

GTR – how we're performing

Operational performance

The tables below provide our performance scores for the full 2021/22 rail year, including the ongoing effects of the COVID-19 pandemic. We have continued to adapt our service in response to customer demand as lockdown restrictions have eased, though the Delta and Omicron outbreaks in late 2021 posed challenges for the business. Over the course of Autumn and Winter 2021/22, we experienced a high level of cancellations – primarily as a result

of traincrew shortages and severe weather events, which has led to us missing our target for the year. However, recent timetable alterations have put us in a much better position to offer a reliable, punctual service. Despite these challenges, we've worked hard to provide a good performance to customers this year, with 74.8% of trains arriving on time and PPM at 86.3%. We will continue to be committed to running our trains on time every time for our customers.

KEY

GTR: Govia Thameslink Railway

GX: Gatwick Express

GN: Great Northern

SN: Southern

TL: Thameslink

PPM: Public Performance Measure

PPM Target vs Actual Performance						
Year starting April	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22
PPM target	85.8%	84.0%	83.1%	85.4%	85.1%	87.3%
PPM achieved	74.2%	81.0%	82.7%	84.8%	90.6%	86.3%

Delay Responsibility						
Year	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22
GTR	37.6%	32.6%	35.8%	29.1%	25.6%	32.1%
Network Rail	58.9%	62.5%	58.7%	64.3%	70.1%	63.0%
Other operators	3.5%	4.9%	5.5%	6.6%	4.3%	4.9%

Recent Performance								
Recent months	22/06	22/07	22/08	22/09	22/10	22/11	22/12	22/13
PPM GX*	-	-	-	-	-	-	-	-
PPM GN	84.9%	89.5%	87.8%	88.4%	86.4%	90.9%	83.6%	86.9%
PPM SN	86.6%	86.2%	85.7%	85.5%	85.4%	87.2%	79.1%	86.6%
PPM TL	80.3%	85.6%	83.1%	81.2%	85.8%	87.2%	79.9%	87.1%

* GX (Gatwick Express) services were suspended between 30/03/20-13/12/21, before being briefly reintroduced and then withdrawn again. Their data has been excluded as there were insufficient journeys for comparison with other brands.

Department for Transport contractual targets

The Department for Transport sets us a series of targets on a variety of performance measures. We monitor these and use the results – plus ongoing driver training, reliable train fleets and robust operational planning – to inform how we can improve services across all routes.

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](https://www.thameslinkrailway.com), [greatnorthernrail.com](https://www.greatnorthernrail.com) and [southernrailway.com](https://www.southernrailway.com)

	2015/16		2016/17		2017/18		2018/19		2019/20		2020/21		2021/22	
	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
Delay mins per 1,000 miles	19.64	17.98	19.40	19.43	15.95	17.50	20.40	18.36	17.60	12.79	17.18	6.70	15.91	10.67*
Cancellations	2.10%	1.94%	1.88%	2.20%	1.25%	2.02%	7.82%	7.75%	1.87%	1.87%	1.67%	1.23%	3.4%	5.68%
Trains running with fewer carriages than planned	0%	1.03%	0%	1.42%	0%	1.42%	0%	0.80%	0%	0.57%	0%	0.46%	0%	0.78%

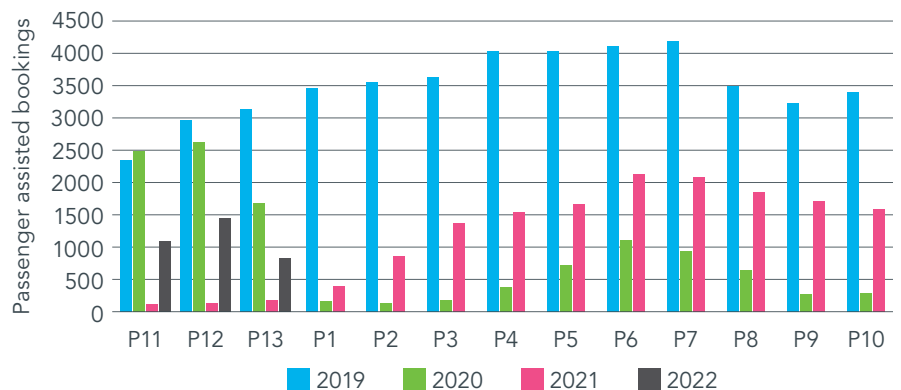
*This year's actual figure doesn't have anything from period 13 yet, the earliest that could be available is after 4 April

