



Customer report

Publication date 20 October 2023

Reporting periods 1 to 6, inclusive of
1 April to 16 September 2023

GTR

Great Northern

GX
GATWICK EXPRESS

SOUTHERN

ThamesLink/

WE'RE WITH YOU

Operational performance

Our continued focus and plans to improve reliability for customers, has resulted in five out of the six periods within this reporting timeframe exceeding target and showing significant improvements year on year.

Historically, summer months have been challenging for operational performance, with traincrew availability playing a key factor. However, considerable focus and work in this area has resulted in increased driver availability throughout the reporting period, ensuring we were able to operate and recover the service in times of disruption. We are pleased with what we have achieved thus far, and hope our customers have experienced the service improvement.

The heatwave and hot weather in June (P3) tested our resilience plans, placing additional pressure on our infrastructure and causing an increase in related failures. This resulted in P3 being the only period in the reporting timeframe to not meet target. We continue to review and improve our operational performance with our colleagues at Network Rail, who own and operate the infrastructure that our trains run on.

“Our continued focus and plans to improve reliability for customers, has resulted in five out of the six periods exceeding target.”





Operational performance scores

Period	P1		P2		P3		P4		P5		P6		P1-P6 2022	P7-P13 2022	P1-P6 2023
	2022	2023	2022	2023	2022	2023	2022	2023	2022	2023	2022	2023			
Total cancellations	5.6%	3.7%	4.0%	3.5%	5.3%	5.2%	9.4%	4.6%	11.2%	3.9%	5.6%	3.8%	6.8%	5.4%	4.1%
GTR cancellations	3.1%	2.1%	1.9%	1.7%	3.6%	1.8%	6.8%	2.3%	7.0%	2.4%	3.3%	2.1%	4.2%	3.0%	2.1%
Short formations	0.9%	0.4%	0.7%	0.2%	1.1%	0.3%	1.5%	0.2%	0.5%	0.1%	0.3%	0.3%	0.8%	0.4%	0.3%
On time	74.4%	75.2%	75.2%	74.3%	76.0%	68.2%	70.0%	70.1%	67.2%	72.8%	65.5%	69.6%	71.4%	65.5%	71.8%
Time to 3 minutes	88.4%	90.2%	89.0%	89.2%	89.9%	84.2%	85.1%	86.5%	83.0%	88.3%	82.9%	86.1%	86.4%	83.2%	87.5%
Time to 15 minutes	98.6%	99.2%	98.8%	99.0%	99.3%	97.9%	97.7%	98.7%	97.7%	99.0%	98.1%	98.6%	98.4%	98.3%	98.7%

Total cancellations is the percentage of trains that didn't run for any reason compared to the number of trains that were booked to run.

GTR cancellations is the percentage of trains that didn't run where the cause was the responsibility of GTR (as opposed to Network Rail or other train operators).

When a service runs but has fewer carriages than planned, this is recorded as a short formation.

On time, time to 3 minutes, and time to 15 minutes are all related to the punctuality of all trains at all their planned stops, the percentage is the number of locations where services arrived within 1 minute, 3 minutes or within 15 minutes of the booked arrival time.

Further details regarding GTR Operational Performance can be accessed via our website at gtrailway.com/what-we-do

Customer experience

Our Service Quality Regime

We are now in our second year of the Service Quality Regime (SQR), working in partnership with our supplier to generate an independent view of how we are delivering for customers and helping us quickly identify areas where we need to make improvements. SQR monitors the quality of the environment, service and information we provide at our stations, on-board our trains and even online. It combines a mixture of mystery shopping (including shops completed by people with additional needs) and inspections by our supplier. Where we uncover an issue, we have a set length of time to address it before a reinspection is carried out. Failing the reinspection also affects our scores. Our priority is to prevent any SQR failures through proactively identifying faults and areas for improvement before they impact our customers' experience. We're also working closely with our wider supplier base however, to ensure we are well positioned to react quickly and rectify issues identified through SQR, focusing on what matters most to our customers.




