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Great Western Railway

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**Customer Panel**

Bristol

September 2017







**Welcome**

# Agenda

Agenda Item	Speaker/Host	Time
Welcome and introduction	<b>Kim Lampitt</b> Social Research Associates	17:30 – 17:35
Business updates and strategy	<b>Phil Delaney</b> Sales and Marketing Director	17:35 – 17:45
Local Issues and updates	<b>Matt Barnes</b> Regional Development Manager (Central)	17:45 – 18:00
Bristol Parkway – Swindon closure	<b>Ian Mundy</b> Senior Project Manager (Possessions)	18:00 – 18:15
Smart ticketing and Retail	<b>Lee Edworthy</b> Head of Retail	18:15 – 18:30
Stations and Customer Experience	<b>John Lanchester</b> Regional Station Manager	18:30 – 18:45
Other items and close	<b>Kim Lampitt</b>	18:45 – 19:00

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# A new approach to Panels

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Thanks for joining our 370 strong pool of customer panel members.



Using a more flexible approach, we're planning at least six meetings, and two webinars, a year; more information to follow

# 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
Provision of 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

# Customer satisfaction

## London Thames Valley 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 upgrade

Class 166 – ‘Turbos’

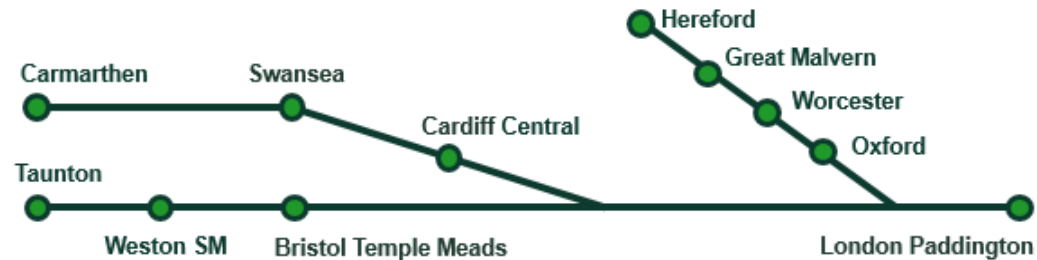


- two turbo trains already on Severn Beach line as of July 2017
- from October, another two will run from Bristol Parkway
- the trains have Wi-Fi, air conditioning and easy toilet access
- they'll increase capacity, with larger carriages than their predecessors

# Fleet upgrade

## Intercity Express Trains – 2017 rollout

Working dates	Route
October	Paddington to Bristol Temple Meads, Swansea and Cardiff
November	Taunton - Weston-super-Mare
December	Swansea - Carmarthen
December	Oxford - Hereford





# Fleet upgrade

## Intercity Express Trains – accessibility

All wheelchair spaces have at-seat power and call alarms; wheelchair friendly toilet are easily accessible.

- five-car services - two spaces in First class\*
- nine-car services - two spaces in Standard Class and two spaces in First Class
- ten-car services – two spaces in First Class\* in each train

\* Wheelchair users and their companions will be automatically upgraded to First Class if Standard Class spaces aren't provided.

