

Customer report

Publication date 30 October 2025

Reporting periods 1 to 6, inclusive of
1 April to 13 September 2025

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

GTR

Great Northern

GN
GATWICK EXPRESS

SOUTHERN

ThamesLink/

WE'RE WITH YOU

Operational performance

In periods one to six we saw some improvements in our year-on-year performance, particularly periods one to four where GTR cancellations were better than last. However, in periods five and six we saw an increase in cancellations caused by sickness, infrastructure and external causes that meant we were worse than last year in these periods and cancellations overall was worse year on year. Our punctuality has also been behind last year's performance; over the summer we saw the impact of the long sustained dry weather as well as isolated very hot days cause additional infrastructure issues including more lineside fires than we'd usually expect.

We're still working hard on driving performance improvement across both GTR and Network Rail. **We've introduced 41 drivers to Thameslink and Great Northern during the six-month reporting period with a further 17 planned this year, we've also introduced 12 Class 379 units into service after extensive recommissioning work.** Our Joint Performance Steering Group has directed our additional investment into our key performance impacting areas such as monitoring equipment and strengthened resources to look at signalling and points. To keep trains safely moving we're working with Network Rail and BTP on using new technology including drones to check the railway for trespassers and where we can we're adding additional protection to bridges so the railway can stay open.



Operational performance scores

Period		Total cancellations	GTR cancellations	Short formations	On time	Time to 3 minutes	Time to 15 minutes
P1	2024	4.70%	2.30%	0.34%	72.49%	87.94%	98.54%
	2025	3.77%	1.82%	0.42%	71.77%	88.01%	98.87%
P2	2024	4.47%	2.33%	0.33%	70.73%	86.67%	98.49%
	2025	3.67%	2.01%	0.99%	69.45%	86.46%	98.73%
P3	2024	5.63%	3.04%	0.35%	69.26%	85.25%	98.08%
	2025	5.46%	2.84%	0.75%	69.04%	85.60%	98.11%
P4	2024	5.27%	3.00%	0.29%	67.75%	84.40%	98.05%
	2025	5.50%	2.46%	0.68%	66.20%	83.43%	98.25%
P5	2024	5.66%	2.51%	0.31%	69.88%	85.93%	98.16%
	2025	7.17%	3.90%	0.61%	69.09%	85.70%	98.51%
P6	2024	5.34%	3.10%	0.31%	69.09%	85.54%	98.22%
	2025	6.63%	3.90%	0.59%	67.21%	84.40%	98.08%
P1-P6 2024		5.19%	2.70%	0.32%	69.80%	85.90%	98.25%
P1-P6 2025		5.39%	2.87%	0.68%	68.76%	85.57%	98.42%

The figures show we continued to see challenging levels of performance compared to the previous year. We're continuing to work closely with our Network Rail colleagues to seek performance improvement over the new year.

Customer experience

Our Service Quality

We are now in our fourth year of the Service Quality Regime (SQR) and we continue to work collaboratively with our suppliers to deliver it. SQR monitors the quality of the environment and the customer service we provide at our stations and on-board our trains and online information provision, giving us an insight into what our customers are experiencing.

Key aspects of the Station, Train environments and Customer Service are measured through a mixture of mystery shopping (including shops completed by people with additional needs) and inspections by our independent supplier. Where there is a station or train 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 SQR failures through proactively identifying issues and areas for improvement before they impact our customers’ experience. We’re also working across the business, with our industry partners (including Network Rail & British Transport Police) and with key suppliers to maintain and drive targeted SQR performance improvements.




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 and deep dives to identify opportunities to drive targeted improvements in key areas for our customers.



We continue to focus on SQR and identify opportunities to maintain and improve performance on priority areas. We aim to take a proactive and pre-emptive approach for our customers through the checks and actions our teams take and the contracts we put in place with our key suppliers. For stations, this has included new contractual approaches and additional targeted investment and this has seen some improvements in performance for Station Cleanliness and Graffiti, above an increased year four benchmark. Particular focus has also been directed at Customer Service Staff helpfulness, which has performed well against the benchmark. On trains, there has been additional attention paid to Cleanliness and Graffiti, although this area is performing under target due to challenges of criminal damage notably on our Class 700 fleet.

