



Customer report

Publication date 30 October 2024

Reporting periods 1 to 6, inclusive of
1 April to 14 September 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

GTR remains focused on delivering a reliable travel experience. While performance has seen a slight dip compared to this time last year, the company has concentrated on improvement projects across the network to enhance customer's travel experience and overall reliability.

We have listened to our customers and over the last year we have seen a notable improvement in performance on Southern train services. This has partly been the result of key projects that have stemmed from customer feedback which we welcome as we work to improve customer satisfaction.



Operational performance scores

Period	Total cancellations	GTR cancellations	Short formations	On time	Time to 3 minutes	Time to 15 minutes	
P1	2023	3.7%	2.1%	0.4%	75.5%	90.3%	99.1%
	2024	4.7%	1.9%	0.3%	72.5%	87.9%	98.5%
P2	2023	3.6%	1.7%	0.2%	74.5%	89.3%	98.9%
	2024	4.5%	2.2%	0.3%	70.7%	86.7%	98.5%
P3	2023	5.2%	1.8%	0.3%	68.4%	84.3%	97.8%
	2024	5.6%	3.0%	0.4%	69.3%	85.3%	98.1%
P4	2023	4.6%	2.3%	0.2%	70.3%	86.6%	98.5%
	2024	5.3%	3.0%	0.3%	67.7%	84.4%	98.1%
P5	2023	3.9%	2.3%	0.1%	73.0%	88.4%	98.9%
	2024	5.7%	2.5%	0.3%	69.9%	85.9%	98.2%
P6	2023	3.8%	2.0%	0.3%	69.8%	86.2%	98.5%
	2024	5.3%	3.1%	0.3%	69.1%	85.6%	98.2%
P7-P13 2023-2024	4.7%	2.4%	0.4%	66.2%	83.8%	98.3%	
P1-P6 2024	5.2%	2.8%	0.3%	69.7%	85.8%	98.4%	

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 gtrainway.com/what-we-do



Customer experience

Our Service Quality

We are now in our third year of the Service Quality Regime (SQR) and we continue to work collaboratively 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 have invested additional resource for Station Cleanliness and Graffiti, which has maintained performance, with this area performing above an increased year three benchmark. Particular focus has been directed at the Ticketing and Staffing area, which is now performing well against benchmark. On trains, there has been additional attention paid to Cleanliness and Graffiti, with this area performing significantly better than in Year 2.




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 audit 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 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	P1	P2	P3	P4	P5	P6	Benchmark
 Stations: ambience and assets	77.59%	71.91%	75.30%	76.00%	75.86%	75.20%	73.00%
Stations: cleanliness and graffiti	68.81%	69.16%	65.80%	60.77%	60.28%	65.89%	62.00%
Stations: information	77.18%	73.84%	73.46%	73.65%	74.43%	76.13%	73.00%
Stations: ticketing and staffing	93.41%	88.49%	91.23%	89.24%	88.79%	93.11%	84.00%
 Trains: ambience and assets	92.95%	92.49%	93.62%	91.42%	93.52%	92.67%	90.00%
Trains: cleanliness and graffiti	92.45%	91.70%	90.01%	91.93%	91.42%	92.58%	80.00%
Trains: information	91.93%	89.86%	93.10%	92.90%	92.78%	92.11%	93.00%
 Customer service: staff helpfulness	86.00%	81.00%	84.00%	83.00%	80.00%	77.00%	81.00%
Customer service: online Information	95.83%	97.92%	100.00%	100.00%	97.92%	100.00%	94.00%



Customer satisfaction

Previously GTR were set annual Passenger Experience Measure (PEM) targets to monitor customer satisfaction, this was split between station and train audits (QuEST, SQR's predecessor) and National Rail Passenger Survey (NRPS). NRPS was paused in 2020 due to the COVID-19 pandemic. The rail industry, led by RDG and GBRTT, continues to develop an industry tracking survey to replace it. In its absence, GTR use 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 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	P1	P2	P3	P4	P5	P6
Great Northern	94.70%	95.99%	94.49%	95.96%	90.75%	95.96%
Gatwick Express	100.00%	100.00%	100.00%	99.78%	98.89%	99.11%
Southern	90.09%	90.25%	90.56%	87.94%	85.96%	88.14%
Thameslink	95.77%	97.34%	96.25%	96.90%	94.19%	95.89%
GTR	95.14%	95.90%	95.33%	95.15%	92.45%	94.78%

Period 1 posed challenges due to increased turnover in our ticket offices, with recruitment timelines extending beyond notice periods. The later Easter period also led to higher annual leave. However, by Period 2, annual leave levels had stabilised, and new recruits were completing their training.