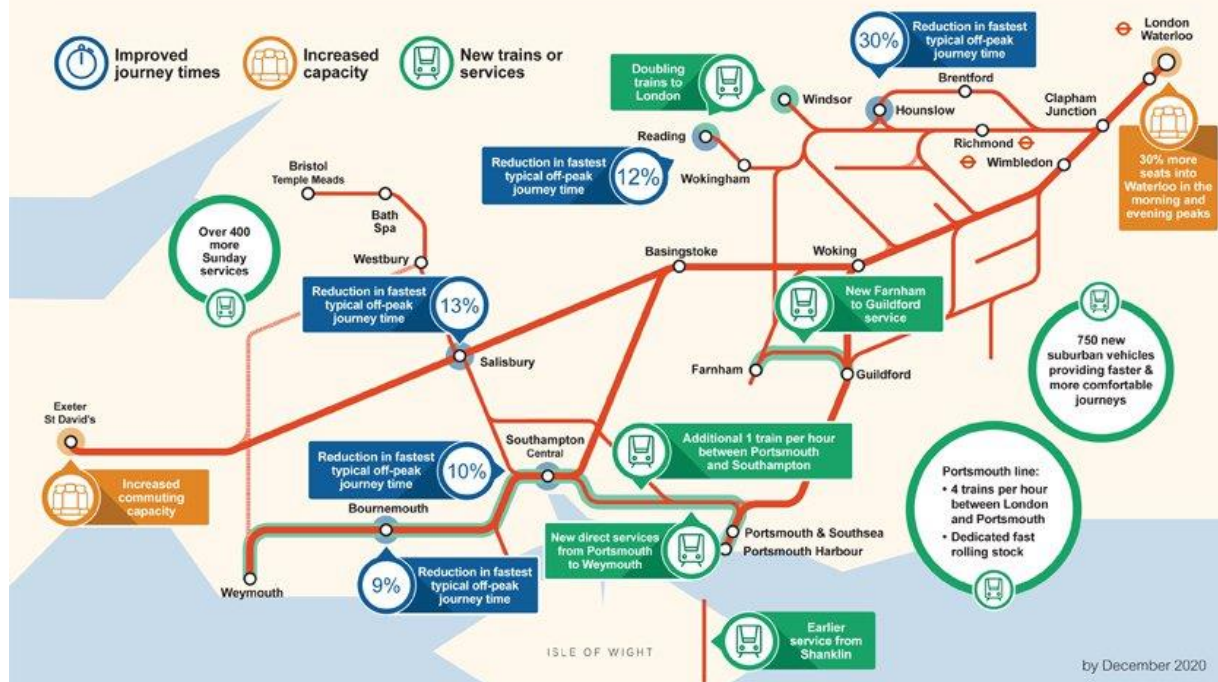


# FirstGroup update

## Introducing South Western Railway

South Western  
Railway

### Improving South Western Railway Delivering £1.2bn investment



From 20 August 2017 until at least 2024, FirstGroup, along with its partners MTR, will run the the South Western franchise; operating out of London Waterloo.

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# Local issues

## Current challenges

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- fleet challenges in the West causing cancellations and short trains
- performance of the Severn Beach line following Turbo deployment
- managing engineering and operations staff training for multiple new fleets
- condition of some local stations notably urban Bristol stations (e.g. Parsons Street)
- impact on customers of major Network Rail work

# Local issues

## Ongoing investment

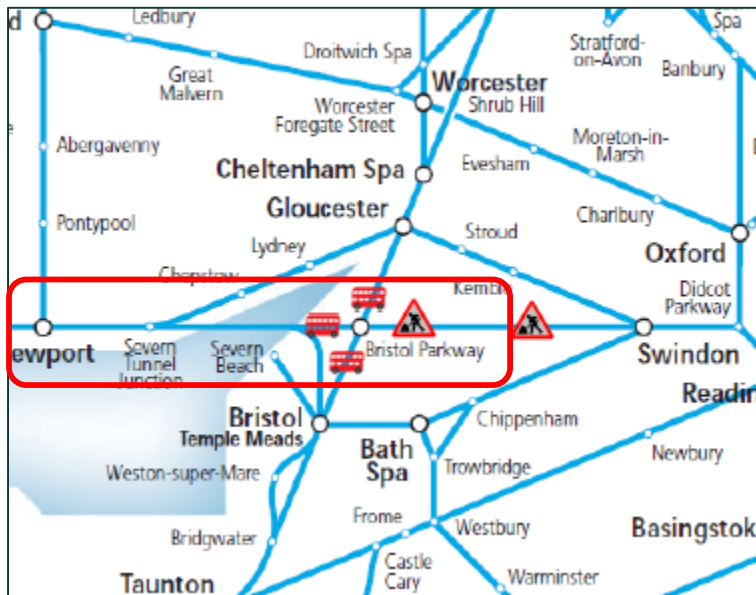
- new car park open at Kemble; Gloucester and Castle Cary next
- ticket gatelines at Chippenham, Weston-super-Mare, and Bristol Temple Meads
- new information screens, CCTV, and ticket machines
- access upgrades at Bridgwater, Nailsea, and Chippenham
- major station upgrades planned at Taunton and Cheltenham
- ongoing planning for MetroWest





# Network modernisation

## Bristol Parkway and Cardiff areas



- major upgrades from August to November between Swindon, Bristol and Cardiff Central
- four week Hullavington block
- Cardiff to Newport closed August bank holiday weekend
- various routes affected on weekends until the end of November
- Chipping Sodbury flood alleviation
- Bristol Parkway new and extended platforms

# Network modernisation

We want to learn from your experiences

## Customer implications

- plans difficult to communicate
- extended and disrupted journeys
- use of Patchway station instead of Bristol Parkway
- accessibility issues
- major sporting events/roadworks

## Questions

- what has worked well for customers
- what hasn't worked
- what could we do differently



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# touch smartcard

Making it easier – coming soon

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- started 26 July 2017
- adult and Child 7-day, and Period Season tickets, on the Severn Beach line

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# Smart ticketing

Making it easier – coming soon

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- a new ticket machine at Clifton Down station
- a weekly combined ticket for use on the bus and train
- mobile phone ticketing for single and return tickets



# Stations and Customer Experience

What are we doing

- training to help staff deliver a great customer experience
- station Customer Ambassadors at Bristol Temple Meads, Bristol Parkway, Bath Spa, Swindon, Cheltenham Spa, and Gloucester
- vouchers to help customers who are disrupted
- working with Community Rail Partnerships and local station user groups



# Customer Experience

## During disruption

- training to help give a better experience during disruption
- review of disruption plans; focus on Bristol Temple Meads
- volunteer teams from GWR and Network Rail to help customers
- Service status whiteboard at Bristol Temple Meads and Bath Spa
- Signposting information; Severn Beach line pilot



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# Feedback and close

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Any other feedback – Kim Lampitt

Close

- notes and actions will be captured and shared with everyone here tonight; 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 highlights will be printed and presented at local stations



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**Thank you**

**GWR**