

GTR managers talk
to passengers at
St Pancras station



Govia Thameslink Railway



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@GatwickExpress

Great Northern

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0345 026 4700
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SOUTHERN

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connections

News, views and information for our customers Spring 2019



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: Govia Thameslink Railway's 2,000th new driver, Paul Butler at Blackfriars station

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PATRICK SAYS...

We spoke to Chief Executive Officer, Patrick Verwer, about the transformation under way at Govia Thameslink Railway following the introduction of the Winter timetable in December 2018.

Asked about the difference he felt the new timetable had made, he said: "Winter 2018 was our opportunity to demonstrate to passengers that we can be trusted to deliver. Now that we are several months in, this is a timetable that is clearly benefiting hundreds of thousands of passengers every day."

Patrick explained that the Winter timetable significantly improved the number and performance of train services across the network. The changes made in December focused largely on weekday services, especially in the hours immediately either side of the morning and afternoon peaks. The Summer 2019 timetable, to be introduced this coming May, will build on this by introducing 2,000 extra seats on weekdays in peak times between Brighton and Cambridge and a significant



Winter 2018 was our opportunity to demonstrate to passengers that we can be trusted to deliver.

increase in the number of services operating at weekends. "We are now operating over 3,600 services every weekday. That is change passengers can see, and it is 400 more train services than were operating on these same tracks this time last year. Most importantly, we have matched this change with a major improvement in reliability. The first four weeks of the new timetable set new records for performance since the start of the franchise in 2014, and this performance has been sustained.

That means a railway that passengers can rely on."

The smooth introduction of the Winter timetable was down to the hard work of colleagues from across the business, determined to make a difference for passengers. Patrick had special praise for colleagues from across GTR, Network Rail and Go-Ahead Group who joined their frontline colleagues at 25 stations in the three weeks before Christmas, helping customers to understand the changes to the timetable.

Patrick is now focused on the introduction of the Summer timetable in May 2019. "It includes extra all-day weekday services between Cambridge and Brighton, and for the first time, services between Cambridge and Brighton on a Saturday and between Cambridge and Gatwick on a Sunday, giving customers a much needed seven-day service. There will also be more weekend services operating between Bedford and Gatwick, Bedford and Three Bridges, Letchworth Garden City and King's Cross, Kentish Town and Rainham. This is about delivering for passengers."

Summer 2019

Steve White, Chief Operating Officer of Govia Thameslink Railway, explains what Summer 2019 will mean for passengers and how passengers have worked with us to make it happen.