Service Quality Regime scores

Service quality area		P1	P2	P3	P4	P5	P6	Benchmark
	Stations: ambience and assets	77.69%	79.06%	75.65%	79.74%	80.35%	75.93%	77%
	Stations: cleanliness and graffiti	68.69%	70.82%	74.52%	68.22%	64.62%	65.54%	69.31%*
	Stations: information	78.59%	77.18%	76.22%	75.37%	76.27%	76.85%	78%
	Stations: ticketing and staffing	86.84%	88.73%	92.64%	88.13%	88.77%	91.71%	90%
	Trains: ambience and assets	92.82%	93.38%	92.92%	92.34%	91.55%	91.99%	92%
	Trains: cleanliness and graffiti	86.87%	88.10%	88.07%	87.78%	87.89%	84.41%	91%
	Trains: information	83.51%	83.36%	82.80%	81.68%	87.07%	90.10%	93%
	Customer service: staff helpfulness	92.00%	91.00%	92.00%	91.00%	93.00%	94.00%	86%
	Customer service: online Information	100.00%	100.00%	100.00%	95.83%	100.00%	95.83%	96%

*(P1-3 67%; P4-13 70%; Annual 69.31%)

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, have now developed a new industry tracking survey, Rail Customer Experience Survey (RCXS). The survey field work started on 20th July 2025 and published results should be available in November 2025.

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.



Percentage of compliance with scheduled operating hours

Train company	P1	P2	P3	P4	P5	P6
Great Northern	92.88%	94.92%	96.92%	95.83%	92.68%	90.48%
Gatwick Express	100%	100%	99.18%	99.18%	100%	100%
Southern	91.98%	92.78%	91.21%	91.94%	89.76%	90.12%
Thameslink	92.94%	94.71%	93.20%	93.20%	88.04%	93.71%
GTR	94.45%	95.60%	95.13%	95.04%	92.62%	93.58%

GTR have maintained similar coverage across the same periods year on year combined brands. GTR overall has seen a 1.12% increase in coverage from the average of P7-P13. Southern is showing increase in coverage of 2.48% over the average of the same periods last year this is due to an ongoing recruitment strategy. P5 was challenging on all routes during the summer period, there is to be focus placed on improving our position at this time of year moving forward.

○ Passenger assist

At GTR, we are committed to providing an accessible and inclusive railway service for all of our passengers. We want to ensure that both our stations and our trains can be used by everyone, including those with visible and non-visible disabilities. Predominantly, as a commuter operator, we are extremely proud that the majority of our disabled customers choose to travel without booking assistance in advance **(Turn up and go is 68% of our total assistance requests in period 1-6)**, highlighting the confidence in our assistance provision for spontaneous travel.

During the first six periods of this year (P1 to P6 2025/26), we have continued to see growth in the number of recorded assistance provisions. This has been supported by improvements in the recording of our 'turn up and go' assistance through the industries Passenger Assist app.

The total number of recorded assistance journeys, including those booked in advance, now stands at 96,349. This represents an average increase of 25% compared with the same periods in 2024/25.

To support our teams in maintaining excellent customer service standards when providing assistance, we have released an updated version of our online accessibility training for all customer-facing staff, as well as continuing our in-person accessibility training for station staff at key locations across our network. These sessions are led by qualified facilitators with a lived experience of disability and traveling by rail. We continue to develop additional accessibility training videos for our customer facing teams with input from our Access Advisory Panel, focusing on our Accessible Travel Policy and delivering a positive customer experience.

Additionally, to further support our customers, we have partnered with Convo, a British Sign Language interpretation app, to help deaf and hard of hearing customers communicate with staff at stations, on trains and via our contact centres. This free service is now available



at all our managed stations and contact centres. It builds on our previous rollout of Aira, a visual interpretation app for blind and partially sighted customers.

We have continued to work closely with our Access Advisory Panel and community groups on various initiatives to enhance our services. This includes our on-going development of 3D station maps, along with interactive information screens at various stations. Our 'Try a Train' events continue to commence across the network, giving disabled customers the opportunity to grow their confidence in travelling by rail. They have also enabled us to collaboratively work with other operators and service providers to deliver an end-to-end multimodal experience. We strive to continuously improve our assistance provision through customer and key stakeholder feedback, insights and data, which supports us in creating a more accessible railway.

