



A section of the Canal Tunnels that open up new north-south London connections

Govia Thameslink Railway



gatwickexpress.com
@GatwickExpress

Great Northern

greatnorthernrail.com
@GNRailUK

SOUTHERN

southernrailway.com
@SouthernRailUK

ThamesLink /

thameslinkrailway.com
@TLRailUK

connections

News, views and information for our customers Spring 2018



ALL CHANGE

Our modernisation programme starts to pay off for passengers

We publish *connections* twice a year to keep you on track with our progress and future plans. Find it on our websites or in print at larger stations or customer services. All information is correct at time of going to print.

Great Northern



ThamesLink /

On the cover: Southern staff at East Croydon station

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The last couple of years have been very difficult for many of our passengers. The challenge of rebuilding the railway, modernising working practices and introducing huge numbers of new trains on the busiest and most congested parts of the UK rail network, as well as the trade union industrial action, led to very significant disruption for many of our customers and I am very sorry about that.

But we are now emerging from that difficult transitional period and are on track to introduce improvements through our RailPlan20/20 programme which will build on the work that has been going on behind the scenes. From May, delivery of improvements for passengers will gather pace.

A new timetable will be introduced across our network. On Thameslink this will open up new journey opportunities, provide additional services and see the introduction of even more new trains. It will create more space and comfort and greater access for disabled passengers, with innovative systems telling passengers where to move for more space on each train.

This is all part of the biggest

investment since Victorian times (see details on p12-13).

Passengers will also benefit from a massive increase in capacity on services into London on an expanded network. Seventy per cent of that increase, or provision for 40,000 more passengers during the three-hour daily peak period, begins at pace in May.

There will be new services north-south across London for passengers at Cambridge, Peterborough, Littlehampton, Medway Towns, East Grinstead and Horsham.

But that's only the start. Later this year, we will see more new trains on Great Northern routes and further improvements to the timetable.

Modernisation underpins everything we do. In a first among UK train operators, we recently launched keyGo, an account-based pay-as-you-go service for all Key Smartcard enabled GTR routes, giving the choice and flexibility our passengers want.

We continue to support Network Rail with its £300m investment programme to improve infrastructure reliability. That includes the first of two nine-day blockades planned for intensive

Passengers will also benefit from a massive increase in capacity on services into London.

work in tunnels at Balcombe, Haywards Heath, Clayton and Patcham in October.

I'm pleased to see that passengers are starting to notice some of the improvements coming through and this was reflected in our best ever scores for Thameslink in the most recent National Rail Passenger Survey published earlier this year. Scores for Southern also show that we are turning a corner after a difficult time.

But we all know that we have much more to do to ensure that we deliver the consistent level of reliable service that passengers want and that we are committed to providing. That remains our focus and highest priority. Kind regards,

Charles Horton
Chief Executive Officer

THE 'GOLDEN AGE' STARTS IN MAY

Stuart Cheshire, Passenger Services Director for Thameslink and Great Northern, explains why imminent changes as part of modernisation plans will deliver the best ever network for passengers.

Thameslink is more than 150 years old this year but for me, the 'Golden Age' will start in May.

The Great Northern and Thameslink networks are at the very heart of unprecedented change under the £7bn Thameslink Programme, ramping up at pace from May.

Our modernisation plan to deliver huge opportunities for passengers and improve operations across the business continues.

One area of transformation for both networks is the ongoing introduction of new trains. Thameslink had to be ready for significant changes in May, while Great Northern continues to build capabilities in this area.

Last October we began to introduce new Class 700 trains on to the Great Northern network and that accelerated last month. Many of the benefits that come with new trains have so far been limited to passengers on the outer limits of the Great Northern network but that will change from October.

Passengers using the Thameslink tunnels through central London, known as the 'core', will begin to see new Class 717 trains replace Class 313s, our oldest rolling stock. The entire fleet is due to be updated by June next year.

We're seeing a stronger, more resilient business too. During the recent half-term, we saw no crew-related



Do you travel through Kentish Town? To keep platform 1 blooming for passengers in 2018, we've supplied our Station Partnership group with new spring bulbs. Keep your eyes peeled!



Thameslink performance is the best it has ever been.

cancellations on the Great Northern network for the first time during a school holiday. Overall on Great Northern we've reduced the need for overtime by 7%.

