

Customer Panel - East

Didcot Parkway – 6 February 2018



Welcome

Welcome and introduction	
Introduction to the Panel	Julian Richards - Customer Experience Manager
How we're doing	
GWR and the future	Richard Rowland - Customer Service & Transformation Director
Break	
Regional update	Tom Pierpoint – Regional Development manager
Local updates	Claire King – Station Manager
Other items and close	

A new approach to Customer Panels

Over 450 customers have now joined our panel community.



Our customer pool, is split into 4 areas across our network; East, Central, West, and Wales. This is our first customer panel of 2018, and we'll hold another 5 by the end of the year. Plus, we're working hard on a new online portal especially for members.

Satisfaction and performance

How we're doing

National Rail Passenger Satisfaction

	Autumn 2017	Autumn 2016	Change
Overall satisfaction with the journey	79%	82%	-3
Overall satisfaction with the station	79%	82%	-3
Ticket buying facilities	76%	82%*	-6
Information about train times/platforms	84%	84%	=
Upkeep/repair of the station/buildings/platforms	71%	73%	-2
Cleanliness	77%	79%	-2
Attitudes/helpfulness of staff	79%	80%	-1

Our performance

12-month Moving Annual Average from 8 January 2017

	Punctuality %		Reliability %	
	The number of trains that arrive at their final station on time.		the number of scheduled trains that run.	
	Actual	Trigger	Actual	Trigger
High Speed Services	86.6	88.0	98.9	98.2
London-Thames Valley Services	82.0	89.0	98.3	98.0
Bristol Suburban Services	87.2	89.0	98.5	98.5
Devon Services	94.0	89.0	99.3	98.5
Plymouth & Cornwall Services	97.8	89.0	99.2	98.5
South Wales-South Coast Services	88.7	89.0	97.9	98.5

- if we fall below either trigger, within the last 12 months, we'll give monthly and annual season ticket holders 5% off when they renew
- if we fall below both triggers, the discount will be 10%

Updated Thursday 11 January 2018

GWR and the future



We've made some major changes

- 25% more seat in London and the Thames Valley than a year ago
- half-hourly electric services to Hayes from January 2018
- electric services now extend to Maidenhead
- Intercity Express Trains introduced in October 2017
 - London to Oxford, Worcester, and Great Malvern
 - London to Bristol Temple Meads, Cardiff Central, Swansea, and Carmarthen
 - London to Weston super Mare, and Taunton
 - other key locations also include Reading, Didcot Parkway, Swindon, Chippenham, Bath, and Newport

2 January 2018 delivered our biggest timetable change ever.



But there's a lot more to do in 2018

- Didcot – Swindon
- Swindon – Bristol Parkway
- Reading – Newbury
- transfer of services to Crossrail
- electric trains to Newbury
- Intercity Express Trains to the West Country
- New Didcot car-park opens

GWR and Crossrail (Elizabeth Line)

In December 2017, 11 stations managed by GWR were transferred to Crossrail, which will fully launch in 2019.

Acton Main Line	West Drayton
Ealing Broadway	Iver
West Ealing	Langley
Hanwell	Burnham
Southall	Taplow
Hayes & Harlington	

- Slough, Maidenhead and Twyford will stay as part of GWR
- branches in London and the Thames Valley will stay as part of GWR

mtr crossrail



GWR

GWR and Crossrail (Elizabeth Line)

