



# Customer report

Publication date 10 May 2024

Reporting periods 7 to 13, inclusive of  
17 September 2023 to 31 March 2024

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

**GTR**

**Great Northern**

**GX**  
GATWICK EXPRESS

**SOUTHERN**

**ThamesLink/**

**WE'RE WITH YOU**



## Operational performance

We have ensured continued levels of improved performance for our customers, with consistently lower levels of cancellations and increased reliability rates.

The trend is reflected in our punctuality, where in 8 out of 13 periods this year, our On Time Performance scores improved.

GTR is continuing to make significant progress in all areas of performance, which we know is really important for our customers, through providing a punctual and reliable service.

### **Cancellations**

fell by almost 1.7% year on year (4.4% this year vs 6.1% last year)

### **On Time performance**

improved from 68.24% last year to 68.71% this year

### **On Time to 3 minutes**

improved from 84.58% last year to 85.44% this year

### **On Time to 15 minutes**

also outperformed last year in 9 out of 13 periods

## Operational performance scores

Period	Total cancellations	GTR cancellations	Short formations	On time	Time to 3 minutes	Time to 15 minutes	
P7	2022	5.06%	3.03%	0.16%	67.0%	84.66%	98.54%
	2023	4.29%	2.58%	0.14%	68.3%	85.59%	98.67%
P8	2022	6.22%	3.84%	0.57%	60.2%	79.38%	97.91%
	2023	5.12%	2.56%	0.37%	64.6%	82.26%	97.62%
P9	2022	5.09%	2.99%	0.34%	62.5%	81.84%	98.29%
	2023	4.73%	2.58%	0.31%	62.0%	81.18%	98.08%
P10	2022	11.84%	5.31%	0.86%	63.6%	79.58%	96.31%
	2023	6.62%	3.33%	0.42%	65.1%	82.71%	98.03%
P11	2023	4.31%	1.38%	0.29%	64.2%	82.24%	98.02%
	2024	3.63%	1.66%	0.36%	65.4%	83.28%	98.38%
P12	2023	3.73%	1.74%	0.36%	68.9%	85.57%	98.50%
	2024	4.37%	2.05%	0.44%	67.6%	85.07%	98.54%
P13	2023	4.04%	2.29%	0.39%	72.3%	88.08%	98.74%
	2024	4.06%	1.94%	0.19%	70.0%	86.31%	98.50%
P7-P13 2022-2023	5.4%	3.0%	0.4%	65.6%	83.3%	98.2%	
P7-P13 2023-2024	4.7%	2.4%	0.4%	66.2%	83.8%	98.3%	

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](https://gtrailway.com/what-we-do)



# Customer experience

## Our Service Quality

We are now in our second year of the Service Quality Regime (SQR) and we continue to work in partnership with our independent supplier to deliver it. SQR monitors the quality of the environment and the service we provide at our stations and on-board our trains, giving us an insight into what our customers are experiencing. We identified focus areas such as Stations and Trains Cleanliness and Graffiti, which have seen some significant improvements in the second part of the year with this area performing above benchmark. We continue to perform strongly in other areas such as Customer Service.

Key aspects of the Station and Train facilities and Customer Service are measured through a mixture of mystery shopping (including shops completed by people with additional needs) and inspections by our supplier. Where we uncover a failure, we have a set length of time to address it before a reinspection is carried out – failing this 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 across the business and with our other suppliers to rectify issues identified through SQR, by understanding and focusing on what matters most to our customers.

Scores are published per railway period of four weeks and against benchmarks 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	P7	P8	P9	P10	P11	P12	P13	Benchmark
Stations: ambience and assets Stations: cleanliness and graffiti Stations: information Stations: ticketing and staffing	77.68%	75.33%	70.24%	70.27%	79.59%	78.11%	77.89%	70%
	66.03%	66.20%	62.00%	57.79%	67.96%	67.31%	60.57%	57%
	79.84%	72.56%	74.72%	74.89%	77.96%	73.91%	73.80%	65%
	85.16%	79.88%	79.73%	85.03%	83.78%	89.01%	88.29%	84%
Trains: ambience and assets Trains: cleanliness and graffiti Trains: information	91.01%	91.28%	91.20%	91.46%	92.15%	93.43%	94.97%	88%
	78.71%	80.56%	78.55%	81.14%	80.04%	90.52%	93.31%	71%
	94.84%	93.67%	92.92%	92.16%	94.04%	92.86%	93.15%	85%
Customer service: staff helpfulness Customer service: online Information	88.00%	81.00%	82.00%	92.00%	77.00%	80.00%	78.00%	72%
	97.92%	100.00%	100.00%	97.92%	97.92%	97.92%	100.00%	94%



## Customer satisfaction

We were previously set annual Passenger Experience Measure (PEM) targets to monitor customer satisfaction. The results were based on inspections of train and station facilities, and not impacted by train performance.

The National Rail Passenger Survey (NRPS) was paused in 2020 due to the COVID-19 pandemic. The rail industry, led by RDG and GBRTT, continue to develop an industry tracking survey to replace it.

