

connections

News, views and information for our customers Spring 2020



We're with you

Ramla Abshir-Slevin is one of 300 new apprentices set to get on board with us in 2020

Read more on page 12

This issue was created prior to Covid-19 in the UK.

Great Northern

GX
GATWICK EXPRESS

SOUTHERN

ThamesLink /

Contents

03

Patrick says...

Our CEO talks about strengthening community links and developing life-changing skills

04

Down the line

Some of the things we've done for your benefit since September



07

keyGo

You have more choice than ever with our ticketless travel options



10

Community

Working with stakeholders across our network



12

Doubling up

We will welcome twice the number of apprentices in 2020

16

Local service

Chris Fowler, Customer Services Director, Southern, says a tailored approach is best

17

Our Promise

Why 'we're with you'



Patrick says...

We spoke to GTR's Chief Executive Officer, Patrick Verwer about the latest news at Govia Thameslink Railway.

Asked about strengthening community links, Patrick said: "I see GTR as a network of small communities and our work should reflect the priorities of people living in these communities. You can see this through the focus we have on improving stations such as the provision of defibrillators at two hundred stations across the network."

We are also working with a number of partners to support skills-based training for more people within communities. Our work with The Prince's Trust, for example, helps young people struggling to find work into jobs. "Many of the customers that I speak to are surprised to learn that over 15% of our team at London Bridge have joined us through the programme", explained Patrick.

Patrick also talked about GTR's drive to create more apprenticeships. He said: "Apprenticeships help meet the changing needs of our customers and industry. We exceeded our target of 140 apprentices in 2019 and have committed to doubling this

across 14 different roles in 2020. This means we can develop the skills of colleagues who are already working in rail and give life-changing career opportunities to people from all backgrounds."

Punctuality has also continued to strengthen. "We've seen a near five percentage point climb in our annual average for

"We've seen a near five percentage point climb in our annual average for on-time trains

on-time trains in the Office of Rail and Road, the rail regulator's quarterly reporting. However, there's lots more we have to do with Network Rail, as a punctual railway is ultimately about delivering for our customers," said Patrick.

Patrick also highlighted the new brand promise, 'We're with you', and how it perfectly sums up the relationship we are working towards with our customers. "We're already doing this

in many areas, and the recent NRPS scores shows what happens when we get it right. Focusing on you (our customers), and on the things that matter goes a long way."

Looking to the future, Patrick sees benefits for our customers with new services and station upgrades. He said: "In the Winter timetable we increased cross-London weekend services and we'll be adding more in Summer 2020. It's also the start of works by Network Rail to upgrade Gatwick Airport station, to ensure that our network meets the needs of our customers today and long into the future."



Down the line

Our timeline shows just some of the ways we've worked with you to improve your services and our communities since September 2019.

September

We celebrated 5 years in partnership with The Prince's Trust



We launched a new monthly competition giving you the chance to win back the value of your season ticket



Introduction of Charity delay repay giving you the choice to donate to Samaritans and The Railway Children

October

We launched a new recruitment system and celebrated a network of opportunities for women in rail

We completed the rollout of our 717s fleet



Your help saw us raise £10,000 for charity in our rail tour to mark the retirement of Class 313s on Great Northern

November

Our Poppy train (Southern) commemorated rail workers' wartime service

And we began our roll-out of defibrillators at every station



We launched new cross-London Saturday services on Thameslink

December

You helped us collect socks for homeless shelters across our network in The Great Sock Appeal



We took deserving families from Bedford to Brighton on our Santa train (Thameslink)



January

And we're making improvements for you at many stations under our Passenger Benefit Fund

You gave us our best passenger satisfaction scores for 7 years on Southern and Gatwick Express in the Autumn NRPS survey

February and onwards

More than double the number of apprentices will join us during 2020, learning life-changing skills for diverse roles

We will be undertaken large scale development work to improve Gatwick Station as well as improve the East Coast route.

We will continue investing in projects across many stations that you asked for via the Passenger Benefit Fund

Accessibility on the fast track

We're helping more disabled customers than ever before to travel on our services. Our assistance and the accessibility of our network make it possible for our disabled customers to access employment, health and many other areas of life which many of us take for granted.

In 2020 and beyond, we will continue to make our network as accessible as possible for everyone who wants to travel with us. That's why we are launching an Accessible Travel Programme, led by a steering group with representatives from across our teams.