Our driver recruitment programme is also starting to bear fruit. It's now delivering the right number of new drivers and allowing them to learn new routes without any impact on our services. That's especially pleasing ahead of the introduction of a new, higher frequency timetable in May (see details on the incoming May changes on pages 12-13).

The timetable is a once-in-a-generation event. It's not a tweak on an existing timetable but an entirely new vision of the railway that puts passengers first.

More than that, it puts Great Northern and Thameslink services first. And as we run 1,200 trains a day, it makes perfect sense.

Our passengers will feel the benefits of the new timetable in different ways. For Thameslink, it means more frequent, bigger trains in and out of London – roughly 2,000 more seats at peak time.

On Great Northern, passengers using the core will get higher-frequency, more comfortable trains at peak times. Commuters can go across London without using the Tube. Those on the outer part of the network can take advantage of new journeys from north of London to the south of England.

Ahead of the changes in May, there has been massive preparation. But remember, it's an industry step change into a world we only began to shape two years ago. We can't be certain there won't be any issues so please bear with us.

These transformational changes will be worth it.

The timetable is a once-in-a-generation event... that puts passengers first.

Best ever service

Thameslink performance is the best it has ever been. In the independent National Rail Passenger Survey (NRPS) for Autumn 2017, Thameslink recorded a score of 83%.

Thameslink is also running more trains and carrying more people than ever before – around a quarter of a million passengers per day.

More collaborative than ever

Close links between Thameslink, Great Northern and Network Rail make the networks "incredibly strong", says Stuart. "We are more collaborative than ever, with great links with Network Rail in the East Midlands and York. It's been instrumental during Thameslink's improvement throughout last year and will be for Great Northern this year and beyond."



Angie with Judy Hedger at Sutton station

DRIVING GREAT SERVICE

Angie Doll, Passenger Services Director for Southern and Gatwick Express, says her team is firmly focused on giving passengers the best possible experience at every stage of their journey.

We have made significant progress on our modernisation plans over the last six months.

Our services are becoming more reliable and punctual. The latest independent National Rail Passenger Survey bears this out; Southern saw a seven per cent rise year-on-year.

Our recent rise in satisfaction scores is being driven by a real energy to improve every aspect of our passengers' journeys on Southern and Gatwick Express.

Reaching an agreement with the drivers' union ASLEF means we are able to focus firmly on our modernisation plans to improve overall customer service.

Passengers deserve the best customer experience at every stage of their journey. In recent months we've homed in on those areas of our service that matter most to our passengers.

Performance is at the heart of customer satisfaction. We're committed to delivering punctual services that keep to the timetable and that our passengers can rely on, as we continue to build a more resilient railway. When there are problems with Network Rail's infrastructure, such as signal failures or externally caused delays such as trespassers, our passengers need accurate, timely updates and essential information to make informed choices.

The changes we made over a year ago to the way we operate our trains means we are now able to recover much quicker than this time last year. Improving our time keeping even by just a few seconds at each station adds up during the course of a journey and we are seeing the benefits with more trains arriving and departing on time.

We want to make it easier for our passengers to do business with us. Our

[We have] a real energy around improving every aspect of our passengers' journeys on Southern and Gatwick Express.



Above: Gatwick Express staff and passengers were filmed for the BBC's *One Show* as part of a feature on the debate around 'child free flights' in February.

continued investment in better, more reliable ticket vending machines is improving the ticket-buying experience at stations.

We've also upgraded the customer information systems at stations, now providing more useful information to passengers. Our new keyGo service (see page 16) has added pay-as-you-go flexibility for passengers and our auto 15 delay repay service for key smartcard users means that passengers can trust us to refund them without the hassle of completing complicated forms.

Internally, we continue to invest in customer service and leadership training for our staff and managers to provide them the skills and knowledge to keep driving up customer satisfaction.

Over the last couple of years we have conducted an unprecedented driver

recruitment campaign and it's paying off. Last year, 96 new drivers started their training at our training school in South London.

It's important our staff represent the communities we serve, across all parts of the business. We launched a campaign to attract more women into the railway, in particular as drivers. I am delighted that 17% of the class of 2017 drivers were female and we want that figure to continue to rise.

Our new recruits are from diverse backgrounds such as IT, teaching and the City. They see the reward of working in an industry that makes a difference to people's lives.

So, progress has been good in many areas. But, as a team, we recognise we need to do more.