Elizabeth line



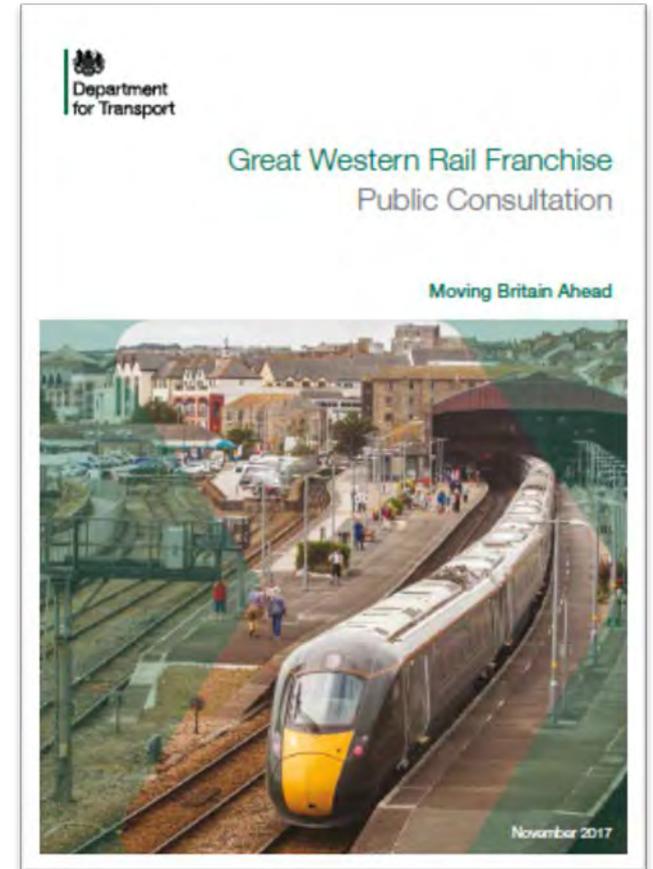
MAYOR OF LONDON



GWR

Great Western Franchise consultation

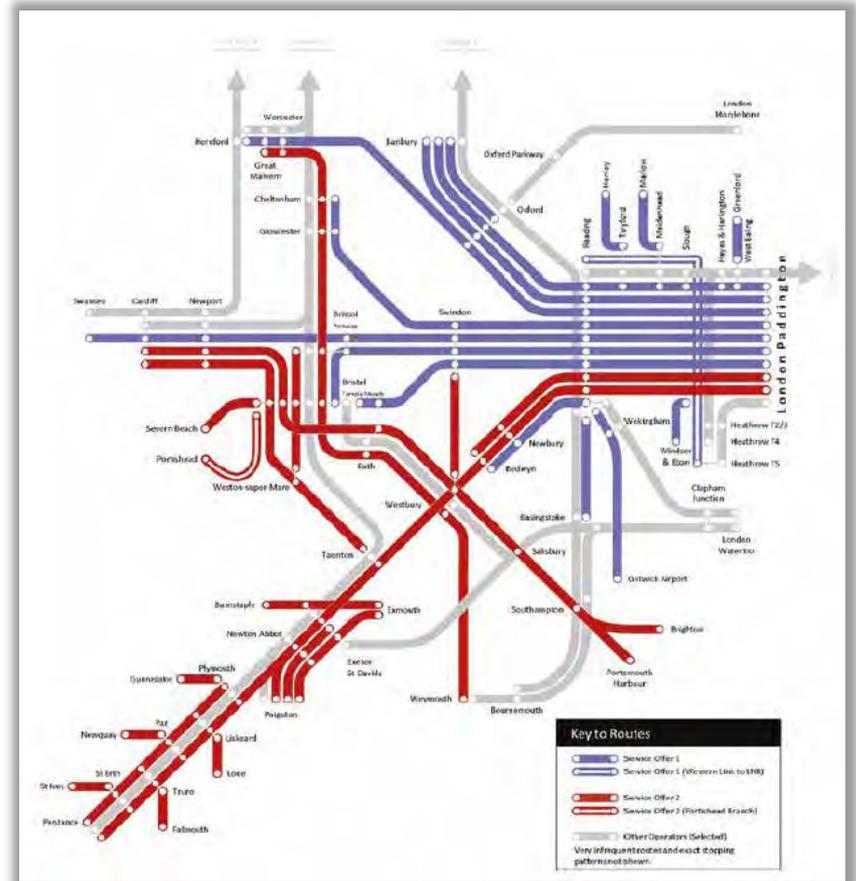
- current Franchise extended to April 2020
- intention to negotiate further franchise with GWR to run until 2022 (+2 years)
- franchise consultation ongoing -deadline for responses 21 February 2018
- opportunity to set out aspirations for the next 10 years



Great Western Franchise consultation

A number of key questions about the future of the GW Franchise are raised:

- should GW be retained in its current form; or split into 2, or more, franchises
- how can we better integrate the activities of franchisee and Network Rail, to better meet the needs of the customer
- in view of the above, when is the best time to embark on a new long-term franchise tender