All our teams are committed to improving accessibility

and services for our disabled customers and anyone else who might need assistance when travelling. That means not only infrastructure, but across the service overall. We created a new role, Head of Accessibility, at the start of the year, who, along with her team, will help us drive the right changes for you.

With help from our Access Advisory panel, we'll look at every area of our service to identify where we can change or enhance for your benefit. to change or enhance, Panel members are customers with a wide range of impairments who share their travel experiences and give us constructive feedback.

"We will continue to make our network as accessible as possible for everyone"



Smarter travel is Key

You now have more options to travel on our network without a traditional paper ticket as we expand your digital ticketing options.

More of you are using The Key Smartcard, as more stations and areas of our network accept it. Last October, we introduced The Key Smartcard between Cambridge and King's Lynn for our Great Northern customers and to Tonbridge, Ashford International and beyond for our Southern customers.

The Key Smartcard is also more accessible than ever. We introduced 10 new Smart Kiosks on our network allowing you to order a Key Smartcard at stations for the first time. And new technology means our station staff can now give customers a Smartcard instead of a paper ticket.

Among its many benefits The Key Smartcard lets you add tickets and season tickets to your card online, saving you time spent in station queues.

We have extended your digital ticketing options elsewhere across our route too.

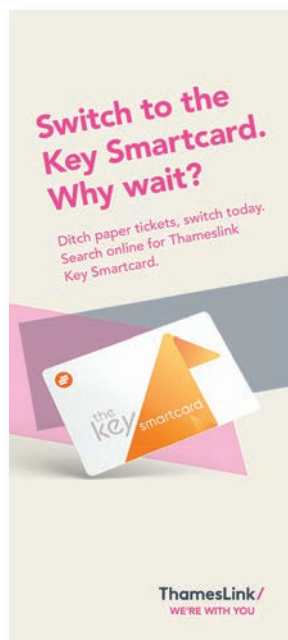


Luton Airport Parkway and Brookmans Park are among several stations where you can pay for your journey using a contactless bank card instead of a ticket.

If you want to buy tickets on the go, you can travel with a tap of your smartphone using mobile e-tickets introduced at several stations, including Brighton and East Croydon.

We're excited about the future of The Key Smartcard and digital tickets as we work hard to make travel as easy as possible for you.

For more information on the Key Smartcard, visit our websites.



East Coast upgrade

Our Thameslink and Great Northern customers will enjoy a more reliable railway thanks to Network Rail's ongoing £1.2bn East Coast Upgrade.

Work this year includes:

- Renewing tracks on the approach to London King's Cross station and re-laying them in a new layout.
- A new terminating platform at Stevenage.

From the summer, our Great Northern customers will also benefit from the return of services between Stevenage and Hertford North, once platform 5 at Stevenage is completed.

At London King's Cross, Network Rail is renewing all track, signalling and overhead wires on the approach to the station, the first major piece of work at the station since the 1970s.

The new layout will allow our trains to enter and leave the station more easily.

There's more work planned for this year and 2021, and we're working alongside Network Rail and other train operators to reduce the impact on your travel as much as possible.

For more information visit: [GreatNorthernRail.co.uk/EastCoastUpgrade](https://www.GreatNorthernRail.co.uk/EastCoastUpgrade)



£150m Gatwick station upgrade underway

A vital £150m upgrade to Gatwick Airport station by Network Rail is underway. The three-year project will ease crowding, improve accessibility and reduce delays for our customers' work and leisure travel across the South East.

More customers are expected to use the station in the coming years and this important investment will keep the airport at the heart of local economic growth and as a hub for international visitors.

Customers will enjoy:

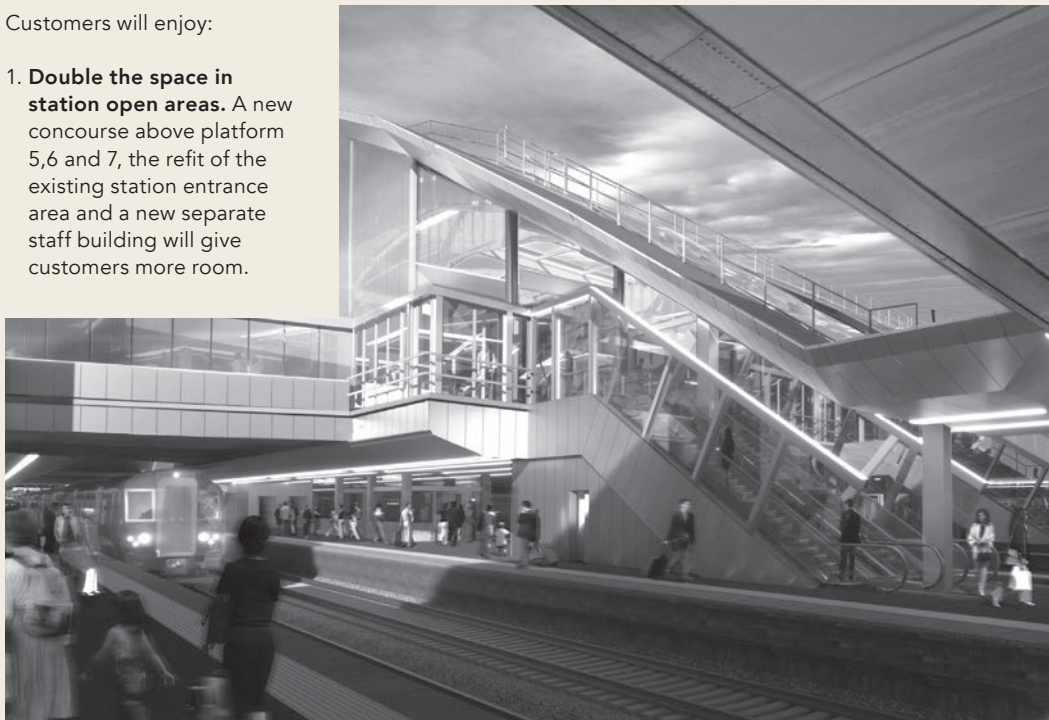
1. **Double the space in station open areas.** A new concourse above platform 5, 6 and 7, the refit of the existing station entrance area and a new separate staff building will give customers more room.

2. **Better access, especially for wheelchairs and luggage.** New features include five lifts, eight escalators, staircases and better routes and directions through station buildings.

3. **Less overcrowding on platforms and fewer delays across the network.** Wider platforms (5 and 6), new lifts, escalators and stairs, and new exit with an accessible ramp on platform 7 will all help our customers get

on and off trains and clear platforms faster. Our team can dispatch trains more quickly and keep services running on time.

The upgrade will be delivered between May 2020 and 2023. It includes two years of intensive platform works between May 2020 and May 2022. Our dedicated timetable will help keep you on the move during those works. Find out more at www.networkrail.co.uk/gatwick



Giving back

Our partnerships with charities and local groups continue to transform lives and communities across our network.

Win-win course teaches new skills

A charity link-up is giving our maintenance team in Horsham new skills and helping ex-servicemen and women back into work.

Building Heroes works with Chichester College to put military veterans through an intensive five-week foundation course in property maintenance... and we put our own stations maintenance team through it too.

The link means our team benefiting from new levels of professionalism and providing funding for Building Heroes.

The course is becoming more popular with women looking to re-skill. Natalie Parker, a working mum and ex-Army wife from Worthing,

took the plunge to switch careers. She's now working with us after completing the course last year.



Recycling bikes builds confidence

We're donating abandoned bicycles from our Southern network to help people to learn new skills and build confidence. Our first haul of 75 bikes was donated to Sussex Community Development Association to refurbish.



Delay Repay donation option

You can now choose to donate your Delay Repay compensation payment to charity, thanks to our partnerships with The Samaritans and Railway Children.

If you're claiming compensation online through our Delay Repayment scheme you are entitled to financial compensation. Delay Repay is available for our customers whose journey is delayed by 15 minutes or longer.

Christmas sock-ing

New socks brought yuletide cheer to the homeless in our communities thanks to our first 'Great Sock Appeal'.

We asked you to drop off new socks at eight station collection points in December to support homeless charities. Our own people also rallied to the challenge and we donated an impressive 4,170 pairs of new socks in total.

Along with breakfast, toiletries, a shower and a change of clothes, the new socks made a big difference to homeless people.



More jobs for young people

We're helping more young people struggling to find work get better access to jobs.

Our research in partnership with The Prince's Trust found that recruiting young people is vital to avert a skills crisis across the UK. We've already made a start by following a more diverse recruitment approach to offer more people a career in rail.

We developed our *Get Into Railways* programme with The Prince's Trust to give skills-based training and work experience to young people. So far, over 180 young people have found employment or entered further training, with 77% progressing to roles with us.

In September 2019, we committed to delivering the course for another two years.



