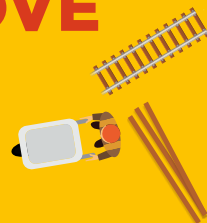
- **Thursday 28 November – Sunday 01 December 2019**

West Anglia 'Fen' line

Some weekend services between King's Lynn and Cambridge will be suspended from October

2019 to allow engineers to get onto the track. The work will enable us to run eight-car trains between King's Lynn and Cambridge. Work will include:

- two platform extensions at Waterbeach station
- one platform extension at Littleport station, a new accessible ramp and steps to platform 1, two disabled car parking spaces and a pick-up/drop off facility and;
- a new siding to stable the eight car trains overnight at King's Lynn.



Passengers planning weekend travel in autumn and winter 2019 are advised to check with their train operator or nationalrail.co.uk before travelling.

EAST COAST UPGRADE

Engineering works on the East Coast Main Line will significantly improve reliability for all operators, including Great Northern and Thameslink.

The East Coast Main Line (ECML) is a key rail route, carrying over 20 million passengers a year, connecting London King's Cross and Edinburgh via Peterborough, Doncaster, York, Darlington, Durham and Newcastle-upon-Tyne. Yet its infrastructure is outdated and decaying, which is why Network Rail is carrying out extensive engineering work this year and beyond.

Great Northern and Thameslink services are major users of the southern part of the ECML, and along with other services will benefit from the improvements when complete.

The improvements will allow more long distance trains, up from six to eight passenger trains per hour in each direction between London King's Cross and Yorkshire, the North East, and Scotland at peak times.

Great Northern and Thameslink services will run more reliably across the route.

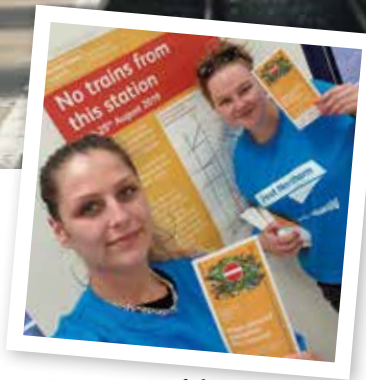
Work being carried out by Network Rail includes:

- A major upgrade at King's Cross station, including a new layout and additional tracks to separate long distance services from Great Northern and Thameslink's more frequent, short distance commuter trains
- Transfer of signal control from King's Cross, Doncaster and Peterborough to the state-of-the-art York Rail Operations Centre

- Construction of almost 2km of new railway line and a new Platform 5 at Stevenage, removing conflict between the Hertford North line and other services
- Upgrading the power supply to allow faster, quieter and cleaner trains
- Cleaning the tunnels on the Moorgate line.

The first major work took place successfully over the 2019 August Bank Holiday. We are working with Network Rail and other Train Operating Companies to plan future work in a way that minimises overall disruption as much as possible. Keep a look-out for announcements about affected dates in 2020.

It all adds up to a better, more reliable service for passengers on one of the busiest sections of railway in the country.





MORE COMMUNITY PARTNERSHIPS ON BOARD

Our community rail partnerships are going from strength to strength. In June we welcomed our newest member, Bedford to St Albans City community rail partnership (CRP), with a special D-Day themed celebration. We were joined by the Royal British Legion and local community representatives who were treated to a special performance by The Femmes, a 1940s girl group, and afternoon tea.

Covering eight stations between Bedford Midland and St Albans, the CRP will provide opportunities ranging from maintaining a station to running special events and educational programmes. Meldreth, Shepreth and Foxton CRP relaunched over the summer and were joined by local

gardening volunteers and local MP Heidi Allen.

Our long established Southern based Sussex CRP recently voted to formally name the route between Brighton and Littlehampton the Sussex Coast Line.

PUTTING THE FUN IN FUNDRAISING

Our teams love to get involved and fundraise for charities. Many took part in bike rides, fun walks and

hosted cake sales over the summer.

In August we announced our three new corporate charity partners, voted for by our teams in each of our key focus areas:

- Young people – For Jimmy
- Mental Health – Mind
- Homelessness – Noah enterprise

CHARITY DELAY REPAY

GTR has launched a charity delay repay initiative giving customers the choice to donate their compensation to charity. We're working with two charities dear to us, Samaritans and The Railway Children, to continue our long-term support for their vital work with young and vulnerable people.

The scheme also aims to reduce the perceived 'compensation gap', encouraging customers to claim and help charities. A soft launch began in late September. Look out for more details on our social media and website channels.

