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Great Western Railway

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# Customer Report 2018-19



**GWR**

## Mark Hopwood Introduction



**This year has seen another year of progress within Great Western Railway, as our focus continues on delivering the improvements to services for customers we have promised.**

I am pleased that we are now well into the programme to deploying out new Intercity Express Trains into passenger service, which are now running across all areas of our network. Today, they are already delivering more seats – around 25% more than the High Speed Trains they replace, and a better on board environment.

Their reliability – despite some initial teething problems – is now better than the older trains, with each Intercity Express Train on average travelling 20% further than its High Speed Train counterpart without a technical incident.

We also have our Electrostar suburban electric trains operating across the London and Thames Valley area, providing extra seats from busy stations such as Twyford, Maidenhead and Slough. This, coupled with the launch of TfL rail services from Heathrow Airport and Hayes and Harlington to Paddington in the spring has released more of our trains adding further seats in the London and Thames Valley.

We also have the first of our modified four-carriage High Speed Trains, our Castle Class trains, in operation in the West, and more Turbo services operating on our Wales and Central services.

We have seen Kemble and Gloucester car parks open, and started work at Cheltenham and Didcot. We have rebuilt our train care depot at Penzance and started work on a new depot at Exeter. We are delivering on our promise to provide more trains, more seats and faster journeys.

Network Rail continues its plans to electrify the mainline, and has successfully switched power on to overhead lines between Paddington and Swindon. This is a critical milestone for us, and will – once the programme is completed in 2019 – allow us to get the very best out of our new trains, with improvements to frequency and journey times helping create even more seats for customers.

However, I understand very clearly that this has also been a very difficult year for customers, some of our routes have seen far too many delays and cancellations. Although punctuality is showing signs of recovery, the past six months have not been good enough, affected more than we would have liked as the billions of pounds of investment in infrastructure and rolling stock are delivered in a shorter timescale than we originally expected.

In the report we go into some detail as to why, but I wanted to take the opportunity to assure you that we understand the impact of poor performance and we agree it has not been good enough. We are sorry we did not always meet the high standards you expect of us and we will do better.

Performance is getting better on some routes already, and I am determined that the remaining fleet and infrastructure transition will be done with the minimum of disruption to customers.

We will continue to work hard to improve performance and reliability. I also recognise that there are aspirations for further service enhancements, and we will take the opportunity of the completed upgrade to bring more improvements to the Great Western network over the next 12 months.

*Mark Hopwood*

**Mark Hopwood,**  
Managing Director  
GWR

## A view from Network Rail

**This is an historic time for the Western route and our Alliance with Great Western Railway. Many years of work and huge investment are bringing about a transformation that is beginning to be felt across every part of the network.**

There is more to do but the achievements are huge. Overhead electrification means that Class 387 Electrostars are now running the 53 miles between Didcot and Paddington. The new GWR Class 800 Intercity Express Trains, which began running in October, are now a common sight between London, Bristol and South Wales and have travelled over one million miles in service. Working together, our two organisations have introduced 10% more seats into and out of London Paddington for peak hours, and 20% more seats through Bristol Temple Meads. The average age of rolling stock has been slashed in half and the cascade of newer trains released to the wider network by electrification means that benefits are being felt right across the route.

New trains are only half of the story. During the past year Network Rail has continued to renew and enhance the railway infrastructure to improve reliability, resilience and capacity across the route. Huge progress has been made on Great Western Electrification and this continues week on week. We have been transforming our signalling with significant upgrades in Paddington, Cornwall and Bristol where we successfully completed the single biggest resignalling project ever undertaken by Network Rail. We have also completed a new platform at Bristol Parkway and completed major drainage works at Hinksey and Chipping Sodbury, solving a problem that has previously caused train delays.

Meanwhile we are testing Digital Railway innovations which hold the potential to unlock even greater capacity and resilience on our network. Proving that safety and efficiency go hand in hand, our safety performance is improving across the board. I know that everyone at GWR as well as Network Rail will continue to work day and night to keep our railway the safest in Europe and drive our safety standards ever higher.

