



Passenger Benefit Fund - wider passenger benefit schemes

We are seeking to implement schemes that would benefit passengers across GTR's routes and stations. Please let us know how we can benefit passenger's journeys from the moment they leave home to the moment they return home. Your ideas need to be tangible and benefit as many passengers as possible. We have provided a list of example schemes below for guidance only

Example wider passenger benefit schemes

- Adding delay notification functionality to the GTR apps
- Provision of real-time, relevant station and journey information either in station or through the app e.g. lifts or toilets out of service
- Improving the communication of alternative end to end journey options (like 'Waze' for road travel) during disruption
- Improving the information provided during and post disruption in stations or through the app
- Keeping station toilet facilities open 24/7, with accessibility via The Key Smartcard
- Cloud based ticketing
- Interactive map for engineering work
- Playing classical music at stations
- Train education
- Lockers to retrieve online deliveries – e.g. Amazon lockers