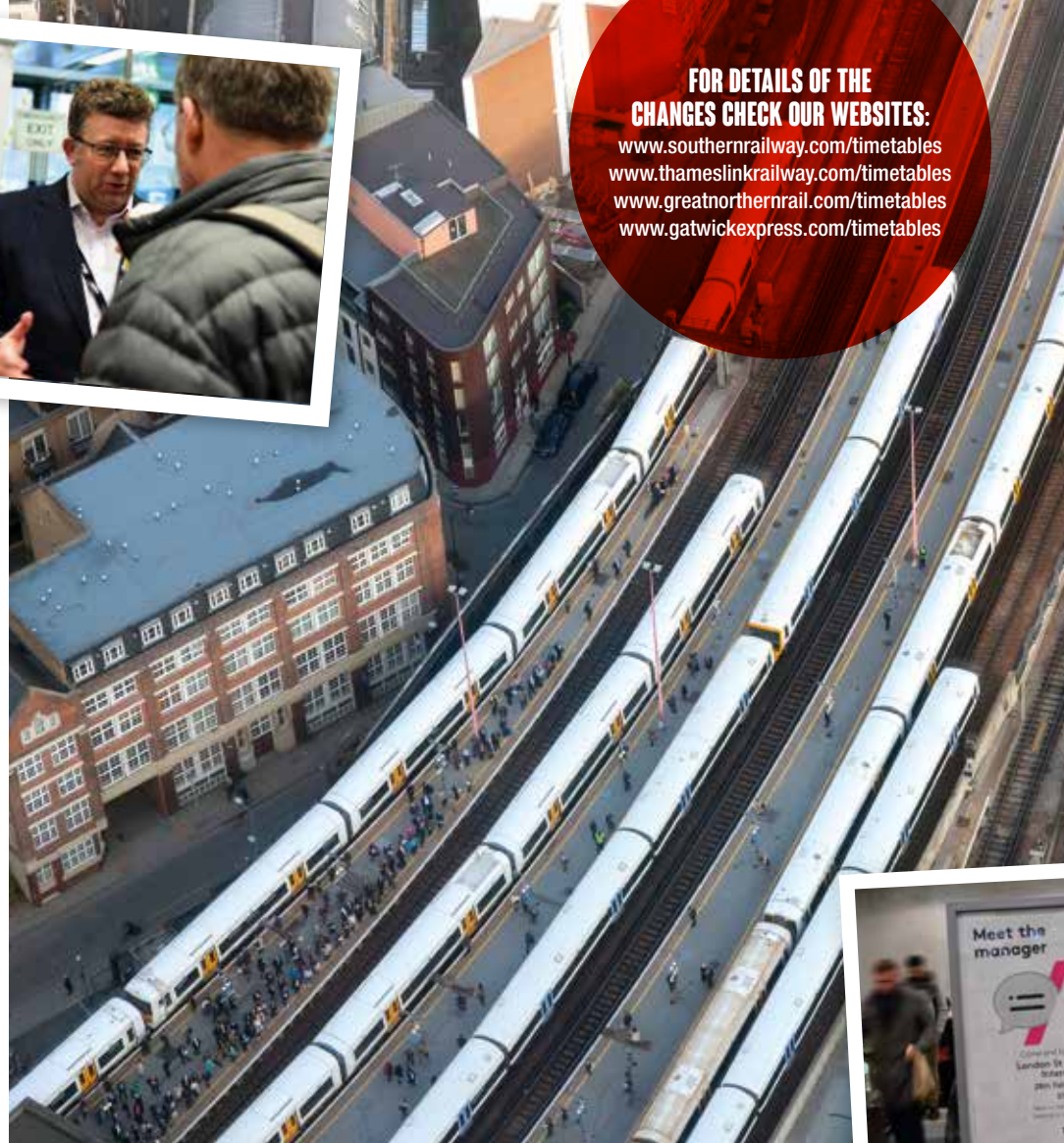
Much has happened since the last edition of *connections*. In December 2018, we introduced the Winter 2018 timetable, which significantly increased the number of weekday services and enabled us to increase space for passengers. At the same time, performance across the network has steadily improved, to the point where, at the time of writing, the last four-week reporting period was the best punctuality for four-and-a-half years, and the seventh consecutive improved period year on year. We are now running more trains, more punctually.

Yet there is much more to be done. Colleagues across Govia Thameslink Railway are focused

on the delivery of the Summer 2019 timetable, effective from the 19 May 2019. The Summer timetable is a steady, incremental change which builds on the Winter 2018 timetable, but it will still bring major improvements for passengers.

We are bringing back weekend services to provide more passenger space and journey options, particularly on Thameslink, helping you to travel more easily seven days a week.

Most current services are unchanged, but please check online journey planners as new services may provide additional journey options and some train times may change by a few minutes as we fine-tune performance and connections.



FOR DETAILS OF THE CHANGES CHECK OUR WEBSITES:

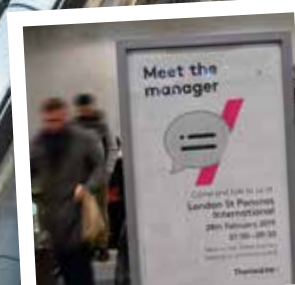
www.southernrailway.com/timetables
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www.gatwickexpress.com/timetables

FINE-TUNING THE TIMETABLE AND WORKING WITH PASSENGERS

Punctuality and reliability across Southern, Thameslink, Gatwick Express and Great Northern continue to improve. This continued improvement is in part because of some of the changes made in Winter 2018. These small changes can sometimes only save seconds, but those seconds really add up on a busy and congested rail network.