We will continue to engage with our passengers to make sure we truly become an organisation that revolves around their needs.

DRIVER TRAINING

Class of 2017

- 96 drivers started training in 2017
- 57 were internal promotions, 39 new starters
- 16 are female (17%)

2018

- 80 trainees expected (min. 25% female required)





BEST EVER NRPS SCORES

Passengers are more satisfied with our Thameslink service than at any point since 1999, when NRPS started, according to our latest National Rail Passenger Satisfaction survey results.

New trains, more punctual services, better information and more helpful staff have all contributed to the improved results, says the independent national passenger watchdog Transport Focus.

And a more punctual service on Southern has seen passenger satisfaction with Southern climb by 7% , to 72%.

Great Northern and Gatwick Express services have remained relatively static at 77% and 81%, respectively. But our RailPlan 20/20 modernisation plan will see big changes and improvements with new routes and capacity for 35,000-40,000 more passengers into London each morning, from May (see more on p12-13).

CUSTOMER CABINETS

The cabinets continue to provide vital input to everything we do, from passenger perspectives on our marketing campaigns to workshops on how we deal with delays.

Recent presentations at our North and South Customer Cabinet meetings included RailPlan20/20 from Kevin Parker (Communications Programme Manager), Crime & Security from Tony Holland (Crime & Security Manager, GTR) and Social Media from Bradley Hayes (Social Media Manager).



FACEBOOK MESSENGER

Our social media team now offers Facebook Messenger for Gatwick Express passengers to get in touch. The team found many passengers tried to contact them for timely support on their way to the airport, for example, with ticket enquiries. It's been a hit; passengers now use it more than our Twitter feed!

EAST CROYDON

Our busiest station on the Southern network, East Croydon, achieved zero fails in a recent QuEST survey.

That great result followed a united 'Questbusters' campaign by the station team in the lead up to the audit to promote awareness of key actions and highlight best practice.

Nkulu Phiri, Area Manager, said: "I love the acronym, TEAM (Together Everybody Achieves More). It truly epitomises the team effort that went into achieving our first QuEST zero fail at East Croydon.

"I am incredibly proud of the entire station team, the Churchill cleaning team and the facilities helpdesk who pulled together to move East Croydon from averaging 11 faults per audit to zero."



Meet the Manager

Every month our passengers and on-station teams can talk face-to-face with a wide range of managers. Dates in 2018 are:

29th	March	London Bridge
26th	April	Farringdon
24th	May	Kings Cross
21st	June	London Bridge
19th	July	Blackfriars
16th	August	Victoria
13th	September	King's Cross
11th	October	St Pancras
8th	November	London Bridge
6th	December	Victoria

SMART ONLINE FORMS

Passengers can now complete their delay repay claim online using our smart form. It's much easier, there's no need to fill in and post paperwork and it means quicker pay-outs. To make things even simpler, passengers with a Key Smartcard can choose to be notified when they are eligible for a delay repay claim using auto delay repay notification (ADRN).



FAMILIARISATION TOURS

From May, more Great Northern services from Cambridge and Peterborough will arrive into St Pancras, rather than King's Cross. We're giving passengers who may require more assistance the chance to get familiar with St Pancras and its layout.

A new campaign is targeting our regular disabled persons' railcard holders to invite them to join one of our familiarisation tours (of around 30-45 mins) at St Pancras. The tours are part of an ongoing programme of improvements within RailPlan20/20 (see pages 12-13).



HELPFUL 'HUMPS'

Raised 'humps' on platforms at Thameslink stations between St Pancras and London Bridge are helping passengers get on and off trains.

The humps line up with the central carriages using new automated technology on our Class 700 trains arriving at St Pancras, Farringdon, Blackfriars, City Thameslink and London Bridge. Our staff will remain on hand on the platforms with humps to help support passengers with access issues.

The humps are part of a wider series of accessibility improvements under the Thameslink Programme. These include more accessible accommodation on the new fleet of trains, along with better information displays and announcements on board and at stations.

