

# GTR Brighton Mainline Blockade

The provision of bus replacement  
customer service staff across mid-  
Sussex  
16/02/2019 – 24/02/2019



**1230**

Shifts  
requested

**4.27%**

Attrition

**0**

Health and  
safety issues

**100%**

Shifts  
delivered



In September 2018, Govia Thameslink Railway (GTR) launched a multi-million-pound government funded project, to improve the reliability and performance of their Brighton Main Line route. The aim of the project was to tackle delay hotspots, including parts of the Thameslink network. For the final stretch of the improvement works, Rullion was asked to join in February 2019 as sole supplier for temporary customer service operatives, across sites in Mid-Sussex. The workers were brought on to help minimise disruption and support customers using the replacement bus services over this period.

As sole supplier, we sourced over 1,400 applications and interviewed over 850 candidates. This resulted in 118 customer service operatives across the 9-day project being placed, achieving a 100% fulfilment rate. Throughout the project, a mere 4.27% attrition was reported, along with 0 accidents, highlighting the quality of our placed candidates.

Upon completing the project, a survey was sent out to review our performance, where nearly all feedback was overwhelmingly positive. All whom completed the survey rated our staff customer service levels and level of contact “good” and “very good”, with 100% of managers on all sites, stating that would use us again.

**100%**

Would use Rullion again

**100%**

rated our customer service  
as “very good” or “good”

**100%**

rated our level of contact as  
“very good” or “good”

“Lauren goes the extra mile, she thinks on her feet and she provides excellent customer service”

– **Mick, Plumpton Ticket Office, GTR**

“From all of us here, our gratitude to the staff that were based here for the 9 days, they were a pleasure to work with and they handled situations well”

– **Dan Gander, Burgess Hill Gateline, GTR**