For Summer 2019 and future timetable changes, we will continue to balance passenger space, reliability and punctuality. The changes coming in Summer 2019, especially smaller changes such as at Royston, Preston Park and East Worthing, are a testament to the importance of

passenger feedback and the hard work of local Rail User Groups and elected representatives in working with us. We value your feedback, input and local knowledge and I would encourage you to meet us at your next Meet the Manager session.



HERE'S A SUMMARY OF THE BIGGEST CHANGES COMING THIS SUMMER:

WEEKDAYS:

New connections from Brighton to Cambridge

From Monday 20 May, we are adding 31 weekday services across our network. On weekdays Brighton to Cambridge will see a new direct Thameslink train per hour all day

in each direction – providing the route with two trains per hour for most of the day. And in direct response to passenger requests, some peak services will make additional stops such as at Preston Park on Gatwick Express, at Clapham Junction for passengers

from Hassocks on Southern and Knebworth, Royston and Letchworth on Great Northern services. We are also introducing new early morning services to better serve Gatwick Airport, and stops on Southern services for schoolchildren in the Worthing area.

WEEKENDS: 180 extra Saturday services // 100 extra Sunday services

Weekend services also get a significant boost with 180 extra Saturday services and 100 extra Sunday services across Thameslink and Great Northern routes. These are a combination of reinstated and new services. This includes restoring the Bedford

Main Line to four trains per hour on weekends, increasing Thameslink Kentish Town to Rainham services to two trains per hour, extending Thameslink Sutton to St Albans to four trains per hour on Sundays, introducing a Thameslink Brighton to Cambridge service on Saturdays

and a Thameslink Cambridge to Gatwick Airport service on Sundays.

These new services will help you make the most of your weekend and will make travelling to Gatwick Airport easier from across the network.

EVERY SECOND COUNTS FOR 'ON TIME' SWITCH

As of March 2019, 87.3% of our 3,600 daily scheduled trains ran their entire scheduled route and arrived at their final destination within five minutes of their timetabled arrival time.

This figure, known as our Public Performance Measure (PPM), relates to the four weeks up to the start of March. The PPM for the same four-week period last year was 79.4%. It is a testament to the significant improvement in punctuality and reliability on Govia Thameslink Railway services over the past six months, but it is also a sign of clear room for improvement.



DID YOU KNOW?

Almost one third of all new Southern trainee drivers were women in 2018 – up from 18% in 2017. This is good news as we seek to encourage more women to consider a career in rail.

To support this UK-wide ambition, in April the entire rail industry will switch to “on time” – which measures punctuality at every single stop. To achieve “on time”, a train must call at every single station on its planned route within 59 seconds of the scheduled timetable.

It's a reminder that every second counts. It's a tough measure, especially for services such as the soon-to-be twice-per-hour Thameslink

Brighton to Cambridge service, travelling over a hundred miles across two of the busiest main lines in Britain and through central London, but it's one that provides greater transparency for passengers.

As of March 2019, our on-time performance is above 72%. That makes us the sixth best performing franchise of the twenty-three franchises in the UK, but it is also a solid base from which to improve.

DRIVEN TO SUCCEED

Paul Butler became GTR's 2,000th qualified driver in late 2018, as part of the biggest driver recruitment programme ever.

The former police officer started his training in November 2016. He was part of a planned strategy to deliver 80 more qualified drivers on Thameslink and Great Northern in time for the Winter 2018 timetable change.