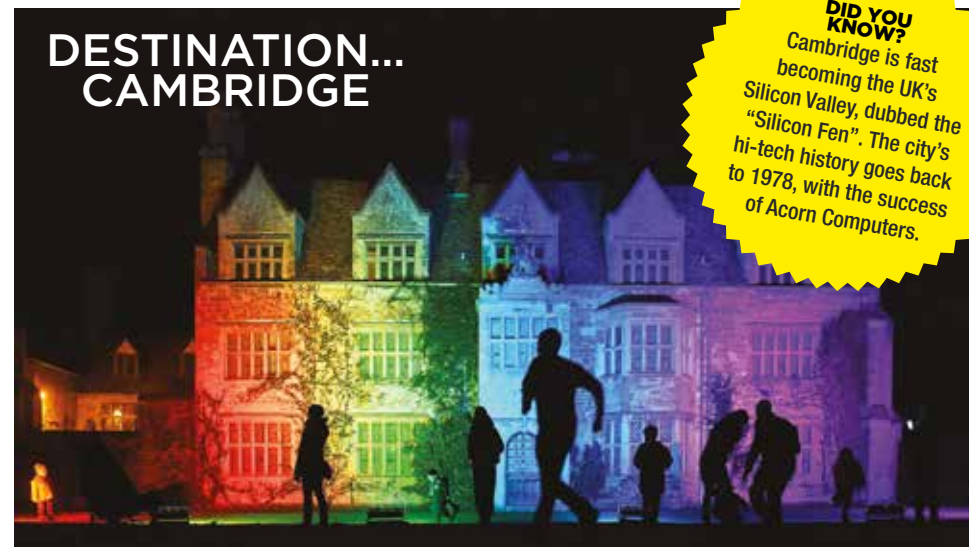
Passengers will also feel the benefits in terms of more joined-up journeys, for example between Peterborough and Gatwick Airport, without the need to switch to the Tube for connections.



TRY A TRAIN

'Try a train' days give our passengers an opportunity to talk to staff at stations, get help buying tickets or finding information out about any aspects of rail travel. They then sample a typical rail journey to a location of interest, usually to explore a large station or even a venue of interest.

DESTINATION... CAMBRIDGE



DID YOU KNOW?
Cambridge is fast becoming the UK's Silicon Valley, dubbed the "Silicon Fen". The city's hi-tech history goes back to 1978, with the success of Acorn Computers.

From a world-renowned seat of learning to its rapidly growing hi-tech business cluster, Cambridge offers the charms of past, present and future.

And fast, frequent Great Northern rail services from London King's Cross means you'll have plenty of time for it all by taking the train.

Hop on a bike and explore historic sites, including University of Cambridge (UoC) colleges, Parker's Piece, The Backs, Jesus Green and the River Cam.

After an extensive renovation, the UoC modern and contemporary art gallery, Kettles Yard, opened in February. Cultural gems also include the Fitzwilliam Museum, one of Europe's most impressive regional museums. It boasts more than half a million artworks by the likes of Rubens, Monet and Picasso and is known for its remarkable collections from the ancient world.

Step into more recent history – 1964 to be exact – at the National Trust property, Anglesey Abbey. Immerse yourself in the life of Lord Fairhaven's vast collections of art, clocks, silverware and books. Its renowned, year-round gardens include a special snowdrop collection.

Other National Trust properties nearby include Wimpole Hall and Wicken Fen.

Take a punt on the River Cam – available all year round – and see the majestic colleges from the water.

It's all within reach, with half-hourly express and hourly semi-fast services from central London. From May the route will also be linked to our Thameslink network to open up faster through services to the south of London as part of RailPlan20/20 (turn the page for more info).

Emma Thornton, CEO, Visit Cambridge, said: "In just 49 minutes from London Kings Cross, visitors can experience one of England's finest historic cities.

"This elegant yet compact city boasts spectacular architecture in the shape of colleges, chapels, churches and courtyards combined with green parks, wide open spaces and the River Cam, which winds through its heart.

"Shop within sight of the magnificent turrets of King's College Chapel or sit in the pub where Crick and Watson sketched the structure of DNA. Marvel at the beauty of the world-famous college 'Backs' while enjoying the quintessentially English pastime of punting.

"Take an Official Visit Cambridge Walking Tour where one of our Blue and Green Badge guides will bring the stories of this fascinating city to life."