Periods 3 and 4 saw improved coverage on Great Northern and Thameslink routes, although Southern faced some staffing challenges in smaller, single-window locations. Period 5 experienced significant impact from the summer holidays, with high annual leave quotas, increased emergency leave, and a surge in sickness, particularly in the first two weeks of August.

By Period 6, operations returned to near-normal as the summer period concluded. Overall, coverage during this time was comparable to Periods 7-13, with a slight increase, driven by ongoing recruitment efforts.



Passenger assist

At GTR, we are committed to providing an accessible and inclusive rail service for all our passengers. Ensuring that our stations and trains are accessible to everyone, including those with visible or non-visible disabilities, is a central part of our operations. Over the first six periods of the year (P1-P6 2023/24) we have continued to make significant progress in enhancing our Passenger Assist services, with an emphasis on expanding inclusivity, improving staff training and incorporating new technologies to better support our customers.

The number of assisted journeys across our network has grown by 32% compared to the same period last year, with a total of 107,867 assisted journeys recorded in P1-P6 2023/24. This growth reflects both the increasing demand for assistance and the ongoing improvements we have made in delivering a more accessible and supportive service. Our focus on improving staff training and expanding our assisted travel resources has been instrumental in achieving this growth.

Passenger assistance numbers

Weekly period	P1	P2	P3	P4	P5	P6
GTR assistance journeys	15,353	16,061	18,512	19,124	18,993	19,824
Booked	10,075	10,358	11,811	12,106	11,947	12,538
Recorded unbooked*	5,278	5,703	6,701	7,018	7,046	7,286
Total assistance journeys year over year	33%	21%	33%	27%	34%	45%

*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.

Staff training and enhanced services

As part of our commitment to improving the quality of our Passenger Assist services, we have extended our in-person disability awareness training for staff to cover more stations across the network. This training has been well-received, with positive feedback from both customers and staff. As a result, the programme has been approved for continuation throughout the year.

In addition, we have expanded the use of the Aira visual representation app, which provides enhanced navigation support for blind and partially sighted customers. Initially trialled at 12 stations, the app is now available across all our managed stations, further enhancing the accessibility of our network.

Collaboration and Community engagement

Our ongoing collaboration with the Access Advisory Panel and external community groups remains central to improving our Passenger Assist services. We have partnered with organisations such as the Thomas Pocklington Trust to develop audio description guides for our Class 700 trains, and we continue to support station teams in hosting Try-a-Train events to encourage greater confidence in using the railway.

Furthermore, we have worked with Prostate Cancer UK to install sanitary bins in all male customer and staff toilets across our network. This initiative addresses a significant barrier for men with incontinence, ensuring a more comfortable and dignified experience while travelling.

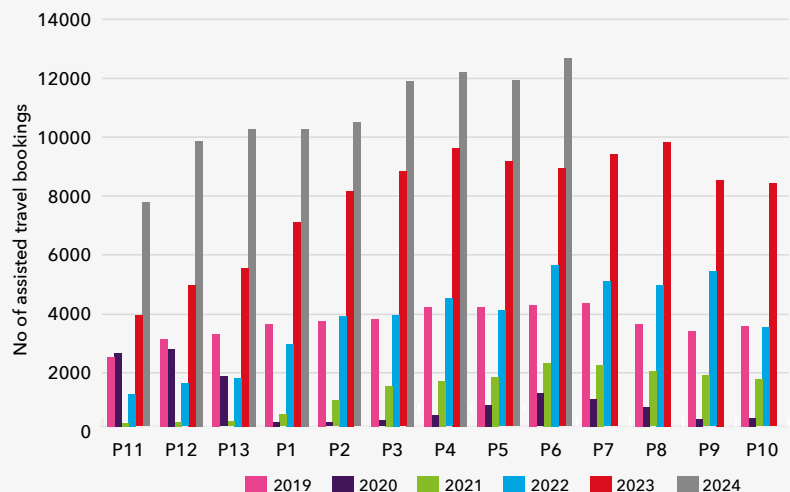
Looking ahead

We are committed to continuing to improve and expand our Passenger Assist services. Our focus remains on listening to feedback from customers and stakeholders, improving accessibility across our network, and ensuring that all our passengers can travel with ease and confidence. By building on the progress made so far, we will continue to create a more inclusive railway that meets the diverse needs of our customers.



Assisted travel booking trends 2019-2024 year to date

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





Progress towards environmental targets

Performance against environmental impact targets

GTR is dedicated to creating great journeys every day for a sustainable future. We are adopting initiatives to reduce energy and water consumption, improve resource efficiency, minimise waste, and support our local communities.