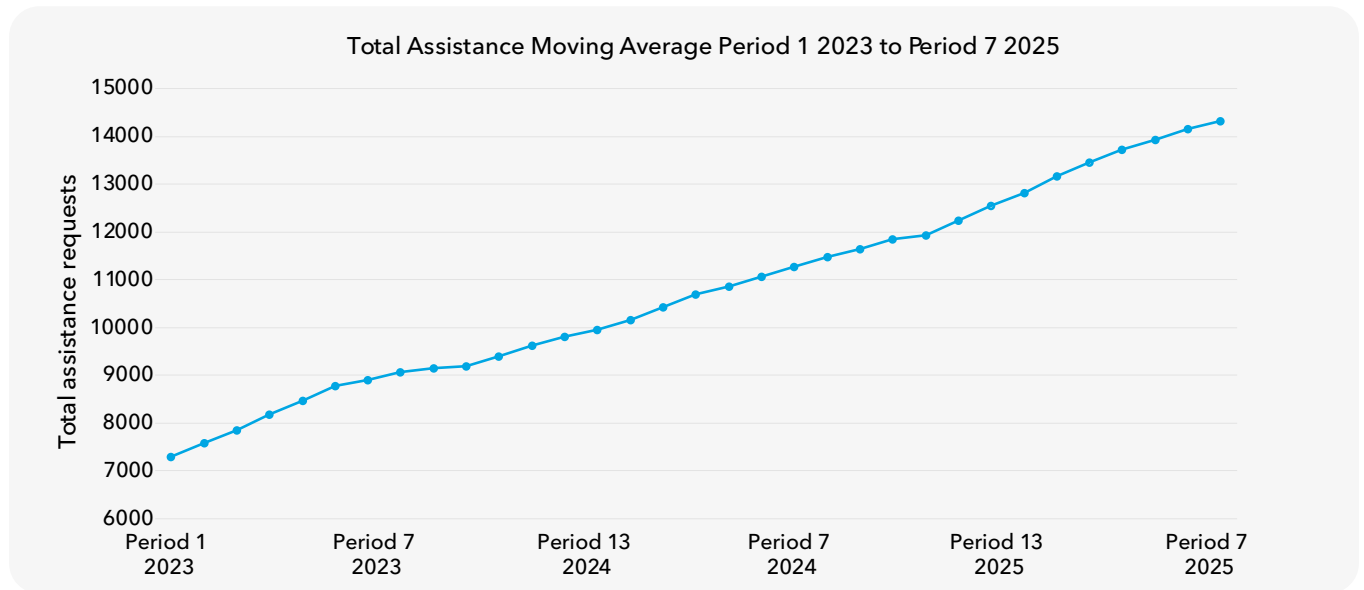
Passenger assistance numbers

Period	P1	P2	P3	P4	P5	P6
Total assistance requests	14,437	15,384	15,881	17,032	16,710	16,905
Booked	4,648	4,765	5,157	5,547	5,256	5,437
Recorded unbooked*	9,789	10,619	10,724	11,485	11,454	11,468
Total assistance journeys year over year	37%	31%	19%	22%	22%	19%

*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.

Total assistance moving average 2023-2025

This chart demonstrated how our total assistance requests have increased on average between 2023-2025.



Performance against environmental impact targets

At GTR we take our responsibility for environmental sustainability very seriously. Across 2024/25 we have implemented new strategies and programmes to help us reduce our impact on the natural environment. We have adopted the industry Sustainable Rail Blueprint and are leading the way in integrating it into our BAU activities.

Environment and energy are at the forefront of our decision making, led by our integrated and certified ISO management systems. At the end of 2024 we won the Environmental Excellence award at the National Rail Awards for delivering the UK's first community-owned solar cooperative.

A programme that we continue to deliver and expand today.

The following data reflects the results of our 2024/25 Environmental Impact Monitoring, which has been independently verified.

Carbon emissions

Carbon emissions across the previous year have increased compared to the year previous across both scope 1 and scope 2. Passenger journeys have increased by 6.8% compared to the year previous, and whilst we are working both internally and externally to reduce our carbon impact, we are seeing an increase in carbon intensity of our operations as we strive to meet our passenger demand. Year-on-Year (YoY) our carbon intensity has increased for scope 1 and scope 2 emissions by 13% and 6% respectively.

Non-traction energy consumption

Whilst combined traction energy accounts for over 92% of total energy intensity across GTR, non-traction energy (the energy used to run our railway stations, engineering depots, offices, and other amenities) is still vitally important. Whilst our consumption has increased both against target and YoY, we have been working hard to identify opportunities to be more

efficient and to manage our estate more effectively.