ON TRACK

*RailPlan20/20 benefits delivered in May 2018
as part of the £7bn Thameslink Programme*

NETWORK

70% = **40,000**
more passengers into London
during 3-hour peak
of capacity increases delivered

TIMETABLE



Departures

**BRAND NEW
TIMETABLE
INTRODUCED**

NEW LINKS

- New direct Thameslink routes through London
- Cambridge and Peterborough (via Gatwick), Littlehampton, Greenwich, Dartford, Medway Towns, East Grinstead and Horsham
- Eurostar at St Pancras
- Faster, seamless journeys (e.g. Cambridge to Gatwick Airport **20% faster**)

TRAINS

18 trains per hour (peak time) between St Pancras and Blackfriars

X2 the number of trains on the Catford Loop (between Bickley and Denmark Hill)

2 trains per hour across central London

More new Class 700 Thameslink trains...



... equal to double decker buses

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LOOKING AHEAD



More improvements every

6 MONTHS

NEW ROUTES

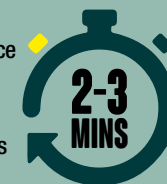
4 more timetable changes



24X

trains per hour (peak) between St Pancras and Blackfriars
BY DEC 2019

Tube-like service every 2-3 mins across London at busiest times



PASSENGERS AT THE CORE

RailPlan20/20 is our transformation programme and it's set to deliver the biggest changes and improvement to services for decades.

We've begun the biggest transformation of our networks in decades. Under RailPlan20/20 we will deliver new trains, new timetables, seamless journeys (through a Thameslink network that will boast services in an extra 80 stations) and 24 trains through the core of London, ensuring that you'll have 'tube-like' peak services across London.

Our modernisation plan is unprecedented since Victorian times, involves 'world-first' innovations and

will equip the railway for the 21st century.

The size and complexity of the changes under RailPlan20/20 also make it impossible to achieve unless GTR works more closely than ever together across our franchises and with Network Rail.

RailPlan20/20 is about using the new infrastructure created by the £7bn Thameslink Programme to make our network as connected and reliable as possible.

We want to promote and celebrate the real benefits to passengers that will be felt over 18 months from May.

In short, we're increasing capacity on our busiest lines, and that is one of the top priorities for passengers.

CONNECTIVITY

The impact of the new timetable in May cannot be overstated. It is the biggest timetable change in the history of rail and involves the biggest ever consultation with rail passengers. Most importantly, it puts passengers at the core of the transformation.

More frequent, longer trains and new links to and from the 'Core' area will



combine for more efficient, seamless journeys. The 'tube-like' service at peak times (24 trains per hour through the 'Core' by December 2019) means passengers will only wait a few minutes until the next train.

We're introducing more Class 700 trains – many

We want to promote and celebrate the real benefits to passengers that will be felt over 18 months from May.

24

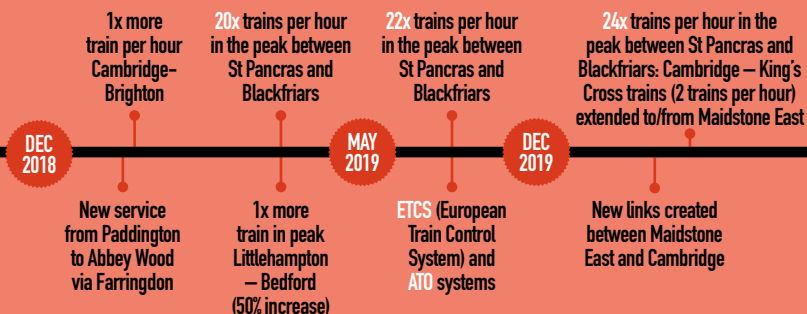
AUTOMATED TRAINS IN CORE

Next year, we will have 24 trains per hour through the 'Core' at peak time. The precision required will be down to pioneering technology, known as automatic train operation (ATO).

The digital technology is a world first and will take over as trains enter the 'Core' to move them in and out of stations as quickly as possible.

DOWN THE LINE

A quick look at some of the key changes to come in the year from December 2018:



For a full guide to what RailPlan20/20 means for Southern, Thameslink and Great Northern networks visit: www.railplan2020.com

of which have the capacity of 21 double decker buses. Seventy-five per cent of the Great Northern fleet will be C700s by next year.

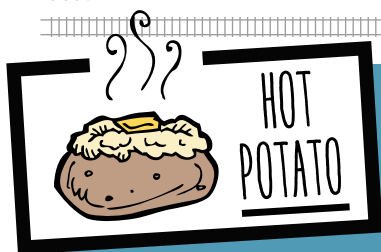
From May, passengers will feel the day-to-day impact of simpler, more reliable services and seamless

cross-London links the north and south networks without the need for Tube connections.

