

Customer Panel - West

Plymouth – 8 November 2017



A new approach to Customer Panels

More than 400 customers have now joined our panel community.



This is our second regional meeting this year, and we'll hold more in 2018. Plus, we're working hard on a new online portal especially for members.

GWR Customer Satisfaction

National Rail Passenger Satisfaction

	Spring 2017	Spring 2016	Change
Overall satisfaction with the journey	81%	84%	-3
Overall satisfaction with the station	82%	81%	1
Ticket buying facilities	77%	79%	-2
Information about train times/platforms	87%	85%	2
Upkeep/repair of the station/buildings/platforms	73%	71%	2
Cleanliness	77%	77%	0
Attitudes/helpfulness of staff	81%	79%	2

How we're doing

Plymouth & Cornwall, and High-speed services

- **Punctuality**; the number of trains arriving at their final station on time. The 'on-time allowance' is the leeway we have, to still be classed as on time
- **Reliability**; the number of scheduled trains that run.

	Punctuality %		Reliability %	
	Actual	Trigger	Actual	Trigger
High Speed services	86.7	88.0	99.2	98.2
London-Thames Valley services	82.2	89.0	98.7	98.0
Bristol Suburban services	89.3	89.0	99.0	98.5
Devon services	94.5	89.0	99.5	98.5
Plymouth and Cornwall services	97.9	89.0	99.3	98.5
South Wales-South Coast services	90.7	89.0	98.6	98.5

12-month Moving Annual Average from 21 August 2016

Fleet update

Intercity Express Trains

Launched	Paddington - Bristol Temple Meads, Swansea and Cardiff
13 November	Taunton - Weston super Mare
11 December	Swansea – Carmarthen
27 December	Oxford - Great Malvern
July 2018	Paddington - Penzance



Fleet update

Refreshed units

Over the coming months, we'll be increasing, and improving capacity, in the west.

We're introducing a number of refreshed trains; released from other parts of the network, as the result of the launch of our new 'Electrostar', and Intercity Express Trains.

Cardiff - Taunton	refreshed 'Turbos'
Devon and Cornwall	refreshed 'Sprinters'
	shortened, modernised, high-speed trains
Exeter – Barnstable	refreshed 'Express Sprinters'

Disability and accessibility

Community engagement

We work hard to raise awareness of rail travel, and improve your experience:

- we're working with Exeter Royal Academy for Deaf Education to help students become more confident with train travel
- Guide Dogs will be visiting Reading station to train young dogs in how to travel on escalators
- we arranged a trip to Weston super Mare for Cardiff People First



Disability and accessibility

Assisted Travel service

Last year we helped with over 165,000 journeys by:

- helping you plan the easiest route for your journey
- making sure our staff know you're coming
- being there for you – around the station and on the train

But we're not stopping there:

- we've given colleagues a mobile app that holds details of your journey
- we work with groups and charities, like Guide Dogs, and Kids, to improve staff training

And we carry out a quarterly customer experience survey.



Disability and accessibility

Assisted Travel survey: April – June 2017

What we do well

- staff continue to be rated positively
- confidence when boarding the train remains consistent

Where we can improve

- after booking, passengers feel less confident their requirements will be met
- only half of customers said they were made aware of onboard facilities
- reports of customers not being met at their booked time

87% of our customers are either satisfied, or very satisfied, but there's still room for improvement.

What do you think?

On-board services

Our people

Over 1500 colleagues, across 18 locations - from multi-skilled guards, to revenue and safety, to specialist roles running Pullman dining and hosting our sleeper services

- consistent excellence, safety, and customer experience, are our main objectives
- every member of the team has their own development plan, upskilling, structuring attitudinally and coaching the right behaviours
- 15 projects aimed at reducing customer risks – including slips, trips and falls, managing luggage and focusing on age-related risks

On-board services

Investment

Our new Intercity Express Trains, Electrostars, refreshed units, and Night Riviera Sleeper cabins are transforming the way we serve our customers.

- new train designs, and technology, now allow us to give a personal, at-seat experience
- new payment terminals are making buying tickets, and food & drink, easier
- an extensive staff training program designed to help our customers get the maximum benefit from our new catering facilities

Local updates



- community action at Barnstaple station (pictured) and other stations
- planning for an enhanced timetable for December 2018
- Exeter – Exmouth enhanced Sunday services introduced
- barcode readers supporting mobile ticketing
- Customer Information systems being upgraded
- Wi-Fi at every station in Cornwall!