Underlying all of this success has been our Alliance with Great Western Railway. This partnership, supported by an independently-chaired Route Supervisory Board, has given us a sharper focus on customer service and enabled us to deliver benefits while minimising disruption and cost. The effectiveness of this joint working was recognised last year by the Chartered Institute of Logistics and Transport (CILT), who recently gave us their 'Outstanding Achievement in Passenger Transport' award.

Despite enormous efforts on all sides, performance is not where we want it to be with our overall PPM below the target we have set. This is frustrating but we understand the causes and have aggressive short and long-term plans to make improvements as we go through the transition phase of introducing new rolling stock fleets and new infrastructure across the route.

GWR and Network Rail have lived the promise we made when we signed the Alliance agreement in 2016 – to put the customer at the heart of everything we do and work to raise standards ever higher. That work, and the transformation it is bringing about, will bring rail users more of the things that they value: more seats, greater capacity and faster and more reliable services for everyone. The work we are doing now will be felt for many years.

I am confident that our Alliance will reach new heights in the years to come as we continue to deliver the biggest transformation of the Western route since Brunel, with investment in infrastructure and the largest fleet upgrade in a generation.

Best wishes

**Mark Langman**  
Route Managing Director, Western

## Customer & Communities Improvement Fund

**GWR made £2.3m of funding available over three years in the shape of their Customer & Communities Improvement Fund. Match funding increased the total to £4.7m. Schemes must demonstrate a tangible improvement to the local community, address an area of social need, and have a link to the Great Western network.**

Year two saw a total of £1.3m was invested in community projects throughout the year. Some of these included illuminated timetable boards on the Avocet Line, an on-train musical project on the Looe Valley Line, training for young people with learning disabilities to help enter the workplace, and phase 2 of the My Train Wales project, an educational programme throughout South West Wales that aims to educate young people and vulnerable adults on rail safety and how to use the train.

In Year 3 of the programme which runs from 1 April 2018 to March 31 2019, 34 projects have been selected, with a total of £2.6m to be invested in community projects across the network. This was to be the final year of the CCIF programme, but with our franchise extension we hope with DfT support we can add a further year.

No.		Name of Organisation & Name of Project	Project Description (wording in the contract may differ)	GWR Funding
1	West – Devon and Cornwall	<b>Avocet Line Rail Users' Group</b> Passenger Information at Polsloe Bridge	To install a Customer Information Screen at Polsloe Bridge railway station.	£60,088
2	Wales	<b>Cardiff City Council</b> Cycle Hub at Cardiff Central	To create a two-tier cycle park to accommodate 500 bikes at Cardiff Central railway station.	£50,000
3	East - North Cotswolds	<b>Charlbury Walkers are Welcome</b> Gateway to the Cotswolds	To improve walking routes to and from the railway station at Charlbury and to provide information for visitors.	£5,000
4	East - London/Reading	<b>Dame Kelly Holmes Trust</b> Get On Track - Newport	To extend the project from CCIF Year 2 to work with young people facing disadvantage in the Newport area and work with them to improve their personal development and aid gaining employment.	£24,390
5	West – Devon and Cornwall	<b>Dawlish Town Council</b> Dawlish Play Park	To install a new play park in Dawlish, which will include a train in GWR colours.	£19,212
6	West – Devon and Cornwall	<b>Devon &amp; Cornwall CRP</b> History of the Looe Valley Line	To explain and educate the history of the Looe Valley Line through a series of short, modern, innovation videos; triggered through GPS to be displayed on an app.	£28,000
7	East – Oxford & Thames Valley	<b>Didcot Railway Centre</b> Didcot Railway Centre Access	To improve access to the Didcot Railway Centre through purchase of a stair robot to enable disabled customers to access the museum for GWR's railway station.	£9,200
8	West – Devon and Cornwall	<b>Exeter College</b> Exeter St David's Gateway to College	To improve and enhance the pedestrian link from Exeter St David's railway station to Exeter College, and provide new and improved signage.	£60,000
9	West – Devon and Cornwall	<b>Exeter Community Centre</b> Exeter St David's Neighbourhood Warden	To provide a warden to monitor the station and surrounding area at Exeter St David's to aid crime reduction and anti-social behaviour.	£9,000
10	East – Gatwick	<b>Farnborough North Residents' Association</b> Farnborough North Welcome Project	To maintain and increase platform planters and hanging baskets at Farnborough North railway station.	£750

