



Great Western Railway

Customer Report

October 2016 Update



Mark Hopwood Introduction

We promised to update you every six months and I am delighted that we can now issue our first update since we launched our Customer Report earlier this year.

At Great Western Railway our focus is always on you, our customers. We have worked with the Department for Transport and Network Rail to put together a programme of improvements across our network that will help us deliver a railway fit for the 21st Century.

This year, we have started delivering this plan – and we are making progress. The improvements in punctuality we have seen are amongst the best in the class, particularly amongst our regional and long distance services. And our customer satisfaction score from Transport Focus's National Rail Passenger Survey are they best they have ever been.

There is, however, more to do.

Over the next three years Network Rail's investment will deliver the biggest upgrade to our tracks and signalling since the Victorian era. This will enable our biggest fleet upgrade in a generation – with three brand new fleets of trains on major routes – to deliver faster, more frequent services for our customers.

This booklet is designed to keep you up to date with our plans for the network – thank you for taking the time to read it, and please do let us know if you have any comments. Contact details are on the back of this booklet

Mark Hopwood

Mark Hopwood,
Managing Director
GWR

Electrification of the Great Western Main Line

Network Rail is electrifying one of Britain's oldest and busiest railways, bringing better connections across southern England and South Wales.

The electrification of the Great Western mainline is part of the biggest investment on our network since Brunel. Once complete, more than £7.5 billion will have been invested in track, new trains, and improved stations, helping to bring faster, more frequent services to the 1,500 customer that travel on our network every day.

For Network Rail, this is a huge and challenging job amongst a great deal of investment in rail across the wider UK network. For our customers though, it unlocks a series of improvements to our train service that will see the biggest update of our train fleet in a generation, with more seats, more frequent train services and faster journey times.

In 2015, Network Rail reviewed and replanned its electrification programme, with the benefit of a better understanding of cost and delivery challenges. The conclusion of the review is that the vast majority of programmes and projects will go ahead for delivery by 2019. This now gives us the certainty to finalise plans for new trains and make sure we can deliver the improvements we have promised for customers.

Area of Route	Planned Completion Date
Maidenhead	June 2017
Reading and Didcot	December 2017
Wootton Bassett	December 2018
Bristol Parkway	December 2018
Cardiff	December 2018
Newbury	December 2018
Oxford	June 2019
Bristol Parkway – Bristol Temple Meads	2020
Wootton Bassett Junction – Bristol Temple Meads	2020
Swansea	TBC

Key benefits of electrification

More seats, faster journeys

Electric trains have more seats than diesel trains of the same length, and journey times can be shortened due to the superior performance of electric traction. Journeys are smoother and more comfortable too.

Better for the environment

Electric trains cause 20–35 per cent lower carbon emissions than diesels with no emissions at the point of use, improving air quality in pollution hot spots such as city centres. They are also quieter, improving quality of life for people living near the railway.

Improved reliability

Electric trains are more reliable and require less maintenance. They're also lighter and cause less wear to the track, helping to make the railway more reliable.

Stimulating the economy

Electrification of key lines boosts economic growth. Faster trains with improved connections and more seats improve access to jobs and services and open up new opportunities for business.

Performance and fleet availability

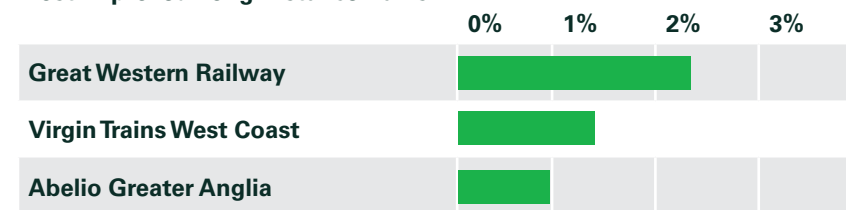
We know the two most important things for our customers is a train that's on time, and space to sit. Its why we have been working with Network Rail to help improve the performance of our train services, and added more than 7,500 seats to mainline services into and out of Paddington a day in recent years.