Across P1 to P6, we have delivered significant improvements in Cleanliness and graffiti, both in station and onboard, after identifying this as a key focus area. While we have seen an improvement, it remains a priority, as we know the importance it holds with customers. We also continue to perform strongly in areas such as Customer Service.

Scores are published every railway period (4 weeks) and benchmarks are set by the Department for Transport.

SQR is one of many sources we use to achieve a fuller picture of where our focus needs to be and helps us identify any trends or issues that need prioritising. We continually use this data to drive improvements in key areas for our customers



Service Quality Regime scores

Service quality area	P1	P2	P3	P4	P5	P6	Benchmark
 Ambience and assets Cleanliness and graffiti Information Ticketing and staffing	67.84%	70.81%	69.94%	74.17%	73.86%	76.94%	70%
	55.28%	59.70%	46.14%	51.79%	57.23%	65.88%	48 %
	69.93%	69.94%	71.50%	73.78%	75.14%	76.43%	65%
	79.47%	84.90%	82.35%	89.83%	82.88%	80.04%	84%
 Ambience and assets Cleanliness and graffiti Information	86.96%	88.87%	90.24%	89.93%	91.36%	92.65%	88%
	76.21%	77.24%	77.11%	77.85%	79.52%	80.14%	71%
	83.22%	79.23%	81.01%	88.00%	93.20%	94.86%	85%
 Staff helpfulness Online information	85.00%	78.00%	85.00%	71.00%	77.00%	84.00%	72%
	97.92%	95.83%	100.00%	100.00%	97.92%	100.00%	94%

The scores are for GTR, a railway operator managing Southern, Thameslink, Great Northern and Gatwick Express.

Customer Satisfaction

Pre-pandemic the rail industry set Passenger Experience Measure (PEM) targets to monitor customer satisfaction, using a National Rail Passenger Survey (NRPS). This was paused in 2020 due to the COVID-19 pandemic and will not return. A new rail customer experience survey for the industry is being developed and is currently in field stage, with a planned launch in Spring 2024.

In the absence of this, we use a wide range of industry insights, such as the Wavelength survey, Transport focus feedback and the ORR annual consumer report. We also proactively seek our customers' views in the form of regular customer experience surveys, input from our Access Advisory Panel and surveys to our Passenger Panel. This comes in the form of regular customer experience surveys, input from our Access Advisory Panel and surveys to our Passenger Panel. This is assessed alongside feedback provided by our customers through contacts, complaints and praise, helping us to identify any emerging customer issues or priorities.

Compliance with scheduled operating hours

Under the RDG Ticket Settling Agreement, we collate data weekly regarding our compliance with ticket office opening hours. Our ambition is always to try and achieve 100% compliance. While we had a strong start to the reporting period in P1, industrial action has impacted our scores across P2-6. During periods of industrial action, our limited resources are focused towards accessibility assistance and train dispatch. That being said, we have still achieved greater than 90% compliance on average throughout.



Train company	P1	P2	P3	P4	P5	P6
Great Northern	93.89%	94.06%	92.34%	92.91%	89.53%	91.68%
Gatwick Express	99.98%	86.51%	94.88%	98.96%	89.40%	98.11%
Southern	96.55%	93.06%	91.92%	90.18%	89.25%	86.35%
Thameslink	98.00%	94.38%	95.61%	95.39%	95.02%	91.84%
GTR	97.11%	92.00%	93.69%	94.36%	90.80%	92.00%

