



London Borough of Croydon Update to Streets, Environment & Homes Scrutiny Sub Committee

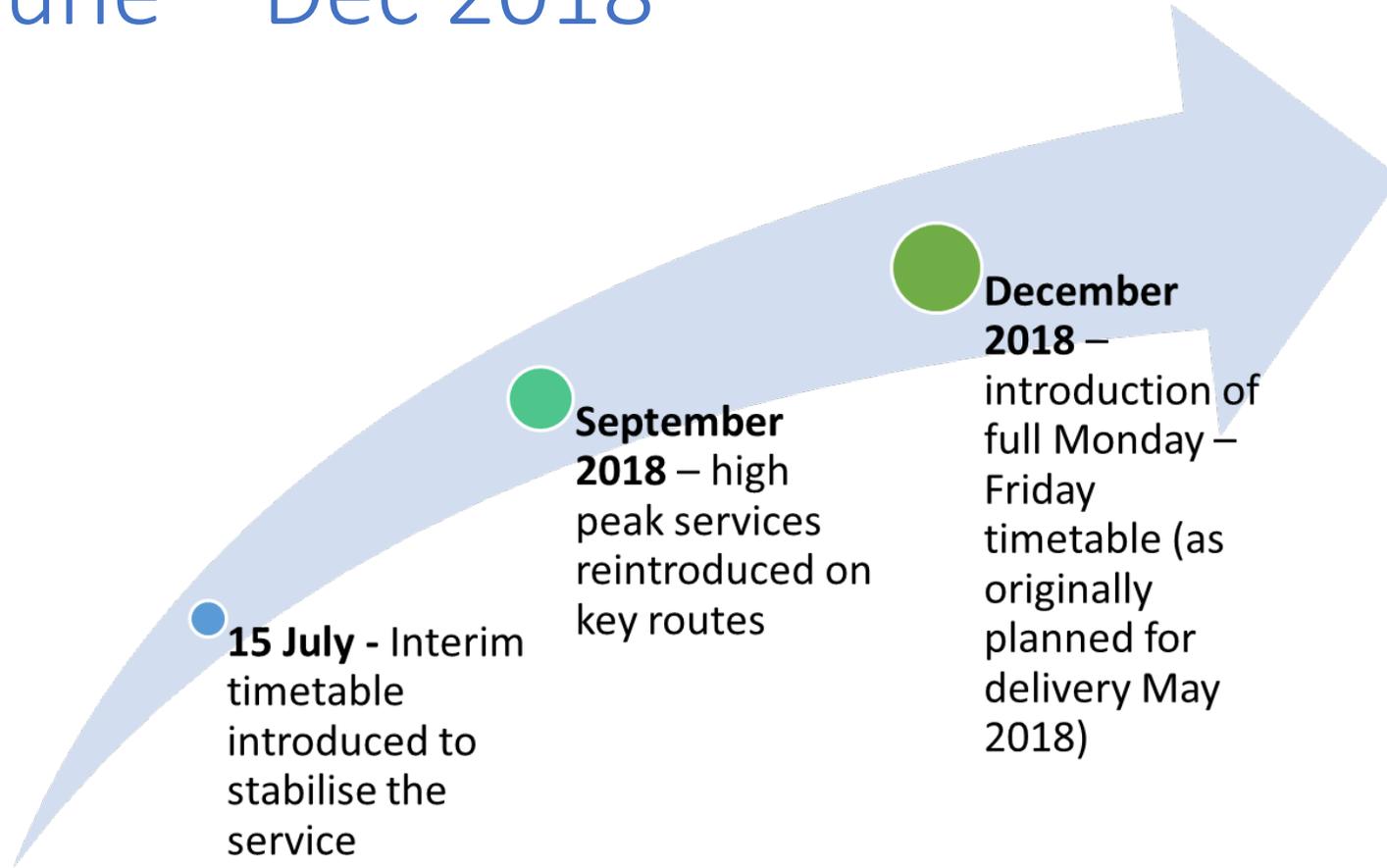
9 July 2019



GTR update & actions to date



June – Dec 2018



- National Programme Management office set up to oversee all future timetable changes
- Priority of maintaining train service reliability