Network Rail's performance in the past year has helped us post some of the most improved punctuality figures in the country. We experienced fewer delays caused by track and signalling issues which, along with the benefits of recent track improvements, meant we were the most improved train operator for both Long Distance and Regional train services.

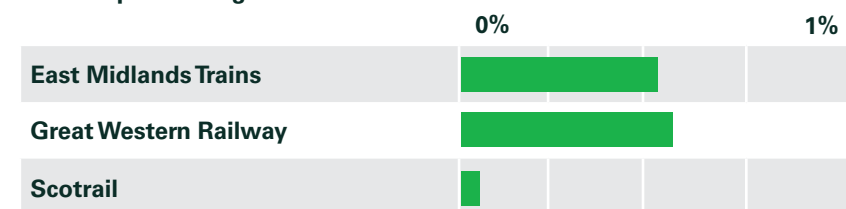
Of course, we're not quite where we want to be yet – and there is much for us to do. The continued works to electrify the network, the introduction of our first electric trains will need to be carefully managed to ensure we continue to improve on these figures. We recently signed a formal alliance with Network Rail that covers the many ways we will be working together more closely and includes a commitment to deliver a more aligned approach to further improve performance.

	Punctuality %	Reliability %
High-speed services	89.2	99.4
London and Thames Valley services	84.4	99.0
Bristol suburban services	92.0	99.3
Devon services	95.6	99.5
Plymouth and Cornwall services	98.0	99.2
South Wales and south coast services	93.4	99.3

Most Improved Long Distance Trains



Most Improved Regional Trains



Ticket Office opening hours

Although more and more of our customers are choosing to buy their tickets online, the vast majority still buy tickets from our stations. Last year, our stations were open 95% of the time we said they would be.

We've committed to making sure ticket offices are open at the most convenient times for customers, and on the rare occasions when things go wrong, that we are clear about alternative ways you can buy a ticket or get information about traveling with us.



A view from Network Rail

The Western Route is undergoing the biggest period of investment since it was first built, over 175 years ago. This is excellent news: it's recognition of the vital role that the rail network plays in the functioning of the country after a long period of post-war neglect.

However, it's also a formidable challenge to those of us who are involved in the work. Passenger numbers are higher now than at any time since the 1920s and much of the infrastructure and rolling stock is showing its age.

The future of the railway in the Thames Valley, west of England and Wales is bright. Electrification represents a huge step forward for the network and will have a transformational effect on everyday travel, especially when allied to the other programmes which are underway: Crossrail, the Western Rail Link To Heathrow and the route-wide signalling upgrade amongst others.

Whilst we look forward to delivery of those projects, passengers rightly expect performance improvements today. So we are also devoting time and effort to fixing some of the problems which have plagued the service in recent years. One of my first actions following my appointment was to introduce enhanced maintenance regimes and rapid-reaction repair teams for those parts of the network which were worst affected by poor reliability. This has already begun to reap rewards in terms of daily performance measures and I confidently expect this trend to continue.

Ultimately, our plans are about improving the things that matter to rail users: more seats, greater capacity, faster

and more reliable services for everyone – commuters, business or leisure travellers, and the freight services on which our economy depends.

We could not hope to achieve those goals without a close partnership with Great Western Railway; both in the delivery of major infrastructure enhancements and in day-to-day performance improvements. Over many years, Mark Hopwood and his team have proven to be reliable and robust partners in all our undertakings, and we have enthusiastically worked together to improve passenger outputs and raise standards. It was with this in mind that we moved to formalise our joint working arrangements in March by signing an alliance agreement.

I am confident that this ever-closer working relationship will continue to provide benefits for rail users for many years to come, and I look forward to the future of the western route's railway.