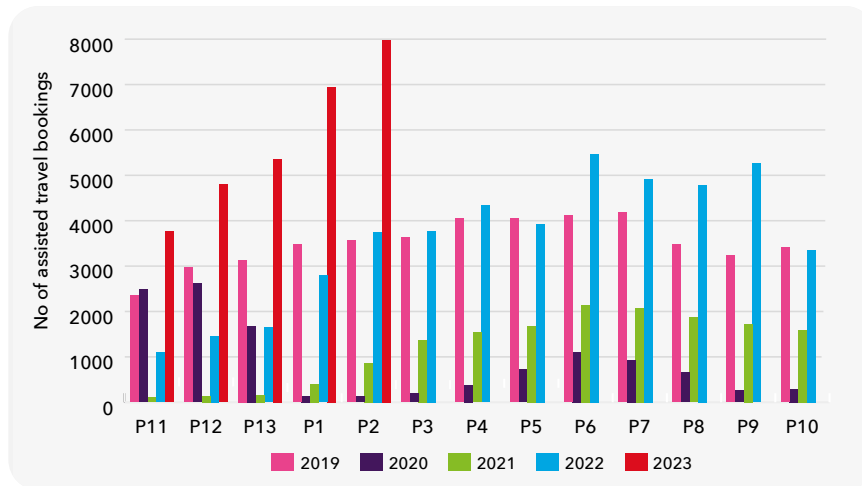
Passenger assist

Our passenger assistance numbers continued to increase over the past six rail periods with volumes now far higher than pre-pandemic travel. We are supporting customers who require assistance with further actions to improve the accessibility of our network, including further disability awareness training, adoption of new tools to aid our assistance processes and embedding core customer service values.

Passenger assistance numbers

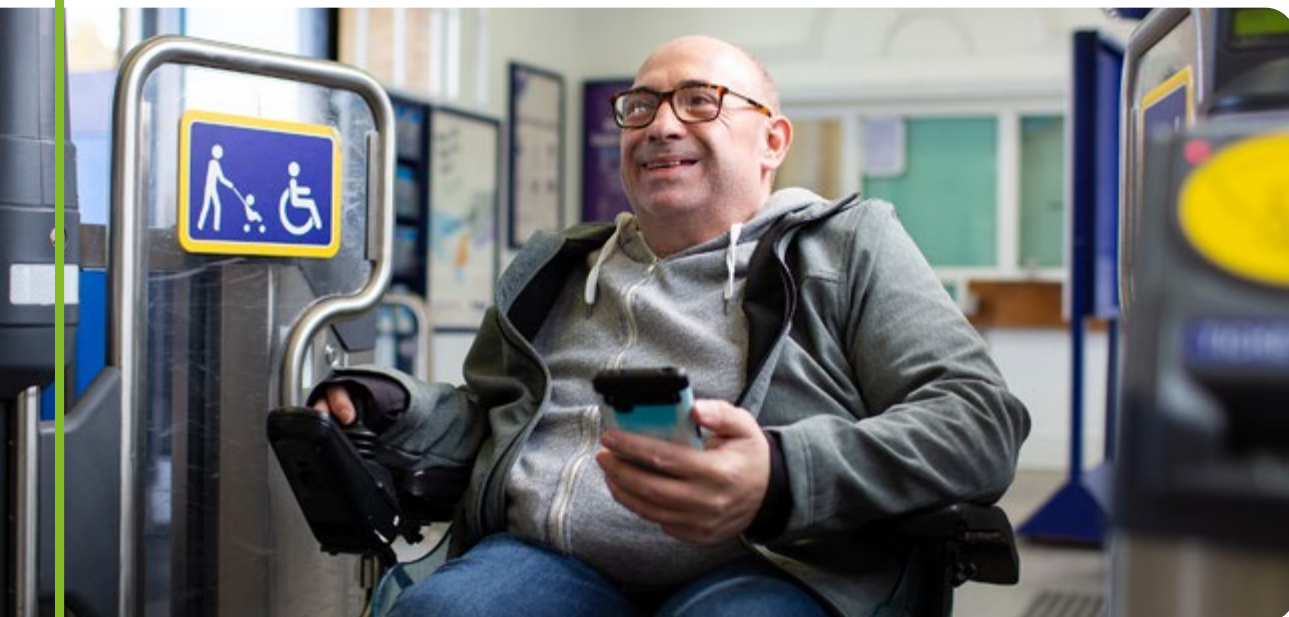
Weekly period	P1	P2	P3	P4	P5	P6
Total GTR assistance journeys	11,542	13,222	13,913	15,107	14,169	13,709
Booked	6,944	7,987	8,649	9,433	8,977	8,738
Recorded unbooked*	4,598	5,235	5,264	5,674	5,192	4,971

*We have improved our process for recording unbooked assists over this period with the full adoption of the Passenger Assist staff app. However, recorded volumes may be lower than the actual number of assists provided due to the fast paced and often unpredictable operational nature of the running a railway. Our priority will always be providing a safe service with a high level of customer service.