Passenger Compensation

 News ▶ Croydon News ▶ Transport

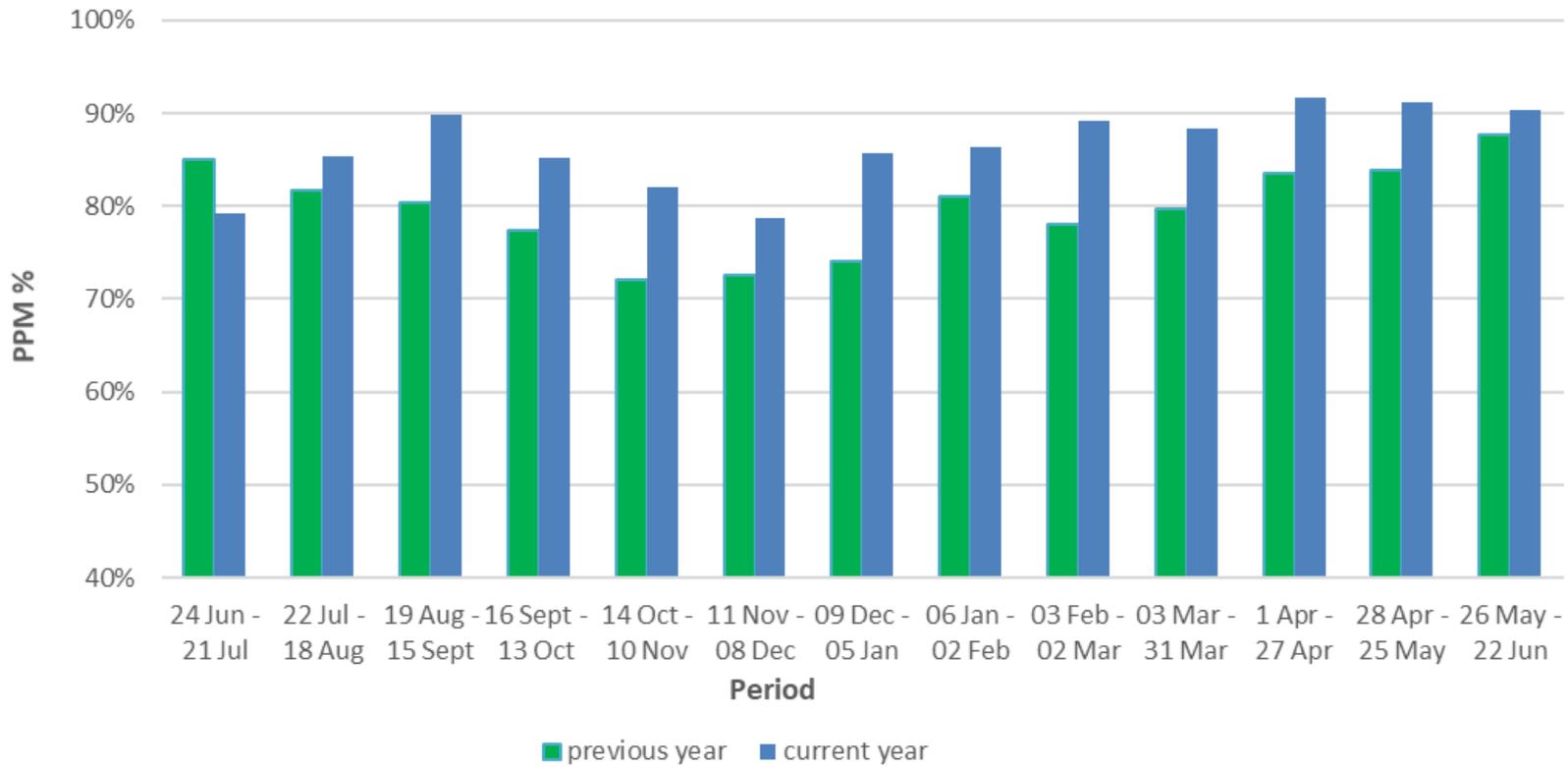
Croydon commuters offered compensation following timetable chaos