We have identified significant numbers of third party energy users which shouldn't be on our books, we have implemented energy monitoring software at several stations as part of an improvement trial, and we have continued with our energy cooperative programme which has seen almost half a million kWh generated, with over a quarter of a million of those kWh fed back to directly power GTR. Over the coming year we look forward to finalising our project at Bedford Depot and extending the programme to Selhurst Depot.

Waste

The majority of GTR's waste is inherited from our customers and tenants. Whilst we have seen an increase in waste produced, this is not unexpected given the upturn in passenger journeys. We remain zero to landfill, and whilst our recycling figures were below target, we have increased the recycling share compared to the year previous by over 6.5%. We are currently in the process of tendering for a new waste contract which will have greater focus on circular thinking and ensuring waste segregation in line with new legislation.

Water

GTR recognises the importance of good water management. Many of our services operate in some of the most water scarce parts of the country. Over the last 12 months considerable effort has gone into managing leaks, ensuring meters are working and accurate, and investigating large consumers of water. Whilst the 18.47% improvement against target is likely a little inflated due to billing accruals and estimates, there is no doubt that considerable improvement has been made in this area. Over the coming year we look forward to completing our programme of meter installs, to progress on to identifying further water saving initiatives.

Key Performance Indicators

Measure	Baseline 2023-2024	Target 2024-2025	Actual 2024-2025
Scope 1 carbon emissions	13,209	12,654 (-4.2%)	14,931 (+18%)
Scope 2 carbon emissions	135,034	129,363 (-4.2%)	143,280 (+10.76%)
Non-traction electricity consumption	45,059,646	43,707,857 (-3.0%)	45,794,734 (+1.63%)
Non-traction gas consumption	12,030,340	11,729,582 (-2.5%)	16,230,799 (+34.92%)
Waste Volume	3,825	3,787	4,393 (+14.85%)
Waste to Landfill*	15	43.93	40 (-0.9%)
Waste recycled**	1,009	1,537	1,451 (33.03%)
Water consumption	357,207	357,207 (+/-0%)	291,240 (-18.47%)

*Zero to landfill target = <1% of total waste volume to landfill.

**Absolute target, not reduction.



Customer complaints and fault reporting

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 multiple functions. We know it's important that customers can 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 our customers.

This information can be viewed here orrgov.uk/monitoring-regulation/rail/passengers/complaints-compensation/core-complaints-data. Over the last six periods we responded to 95.78% of our customers' complaints within 20 working days despite sporadic incoming volumes and a number of severe disruptive incidents.

Complaints - summary

	P1	P2	P3	P4	P5	P6
Complaints responded to	2,340	2,351	2,319	2,800	2,695	2,887
Responded to within 20 working days	95.85%	95.32%	96.21%	95.07%	95.70%	96.54%
Complaints per 100,000 journeys	10.98	9.57	9.40	10.83	11.31	12.12

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 through our Service Quality Regime. We also use the observations of our frontline teams while 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
Quality on train	93	8	237	230	568
Facilities on board	7	1	11	51	70
Toilet facilities	35	5	57	47	144
Upkeep and repair of the train	51	2	169	132	354
Safety and security	62	12	328	322	724
Your personal security on board	31	7	163	231	432
Your personal security while using station	31	5	165	91	292
Station quality	50	7	177	90	324
Cleanliness	4		17	6	27
Facilities for car parking	12		42	21	75
Availability of seating				1	1
Facilities and services	23	5	84	38	150
Provision of shelter facilities	1		3	3	7
Upkeep of station buildings/platforms	10	2	31	21	64
Grand total	205	27	742	642	1,616



Our commitments

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 continue to work together to achieve a shared set of crime prevention goals.

We remain accredited under BTP's 'Safeguarding in Rail Scheme', recognising the vital role the rail industry plays in identifying and supporting vulnerable people.

Body Worn Cameras have been rolled out among our customer facing teams for added piece of mind.

We have been awarded Secure Station Accreditation at 10 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 are working to deliver improvements at various stations around the network, providing enhancements to facilities such as lighting, waiting areas, and customer information technology. These are due to be completed by the end of March 2026.

Continue working to improve inclusion and diversity within our workforce

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 2026 and include schemes at Eastbourne, Luton Airport Parkway, and Hitchin.

Continue working to improve inclusion and diversity within our workforce

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.

We have achieved accreditations and recognitions under the Disability Confident employer scheme, National Equality Standard, and Defence Employer Recognition 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 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. Our latest Social Value Report, covering the period between January 2024 to March 2025, provides more detail on the benefits realised through these schemes. You can find this at www.gtrainway.com/sustainability.

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

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