Assisted travel booking trends 2019-2023

Changes in Assisted Travel bookings as a result of the pandemic, compared with current travel patterns.



Performance against environmental impacts targets

“Further carbon-reduction initiatives are planned as we develop our plan to achieve Net Zero”



GTR is committed to delivering a more sustainable way to operate our railway. We are embracing initiatives to tackle energy and water consumption to manage resources more efficiently: driving down waste, reducing negative impacts on our neighbours and increasing positive impacts.

As a company, we are committed to taking environment and energy concerns into account in all our decisions. As we work towards minimising the environmental impact of our business, we’re guided by our Environment and Energy Policy.

The following data shows the results for our 2022/23 Environmental Impact Monitoring which has been independently audited.

It is worth noting that according to The Carbon Trust, any business that manages to divert at least 99% of waste away from landfill, should be considered as achieving

Zero Waste to Landfill. While 23 tonnes is above our target of 0, it still only represents 0.5% of our total waste volume, which is a considerable achievement.

We have also seen a significant reduction in our Traction carbon emissions, which relates to the emissions generated by our fleet of electric and Diesel trains. GTR’s electric fleet consists of around 2,500 vehicles operating over a wide variety of routes and services, including metro, outer suburban and long-distance services. The age of the fleet is broad, including some of the newest trains in the country (Class 717) as well as some of the oldest (Class 313). Substantial changes have occurred to the fleet over the course of the contract to help improve the efficient running of our services. A significant number of older trains having been replaced with new trains and existing units moving to operate on different routes.

2020/2021 actual versus 2019/2020 baseline

KPI	Actual April 2021-March 2022	Target April 2022-March 2023	Actual April 2022-March 2023	Variance to Target	Target April 2023-March 2024
Non-traction energy consumption	64,952,407 kWh	63,328,597 kWh (-2.5%)	64,688,714 kWh	1,360,117 kWh (+2.1%)	62,893,855 kWh
Traction carbon emissions	162,052 tonnes CO ₂ e	158,000 tonnes CO ₂ e (-2.5%)	139,735 CO ₂ e	18,265 tonnes CO ₂ e (-11.6%)	136,242 CO ₂ e
Waste volume	3,946 tonnes	3,828 tonnes (-3.0%)	4,309 tonnes	481 tonnes (+12.6%)	4,180 tonnes
Waste recycling	33.7%	35%	32.1%	2.9pp (-8.3%)	35.0%
Waste landfill	72 tonnes	0 tonnes	23 tonnes	+ 23 tonnes	0 tonnes
Water	440,710 m ³	412,064 m ³ (-6.5%)	344,524 m ³	67,540 m ³ (-16.4%)	322,130 m ³

2019/20 Baseline data serves as pre-COVID comparison, which more closely matches our current/expected service standards. The Environmental Dataset and KPI Targets are reviewed in tandem annually, with their performance comparison published in each Autumn Edition/version of this report.