In its absence, we used a wide range of industry insights as well as proactively seeking our customers' views. We do this through our own targeted customer experience surveys, regular input from our Access Advisory Panel and surveys to our Passenger Panel. This is assessed alongside feedback provided by our customers through contacts, complaints, praise, and on social media, which helps us to identify any emerging customer issues or priorities.

## Station opening hours

Opening hours data is collated weekly to track compliance with ticket office opening hours under the RDG Ticket Settling Agreement. GTR as a good and efficient operator will always strive to achieve 100% compliance. The data below shows compliance across our Ticket Offices against our scheduled operating hours on each brand and GTR as a whole.

## Compliance with scheduled operating hours

Train company	P7	P8	P9	P10	P11	P12	P13
Great Northern	92.95%	92.01%	92.90%	90.35%	95.28%	96.12%	97.11%
Gatwick Express	99.11%	99.18%	97.11%	99.11%	100%	100%	100%
Southern	88.83%	90.06%	89.21%	88.82%	94.22%	91.73%	91.38%
Thameslink	95.33%	93.74%	93.12%	93.18%	98.09%	97.17%	96.94%
GTR	94.06%	93.75%	93.08%	92.86%	96.90%	96.26%	96.36%

Periods 7, 9, 10 and 12 shown had industrial action, although these impacts were of lower, and due to the nature of the action there was weakened coverage.

Periods 9 and 10 were also heavily impacted by sickness across the business not just in our customer service roles and during those times our resource is focused on accessibility assistance and prioritising our train dispatch functions.

Coverage has improved overall as an average from the first half of the year (P1-P6 93.33%, P7-P13 94.75%) this despite the challenges in Periods 9 and 10.

# Passenger assist

Passenger assistance numbers continue to grow significantly, with a total recorded 95,294 assisted journeys completed within periods 7-13. This shows an average increase of 91% compared to periods 7-13 in 2023.

We recently trialled in-person disability awareness training sessions at select stations and plan to roll this out to more stations across the network throughout the year. We have launched a trial of Aira, a visual representation app for our blind and partially sighted customers, which supports with wayfinding and information.

We continue to receive insights and data trends which supports us in creating a more accessible railway.

Throughout the year, we have worked hard on improving the allocation of blue badge bays at our station car parks, through direct user led feedback, such as our Access Advisory Panel.

Our Mobile Assistance Teams are now live at all 51 partly and unstaffed locations across our network, enabling assistance requests to more than double within one year of implementation at these stations.



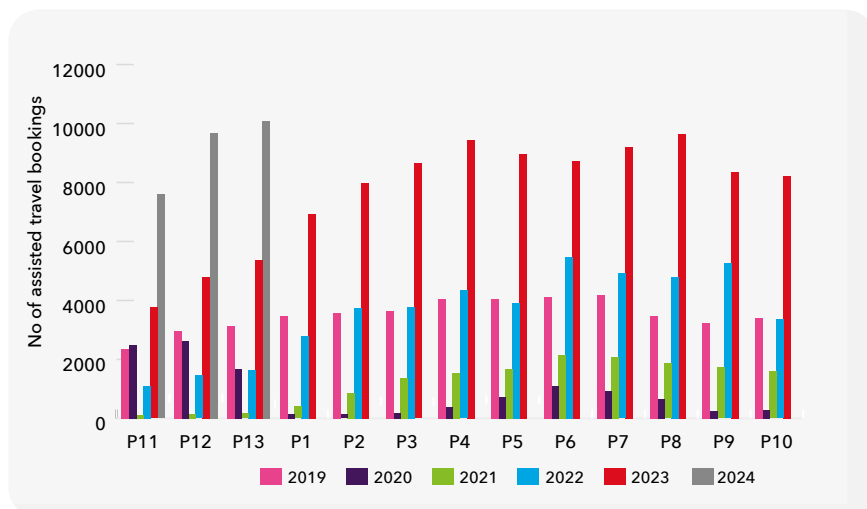
## Passenger assistance numbers

Weekly period	P7	P8	P9	P10	P11	P12	P13
GTR assistance journeys	14,340	14,700	12,540	12,138	11,183	14,504	15,889
Booked	9,216	9,648	8,347	8,229	7,590	9,671	10,089
Recorded unbooked*	5,124	5,052	4,193	3,909	3,593	4,833	5,800
Total assistance journeys year over year	89%	88%	50%	160%	82%	80%	87%

\*We have improved our process for recording unbooked assists 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 2019-2024

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



# Performance against environmental impact targets

GTR are committed to taking environment and energy concerns into account in all our decisions. We continue to work toward minimising the environmental impact on our business and we continue to be guided by our Environment and Energy Policy.

In our last Customer Report published in October 2023 we provided details of the progress against our environmental KPIs. We plan to do the same once our April 2023 to March 2024 monitoring data has been externally verified which will take place later in the year.

In the interim we would like to share some updates in respect of some of our Environmental activity.

In 2024 GTR will begin feasibility studies in respect of large scale renewable energy across our brands to identify viable options for solar panels, also known as photovoltaics (PV), solar water heating and/or wind powered renewable energy. GTR will also be continuing to explore options for energy efficiency including voltage optimisation and switch board monitoring.