OPERATIONAL PERFORMANCE

GTR is continuing to roll out one of the biggest modernisation programmes the railway has seen, transforming four networks and increasing capacity. The programme has necessitated a modernisation of infrastructure, trains, technology and the way we do things.

There have been some fluctuations in performance over the past year. As a result we are working with Network Rail to introduce more services incrementally. It is extremely important for Network Rail to maintain its infrastructure to allow us to run a reliable service. The PPM (public performance measure), which refers to the percentage of trains arriving at destination within five minutes of scheduled time, has shown sustained improvements and the level of cancellations continues to reduce.

To further deliver the modernisation programme, GTR and Network Rail work closely together with other industry partners.

YEAR STARTING APRIL	2015/16	2016/17	2017/18	2018/19
PPM Target	85.8%	84.0%	83.5%	83.1%
PPM Achieved	81.5%	74.2%	81.3%	82.7%

DELAY RESPONSIBILITY	2015/16	2016/17	2017/18	2018/19
GTR	35.9%	38.8%	34.9%	37.1%
Network Rail	59.5%	57.6%	60.3%	57.4%
Other Operators	4.5%	3.5%	4.8%	5.6%

RECENT MONTHS	JAN	FEB	MAR	APR	MAY	JUN
PPM GX	66.30%	75.51%	71.74%	78.00%	78.5%	81.4%
PPM GN	82.69%	82.99%	82.52%	86.79%	85.5%	86.0%
PPM SN	86.30%	89.18%	88.32%	91.67%	91.1%	90.4%
PPM TL	82.88%	87.16%	83.70%	87.14%	86.0%	84.7%

Key:
GX - Gatwick Express
GN - Great Northern
SN - Southern
TL - Thameslink
YTD - Year to Date



DEPARTMENT FOR TRANSPORT CONTRACTUAL TARGETS

The Department for Transport set us a series of targets on a variety of performance measures. We monitor these and use the measures to shape our action plans. Ongoing driver training, reliable train fleets and robust operational planning are key elements in a wide-ranging plan of action to bring improved services across all routes.

YEAR STARTING SEPTEMBER	2015/16		2016/17		2017/18		2018/19		2019/20	2020/21
	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Target
Delay minutes per thousand train miles caused by GTR	19.64	17.98	19.40	19.59	17.90	17.56	12.70	18.36	12.04	11.89
Cancellations	2.10%	1.94%	1.88%	2.20%	2.05%	2.02%	4.08%*	7.74%	1.76%	1.64%
Train running with fewer carriages than planned	0%	1.03%	0%	1.42%	1.57%	1.42%	0%	0.8%	0%	0%

We publish detailed performance figures on our website every four weeks and monthly updates on the progress of our improvement plan. You can find these at thameslinkrailway.com/about-us/performance; greatnorthernrail.com/about-us/how-were-performing or southernrailway.com/your-journey/performance-results/

* The 2018/2019 target of 4.08% includes trains removed following disruption in May 2018.

CUSTOMER SATISFACTION

How do we measure customer satisfaction?

We set annual Passenger Experience Measure (PEM) targets to monitor customer satisfaction. The measure is a combination of audits completed at stations and on trains (we call this QuEST), with an independent customer survey led by Transport Focus, the National Rail Passenger Survey (we refer to this as NRPS).

How are we doing?

The Autumn 2019 National Rail Passenger Survey showed a significant increase in passenger satisfaction, particularly on Southern, where overall satisfaction levels are at the highest level for seven years.

Some 81% of Southern passengers said they were satisfied or very satisfied, a 12-percentage point increase on the previous survey, while the proportion of passengers saying they were happy with punctuality rose 20 percentage points to 74%.

Passenger satisfaction on Gatwick Express is two percentage points higher, at 89%, which is also the highest in seven years.

Thameslink, which had fallen to 77% in the autumn 2018 survey following the timetable difficulties in May last year, has recorded its second highest-ever overall satisfaction figure of 83%.

Great Northern has also returned to last year's pre-May levels, up nine percentage points on the most recent Autumn survey, with 77% of passengers satisfied, which is broadly similar to the same period 12 months ago.

	Annual PEM targets	Actual Actual PEM annual result	NRPS Scores	QuEST Scores
2018	83.35%	84.51%	Spring result : 75% Autumn result : 75%	Jan-March: 95.26% April-June: 95.86% July-September: 95.79% October-December: 96.23%
2019	84.00%	81.42%	Spring result: 81%	Jan-March: 96.28% April-June: 96.36%

NATIONAL RAIL PASSENGER SURVEY

The table below shows our scores for the individual indicators that count towards our Passenger Experience Measure (PEM) for 2019, and the corresponding figures for the Spring 2018 survey. Annual Benchmarks relate to the average of the two surveys so are shown for indicative purposes.