Customer complaints and fault reporting

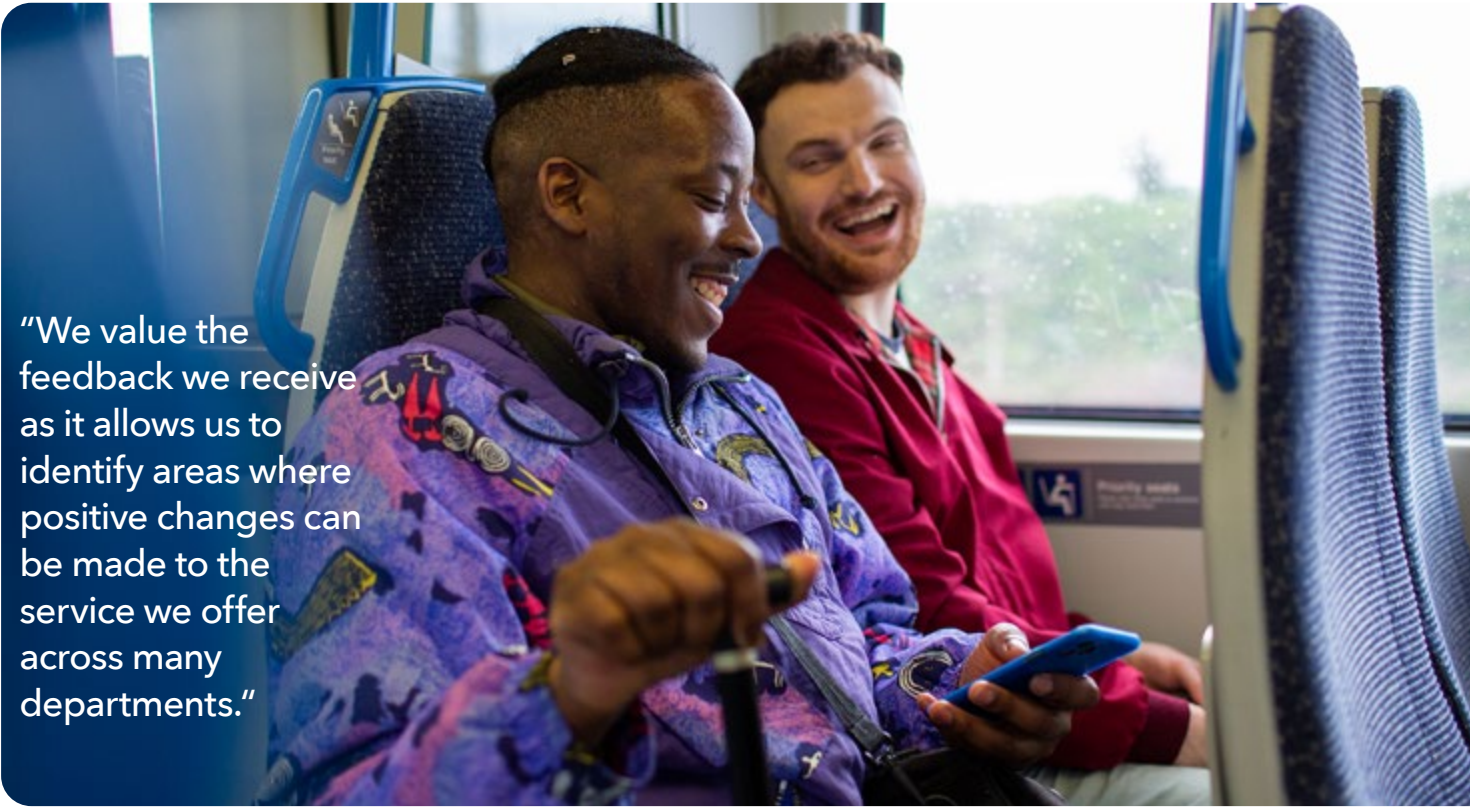
Complaints

Our commitment is to use all customer feedback as a launchpad for improvement. We value the feedback we receive as it allows us to identify areas where positive changes can be made to the service we offer across many departments. We know it's important that customers are able to give feedback easily and that we respond appropriately. Where we've got it wrong, we accept responsibility and say we're sorry.

We've designed our Complaints Handling Procedure (CHP) to ensure we investigate complaints and give them fair and careful consideration. Our CHP has been revised recently

following a review arranged by the Office of Rail and Road. We provide data in relation to our passenger-facing activities, including complaints received and performance, to demonstrate we're complying with our obligations to customers.

This information can be viewed here [orr.gov.uk/monitoring-regulation/rail/passengers/complaints-compensation/core-complaints-data](https://www.orr.gov.uk/monitoring-regulation/rail/passengers/complaints-compensation/core-complaints-data). Over the last six periods we responded to 97.48% of our customers' complaints within 20 working days despite sporadic incoming volumes and ongoing industry challenges.