He said: “Qualifying is fantastic. I feel like I've ticked off two jobs – police officer and train driver – that, as a kid, I really wanted to



do when I grew up. This is a great achievement personally and I am proud to have made a bit of rail history by helping the company meet this milestone.

“A lot of people have gone before me and great effort has

gone into making this happen. In qualifying, I have come to realise that I'm part of a much bigger project.”

Paul, a Thameslink driver based in Orpington, was put through his paces during the three-part training programme. On top of 13-weeks of a classroom-based course and exams on rules and track safety, Paul learned how to drive a train in a simulator cab. The final stage saw him complete 250 hours driving an actual train under the guidance of a driver trainer.

ON THE WAY

Key features of new trains for the Moorgate route



wheelchair spaces



CCTV
throughout
the train



Wide
walkthrough
carriages



Free Wi-Fi
and
Free power sockets
to keep you
connected
on your
journey



Great Northern

Hands-on experience: Katrina Rose-Allen, 20, is an engineering apprentice. Prior to joining Govia Thameslink Railway, she was in Sixth Form gaining A Levels in Maths, Physics and Law.

10
apprentices
joined in 2018



TRAINING TOMORROW'S ENGINEERS

We are the UK's largest rail franchise, covering 24% of the country's train journeys every day. As such, Govia Thameslink Railway currently hires more engineering apprentices than any other train operating company in the UK.

Ten apprentices joined the organisation in 2018 and a further 15 are set to be recruited this year. Most apprentices join the scheme as an alternative to going to university after completing A Levels. The apprentices combine college study with hands-on experience, resulting in UK-recognised qualifications.

Right choice: Jack Clarke, 22, chose an engineering apprenticeship after completing his A Levels. His interests in railways and engineering made it an attractive choice.



236
carriages
revamped

MODERNISING OUR FLEET

With more than 2,700 train carriages to maintain and clean, planning overhauls and new train introductions, the engineering team at Govia Thameslink Railway is busier than ever.

From May this year, when an extra hourly Cambridge to Brighton service is introduced, there will be even more Thameslink Class 700 trains in service each day. The team is working with supplier Siemens to keep them in optimum condition.

Improvements put in place to manage the maintenance of the trains prior to the winter timetable have resulted in their steady reliability. We are currently working on software upgrades which will further enhance the operation of train systems. This will help maintain the improving upward trend in the number



of miles a train runs before any technical issues occur.

We've also been testing the new Class 717 trains in passenger service since the autumn ahead

of their full operation on Great Northern Moorgate services.

The 150 new carriages that will soon replace all the 40-year-old Class 313 trains will provide a modern environment and much more space for passengers. As the first new trains to be introduced on this unique stretch of railway in four decades, they require meticulous review and approval for a safe and reliable introduction.

The main Southern fleet of Class 377s is undergoing a full interior refurbishment following 15 years in passenger service. Of the 700 carriages, 236 vehicles have been completed, with the remainder due by the Summer of 2021.

MEET THE MANAGER

Two recent Meet the Manager events, at St Pancras in February and London Bridge in March, again proved successful with customers.

The events are an opportunity for our customers to discuss any burning topics with representatives from all areas of our business, including our senior management team.

They normally take place between 7.30am and 9.30am, but we've added some afternoon peak sessions after customers requested them.



Next events:

25th April	Blackfriars
22nd May	King's Cross (4.30pm-6.30pm)
20th June	Victoria

DELAY REPAY

We are committed to making sure that if we fail to deliver a reliable service, passengers are aware of and receive the compensation that they are entitled to.

We're also making it as easy as possible for them to claim and resubmit claims, as well as increasing flexibility with how they receive their money, including adding Amazon Pay recently.


1.05
million claims


40% for delays
of 15-29 mins


3
days average time
for a decision to
customer


5% claims via
auto delay repay
notification (for Key
Smartcard holders)


6
days average time
for payment after
that decision


a
6 repayment
options (including
Amazon Pay)

(For the period: 1st April to 13th October, 2018)

New message

To: STEPH TURNER

Subject: A DAY IN THE LIFE...