Passenger assist

	P7	P8	P9	P10	P11	P12
GTR assistance journeys	4,004	4,022	3,638	2,851	2,408	3,253
Booked	2,079	1,863	1,724	1,588	1,093	1,455
Recorded unbooked*	1,925	2,159	1,914	1,263	1,315	1,798

*Recorded via internet logging system and should only be viewed as an indication of volumes

Passenger assist booking trends 2019-2022



Fare evasion

Why does fare evasion matter?

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 for you.

Survey December/January 2022
Irregularity rate – 4.592% (3.359%)*
Revenue at risk – 4.023% (2.775%)*

*The figures in brackets are for the previous survey in 2020

Customer satisfaction

How do we measure customer satisfaction?

We were previously set annual Passenger Experience Measure (PEM) targets to monitor customer satisfaction. This was a combination of audits completed at stations and on trains, and an independent customer survey led by Transport Focus, the National Rail Passenger Survey (NRPS). This would measure impressions of rail UK train operating companies across a wide range of criteria. The NRPS took place twice a year but, due to the pandemic, this was paused and is under review. Over this time, we've made an extra effort to proactively seek our customers views through our 'We're Listening' surveys to our online passenger panel and regular input from our Access Advisory Panel and Customer Cabinets.

We are soon to launch a new Service Quality Regime which will measure the helpfulness of our staff as well as our station and on-board environments. Staff helpfulness will be measured via mystery shops, with 25% of these being carried out by customer with additional needs ensuring we deliver great customer service for everyone who travels with us.



Our commitments

We are continually improving the services we offer you on our network. Here we have tracked the progress of each commitment made to you from the start of the franchise.

Commitment	Route	Deadline	Status
All-day staffing at 16 further stations	Southern	Jul-16	Complete
New ticket vending machines	All	Sep-16	Complete
Introduce a subscription-based area of the website for over 65s with promotions and discussion board	All	Oct-16	Complete
Introduce more staff for train cleaning	All	Dec-16	Complete
Repainting programme for all GTR managed stations	All	Dec-16	Complete
Enhance and upgrade existing station CCTV and install CCTV at stations previously without	All	Dec-16	Complete
Additional £2.5m investment on improving facilities and information at stations	All	Jan-17	Complete
'My Journey' info on train performance for holders of 'The Key' smartcard	All	Apr-17	Complete
Investment in improving retail and catering facilities at stations	All	Jul-17	Complete
Programme of upgraded ticket machines and automatic payment methods at car parks	All	Sep-17	Complete
LED lighting installed at various stations and on older train units	All	Sep-17	Complete
Enhancements to on-train passenger information systems	All	Oct-17	Complete
London Bridge station reopens	Southern/ Thameslink	Jan-18	Complete
New class 700 introduction	All	2018	Complete
Further upgrades to customer app	All	2018	Complete
Class 717 introduction. 150 new carriages on the Moorgate route	Great Northern	2019	Complete
Introduced online journey planning functionality that details how busy services are likely to be, helping you to choose a quieter train	All	Aug-20	Complete
King's Lynn 8 carriage scheme	Great Northern	Dec-20	Complete
Refurbishment of Electric Vehicle Charging Points in our car parks, and Introduction of new dedicated charging zones at Haywards Heath and Hatfield stations	All	Mar-21	Complete
Launch of a flexi-season product to The Key, offering better value for money for part-time commuters	All	Jul-21	Complete
Deliver enhanced disability awareness training to all new and existing customer facing staff	All	Jul-21	Complete



WE'RE WITH YOU