Given the scale of the change, the introduction of the new timetable will be staggered. It will be fully introduced as quickly as

possible but may take a few weeks to bed in properly.

We urge passengers to check their service before they travel throughout May and June. We're certain the benefits will be worth it.



£8M

investment in
new TVMs

TICKET MACHINE IMPROVEMENTS

Problems with new ticket machines have caused quite a few grumbles from passengers in recent months.

An almost £8 million investment in new machines is now starting to deliver the benefits passengers want to see and iron out the early teething problems.

Better screen information, bigger ticket stocks and the option for contactless payments are just some of the benefits.

An improvement plan with our supplier, S&B, has also helped us to successfully improve some reliability issues with the printing of tickets during the initial installation period.

What's more, our daily data shows around 95% of all new machines are operational at any one time. And we aim to increase that figure too.

The plan means more engineers are available from our supplier to deal with issues at stations more efficiently.

Our staff are more familiar with the machines too. Across our network some machines have been replaced entirely, some have had software updates and others just physical updates.

We continue to work closely with S&B on further improvements but TVM availability data and user feedback says the ticket-buying experience is already much improved.



keyGo: A FIRST FOR FLEXIBLE TRAVEL

Pay-as-you-go travel on Southern, Thameslink and Great Northern services is now a reality thanks to keyGo.

keyGo is available on all Key Smartcard enabled

GTR routes, alongside existing smartcard season ticket services on Southern, Thameslink and Great Northern services.

keyGo is the first account-based pay-as-you-go product from national rail operators. We



have been testing and developing a pay-as-you-go solution to offer more choice and flexibility for customers since early 2017.

We are working with TfL to introduce keyGo on the London Travelcard area soon too.

How does it work?

Register online, nominate a payment card and set up continuous payment authority.

Collect your keyGo product from the gate or validator. Travel normally but make sure you

touch in and out for the correct fare.

keyGo is valid at Key Smartcard enabled GTR stations.

You can continue to use any season ticket already loaded on to your Key Smartcard.

The system works out the best value walk-up fare for the combination of journeys made in a day and charges your nominated payment card.

For more information search 'keyGo' on Thameslink, Great Northern and Southern websites.

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 working practices.

Levels of train performance have consistently improved over a sustained period of time. 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.

The long standing Driver Training Programme is a contributory factor as well as the improvements delivered in Fleet and Operations.

To further deliver the modernisation programme and prepare for the May 2018 timetable, GTR and Network Rail work closely together with other industry partners.

YEAR STARTING APRIL	2015/16	2016/17	2017/18
PPM Target	85.8%	84.0%	83.5%
PPM Achieved	81.5%	74.2%	81.2%
DELAY RESPONSIBILITY	2015/16	2016/17	YTD
GTR	35.9%	38.8%	35.7%
Network Rail	59.5%	57.6%	59.6%
Other Operators	4.5%	3.5%	4.8%

RECENT MONTHS	AUG	SEPT	OCT	NOV	DEC	JAN	FEB
PPM GX	75.5%	75.0%	69.2%	71.6%	67.5%	77.6%	73.9%
PPM GN	86.9%	84.9%	81.7%	74.8%	74.4%	82.8%	81.3%
PPM SN	80.3%	79.8%	73.8%	73.3%	72.1%	79.7%	80.5%
PPM TL	85.9%	87.8%	84.4%	87.1%	86.3%	88.2%	88.3%

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. Whilst acknowledging we have fallen short of some of these targets in the past, we are working hard to improve and a plan is in place which is beginning to deliver. Driver training, new trains and better provision of information are the headlines of a wide ranging plan of action to bring improved services across all routes.

YEAR STARTING APRIL	2015/16		2016/17		2017/18	2018/19	2019/20	2020/21
	Target	Actual	Target	Actual	Target	Target	Target	Target
Delay minutes per thousand train miles caused by GTR	20.30%	19.84%	19.40%	19.59%	13.35%	12.43%	11.95%	11.84%
Cancellations	1.51%	2.23%	1.88%	2.20%	0.97%	0.95%	0.91%	0.90%
Train running with fewer carriages than planned	0%	0.84%	0%	1.42%	0%	0%	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 or southernrailway.com/your-journey/performance-results/

These targets are subject to change, the details of which are in the process of being agreed and will be published in the next edition of your connections magazine, alongside full year data for 2016/2017.