A DAY
IN THE
LIFE...

STEPH TURNER

Steph joined our Customer Relations HQ team in November and, thanks to previous experience at stations, she knows the value of handling every complaint carefully.

WHAT'S YOUR ROLE?

I work in a team of highly experienced people who tend to specialise in handling enquiries on certain topics; around 1,300 a month. Our wide-ranging experience means we can handle most issues between us.



Answering correspondence queries is different; we must think very carefully about what we write.

I have seen first-hand how problems affect people's journeys; it helps my responses now. Some complaints are simple, others more complex and take time to pick apart.

I also handle lost property queries. It's great to track items down, especially when they have sentimental value. I'm going to spend time at the lost property office in Victoria to get more idea of an idea how they operate.

HOW DID YOU GET HERE?

I've worked in customer-facing roles for all my 10 years with GTR, starting as a part-time dispatcher. I've also worked in the booking/ticket office at a few stations, including as a relief staff member, all on Great Northern.

The disruption last May was a challenging time. I had to react to many different issues, all at once sometimes. It was an adrenaline rush. When it settled down, I found it a bit quiet and decided to look for other opportunities within the business.

IS HANDLING COMPLAINTS BY EMAIL OR LETTER EASIER?

Working at stations in front of customers often meant thinking on my feet to deal with issues.

WHAT'S THE GENERAL MOOD AMONG PASSENGERS NOW?

Last year things were difficult at times. At Sandy, where I worked for a while, we received a letter of thanks from the mayor for our customer support. Things have settled down; our changes are making a difference and it feels more positive. We continue to explain and reassure customers. The HQ team made me feel very welcome; it was tough for them too.

RAILWAY OMBUDSMAN

The HQCR team also deals with complaints sent to the new Railway Ombudsman.

The Ombudsman is an independent dispute resolution service. It covers complaints relating to rail journeys in England, Scotland and Wales, effective from 26th November last year.

GTR has eight weeks to respond to a complaint and issue a final response or deadlock letter before it can be referred.

Out-of-scope complaints are passed to Transport Focus or London TravelWatch.

For more visit <https://www.railombudsman.org/>



Send

THE BIG PICTURE

February's nine-day Balcombe Blockade works were part of the extensive Brighton Main Line Improvement Project.

£300m

The works are part of a £300m government-funded programme to boost reliability and punctuality on major lines in the south east.

300,000

The route is one of the busiest on the UK network, carrying 300,000 passengers on a normal weekday.

250

More than 250 engineers improved track, signalling and drainage at

26

sites on the route.



BRIGHTON MAIN LINE ON TRACK

A nine-day line closure in February went according to plan, thanks to advance planning and extra staff.

Network Rail's engineering work on the busy Brighton Main Line, where Victorian-era tunnels, track, power and points are in need of essential upgrades, is proceeding as planned.

Improvements began in September 2018 and will continue until May 2019 on the line that carries around 300,000 passengers between the Sussex coast, Gatwick Airport and London each day.

"We tried to keep disruption to a minimum but a nine-day closure of one of the busiest lines on the network was inevitably going to cause some inconvenience," says Robert Cogger, Communications Manager (Brighton Main Line Improvement).

"But the replacement bus, train and car parking operations we set up worked well, and because we put out communications well in



advance people were able to plan accordingly and the number of passengers fell by at least half. This means there weren't long queues for buses or trains.

"We looked after passengers who did have to travel as best we could. Over 300 agency staff

worked with us for the week and some people said it was almost like a carnival atmosphere!

"At Three Bridges, station staff were even performing song and dance routines and we had some professional musicians working mornings and evenings at several stations. Giveaways and coffee tokens went down very well too. We've had some very positive feedback from passengers and the media.