11	Central – Bristol/Somerset	<b>Friends of Parson Street</b> Parson Street – Legacy, Today, and Tomorrow	To enhance and improve the roadside setting of Parson Street railway station, including the creation of an heritage wall.	£10,000
12	Central – South Cotswolds	<b>Gloucestershire County Council</b> Ashchurch for Tewkesbury RTPI	To provide free-standing Real Time Passenger Information (RTPI) next to the bus stop at Ashchurch for Tewkesbury railway station.	£5,000
13	East – Bristol/Somerset	<b>Goring Parish Council</b> Goring & Streatley Cycle Storage	To install a public cycle repair stand and additional cycle shelter at the Didcot end of platform 1 at Goring & Streatley railway station.	£10,000
14	East – South West	<b>Hungerford Town Council</b> Hungerford Passenger Shelter	To widen and extend the existing shelter, located on the London-bound platform of Hungerford railway station.	£25,000
15	Central – South Cotswolds	<b>Kemble Parish Council</b> Kemble Station Footpath	To tarmac the short uphill slope from the roadway to the new footpath, provide a pedestrian crossing point, and provision of access from the road into Kemble railway station grounds.	£8,000
16	Central – Bristol/Somerset	<b>Key4Life</b> Key4Life Bristol	To create a mentoring programme for up to 40 ex-offenders in a ground-breaking programme at HMP Guys Marsh to help reduce crime in Bristol.	£40,000
17	West - Devon and Cornwall	<b>Looe Town Council</b> Looe Community Notice Board	To install a new community noticeboard at Looe railway station.	£500
18	Central – Dorset	<b>Maiden Newton Parish Council</b> Maiden Newton Lighting	To install new street lighting along the approach road to Maiden Newton railway station.	£30,000
19	Wales	<b>Monmouthshire County Council</b> Safe Footpath to Rogiet	To construct a 250m footpath along Station Road and Station Approach in Rogiet.	£40,000
20	East – Gatwick	<b>North Downs CRP</b> North Downs Education	To continue the seed funding from CCIF Year 2 and deliver a rail education programme for young people to encourage more students use the train for school, college, and leisure purposes.	£15,000
21	West – Devon and Cornwall	<b>Plymouth City Council</b> Plymouth Mayflower 400 Trails	To introduce three "Mayflower 400" heritage trails which will be part of the national Mayflower Heritage Trails project. The project will also install real-time passenger information, and design a phone app.	£65,550
22	West – Devon and Cornwall	<b>Saltash Town Council</b> Saltash Station Building Renovation	To rebuild and fit-out the disused station building at Saltash.	£102,314
23	Central – Bristol	<b>South Gloucestershire Council</b> Patchway Station Vision Study	To create a study to examine future demand for access to the station and how that is addressed in order to form a vision for future improvements.	£16,000
24	Wales	<b>South West Wales Local Authorities</b> My Train Wales – Phase 3	To build on the success of the past two phases to produce more train safety videos and present at local schools throughout South West Wales.	£44,466
25	Central – South Cotswolds	<b>Stroud Town Council</b> Stroud Station Gateway	To create a new design for Stroud railway station, the forecourt, and car parks.	£13,000
26	East – North Cotswolds	<b>Tackley Parish Council</b> Tackley Community Outreach	To install a new community notice board, improved signage to the railway station, and a leaflet promoting walks in the local area.	£10,000
27	West – Devon and Cornwall	<b>Taunton Deane Council</b> East & West Deane Way	To improve and map (through physical and digital sources) the East Deane and West Deane Ways, and to extend both walks to include the GWR station at Taunton.	£2,500
28	Central – Hampshire and South Coast	<b>Three Rivers CRP</b> Romsey Cycle Storage	To provide a new dual-level covered cycle rack at Romsey railway station in-line with the station travel plan.	£15,000
29	Central – Bristol/Somerset	<b>University of the West of England</b> Days Out By Train - Mapping Access	To engage local communities in the participatory production of information/interactive maps (online and printed) on accessible routes to/from five rail stations in the West of England and neighbouring areas.	£12,268
30	Wales	<b>University of Wales Trinity St David's</b> Cycle Hire Scheme at Swansea	To create a cycle hire scheme to link Swansea railway station to the university and increase the use of integrated transport.	£14,200
31	West – Devon and Cornwall	<b>Vintage Trains</b> Vintage Trains Educational Trips	To re-design and fit out an heritage coach to be used to educate young people on the history and engineering of the GWR.	£ 25,000
32	East – Redaing/London	<b>West Berkshire Council</b> Newbury Racecourse Station Enhancements	To improve Newbury Racecourse railway station with new waiting shelters and increased cycle parking.	£70,000
33	East – Gatwick	<b>Wokingham Council</b> Twyford Cycle Parking	To install a double-tier cycle parking to house 30 bikes at Twyford railway station.	£17,000
34	East – North Cotswolds	<b>Worcestershire County Council</b> North Cotswold Line Task Force	To work with stakeholders to establish a long-term joint plan for the North Cotswolds Line. Work to include a GRIP1-2 feasibility study to determine an increased train service and improved reliability.	£58,000