Twice

as many apprentices in 2020



This year, we're doubling the number of apprentices who will learn life-changing skills and enjoy diverse opportunities from a career in rail.

During National Apprenticeship Week in February, we announced more than 300 opportunities for this year across 14 different roles. You could be a driver or engineer, or join teams from operations to business administration and marketing. Last year we beat our target of 140 apprentices who joined us in a variety of roles.

Our scheme is open to people of all ages and backgrounds and reflects the diverse opportunities and possibilities that a career with us can offer. You could find a role to suit you across our network, from Brighton in the south to King's Lynn in the north, at our business and head office sites in London, or at Crawley and Bedford. Apprentice drivers will be based at our main depots including Selhurst and Hornsey.

More life-saving defibrillators at stations

Your wellbeing is our main priority. That's why we're continuing to fit more than 200 life-saving automatic heart restarters (defibrillators) at stations across our network during 2020.

The devices will add to the 50 already we have already installed at stations in Sussex with Sussex Heart Charity.

Speaking in December, Tom Moran, Managing Director of Thameslink and Great Northern, said: "Fitting defibrillators to all our stations is part of our commitment to transform lives and communities. I'm sure our customers will welcome this initiative – these devices are simple and straightforward to use and will save lives.



"Your chance of surviving a cardiac arrest fall by 10% for every minute without help and a defibrillator can increase chances of survival by 50%."

Welwyn Garden City, Hadley Wood, Knebworth and Potters Bar stations were the first to be fitted.

Meet the Manager

We always want to hear your views and our Meet the Manager sessions are a great chance for you to talk about your train service with our local and senior managers. Join us for a chat at one of several sessions between April and December this year. Most of the meetings are at our major London stations during the morning peak times. This year we've added new events at our outer stations to discuss local issues with you such as the Gatwick station upgrade project and the Redhill-Tonbridge line, which is partly closed by a landslip.

Session times

7th	April	09:00 to 11:00	Victoria
14th	April	09:30 to 11:30	Clapham Junction
23rd	April	07:30 to 09:30	London Bridge
21st	May	07:30 to 09:30	Victoria
18th	June	07:30 to 09:30	King's Cross
16th	July	07:30 to 09:30	London Bridge
13th	August	07:30 to 09:30	St Pancras
10th	September	16:30 to 18:30	Farringdon
8th	October	07:30 to 09:30	King's Cross
3rd	December	07:30 to 09:30	London Bridge

Santa brings festive cheer

Customers on a Thameslink service in December got a seasonal treat when Santa ditched his sleigh and rode on one of our trains. The Thameslink Santa Train made its first-ever journey from Bedford to Brighton entertaining a group of our customers invited from local communities with laughter, music and a little bit of magic.

Others who joined the timetabled service also got the thrill of seeing it fully decked out with Christmas decorations and hearing some special messages from our jolly driver!

Santa made his way through the train asking many of you what you wanted for Christmas – providing you had been good, of course!



Siggy's

still working – and playing

Our oldest Thameslink employee, Siggy Cragwell, loves helping customers as a Platform Assistant at Elstree and Borehamwood. Remarkably, at 80, he still plays cricket for the England over-70s team.

When did you start working on the railways?

It was after I arrived from Barbados aged 23 in 1962 as part of the Windrush generation. I've had roles as a cleaner, a fireman, steam engine stoker, and a charge man at Marylebone station. After being a supervisor at Cricklewood Yard and other roles at Bedford, Luton and St Albans stations, I started at Elstree station in 2002. I work the 6am to 11am shift, so it's busy.



What keeps you in the job?

I enjoy talking to and helping our customers – it keeps me sane. I have a great rapport with our customers, young and old. I remember seeing some coming through the station as children on their way to school; now they're grown up. One came up to check that it was really me; he hadn't seen me for years! I enjoy it most of the time. Some customers can be a challenge, but I don't let it worry me; I keep calm and sort out their problems if I can.

"I have a great rapport with our customers, young and old."

Any plans to retire?

When I was 65, my colleagues threw a party for me at the station. I was told I could take four weeks' holiday and decide if I wanted to retire. When the four weeks were up, I came back to work, and I've been working ever since. It keeps me active – I'm not the kind of person who can sit at home doing nothing.

What about your cricket success?

I love my cricket and play three times a week in the summer. I've been batting and bowling for the England over-70s for years and I hope to play again this year. I started playing in the British Railways League in the 1960s and later joined the BRSA Enfield Club, now known as Holtwhites & Trinibis. I've played for London University and a Thames TV side too.