"Network Rail's blockade leadership team worked hard all week overseeing the efficient delivery of improvement works at 26 locations, ranging from major track renewal to station refurbishment and deep cleans," says Robert.

"Most importantly, Network Rail ensured the line was able to reopen on time exactly as planned."

Catch up with what's being done on Twitter at @Brighton_Line.

MEET OUR LINE RESIDENTS

Six well-known influencers in areas from food to fitness are helping us to celebrate the transformative power of journeys for passengers across our network.

The creative partnership will see Line Residents use videos, podcasts and blogs to share stories inspired by their train journeys on Great Northern and Southern while shining a light on the people, connections and must-visit

destinations along the rail routes.

With exclusive content released each month, the influencers will inspire passengers as Great Northern and Southern Rail improve the network with new routes, more capacity and greater frequency.

Content will range from the stories of inspirational leaders changing their communities, to how to turn your commute into a productivity power hour, elevated

picnic lunches and much more.

Myriam Walburger, GTR's Acting Communications and Marketing Director said, "From fitness and food to music and technology, our new Line Residents have produced a series of videos, podcasts and blogs. We hope our creative partners enhance the journeys of passengers on Southern and Great Northern, whether it's on a daily commute or for leisure travel."



Murals at Horsham station designed by pupils from our new station partner Christ Church School.



COMMUNITY RAIL SUPPORTING CHARITIES

The expansion of community rail continues across our network. At the start of this year we launched our eighth Community Rail Partnership (CRP) between Bedford and St Albans. Local football club Luton Town FC and keen community supporters

kindly hosted our inaugural events for 45 external organisations. They got the chance to find out more about how community rail can benefit the local society and economy. We also celebrated new station partners at Bishopstone and Horsham. These partnerships

encourage real involvement by groups who are transforming their stations. They also help us to increase the confidence of groups with disabilities with rail travel through our try-a-train events, and deliver our award-winning education programme, Go Learn, to more than 17,000 youngsters.



SUPPORTING CHARITIES ON OUR NETWORK



Two charities we currently work with are Chestnut Tree Hospice and East Anglian Air Ambulance. We regularly hold fundraising activities throughout the year with donations coming from our staff survey, marathons, cake sales, and even head shaving. Staff at King's Lynn station present a fundraising cheque to the East Anglian Air Ambulance.

'SOLDIER' SILHOUETTES AT STATIONS



We marked the 100th anniversary of WWI with silhouettes of soldiers at 22 stations across the GTR network. The activity was carried out in collaboration with the Royal British Legion. Pictured here are pupils from Georgian Gardens School with the local mayor.

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%
DELAY RESPONSIBILITY	2015/16	2016/17	2017/18	2018/19
GTR	35.9%	38.8%	34.9%	38.2%
Network Rail	59.5%	57.6%	60.3%	56.4%
Other Operators	4.5%	3.5%	4.8%	5.4%

RECENT MONTHS	JULY	AUG	SEPT	OCT	NOV	DEC
PPM GX	51.7%	65.5%	67.9%	61.6%	52.1%	62.2%
PPM GN	65.1%	75.4%	79.4%	79.9%	84.0%	83.2%
PPM SN	79.2%	85.4%	85.3%	82.0%	78.7%	85.7%
PPM TL	66.4%	81.1%	85.7%	82.2%	80.5%	85.9%

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	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	12.04	11.89
Cancellations	2.10%	1.94%	1.88%	2.20%	2.05%	2.02%	4.08%*	1.76%	1.64%
Train running with fewer carriages than planned	0%	1.03%	0%	1.42%	1.57%	1.42%	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; 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 2018 National Rail Passenger Survey was completed following the difficult timetable change last year, and the results reflect the level of passenger dissatisfaction with GTR at that time with the overall satisfaction score flat at 75%. Despite this backdrop, the Autumn survey shows a solid foundation for further improvement. The satisfaction of passengers on Southern services, for example, continues to climb, and views on punctuality and reliability is up 9% to 66%, itself reflecting the positive impact of the Southern timetable changes introduced last Summer. Similarly, Gatwick Express is achieving some of its highest ever scores, with particular praise, 80% for the helpfulness of station teams.