**£914,438**

All details subject to final contract

## Assisted Travel

Great Western Railway has, by a big margin, the largest number of assisted travel bookings, around 165,000, of any train operator. In addition, we assist a significant number of people again with unbooked requests.

Our most recent quarterly survey with users of our booked assisted travel service revealed high satisfaction levels. 90% of those surveyed were overall satisfied, with 74% of those being very satisfied. Customers praised the smooth running of the service and said staff were both friendly and helpful when meeting passengers' needs. The assisted travel service provides a vital lifeline to many customers, who would not be able to travel without it, 92% agreed that the service enabled them to be independent. We are incredibly proud of this service and the positive feedback from customers.

### Ease of Booking

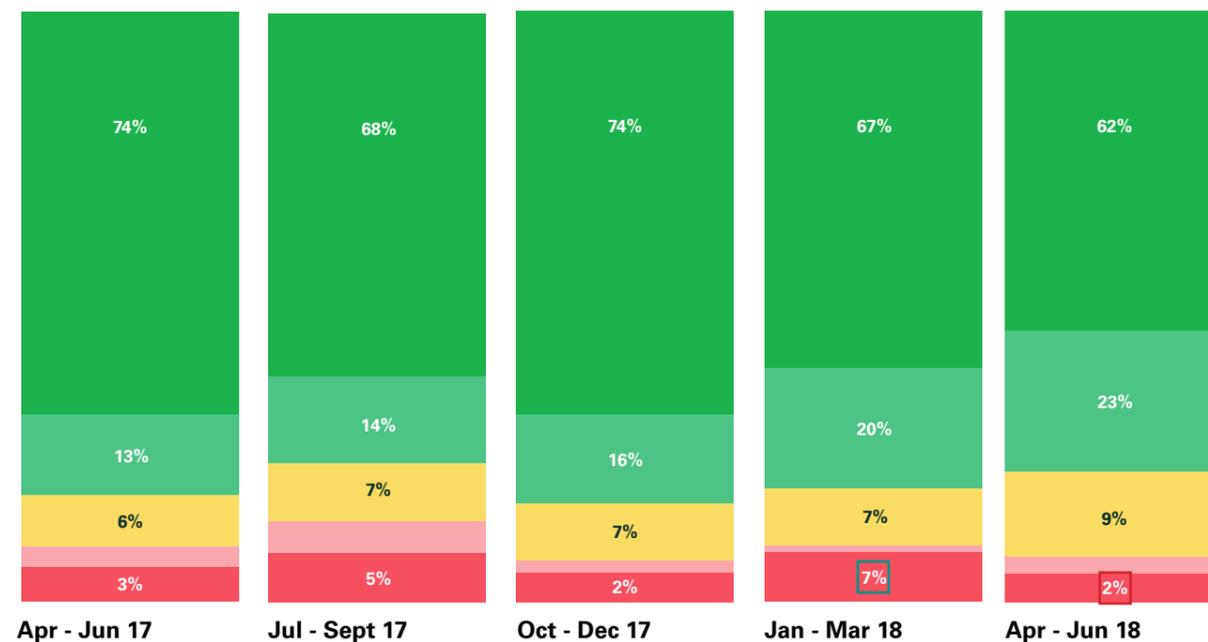
You don't have to book Assisted Travel in advance, but it does help make sure our staff are there for you as soon as you arrive.