Mark Langman

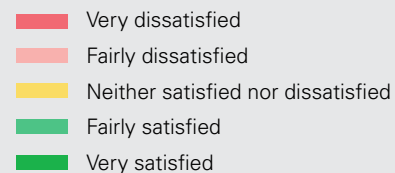
Route Managing Director, Western, Network Rail

GWR Assisted Travel Service

Whether you book in advance or just turn up, the GWR team is there to help those who need help accessing our services.

Our Assisted Travel service is designed to give customers who need it an extra helping hand, and peace of mind.

Last year our Assisted Travel team helped more than 133,000 customers through pre-booked assistance at our stations and on trains.



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.

95%

of customers said the booking process was **EASY** compared to 94% in 2015

95%

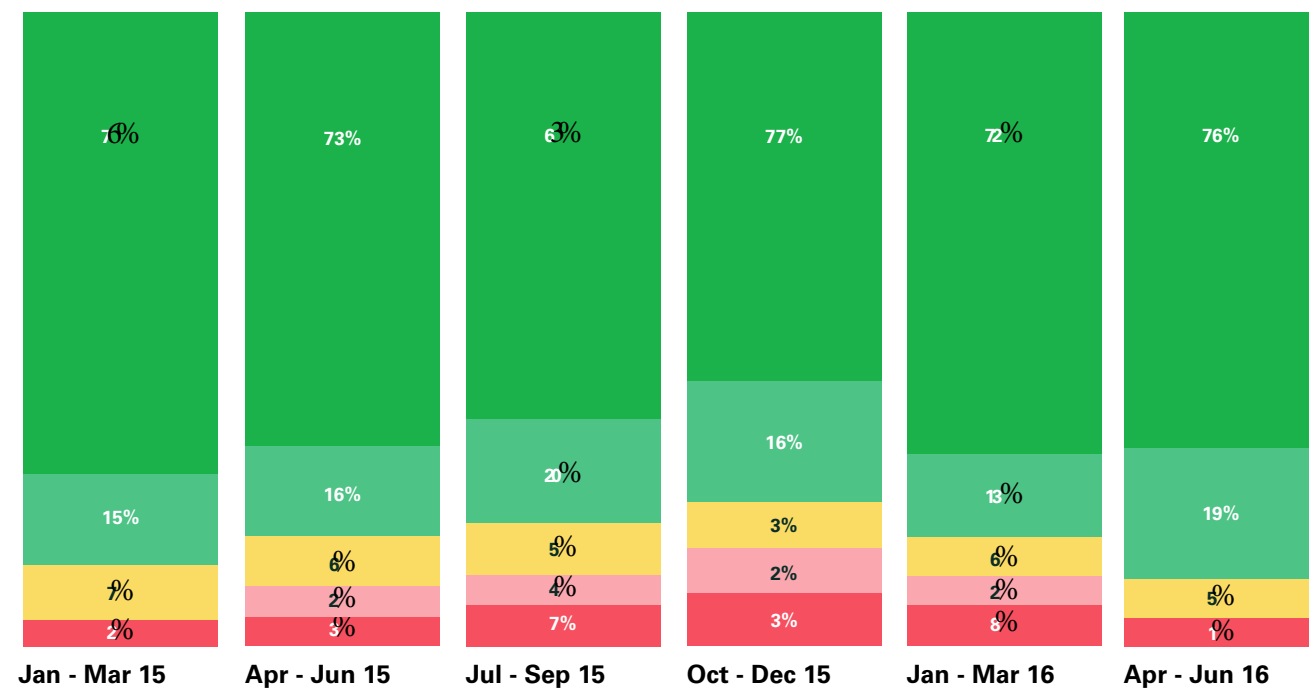
of customers **VERY SATISFIED** or **SATISFIED** with the service. Up 3 points from 2015

96%

We meet more than **90%** of customers when we promised we would. Up 6 points on December 2015

Source: GWR Assisted Travel Report, April-June 2016

GWR Satisfaction with GWR assistance service



Highest ever customer satisfaction on GWR

We're delighted to see some of the hard work to improve is starting to pay off, and in 2016 customers gave us our highest ever score for customer satisfaction, according to independent transport user watchdog.