Govia Thameslink Railway (GTR) has begun to contact qualifying season ticket holders to notify them of how much money they are entitled to

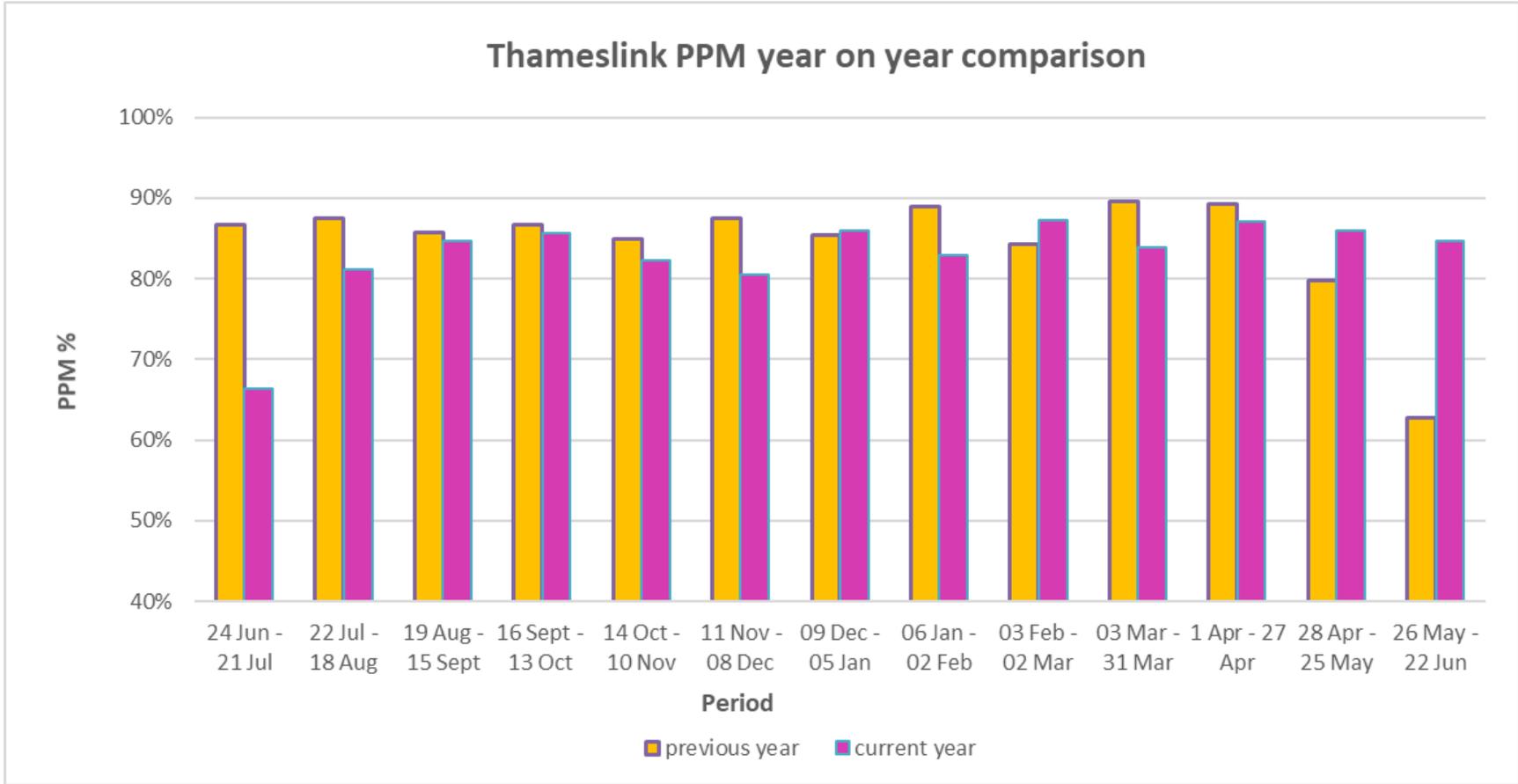
- Nick Brown, GTR Chief Operating Officer, said: *“We apologise to passengers for the poor level of services since the introduction of the May timetable. In recognition of this we will be refunding fares according to the level of disruption on Great Northern and Thameslink routes. This compensation is offered in addition to our usual Delay Repay compensation for journey delays of 15 minutes or more and enhanced compensation for season tickets holders.”*
- Special Industry Compensation instigated in three phases for season ticket holders and non season ticket holders travelling three days a week or more
- Passengers were paid over £17m in additional industry compensation
- Delay Repay (from 15 minutes) could also be applied