**91%** of customers said the booking process was **EASY**

**92%** of customers **VERY SATISFIED** or **SATISFIED** with the service

**95%** of customers feel well-informed about the facility

Satisfaction with GWR's assistance service



## Mobile Ticketing

In April 2018, we launched mobile ticketing across our network, enabling customers to go from booking to boarding in just a matter of minutes and without the need for a paper ticket.

The expansion of mobile tickets across our network will enable our customers to travel with their ticket on their smartphone or tablet. If all users of the app were to buy paper-free tickets it would save a 10-metre high stack of orange rail tickets every week, or over half a kilometre every year.

Passengers can now use their smart phone or tablet as a pocket ticket machine to purchase and to travel following the installation of barcode readers at station ticket gates across the GWR network.

The scheme covers all singles and return tickets; standard and first class, adult and child. Season tickets; Group Save and Rangers and Rovers are not currently available.

By downloading the GWR app customers can instantly purchase a wide range of ticket types, including on the day 'walk-up' fares, from the GWR app for the majority of journeys across the GWR network.

Tickets are displayed on the phone screen as an encrypted barcode to be scanned by new readers at ticket gates, and can also be checked on board by train managers with mobile barcode reading devices.

GWR's Head of Retail Lee Edworthy explains: "Technology has fundamentally changed the way that we travel. The expansion of mobile ticketing will make buying a ticket and travelling with us much easier and more convenient, saving valuable time for customers.

"As one of the UK's leading transport providers, GWR is committed to making travelling by train even easier, and that is why we continue to develop our online and mobile ticketing service, ensuring we put our customers first and help communities to prosper."

Previously only a limited number of tickets for selected journeys could be displayed on a mobile device and all other ticket types purchased had to be collected from a ticket machine using the unique reference number sent to the customers' device via e-mail.

Those customers buying tickets for use on other journeys right across Britain can still use the GWR mobile app and then simply collect their tickets from a Ticket Vending machine or sales office at the station.



## Customer Satisfaction

The introduction of new train fleets across the Great Western Railway network has helped to boost what customers think of our service, but overall continued punctuality challenges have directly impacted their experience of journeys with us.

This saw satisfaction dip from a high point of 84%. The introduction of the new fleet, and the cascade of existing fleet to new regions within the GWR area, improved satisfaction, and we ended the year with customer satisfaction at 82%.

This demonstrated in very clear terms how important reliability is to our customers and we are right to give this our utmost attention. Not only is it our fundamental promise it is also the foundation to deliver the best customer experience we can at every touchpoint on a customer's journey.

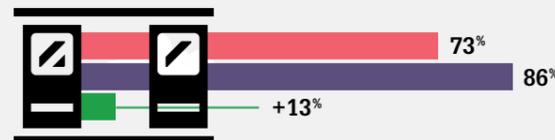
The alliance we have forged with Network Rail is fundamental to helping deliver this for our business; a relationship that we continue to actively build to ensure our current and future customers benefit from the service enhancements of infrastructure modernisation and new train fleets in the coming years.

