

GTR – how we're performing

Operational performance

The tables below provide our performance scores for the 2021/22 financial year to date, despite the effects the COVID-19 pandemic had on our operations and people. We continue to adapt our services in response to customer demand as lockdown restrictions are eased. Throughout summer 2021, we experienced a high level of cancellations as a result of

traincrew shortages and severe weather events which has led to us being behind where we'd like to be. Despite these challenges we've worked hard to deliver a good performance throughout the year achieving nearly 80% of trains arriving on time. 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

Year Starting April	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22 (to 2205)
PPM Target	85.8%	84.0%	83.1%	85.4%	85.1%	90.4%
PPM Achieved	74.2%	81.0%	82.7%	84.8%	90.6%	88.1%

Delay Responsibility	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22 (to 2205)
GTR	37.6%	32.6%	35.8%	29.1%	25.6%	32.04%
Network Rail	59%	62.5%	58.7%	64.3%	70.1%	63.42%
Other Operators	3.5%	4.9%	5.5%	6.6%	4.3%	4.55%

Recent Months	April 2021 (2201)	May 2021 (2202)	June 2021 (2203)	July 2021 (2204)	August 2021 (2205)
PPM GX *	-	-	-	-	-
PPM GN	90.7%	93.1%	89.1%	85.0%	84.7%
PPM SN	93.9%	92.2%	88.5%	86.7%	88.9%
PPM TL	81.5%	89.3%	85.7%	76.9%	80.0%

* Gatwick Express services have not been running since the end of March 2020 due to COVID-19

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, greatnorthernrail.com, or southernrailway.com.

	2015/16		2016/17		2017/18		2018/19		2019/20		2020/21		2021/22 (to 2205)	
	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	7.87
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%	5.4%
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%	0.46%

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. During COVID-19, we are continuing to do everything we can to reduce ticketless travel.

Customer satisfaction

How do we measure customer satisfaction?

We were previously set annual Passenger Experience Measure (PEM) targets to monitor customer satisfaction. This is 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). Measuring impressions of all UK train operating companies across a wide range of criteria, the NRPS would usually take place twice a year but, due to the pandemic, it is currently on hold. Because of this,

we've made an extra effort to listen to customers via our 'We're Listening' passenger surveys.

We are soon to launch a new Service Quality Regime which will measure our staff helpfulness 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 access needs ensuring we deliver great customer service for every customer.

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
Invest a further £22m in improving facilities at stations	All	Mar-22	Ongoing



WE'RE WITH YOU