"We value the feedback we receive as it allows us to identify areas where positive changes can be made to the service we offer across many departments."

Complaints - summary

	P1	P2	P3	P4	P5	P6
Complaints responded to	2,349	2,591	2,153	2,441	2,266	2,404
Responded to within 20 working days	99.06%	99.07%	99.49%	97.05%	94.31%	95.92%
Complaints per 100,000 journeys*	11.00	12.55	10.31	11.03	11.01	11.58

*This data represents the average volume of complaints per 100,000 passenger journeys.

Faults

We continue to make it easy for our customers to report faults regarding our trains or stations, by using our 'Report a fault' link on the 'Contact us' page of our websites. Customers can also report using phone or email.

Faults that are safety-related are routed to a priority lane and reviewed at speed while faults that are not as high priority may take a little longer to resolve. We commit to responding to all customer feedback and where possible, provide a progress update. Customer enquiries and complaints about faults help us focus on specific issues supported by a framework of GTR-led processes used to identify where faults exist that need resolving.

This overview includes using data received via our Service Quality Regime (see page 4).

We also use the observations of our frontline teams carrying out their routine station and on-board inspections to provide a complete picture. All of these data points are collated and reviewed to help prioritise work across multiple departments. The following table shows an overview of the number of faults reported by customers during the reporting periods.

Faults - summary

	Great Northern	Gatwick Express	Southern Rail	Thameslink	Grand total
Quality on train	35	2	99	87	223
Facilities on board	14	1	21	26	62
Toilet facilities	14	1	32	30	77
Upkeep and repair of the train	8	0	46	31	85
Safety and security	42	3	198	157	400
Your personal security on board	28	0	107	101	236
Your personal security while using station	14	3	91	56	164
Station quality	69	8	295	145	517
Cleanliness	6	0	16	4	26
Facilities for car parking	41	5	135	69	250
Availability of seating	0	0	2	3	5
Facilities and services	16	2	108	60	186
Provision of shelter facilities	3	0	9	1	13
Upkeep of station buildings/platforms	3	1	25	8	37
Grand total	146	13	592	389	1,140





Our commitments

We are continually working to improve the quality of the services and facilities we offer passengers. We committed to delivering the following schemes during the first year of our National Rail contract term and present updates for your information below:

Work with the British Transport Police to reduce crime, combat anti-social behaviour, and support vulnerable adults and children on our network

Last year we signed a collaborative agreement with the British Transport Police (BTP) and agreed a shared set of crime prevention goals to deliver together throughout our contract term. This partnership remains ongoing. We are also seeking formal accreditation under the BTP's Safeguarding in Rail Scheme, recognising the vital role the rail industry has in identifying and supporting vulnerable people.

Deliver improvements to the comfort, safety and security, and accessibility of our stations through the new Station Improvement and Minor Works funds

During the 22/23 contract year, we delivered our first programme of improvements at various stations around the network, providing enhancements to facilities such as toilets, signage, and customer information technology. Our second programme of improvements has now launched for the 23/24 contract year, enabling us to deliver further schemes to improve and enhance the station experience.

Continue working to improve inclusion and diversity within our workforce

Since 2022, GTR have achieved accreditations and recognitions under the Disability Confident employer scheme, National Equality Standard, and Armed Forces Covenant. More recently, we have been awarded a Silver Award under the Defence Employer Recognition Scheme and are pursuing accreditation under the Department for Transport's Inclusive Transport Leader scheme.

Through the Your Station, Your Community Fund, provide funding to local communities and charities to fund projects on mental health, education, diversity, environmental sustainability, and the repurposing of currently unused spaces at our stations

We have worked with local communities around the network to produce a shortlist of social schemes themed around the issues we know matter most - including mental health, sustainability, and diversity and inclusion. The selected schemes are currently in-delivery, with work in this space set to continue to the end of the contract term.



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