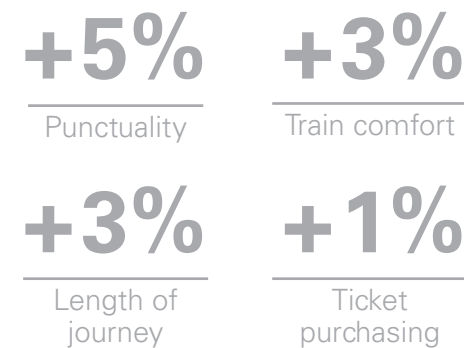
Increasing our year-on-year measure for overall satisfaction by 3% from 81% to 84%, GWR has posted its highest score since the National Rail Passenger Survey began in 1999. This year's score beats our previous high of 83%, achieved in 2011.

These kind of results show our commitment to Building a Greater West and investing in what we know our customers want to see, and reflect the hard work of thousands of GWR colleagues.

Customers are starting to see the impact made by converting first class carriages into standard, providing vital extra capacity, as well as Network Rail's great work in recent months to drive down infrastructure-related delays.

The team at Network Rail – led by recently-appointed Route Managing Director Mark Langman – should be particularly congratulated for what they have achieved, and we are doing everything we can to help them continue this good work.

Of the five key drivers of customer satisfaction, GWR improved scores in four key areas:



Anthony Smith Chief Executive of Transport Focus

"Our dedicated Passenger Manager has been able to work constructively with GWR, at all levels, over the past twelve months helping to drive a deeper understanding of the passenger perspective."

"We welcome GWR's commitment to understanding more about customers' needs. This year we carried out some joint research in the build up to and during the Bath line closure. GWR's willingness to respond to what passengers were saying was very reassuring, as is the continued desire to work with us to drive further improvements to their passengers' experience of planned disruption. Something that is crucial given that many passengers face several more years of disruption to their journeys."

"This year's challenges included six successive large-scale engineering possessions as well as a plethora of 'smaller' planned disruptions. Maintaining a consistently good passenger experience day in, day out, while managing the planned disruption is critical. While passengers in the Thames Valley tell us that more improvements are needed, it was encouraging to see a positive uplift in many areas of GWR's Autumn 2015 NRPS results, particularly in the areas that are most important to passengers. We hope that GWR is able to sustain and improve on these scores in future."

"Given the challenges posed by the scale of the Great Western network upgrade and changing landscape around it, it is hugely positive that we are able to continue to work with GWR to ensure that the passenger voice remains at the heart of decision-making and delivery."

- Station managed by Great Western Railway
- Station served by Great Western Railway
- Route operated by Great Western Railway
- Great Western Railway Summer/Limited Service
- ⋯ Bus Link
- ✈ Airport
- 🔍 Detailed view available



- ### Wales Schemes
- £25k Swansea Real Time
 - £38k South West Wales Train Training
 - £17k Budding Brunels
 - £3k Bridgend Brunel Interpretation
 - £8k Vale of Glamorgan Schools
 - £20k Severn Tunnel Junction Car Park

- ### West Schemes
- £14k Hannahs Rail
 - £30k Torquay Station
 - £30k Polsloe Bridge
 - £20k St James Park
 - £30k Dawlish Warren
 - £50k St Germans Station

- ### Central Schemes
- £8k Wheels for All
 - £20k Somerset Rural Youth
 - £20k University of the West of England
 - £40k Parsons Street
 - £5k Weston Milton and Yatton Access
 - £50k Bridgwater College Link
 - £3k Avoncliff Cycling
 - £5k Keynsham Ramp
 - £10k Cam and Dursley Access
 - £8k Westbury Access
 - £10k Dorchester West Real Time
 - £15k Frome Access
 - £20k Three Rivers Stations
 - £8k Melksham Access
 - £7k Bridgwater Station Building
 - £6k Stonehouse Pedestrian Link
 - £5k Ashchurch for Tewkesbury
 - £10k Sea Mills and Shirehampton CCTV