GTR NRPS INDICATOR	SPRING 2018	SPRING 2019	Annual Benchmark 2019
Overall satisfaction	75%	81%	N/A
Overall satisfaction with the station	76%	80%	N/A
Overall satisfaction with train	71%	76%	N/A

PEM INDICATOR RESULTS			
1 How well train company deals with delays	28%	37%	49%
2 How request to station staff was handled	81%	86%	87%
3 The attitudes and helpfulness of the staff (Station)	71%	75%	79%
4 Usefulness of information provided during delay	37%	45%	48%
5 The availability of staff (Station)	62%	68%	65%
6 Provision of information about train times/platforms	80%	84%	83%
7 Cleanliness (Station)	74%	74%	81%
8 Ticket buying facilities	70%	74%	80%
9 Facilities for car parking	41%	48%	49%
10 The upkeep/repair of the station buildings/platforms	70%	71%	73%
11 Station toilets (formerly, facilities and services (Station))	45%	43%	47%
12 Your personal security whilst using that station	71%	73%	74%
13 The provision of shelter facilities	69%	72%	67%
14 Overall environment (Station)	70%	73%	73%
15 Availability of seating (Station)	46%	51%	48%
16 The cleanliness of the inside (Train)	72%	74%	85%
17 Level of crowding (formerly 'Sufficient room for all passengers to sit/stand')	68%	73%	70%
18 The provision of information during the journey	72%	77%	83%
19 Upkeep and repair of the train	71%	74%	85%
20 Your personal security on board	73%	71%	82%

FARE EVASION

Why does fare evasion matter?

Fare evasion prevention is important. The rail industry loses millions of pounds a year through ticketless travel and fraud money which could have otherwise been re-invested to improve rail services. This is unfair on the vast majority of you who are honest and pay your fares.



We worked alongside other train operators, Transport for London and British Transport Police to limit ticketless travel to 2.21% in the DfT's most recent survey in July. Fare revenue is paid directly to the Department for Transport.



	OUR TARGET FOR TICKETLESS TRAVEL	Actual results
September 2017 to September 2018	2.5%	2.21%
September 2018 to September 2019	2.5%	2.11%

DEPARTMENT FOR TRANSPORT SURVEY	TICKETLESS TRAVEL
Nov 2018	2.06%
Jan 2019	2.01%
May 2019	2.16%
July 2019	2.21%

OUR COMMITMENTS

We are committed to continually improve the services we offer. These are the commitments we have made to customers from the start of the franchise and their progress.

DEADLINE DATE	COMMITMENT	ROUTE	STATUS
			
2016	108 new carriages on Gatwick Express	Gatwick Express	Complete
July 2016	All day staffing at further 16 stations	Southern	Complete
September 2016	The key top-ups in third party retailers	All	Complete
September 2016	New ticket vending machines	All	Complete
October 2016	Introduce a subscription based area of the website for over 65s with promotions and discussion boards	All	Complete
December 2016	Introduce more staff for train cleaning	All	Complete
December 2016	Repainting programme for all GTR managed stations	All	Complete
December 2016	Enhance and upgrade existing station CCTV and install CCTV at stations previously without	All	Complete
January 2017	Introduce on trial basis an online magazine aimed at 16-24 year olds	All	Complete
January 2017	Additional £2.5m investment on improving facilities and information at stations	All	Complete
April 2017	'My Journey' info on train performance for holders of 'the key' smartcard	All	Complete

DEADLINE DATE	COMMITMENT	ROUTE	STATUS
			
May 2017	King's Lynn service half hourly (once upgraded infrastructure in place)	Great Northern	Complete
July 2017	Investment in improving retail and catering facilities at stations	All	Complete
September 2017	Programme of upgraded ticket machines and automatic payment methods at car parks	All	Complete
September 2017	LED lighting installed at various stations and on older train units	All	Complete
October 2017	Enhancements to on-train passenger information systems	All	Complete
January 2018	London Bridge station re-opens	Southern/ Thameslink	Complete
2018	New class 700 introduction	All	Complete
2018	Further upgrades to customer app	All	
2019	Class 717 introduction. 150 new carriages on the Moorgate route	Great Northern	Underway
	Up to 24 trains per hour each way through the core	Thameslink	Underway