Great Western Railway

Customer Panel - Guildford

February 2019

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Introduction

More than 400 customers have joined our panel community. We've now visited Bristol, Cardiff, Didcot, Exeter, and Plymouth since starting the new-style panels.

We've also held a number of Meet the Manager sessions across the region. And, we'll be launching an online members area in 2019.

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Performance

Punctuality and Reliability: London – Thames Valley

4-week average 9 December 2018 – 5 January 2019	Punctuality %		Reliability %	
	Actual	Target	Actual	Target
	80.8	92.0	99.3	99.0

12 month moving average 7 January 2018 – 5 January 2019	Punctuality %		Reliability %	
	Actual	Target	Actual	Target
	74.8	89.0	98.1	98.0

National Rail Passenger Survey – Autumn 2018

| Overall satisfaction	78%
Station satisfaction	81%
Train satisfaction	76%

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Performance - North Downs

- Summer/Autumn 2018 saw a significantly disrupted six month period
  - a result of temporary speed restrictions on the route, following the dry summer

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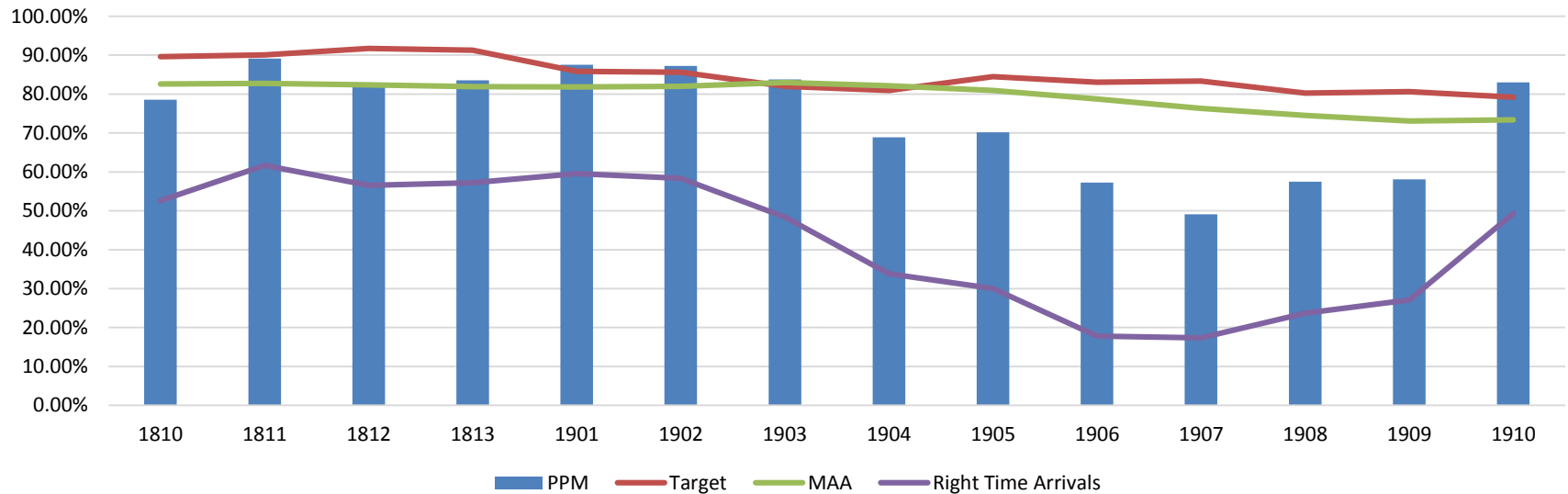
North Downs performance

- significant recent improvements; from a Public Performance Measure (PPM) of 49% in Period 7, this increased to 58% PPM in the following two periods and then 83% PPM in Period 10

- the current financial period has shown a further improvement, with most days delivering over 90% PPM

- an industry task force - including colleagues from Sussex route, Wessex, SWR and GTR - has focused on:

  - removing temporary speed restrictions

  - the permanent speed restriction at Reading

  - slow dispatch process and regulation issues

- joint Performance Improvement Centre in Waterloo - GWR a key partner

  - focused on eight strategies and three quick wins
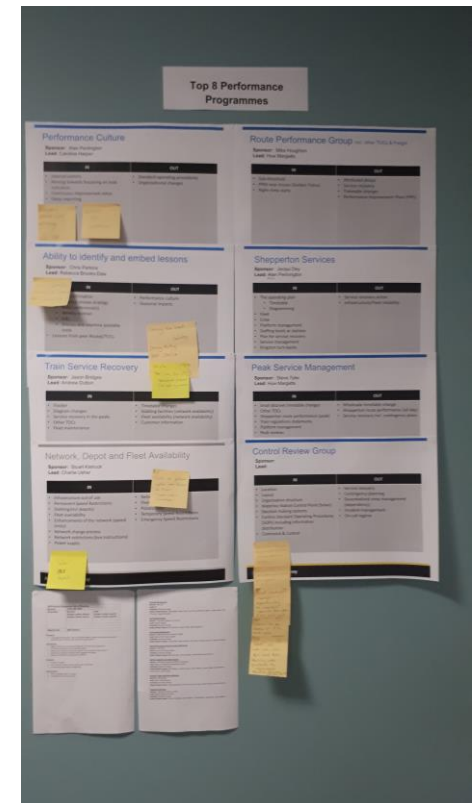
769 introduction

- currently two Class 319s at Reading Depot – driver training starting in April; first 769 planned for delivery in July and all 19 delivered by April 2020

- working with Network on sectional running times and mitigations for the route such as gauge clearance, platform lengths, etc

- current thoughts are 769s on the fast Gatwick services until platform extensions at North Camp, Betchworth and Chilworth

- trains can't change power on the move; so to operate on third rail will need to call at Ash, Wokingham, Shalford and Reigate

Station investment – Dorking Deepdene

Phase 1 improvements completed in 2018:

- funded by GWR, Surrey County Council, and Coast2Capital LEP

- improved passenger facilities at the station and integration between Dorking Deepdene, Dorking Main and bus, walking and cycling

Future station investments

- Dorking Deepdene, Blackwater and Farnborough North prioritised for Access for All funding – awaiting outcome of DfT prioritisation

- development of Phase 2 scheme at Dorking Deepdene

- Farnborough North community scheme developing

- Aspiration to increase car parking at North Camp, Blackwater, Farnborough North

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NCDL Community Rail Partnership

- launched in 2017, covering Gatwick to Guildford.

- funded by GWR's Customer and Communities Improvement Fund

- expanded to cover Reading to Guildford (GWR stations) during 2018

- during 2018, the CRP delivered walking maps at stations and the North Downs Line Guide
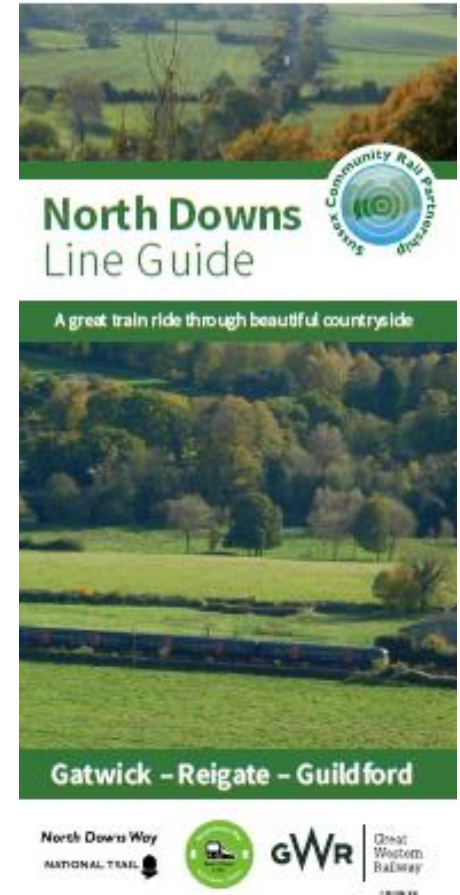
Service improvements – 3 trains an hour

- franchise commitment to run an extra Reading to Gatwick train every hour

- delayed due to concerns about level crossing risk and performance concerns

- level crossing works have been identified and design work funded

- performance modelling to be completed before the end of March 2019

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North Downs Line – Future vision

- 2 trains an hour between Gatwick and Oxford (and beyond?)
- 24-hour express service with journey times under an hour between Reading and Gatwick
- 2 trains an hour stopping service between Guildford and Reading
- 1 train an hour between Guildford and Redhill
- improved performance
- improved infrastructure (station facilities and car parks) to meet the demand generated by the service improvements

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Thank You

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