As a company, we integrate environmental and energy considerations into all our decision-making and take proactive action to minimise the environmental impact of our operations, guided by our Environment and Energy Management Systems.

The following data reflects the results of our 2023/24 Environmental Impact Monitoring, which has been independently audited.

Energy consumption

GTR has continued to make significant strides in reducing our energy usage across the network. Non-traction electricity consumption decreased by 3.97%, surpassing our target reduction of 2.5%. We have seen even more substantial progress in non-traction gas consumption, achieving a 32.28% reduction against a target of 3.5%. These achievements reflect our commitment to implementing energy efficiency measures and optimising operational processes.

Waste management

We have made notable progress in reducing our overall waste volume, with a reduction of 11.23% compared to last year. This exceeds our target of a 3.0% reduction, demonstrating our ongoing efforts to minimise waste generation. However, our waste-to-landfill rate has presented a challenge this year, with 15.42 tonnes sent to landfill despite our goal of zero landfill waste. Improving our waste diversion strategies remains a priority.

While we aimed to increase our recycling rate to 35%, we achieved 26%, falling short of our target. This highlights an area for improvement in our recycling efforts, and we are actively engaging with our waste management partners to develop new strategies to enhance recycling performance across our operations.

Water consumption

Water consumption increased by 3.7% compared to last year, largely driven by operational needs such as enhanced cleaning regimes and heightened train washing requirements. Although this represents a deviation from our target reduction of 6.5%, we remain focused on identifying new technologies and water-saving initiatives to bring usage down in the coming periods.

GTR environmental impact monitoring dataset

Measure	Baseline 2022-2023 actuals	Target 2023-2024	Actual 2023-2024
Non-traction electricity consumption	46,924,558 kWh	45,751,444 kWh (-2.5%)	45,059,646 kWh (-3.97%)
Non-traction gas consumption	17,764,156 kWh	17,142,411 kWh (-3.5%)	12,030,340 kWh (-32.28%)
Waste volume	4,309 tonnes	4,180 tonnes (-3.0%)	3,825 tonnes (-11.23%)
Waste to landfill	23 tonnes	0.0 tonnes	15.42 tonnes (-33%)
Waste recycling	32%	35% (+3pp)	26% (-6pp)
Water consumption	344,524 m ³	322,130 m ³ (-6.5%)	357,207 m ³ (+3.7%)

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://www.orr.gov.uk/monitoring-regulation/rail/passengers/complaints-compensation/core-complaints-data). Over the last six periods we responded to 98.58% of our customers' complaints within 20 working days despite sporadic incoming volumes and ongoing industry challenges.

Complaints - summary

	P1	P2	P3	P4	P5	P6
Complaints responded to	2,168	2,316	2,296	2,320	2,607	2,548
Responded to within 20 working days	98.99%	98.66%	98.69%	99.01%	98.96%	97.14%
Complaints per 100,000 journeys	10.14	10.66	10.09	9.63	11.44	11.39



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 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
Quality on train	53	3	135	100	291
Facilities on board	5	2	12	23	42
Toilet facilities	32	0	36	25	93
Upkeep and repair of the train	16	1	87	52	156
Safety and security	51	4	257	203	515
Your personal security on board	23	1	120	136	280
Your personal security while using station	28	3	137	67	235
Station quality	64	4	206	123	397
Cleanliness	1	0	8	5	14
Facilities for car parking	18	0	42	24	84
Availability of seating	0	0	4	3	7
Facilities and services	36	2	123	79	240
Provision of shelter facilities	2	0	1	2	5
Upkeep of station buildings/platforms	7	2	28	10	47
Grand total	168	11	598	426	1,203



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

We have a collaborative agreement in place with the British Transport Police (BTP) and are working together to achieve a shared set of crime prevention goals throughout our contract term. We remain accredited under BTP's 'Safeguarding in Rail Scheme', which recognises the vital role the rail industry plays in identifying and supporting vulnerable people.

We are exploring how we can make more use of body worn cameras among our customer facing teams for added piece of mind, and have expanded the deployment of our Travel Safe Officers at priority locations and on trains.

We have conducted a feasibility study to achieve Secure Station Accreditation at 16 of our stations in conjunction with the BTP.

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

We are working to deliver improvements at various stations around the network, providing enhancements to facilities such as toilets, signage, and customer information technology. These are due to be completed by the end of March 2025.

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. We continue to work on our apprenticeship and recruitment strategies, which are designed to increase the number of veterans, ethnic minorities, women, and other underrepresented groups within our organisation. We have run an employability scheme for young people in partnership with The Prince's Trust and will run a further similar scheme later this year.

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 which provides more detail on the benefits realised through these schemes. You can find this at www.gtrainway.com/sustainability.



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