

## Update for Croydon Council – June 2019

### Train performance / punctuality

- Train performance is measured by the public performance measure (PPM) which is the percentage of all trains, every day arriving with five minutes of their scheduled arrival time
- The latest 4-week reporting period (period 2), which ran from 25 April to 27 May, saw PPM for GTR (the whole franchise) at 88.4%.
- Southern in particular performed strongly with PPM at 91%.

### £15m Passenger Benefit Fund

A passenger benefit fund has been established as a result of the disruption experienced by passengers following the failings in the implementation of the May 2018 timetable. The fund will be used to provide tangible benefits for passengers and the decisions around what this will be spent on will be decided as much as possible at a local level with passenger groups and other stakeholders.

To decide on the amount allocated to each station we have used the same impact criteria as the additional industry compensation scheme used to provide compensation to passengers affected by the May 2018 timetable introduction.

The allocations for London Borough of Croydon are in the table below.

Coulsdon South	£80,000
Coulsdon Town	£30,000
East Croydon	£50,000
Kenley	£30,000
Norbury	£30,000
Norwood Junction	£50,000
Purley	£50,000
Purley Oaks	£30,000
Reedham	£30,000
Riddlesdown	£80,000
Sanderstead	£80,000
Selhurst	£30,000
South Croydon	£50,000
Thornton Heath	£30,000
Waddon	£30,000
Woodmansterne	£30,000

A dedicated website has been set up for stakeholders to supply their ideas. It is available here - <https://www.passengerbenefitfund.co.uk/>.

Ideas and suggestions are expected by 31 July, then we will go through a process of evaluating all the entries and discussing options further.

### Update on Access for All bids

Selhurst – expected completion is late 2019 / early 2020

Coulsdon South – works are on site and completion is expected late 2019

Reedham & Waddon – neither received funding under Access for All for this round of bids

### **Staff Training on Wheelchair Ramps Stations**

We undertake accessibility training at a number of points including at our extensive induction programme for new recruits, and as part of our on going e-learning modules.

At stations, the deployment of ramps forms part of the station specific site training which takes place when anyone, including agency staff, are allocated to a station. Any issues with this are investigated and followed up locally as we are committed to having all our customer service station teams ready to provide this service. I understand there was a recent issue at one of the Croydon stations – Norbury – and our accessibility manager has followed this up, including planning a meeting with the passenger affected.