My cricket club recently held a testimonial for me and named one end of the ground in my honour. Lots of station colleagues came to see me play – that was very special. I take my godchildren to the cricket and they love it.

Najla

wants to inspire young people

Najla Almutairi loves her lively job as a Station Assistant at London Victoria. She joined us in May 2018 after completing our *Get Into Railways* programme.

How important was the *Get Into Railways* programme?

Really important; it got me a job! I'd studied architecture so a role in rail was a big change but very exciting.

What do you like about your role?

I like the fact that every day is completely different. I enjoy helping our customers and if there's a problem I will try to solve it. If someone is upset, I'll try to diffuse the situation and calm them down. I also dispatch trains after checking with the signalman and driver.

What are the challenges?

It was a bit overwhelming at first starting work at such a big and busy station – it's never quiet. It takes a while to get used to shift work, but I settled in after a few weeks. My role involves helping customers with challenges, whether

"I enjoy helping our passengers

that's general disruption or something more personal to them. Everyone is different and I'm learning from every experience.

Are your colleagues supportive?

Yes, very. One, Egidijus Mickevicius, has been a Station Assistant for more than 10 years; he's been a big help to me and shared his experience. He supported me when I was training for the job with the *Get Into Railways* programme. He's taught me how to deal with different situations and was very welcoming and supportive when I first started here.

And John Smith, another Station Assistant, has been a real help. When I was studying for my Personal Track Safety licence he mentored me for

weeks. He went over the rules with me again and again until I knew them all. I passed first time thanks to John!

What next?

I want to get into a management role and develop leadership qualities so I can inspire and support more young people.



Working with you to improve

Chris Fowler, Customer Services Director, Southern, says our customers are crucial to driving a better, more tailored experience.

I'm delighted that so many of you are enjoying more positive experiences of travelling on Southern and Gatwick Express. Both franchises enjoyed their best passenger satisfaction scores for seven years in the most recent NRPS survey.

We've made great progress overall with listening to feedback from you to help us with proactive improvements to our service. But there are important areas we know we need to improve, including communicating more quickly and effectively with you during any delay.

Giving you real-time, relevant information is critical and we must not overload you. We can be guilty of telling you that there's plenty of information out there for you, but it's a two-way relationship. We welcome you telling us, on social media and other channels, when we haven't given you what you need and how we can improve.

Our staff remain the critical face of our business for customers; our NRPS scores are great testament to the support they give our

"Our brand promise, 'we're with you', means doing the right thing at a local level.

customers every day. From May, our two-year temporary timetable will help us to minimise disruption to you during the extensive refurbishment of Gatwick Airport station (see page 9). It will also bring you benefits such as higher capacity services on Southern coastal services all day throughout the week.

Doing the right things at a local level for you is central to our new brand promise, 'we're with you'.

One great example is the praise we've had from our customers and stakeholders for our response and staff support during recent disruption from landslides on key routes.

We provided minibuses instead of larger buses for rail replacement services in the Redhill area and adjusted an emergency timetable to better serve schoolchildren after customer feedback. These are among the ways we're tailoring our service, rather than a one-size-fits-all approach.



Our promise

We're changing the way we work – putting customers at the heart of everything we do.

'Our Promise' is the concept that outlines how we'll stand side by side with our customers and the collective promise across the organisation to them, that 'we're with you.'

We're with our customers at the station, we're with them on their journey, through the good times as well as the challenges. Always there to help, assist or have a little natter. It is also about being a supportive colleague, having each other's backs, and about being a good partner for our stakeholders.

You're our central focus – experience it for yourselves, at stations, on trains... everywhere we are really!



Author's tale tempts you to travel

A children's author is hoping to inspire more parents and millennials to travel on our Thameslink services with his exclusive story. Sam Sedgman's short story, *Oil and Water*, will feature as a two-part article in the print version of the Guardian Weekend section, and he's recorded a section for a podcast advert too. Follow 11-year-old Harrison Beck as he reluctantly accompanies his uncle, travel writer Nathaniel Bradshaw, on the last journey of the royal steam train.

The story is another highlight of our marketing campaign in partnership with the Guardian and its magic of trains micro site, aiming to inspire new customers to travel on Thameslink and Southern.

Senior Partnership Manager Steph Youell said: "Through using writers and feature journalists with the Guardian we are accessing high-quality content, published in an arena where people are looking for travel inspiration and thought provoking articles on sustainability. It enables Thameslink and Southern to reach new and different audiences."