Given the disruption faced by passengers in the summer, Great Northern and Thameslink performed less well, yet passengers still gave Thameslink its best ever score for the availability of station staff. We continue to invest in the passenger experience, including the roll-out of new smartphones to passenger-facing staff so they can provide the best available information. This recognition of the role of our passenger-facing staff provides a solid base. As the number of services, punctuality and reliability continues to grow, there will be a strong foundation on which to build for the spring wave of NRPS.

	Annual PEM targets	Actual Actual PEM annual result	NRPS Scores	QuEST Scores
2017	82.2%	84.83%	Spring result : 74% Autumn result : 76%	Jan to end March: 95.9% April to end June: 95.8% End June to mid-September: 96.08% Mid-September to December: 96.22%
2018	83.35%	85.02%	Spring result: 75% Autumn result: 75%	Jan-March: 95.26%* April-June: 95.86%* End June to mid Sept 95.74%* Mid Sept to Dec 96.23%*

*QuEST results for 2018 are being finalised at the time of writing and will be confirmed in future editions of *connections*.

NATIONAL RAIL PASSENGER SURVEY

The table below shows our scores for the individual indicators that count towards our Passenger Experience Measure (PEM) for 2018, and the corresponding figures for the Autumn 2017 survey. Annual Benchmarks relate to the average of the two 2018 surveys so are shown for indicative purposes.

	GTR NRPS INDICATOR	AUTUMN 2017	AUTUMN 2018	Annual Benchmark 2018
1	How well train company deals with delays	28%	30%	48%
2	How request to station staff was handled	88%	84%	86%
3	The attitudes and helpfulness of the staff (Station)	74%	72%	78%
4	Usefulness of information provided during delay	34%	36%	48%
5	The availability of staff (Station)	66%	64%	65%
6	Provision of information about train times/platforms	80%	79%	83%
7	Cleanliness (Station)	77%	75%	81%
8	Ticket buying facilities	74%	72%	79%
9	Facilities for car parking	41%	47%	48%
10	The upkeep/repair of the station buildings/platforms	70%	71%	71%
11	Station toilets (formerly, facilities and services (Station))	43%	46%	*
12	Your personal security whilst using that station	72%	71%	73%
13	The provision of shelter facilities	74%	72%	67%
14	Overall environment (Station)	74%	73%	72%
15	Availability of seating (Station)	46%	47%	47%
16	The cleanliness of the inside (Train)	74%	74%	84%
17	Level of crowding (formerly 'Sufficient room for all passengers to sit/stand')	67%	69%	68%
18	The provision of information during the journey	73%	75%	83%
19	Upkeep and repair of the train	72%	75%	84%
20	Your personal security on board	71%	71%	81%
21	The cleanliness of the outside (Train)	72%	73%	78%
22	The space for luggage (Train)	52%	55%	48%
23	Punctuality/reliability (i.e. the train arriving/departing on time)	63%	65%	79%

* The Autumn 2018 result is not directly comparable with previous surveys following a change to question wording.

FARE EVASION

Why does fare evasion matter?

Fare evasion and 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 reduce ticketless travel to 2.01% in the DfT's most recent surveys in January and February. It's worth noting that GTR doesn't make a profit from rail fares.



	OUR TARGET FOR TICKETLESS TRAVEL	Actual results
September 2016 to September 2017	2.52%	2.66%
September 2017 to September 2018	2.5%	2.21%

DEPARTMENT FOR TRANSPORT SURVEY	TICKETLESS TRAVEL
May 2018	1.95%
July 2018	1.97%
Nov 2018	2.06%
Jan 2019	2.01%

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	Complete
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