Looking forward to 2018/19 with a more stable performance position, satisfaction is expected to rise to new levels, reflecting the investment being made right across the customer experience.

### Fleet 387 – Addressing the needs

The 387 fleet has been an important introduction to the GWR network, the new fleet has addressed a number of factors that drive customer satisfaction and improved them by the following degree amongst commuters:

Ease of getting on and off the train

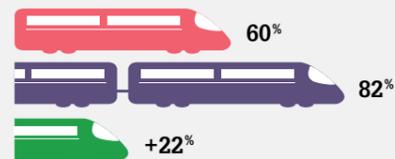


The smoothness of the ride



These improvements, in-turn have increased overall train satisfaction by 22% and the overall journey satisfaction by 19%, compared to that of the 16x fleets currently in operation.

Overall train satisfaction



Overall journey satisfaction

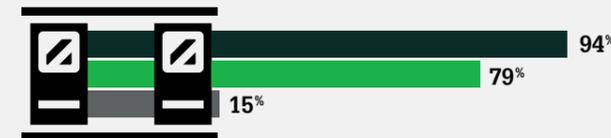


\*All data is based on commuters only

### Fleet IET – Improving the experience

The IET fleet has been an important introduction to the GWR network, the new fleet has addressed a number of factors that drive customer satisfaction and improved them by the following degree amongst commuters:

Cleanliness of the train exterior



Wi-Fi Availability



Upkeep and repair of train



The smoothness of the ride



These improvements, in-turn have increased overall train satisfaction by 5% and the overall journey satisfaction by 4%, compared to that of the HST fleet currently in operation, and customers have an 11% higher NPS score.

Overall train satisfaction



Likelihood to recommend (NPS)



Overall journey satisfaction



## The biggest fleet upgrade in a generation

**The biggest fleet upgrade on the Great Western Railway in a generation is well underway. In the past 12 months, the next generation Intercity Express Train (IET) has been introduced into passenger service serving London, Bristol, North Cotswolds and South Wales; and all the Class 387 Electrostars are now in service running between Didcot Parkway and London Paddington.**

GWR is fulfilling its commitment to provide new or refreshed stock to every route on its network. It understands that the better the service on offer, the greater the benefits to the communities it serves. This helps local businesses go from strength to strength in continuing to make the west even greater. Already one of Britain's largest, our network carries around 1.5 million passengers every week on some 9,000 services calling at 276 stations.

IETs boast a greater seating capacity to their predecessor - a nine-car has 576 seats, 115 more than the HST. Every seat has its own power socket; there is improved WiFi on-board and an at-seat food service is available. From early 2019, the introduction of the IET timetable will allow for quicker journeys: up to 17 minutes between Bristol Temple Meads and London Paddington; and up to 14 minutes between Swansea and London Paddington.

With the IETs, GWR is paying tribute to inspirational people from the regions that it serves by naming the trains after the 'great westerners'. So far, Paddington author Michael Bond has been celebrated; Wales sporting greats Sir Gareth Edwards and John Charles honoured; and Bristol heroes Bob Woodward and Elizabeth Ralph marked - with more to come throughout the franchise.

The Turbo trains continue to be cascaded serving new destinations like Cardiff, Gloucester, Taunton and from summer 2018, Portsmouth Harbour. GWR is committed to innovation to deliver franchise promises, including the introduction of the Class 43 Castle. A short-form, four-carriage long, version of the existing long-distance High Speed Trains, to add capacity to the route between Penzance and Exeter, and from next year Cardiff and Taunton as well.

Elsewhere, GWR remains dedicated to making improvements. Stations are being fitted with sleeper lounges, that when coupled with the refurbished sleeper service, will provide a quality product for passengers.