## Net zero

In 2023 GTR published a decarbonisation roadmap to take the organisation to net zero emissions by 2050. This net zero strategy focuses on the 3 scopes of emissions;

### Scope 1

Direct emissions that we control, in our case it's our diesel fleet, road vehicles and gas supplies used on stations and depots.

### Scope 2

Indirect emissions from off-site electricity generation, accounting for traction electricity and station and depot electricity supplies.

### Scope 3

Emissions generated within the supply chain, and over the last 12-months we have been working to develop an understanding of how these emissions look. Understanding our scope 3 impact is incredibly challenging and will continue to be a core focus over the coming year.

## Science based targets

In December 2023 GTR submitted Science Based Targets to the Science Based Targets Institute for validation. These are expected to be validated by September 2024 and will be published accordingly.

## Biodiversity plan

At GTR we're committed to increasing biodiversity at our stations and installing nature homes is just one way we plan to support local wildlife. In December 2023, 20 new homes for nature were installed at six stations across the Thameslink route. As part of our biodiversity commitments in partnership with the Bee Friendly Trust, Blackfriars, Kentish Town, Radlett, Harlington, Flitwick and St Albans have seen the introduction of bee hotels, bird boxes and gabion hibernaculums (shelters that you fill with timber and wood to give small animals and bugs a place to live).

Additionally, at Blackfriars we've created a habitat by transforming a bed at the south entrance and planting rosemary bulbs, spring bulbs, and seeded verbena. Not only will this make the entrance more appealing to customers, but should also give bees and insects a place to habitat. As part of our station improvement programme, we've completed more than 100 landscaping and rewilding projects in recent years and as of 31 Dec 2023, we have installed and supported the introduction of 37 Homes for Nature (28 of which as part of our Station Improvement Programme).





# 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 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://orr.gov.uk/monitoring-regulation/rail/passengers/complaints-compensation/core-complaints-data). Over the last seven periods we responded to 97.33% of our customers' complaints within 20 working days despite sporadic incoming volumes and ongoing industry challenges.

## Complaints - summary

	P7	P8	P9	P10	P11	P12	P13
Complaints responded to	2,513	2,433	2,485	2,052	2,128	2,546	2,530
Responded to within 20 working days	96.90%	95.53%	96.66%	96.59%	97.09%	99.29%	99.24%
Complaints per 100,000 journeys	11.46	10.65	10.90	11.22	10.32	11.28	10.90



## Faults

We continue to make it low effort for our customers to report faults about our trains or stations by using our easy 'Report a fault' link on the Contact us page available on all four websites - or by 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 schedules of 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	Thameslink	Grand total
<b>Quality on train</b>	<b>66</b>	<b>8</b>	<b>141</b>	<b>92</b>	<b>307</b>
Facilities on board	23	6	24	39	92
Toilet facilities	25	1	31	19	76
Upkeep and repair of the train	18	1	86	34	139
<b>Safety and security</b>	<b>91</b>	<b>1</b>	<b>334</b>	<b>216</b>	<b>642</b>
Your personal security on board	49	0	162	124	335
Your personal security while using station	42	1	172	92	307
<b>Station quality</b>	<b>92</b>	<b>2</b>	<b>315</b>	<b>146</b>	<b>555</b>
Cleanliness	2	0	9	2	13
Facilities for car parking	37	0	71	28	136
Availability of seating	3	0	3	3	9
Facilities and services	32	2	149	86	269
Provision of shelter facilities	5	0	14	3	22
Upkeep of station buildings/platforms	13	0	69	24	106
<b>Grand total</b>	<b>249</b>	<b>11</b>	<b>790</b>	<b>454</b>	<b>1,504</b>



## 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 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**

In our first 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.

In October, we achieved accreditation under the BTP's 'Safeguarding in Rail Scheme', recognising the vital role the rail industry has in identifying and supporting vulnerable people. During 2024/25, we will be upgrading and expanding the use of body worn cameras among our customer facing teams, expanding the deployment Travel Safe Officers at priority locations and on trains, and exploring Secure Station Accreditation at 16 of our stations.

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

We have delivered programmes of improvements at various stations around the network, providing enhancements to facilities such as toilets, signage, and customer information technology. Our third annual programme of improvements has now launched for the 24/25 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**

GTR have achieved accreditations and recognitions under the Disability Confident employer scheme, National Equality Standard, and Defence Employer Recognition Scheme. This year we will be launching new apprenticeship and recruitment strategies designed to increase the number of veterans, ethnic minorities, women, and other underrepresented groups within our organisation. We will continue to run employability schemes for young people in partnership with The Prince's Trust and local colleges.

### **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 continue to work with local communities around the network to support and fund social schemes tackling the issues we know matter most - including mental health, sustainability, and diversity and inclusion. Each year we publish a **Social Value Report ([www.gtrainway.com/sustainability](http://www.gtrainway.com/sustainability))** online which provides more detail on the benefits realised through these schemes.



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