Operational Performance

As the rail year is still in progress, some annual metrics will be subject to change over the coming months. All YTD figures are up to the end of Period 11 (01/02/2020) unless explicitly stated otherwise.

Year starting April	2016/17	2017/18	2018/19	2019/20
PPM Target	84.0%	83.5%	83.1%	85.5%
PPM Achieved	74.2%	81.3%	82.7%	84.9%

Delay responsibility	2016/17	2017/18	2018/19	2019/20
GTR	38.8%	34.9%	37.1%	38.1%
Network Rail	57.6%	60.3%	57.4%	57.6%
Other Operators	3.5%	4.8%	5.6%	4.3%

Recent months	July	Aug	Sept	Oct	Nov	Dec	Jan
PPM GX	69.0%	84.5%	75.6%	73.5%	72.0%	69.6%	70.0%
PPM GN	69.0%	79.4%	86.2%	84.4%	85.2%	78.9%	83.4%
PPM SN	85.2%	91.6%	86.9%	86.4%	83.6%	84.3%	85.7%
PPM TL	68.9%	83.4%	79.2%	82.6%	78.5%	79.3%	82.3%

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

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 Sept	2015/16		2016/17		2017/18		2018/19		2019/20	2020/21
	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Target
Delay mins per 1,000 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.

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 2.75% in the DfT's most recent survey in January. 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
Map 2019	2.16%
July 2019	2.21%
Sept 2019	2.26%
Jan 2020	2.75%

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, with overall satisfaction above 81% for every GTR brand.

In summary:

- Overall journey satisfaction for GTR is up 7% since last autumn to 82%.
- Overall station satisfaction has also seen an uplift of 4% to 81%
- Overall train satisfaction has jumped an impressive 7% to 79%
- How we deal with delays has increased 8% to 38%
- Punctuality and reliability is up 7% to 72%
- Staff attitude and helpfulness is now at 77%, up by 5%

	Annual PEM target	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%	81.96%	Autumn 19 - 82%	July-Sept - 96.39% Oct- Dec - 96.68%

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	Autumn 2018	Autumn 2019	Annual benchmark 2019
Overall satisfaction	75%	82%	N/A
Overall satisfaction with the station	77%	81%	N/A
Overall satisfaction with train	72%	79%	N/A
PEM Indicator Results			
1 How well train company deals with delays	30%	38%	49%
2 How request to station staff was handled	84%	87%	87%
3 The attitudes and helpfulness of the staff (Station)	72%	77%	79%
4 Usefulness of information provided during delay	36%	48%	48%
5 The availability of staff (Station)	64%	68%	65%
6 Provision of information about train times/platforms	79%	85%	83%
7 Cleanliness (Station)	75%	75%	81%
8 Ticket buying facilities	72%	76%	80%
9 Facilities for car parking	47%	48%	49%
10 The upkeep/repair of the station buildings/platforms	71%	71%	73%
11 Station toilets (formerly, facilities and services (Station))	46%	50%	47%
12 Your personal security whilst using that station	71%	73%	74%
13 The provision of shelter facilities	72%	74%	67%
14 Overall environment (Station)	73%	74%	73%
15 Availability of seating (Station)	47%	53%	48%
16 The cleanliness of the inside (Train)	74%	78%	85%
17 Level of crowding (formerly 'Sufficient room for all passengers to sit/stand')	69%	73%	70%
18 The provision of information during the journey	75%	79%	83%
19 Upkeep and repair of the train	75%	78%	85%
20 Your personal security on board	71%	74%	82%
21 The cleanliness of the outside (Train)	73%	77%	80%
22 The space for luggage (Train)	55%	58%	49%
23 Punctuality/reliability (i.e. the train arriving/departing on time)	65%	72%	79%


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.

	Commitment	Route	Status
Deadline date			
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

	Commitment	Route	Status
Deadline date			
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	Complete
2019	Class 717 introduction. 150 newcarriages on the Moorgate route	Great Northern	Underway
2019	Up to 24 trains per hour each way through the core	Thameslink	Underway

Get off to a flying start



Travel by train to Gatwick Airport from London Victoria
Book your tickets at gatwickexpress.com

GX
GATWICK EXPRESS
WE'RE WITH YOU

We're getting there together



We're investing millions of pounds into station improvements for you
Find out more and book your tickets at greatnorthernrail.com

Great Northern
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