- ### East Schemes
- £20k Slough Cultural Study
 - £68k Slough Walking and Cycling
 - £4k Hayes and Harlington Railings
 - £4k Windsor and Eton Cycling
 - £20k Tackley Station
 - £7k Goring and Streatley Access
 - £7k Dorking West Access
 - £10k Marlow Branch Travel Plans
 - £10k Surrey Cycle Access
 - £15k Hungerford Pedestrian Connectivity
 - £40k Cotswold Line Promotion Group for Moreton-in-Marsh

Community fund gives life to local projects

At GWR communities matter, and keeping them connected and prospering is as relevant to us today as it was when Brunel masterminded the GWR network almost two centuries ago. Today, we continue that legacy in many ways – connecting communities and economies right across the region.

This year, we've gone even further, with the launch of our Customer and Communities Improvement Fund – a three year community improvement scheme designed to support areas of real social need in the communities we operate.

Designed to help boost local communities, up to £750,000 a year is available every year until 2019 as part of a £2.2 million match-funded grant scheme.

This map gives an outline of some of the projects that have benefited from this year's scheme. As you can see, they cover a wide variety of areas, both physically and metaphorically, with plans from helping disabled adults and children travel with their adaptive bikes to renovating a disused 1859 station building for the community.

The fund re-opened for bids in June 2016. A total of 130 bids were received from all parts of the network, The total sum bid for was £6.758 million. Each bid underwent a robust scoring looking at practicality as well as the potential to meet a social need.

A special steering group made up of our customer panel chairs and customer representatives from our Advisory Board reviewed the scoring and made recommendations to our Executive Committee. We expect to announce the winners shortly.



Warren Bartlett, Duty Station Manager, and Robin Gibbons, Tackley Parish Councillor and Train Representative at Tackley Station

“Tackley is a wonderful village for getting people involved in events and projects, so we are delighted that we have got funding from the Customer and Community Investment Fund (CCIF) to help us create more community interest in our railway station!”

Robin Gibbons, Tackley Parish Councillor and Train Representative



David Crome, General Manager West, with Director of Development and Engagement Andrew Dean and Development Manager Nicky Church from Dame Hannah Rogers Trust.

“Hannahs are so grateful for the continued and wonderful support we receive from GWR. The commitment of the staff towards the community is phenomenal and we are delighted and honoured to part of the GWR family”.

Andrew Dean, Director of Development at Dame Hannah Rogers Trust

Sustainability focus

We continue to monitor and reduce our carbon emissions from our trains.

This includes the introduction of new electric trains, maintaining our current fleet of trains to high standards to ensure they use fuel efficiently, and the use of a Driver Advisory System (DAS) to alter how our drivers drive the trains, helping conserve fuel where the performance of the train won't be effected.

GWR also closely monitors how much gas, electricity and water we use, looking at opportunities to reduce consumption by improving assets and considering whole life costs of available solutions.

Key initiatives at stations have included:

- Automated meters to obtain more accurate readings which allow us to review the potential to install energy efficient technologies and further reduce consumption.
- A programme of LED lighting replacements which offers both energy savings, improvements to the life span of the assets and reduced maintenance cost.
- Installation of an intelligent control system at twenty-one stations which has allowed us to track exact consumption of each circuit within each site in real time.

Having this level of data means we know the exact energy consumption of all assets allowing us to set time controls and sensors to ensure the assets are only powered when required. In addition, at our Depots we have completed several targeted projects to reduce electricity and gas consumption; these include lighting replacements, voltage optimisation, boiler enhancements and reducing supply to high voltage transformers.

GWR have introduced a new recycling strategy at our stations in order to minimise the waste being diverted to landfill. Currently 65% of our non-hazardous waste is recycled, with a target of 75% by March 31st 2017.