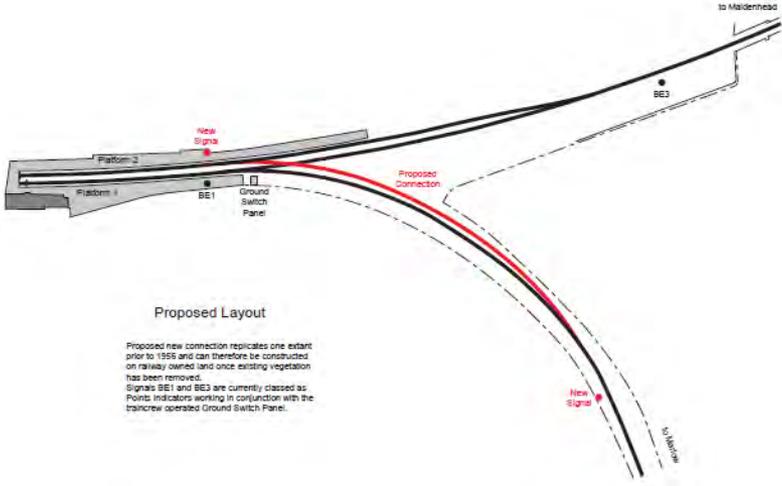
Regional development

Reading Green Park



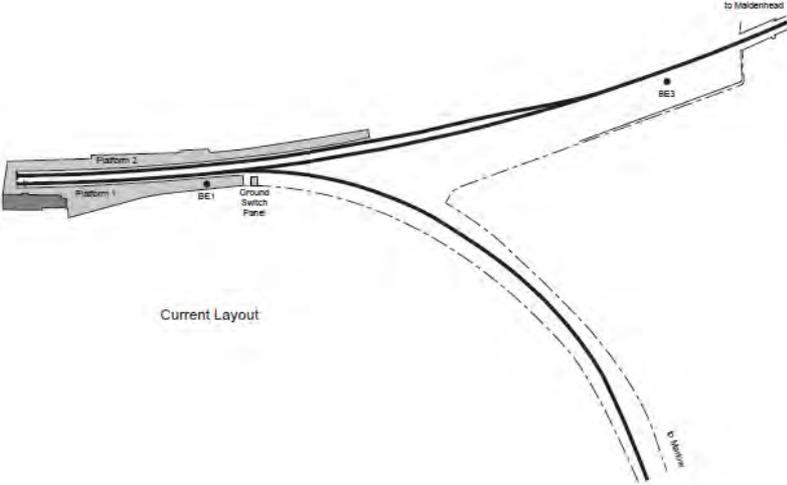
Newbury station

Bourne End



Proposed Layout

Proposed new connection replicates one extant prior to 1955 and can therefore be constructed on railway owned land once existing vegetation has been removed.
Signals BE1 and BE3 are currently classed as Points Indicators working in conjunction with the traincrew operated Ground Switch Panel.



Current Layout

Hanborough station



Possible phased approach:

- phase 1; installation of modular station building
- phase 2; development of new car parking on (potentially as part of Oxford Station Masterplan) including new footbridge
- phase 3; reinstatement of island platform, extension of Oxford terminators, opening of new station building, new road link to south
- phase 4; full redoubling of line between Hanborough and Wolvercote junction, and enhancement of North Cotswolds Line services
- phase 5; cross-city shuttle service between Cowley and Hanborough half hourly

North Cotswolds Line Taskforce

- 2 trains an hour between Worcester and London
- 3 trains an hour between Hanborough and Oxford, direct or with good connections to London
- faster journeys: Hanborough within 1 hour, Worcester City within 2 hours
- improved performance and reliability



Stations, trains, and improvement works

Didcot Parkway



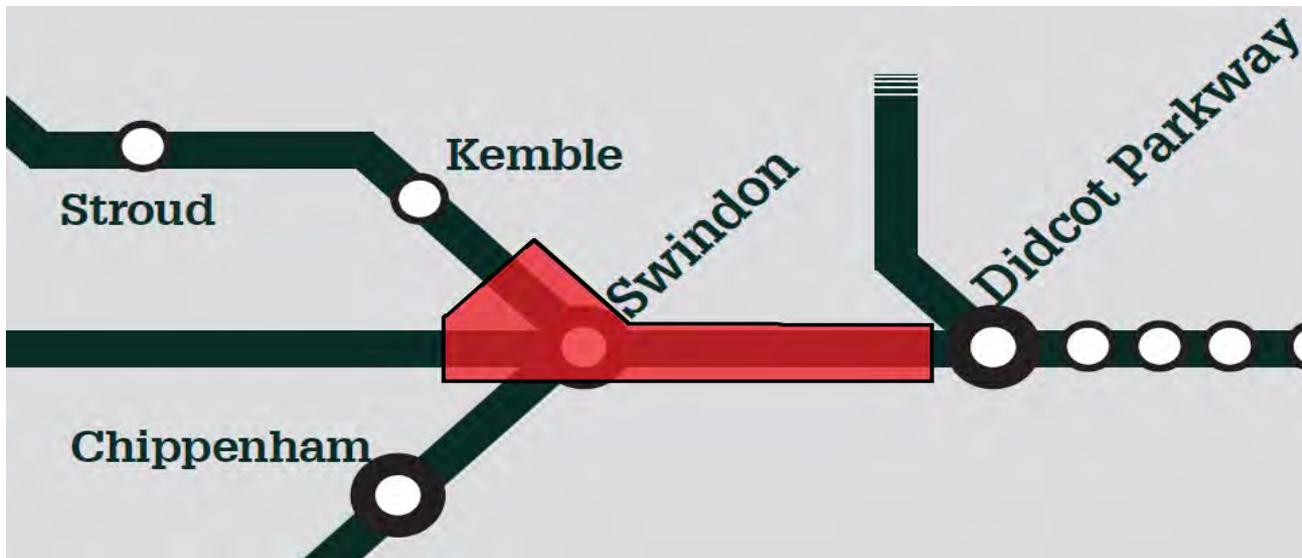
New Electrostar trains

- on the 2 January you will have noticed major changes to the GWR train service; our new electric trains replaced the 'turbo' diesel trains which previously operated local services
- these trains are much longer, have more seats, at seat power sockets and air conditioning



Upcoming possessions

- electrification 2018 Didcot Parkway – Cardiff Central
- no trains running between Didcot Parkway, Swindon, Kemble, Bristol Parkway and Chippenham



Didcot – Swindon; possession dates

- Saturday 17 and Sunday 18 March
- Saturday 24 and Sunday 25 March
- Saturday 14 and Sunday 15 April
- Saturday 26, Sunday 27 April and Monday 28 May (bank holiday weekend)

To find out more about all work being done between Didcot and Cardiff, visit GWR.com/Electrification2018

Feedback and close

- any other feedback
- 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