Top Line Speed	Top Line Speed
ELECTRIC	DIESEL
125 mph	125 mph

**Bi Mode**  
All 93 trains are capable of running on diesel and power.

This is one of the country's most complex and important rail networks, with the current improvements being the most significant since Brunel's original bold vision for the Great Western Railway.

As the three year anniversary of our rebrand nears, much change has been delivered across the network on what has been an exciting time. It has been a complete shift in ethos from train operator to custodian responsible for returning the railway to its former glory. There is still a lot to be delivered as GWR works tirelessly to make sure the west runs faster, smoother and more efficiently for the benefit of residents and visitors alike.

ROUTE LONDON PADDINGTON TO PENZANCE JOURNEY TIME SAVINGS UP TO <b>16</b> MINUTES	ROUTE LONDON PADDINGTON TO PLYMOUTH JOURNEY TIME SAVINGS UP TO <b>6</b> MINUTES
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	29 x 5 Carriage Trains		35 x 9 Carriage Trains
	When running in 5 car formation	When running in 10 car formation	
Number of Seats	326 (36 First and 290 Standard), 28 standard tables	652 (72 First Class and 580 Standard), 56 standard table	847 (71 First Class and 576 Standard), 62 standard tables
Number of toilets	5	10	10
Number of luggage Racks	8	16	16
Number of luggage holds	Flexible according to demand	Flexible according to demand	Flexible according to demand
Number of cycle spaces	Flexible according to demand	Flexible according to demand	Flexible according to demand
Number of wheelchair spaces	2	4	4
Number of kitchens	1	2	1

**Food and drink**  
Standard and First Class at seat service available offering food and drink. Pullman Dining will remain on existing timetabled Pullman services.



## PPM and CaSL Figures

Financial Year	Service Group Name	PPM Pass	Casl Fail	PPM %	CaSL %
2016/17	EF01 – London – Bristol	18,312	1,601	87.1%	7.61%
2017/18		17,165	2,505	83.2%	12.14%
2016/17	EF02 – London – South Wales	16,175	1,416	83.5%	7.31%
2017/18		15,013	2,579	79.4%	13.64%
2016/17	EF03 – London – Cotswolds	16,259	2,135	83.3%	10.94%
2017/18		14,936	3,551	78.9%	18.75%
2016/17	EF04 – London – West Of England	12,753	1,557	78.7%	9.61%
2017/18		11,992	1,934	75.2%	12.13%
2016/17	EF05 – Outer Thames Valley – London	34,078	2,624	80.0%	6.16%
2017/18		37,373	4,468	77.3%	9.24%
2016/17	EF06 – Inner Thames Valley – London	47,287	2,846	86.6%	5.21%
2017/18		60,484	5,840	85.7%	8.28%
2016/17	EF07 – Reading & Oxford Suburban	43,343	1,442	90.1%	3.00%
2017/18		42,195	1,724	87.9%	3.59%
2016/17	EF08 – Thames Valley Branches	70,313	773	96.1%	1.06%
2017/18		78,098	1,425	96.4%	1.76%
2016/17	EF09 – North Downs	20,984	1,055	83.0%	4.17%
2017/18		20,667	1,516	82.0%	6.01%
2016/17	EF10 – Bristol Suburban	48,738	2,135	88.4%	3.87%
2017/18		44,830	4,722	80.0%	8.43%
2016/17	EF11 – Devon	35,181	938	93.2%	2.49%
2017/18		33,979	2,072	90.3%	5.51%
2016/17	EF12 – Plymouth & Cornwall	58,573	1,164	96.0%	1.91%
2017/18		57,976	1,124	95.7%	1.86%
2016/17	EF13 – South Wales – South Coast	25,597	1,942	81.3%	6.17%
2017/18		22,213	3,770	71.9%	12.21%
<b>2016/17</b>	<b>Great Western Railway</b>	<b>447,593</b>	<b>21,628</b>	<b>88.6%</b>	<b>4.28%</b>
<b>2017/18</b>		<b>456,921</b>	<b>37,230</b>	<b>85.8%</b>	<b>6.99%</b>



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**You can contact us:**

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