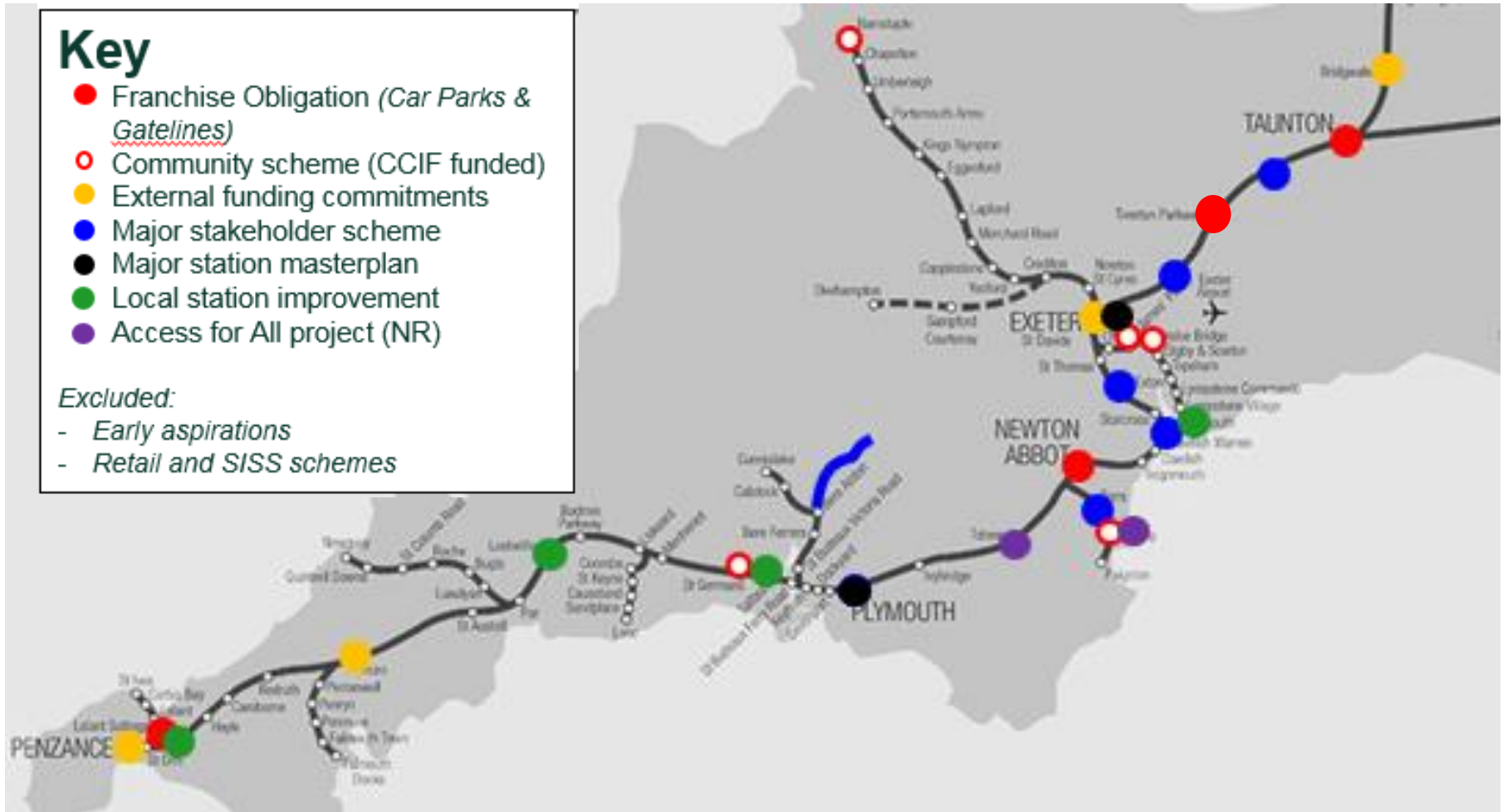
Investments in the West - stations

Key

- Franchise Obligation (*Car Parks & Gatelines*)
- Community scheme (CCIF funded)
- External funding commitments
- Major stakeholder scheme
- Major station masterplan
- Local station improvement
- Access for All project (NR)

Excluded:

- Early aspirations
- Retail and SISS schemes



Investments in the West - services

newly refurbished trains



Night Riviera Sleeper
upgrade



new InterCity Express
Train testing



Feedback and close

Any other feedback

Close

- notes and actions will be captured and shared with everyone in attendance and sent to all members of the pool, including those who couldn't attend
- these notes will also be displayed on the website and certain bullet points will be printed and presented at local stations



Thank you

GWR