Our key performance figures – an overview

Train Service Performance

The punctuality of our trains		
Public Performance Measure		
	Target	Actual
2014/15	90.3%	88.9%
2015/16	91.1%	89.5%

Capacity

The proportion of seats we provided, compared to the number we planned to provide		
Seats to Plan		
	Target	Actual
2014/15	99%	98.02%
2015/16	98.5%	98.06%

Customer Satisfaction

Our customer satisfaction score from the National Rail Passenger Survey		
	Target	Actual
2014/15	82	81%
2015/16	82	84% (Autumn 2015)

Environmental Impact

How much rubbish from stations, trains and depots we recycle		
Waste Recycling		
	Target	Actual
2014/15	48%	49%
2015/16	51%	51%
2016/17	75%	61.7% YTD

PPM and CaSL Figures

Financial Year and Period	Service Group Name	PPM%	CaSL%	Planned	Trains Run	30-60 Late	60-120 Late	>120 Late
2015/16	Heathrow (local)	85.8%	3.4%	1,860	1,799	2.6	0.2	0.0
2016/17		86.3%	3.5%	1,833	1,771	2.1	0.4	0.0
2015/16	London - Bristol	89.1%	3.3%	1,570	1,537	16.2	2.7	0.2
2016/17		88.3%	4.0%	1,589	1,547	18.2	3.8	0.2
2015/16	South Wales	87.6%	4.9%	1,413	1,359	13.8	1.7	0.2
2016/17		84.5%	5.2%	1,473	1,434	30.8	5.7	0.6
2015/16	Cotswolds	87.6%	4.9%	1,413	1,359	13.8	1.7	0.2
2016/17		86.6%	6.0%	1,488	1,418	17.2	2.4	0.2
2015/16	West of England	81.8%	5.5%	1,245	1,216	35.5	4.5	0.4
2016/17		80.5%	6.3%	1,230	1,193	35.2	5.7	0.6
2015/16	Outer Thames Valley	82.6%	3.6%	3,430	3,322	13.8	1.2	0.0
2016/17		82.4%	4.2%	3,380	3,256	16.2	2.4	0.0
2015/16	Thames Valley (inner)	86.7%	3.5%	3,729	3,608	8.7	1.1	0.0
2016/17		87.0%	3.6%	3,708	3,583	7.8	1.1	0.1
2015/16	Reading and Oxford Suburb	89.5%	1.3%	3,626	3,583	4.7	0.2	0.0
2016/17		90.1%	1.1%	3,632	3,596	4.5	0.4	0.1
2015/16	Thames Valley (branch lines)	96.5%	0.8%	5,502	5,456	0.9	0.0	0.0
2016/17		96.4%	0.8%	5,559	5,517	0.8	0.0	0.0
2015/16	North Downs	84.7%	3.2%	1,933	1,876	4.0	0.2	0.1
2016/17		82.2%	3.9%	1,937	1,868	5.2	0.1	0.0
2015/16	Bristol (suburban)	89.9%	2.4%	4,300	4,204	7.6	0.8	0.1
2016/17		89.4%	2.6%	4,188	4,086	7.0	0.7	0.3
2015/16	Devon	93.8%	1.7%	2,860	2,815	2.7	0.2	0.0
2016/17		93.0%	1.7%	2,884	2,839	3.2	0.2	0.0
2015/16	Plymouth and Cornwall	96.1%	1.5%	4,669	4,607	4.9	0.8	0.1
2016/17		95.7%	1.7%	4,693	4,617	5.2	0.4	0.0
2015/16	South Wales - South Coast	83.5%	3.9%	2,352	2,276	13.2	1.4	0.1
2016/17		82.1%	4.1%	2,375	2,294	15.2	1.2	0.2

You can contact us:

By phone on **0345 7000125**

Through the web at **GWR.com**

Or by post:

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GREAT WESTERN RAILWAY