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 wave of the National Rail Passenger Survey has seen a significant uplift of 6% in overall customer satisfaction compared to the previous autumn wave. This has been the result of hard work and dedication by our frontline teams who have delivered improvements in the majority of factors with increases in customer satisfaction made in a number of areas. Satisfaction with punctuality and reliability further increased, which contributed to the improved overall satisfaction score.

Although we are pleased with the increases we recognise that there is still much work to do to achieve further progress. We still have a number of areas which require more focus and improvement in order to meet benchmarks. We are developing detailed delivery plans across all our brands to address key areas and hotspot stations where customers rightly expect higher standards of service.

	Annual PEM targets	Actual Actual PEM annual result	NRPS Scores	QuEST Scores
2016	79.53%	82.60%	Spring result : 72% Autumn result : 70%	January to end March: 92.64% April to end June : 95.99% July to mid-September : 95.37% Mid-September to December: 95.70%
2017	82.2%	84.83%	Spring result: 74% Autumn result: 76%	January to end March: 95.9% April to end June: 95.8% End June to mid-September: 96.08% Mid- September to December: 96.22%

NATIONAL RAIL PASSENGER SURVEY

Our result for passengers overall satisfaction for GTR Autumn 2017 was 76%. The table below shows our scores for the individual indicators that count towards our Passenger Experience Measure (PEM) for 2017, and the corresponding figures for the Autumn 2016 survey. Annual Benchmarks relate to the average of the two 2017 waves so are shown for indicative purposes.

	GTR NRPS INDICATOR	AUTUMN 2016	AUTUMN 2017	Annual Benchmark 2017
1	How well train company deals with delays	23%	28%	46%
2	How request to station staff was handled	81%	88%	86%
3	The attitudes and helpfulness of the staff (Station)	72%	74%	77%
4	Usefulness of information provided during delay*	32%	34%	47%
5	The availability of staff (Station)	56%	66%	64%
6	Provision of information about train times/platforms	74%	80%	82%
7	Cleanliness (Station)	75%	77%	79%
8	Ticket buying facilities	68%	74%	78%
9	Facilities for car parking	43%	41%	46%
10	The upkeep/repair of the station buildings/platforms	70%	70%	70%
11	The facilities and services (Station)	56%	N/A	57%
12	Your personal security whilst using that station	69%	72%	72%
13	The provision of shelter facilities	68%	74%	67%
14	Overall environment (Station)	69%	74%	71%
15	Availability of seating (Station)	41%	46%	45%
16	The cleanliness of the inside (Train)	71%	74%	81%
17	Level of crowding (formerly 'Sufficient room for all passengers to sit/stand')	62%	67%	66%
18	The provision of information during the journey	61%	73%	81%
19	Upkeep and repair of the train	68%	72%	82%
20	Your personal security on board	73%	71%	80%
21	The cleanliness of the outside (Train)	67%	72%	75%
22	The space for luggage (Train)	45%	52%	47%
23	Punctuality/reliability (i.e. the train arriving/departing on time)	51%	63%	78%

*Question not included in Spring 2017 survey

FARE EVASION

Why does fare evasion matter?

Fare evasion and prevention is important. It's worth noting that we at GTR don't make a profit from rail fares. This means that fare evasion directly impacts on customers and tax payers which is why we consider it to be a key priority.



We are pleased to report that our most recent survey (Sep-Oct) reported fare evasions at 2.81%.



	OUR TARGET FOR TICKETLESS TRAVEL	Actual results
September 2016 to September 2017	2.52%	2.66%
September 2017 to September 2018	2.5%	

DEPARTMENT FOR TRANSPORT SURVEY	TICKETLESS TRAVEL
Feb 2017	2.69%
Jul 2017	2.64%
Oct 2017	2.81%

OUR COMMITMENTS

We are committed to continually improve the services we offer. These are customer commitments made at the start of the franchise that relate to recent months, and more that are due for the months ahead.

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	Half hourly service to Ely for most of day from 21 May. Infrastructure work still required for Kings Lynn half hourly.
July 2017	Investment in improving retail and catering facilities at stations	All	Underway
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	150 new carriages on the Moorgate	Great Northern	
2018	Further upgrades to customer app	All	
2019	Up to 24 trains per hour each way through the core	Thameslink	