Southern PPM year on year comparison



Thameslink PPM year on year comparison



NATIONAL RAIL PASSENGER SURVEY SATISFACTION AT A GLANCE

Southern SPRING 2019

This survey covers 1,616 Southern passengers



OVERALL JOURNEY SATISFACTION



81%

Overall satisfaction in
Spring 2019

Overall Satisfaction
= Very Satisfied +
Fairly Satisfied

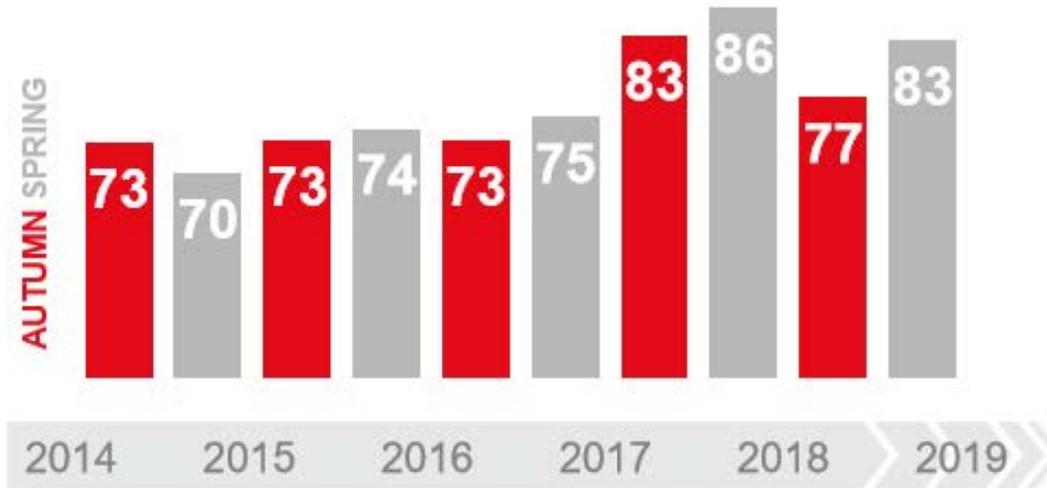
NATIONAL RAIL PASSENGER SURVEY SATISFACTION AT A GLANCE

Thameslink SPRING 2019

This survey covers 1,290 Thameslink passengers



OVERALL JOURNEY SATISFACTION



83%

Overall satisfaction in
Spring 2019

Overall Satisfaction
= Very Satisfied +
Fairly Satisfied

Passenger Benefit Fund

Following disruption faced by passengers in summer 2018:

- The Secretary of State for Transport announced that GTR would contribute £15m towards a passenger benefit fund
- The fund will be used to provide tangible benefits for passengers to improve their journeys
- We are conducting a three month engagement programme with passenger groups, councils and stakeholders to decide on the benefits
- Stakeholders are invited to submit ideas through an online submission form - www.passengerbenefitfund.co.uk/
- A list of prioritised schemes will be reviewed in August when the engagement process has closed

