

Customer report

September 2019



South Western
 **Railway**



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Managing Director
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Welcome to the fifth edition of South Western Railway's Customer Report.

Our Customer Report is published every 6 months, with the aim of keeping you updated on what's happening across the network.

In this edition, we have included the latest news and developments as well as statistics covering our performance – including the punctuality of services – and results from customer surveys.

I am very pleased to report that in May we saw another stage in the enhancement of our timetable with the introduction of over 300 extra services a week. These included some additional peak services on a number of routes, increased frequencies on others and the start of a phased introduction of our newly refurbished Class 442 fleet. Unfortunately we have had to temporarily withdraw the Class 442s as a precautionary measure while we work with Network Rail to resolve some issues with how the trains interact with certain lineside signals. We are determined to resolve this issue as soon as possible so the trains can re-enter service. The May timetable was our first opportunity to realise some of the benefits of the planned December 2018 timetable change, which never took place following problems elsewhere in the country with major timetable changes introduced in May 2018. We plan to deliver more of our planned improvements through future timetables, including this December.

This year we have already implemented a number of onboard improvements that have had a positive impact including: new train interiors and charging points, launched SWR Stream – a dynamic infotainment system –, and brought in a new catering company for long-distance journeys.

We have also introduced:

- Automated Delay Repay for Touch Smartcard users and advance tickets bought from the South Western Railway website, making it easier for customers to claim compensation in case things do go wrong
- Paramedics at key stations to help ill passengers and reduce associated delays to services
- Accessibility improvements at stations and an improved Passenger Assist programme
- Electric vehicle charging points at some station car parks
- Sustainability to the very heart of the franchise (we now send zero waste to landfill and are exceeding energy, and water consumption targets)

Our £1.2bn transformation of the railway is well underway and we are very excited about the future. Increased capacity, additional services, quicker journey times, new and refurbished trains, improved station facilities, and customer information systems are all being realised. There's still much more to come.

If you would like to make any suggestions for how we can improve services, please check the back cover for our contact details.

As ever thank you for your support and for travelling with South Western Railway.

Andy Mellors

Andy Mellors
Managing Director



Our performance



Here are our train service performance figures from February to August 2019 (industry periods 12 to 5):

Industry period	Public Performance Measure	Right Time	Cancelled & Significantly Late	Trains Up to 15 mins Late	Cancellations	Short Formation
12	83.0%	55.6%	4.7%	93.4%	4.1%	0.7%
13	83.7%	56.0%	5.1%	93.1%	4.4%	0.6%
1	88.7%	62.4%	3.5%	95.4%	3.1%	0.5%
2	86.9%	59.8%	4.1%	94.8%	3.8%	0.5%
3	86.6%	59.6%	3.2%	95.6%	2.9%	0.7%
4	79.9%	51.1%	6.5%	91.3%	5.7%	0.9%
5	81.8%	53.2%	5.3%	92.9%	4.6%	0.9%
Year to date average	82.3%	53.7%	4.6%	93.6%	4.1%	0.6%
August 2018 average	83.3%	54.7%	4.4%	93.9%	3.9%	0.4%

We know how important a reliable, punctual service is for all of our customers. We're working hard to deliver improvements, by not only working with Network Rail to reduce the number of incidents, but also to recover more quickly when things do go wrong to get you back on the move sooner.

Successful delivery of the May timetable change

Our May timetable change saw us introduce more than 300 additional services each week to provide extra capacity on our busy network. While the timetable change went smoothly we did experience a short delay to the introduction of the first of our Class 442 trains and have since had to temporarily reduce the number of carriages on a small number of trains while we work with Network Rail to resolve some issues with our Class 442 fleet and the way they interact with certain lineside signals.

Continuing to work closely with Network Rail

In our last edition, we discussed the creation of the Joint Performance Improvement Centre and how subject matter experts from both organisations have come together to form focused improvement groups to develop solutions to problems which may only be solved collaboratively. Overseen by Director sponsors, these groups have made great progress and have begun to deliver positive change on our network.

Peak Services - the most important services for our customers

The team have made improvements to how our peak suburban services are directed into platforms at Waterloo. Instead of waiting for the booked platform to become available, signallers now direct trains into the next available platform during the morning and evening peaks. This means that our suburban services will arrive earlier and have a better chance of departing on-time.

Shepperton route

This is one of our poorest performing routes. In efforts to improve performance, we are conducting trials at stations during the morning peak time services, to reduce the time trains are stopped at stations. These trials include the introduction of staff to encourage customers to use all doors to board the train and dispatch staff to assist Guards on curved platforms. As well as this, from the December 2019 timetable change, the Shepperton services via Kingston will be served by our newer Class 707 trains, which have a faster door closure time. This is expected to further improve performance on the route.



Our National Rail Passenger Survey results

Overall Satisfaction

Spring 2019	Spring 2018
78 %	80 %

Results vs Targets

Spring 2019 scores – Results vs Targets

Scores	Metro	Long Distance	Outer Suburban and Island Line
Stations	59.4%	65.0%	68.3%
Trains	65.9%	67.5%	64.5%
Customer Service	59.3%	68.0%	65.0%
2019/20 Targets			
Stations	69%	76%	72%
Trains	71%	71%	71%
Customer Service	63%	75%	72%
Combined Scores vs Targets			
Stations	-9.6%	-11.0%	-3.7%
Trains	-5.1%	-3.5%	-6.5%
Customer Service	-3.7%	-7.0%	-7.0%

We're disappointed with the latest National Rail Passenger Survey (NRPS) results which show we have still not reached our targets, although overall satisfaction is moving in the right direction since the previous results were published in January 2019.

We're glad that passenger satisfaction with our punctuality and reliability has improved significantly from last year despite some challenging events, especially during the surveying period in February and March.

The NRPS results shows customers are beginning to benefit from our investment in more reliable

trains, better travel information, more seats and onboard services as satisfaction figures have improved since the last Spring's survey.

We know we need to do more and that's why we're continuing to make improvements. In May, we introduced more than 300 additional weekly services across our network, and over the course of the franchise, we'll introduce more trains and services to ensure better reliability and performance for our passengers in the future.

You can find the full results for the Spring 2019 National Rail Passenger Survey at Transport Focus: www.transportfocus.org.uk

Our stations



Passenger Assistance

We want to make our railway as accessible as possible and Passenger Assistance helps us do that. Booking in advance with our Assisted Travel service helps us ensure that we have everything

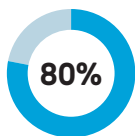
prepared. When assistance has not been booked in advance, we will still try to provide the assistance required whenever possible and with minimum delay.

Here are our results recorded on booked and unbooked assistance, from February 2019 to August 2019:

Booked Assistance

Between March and August 2019, South Western Railway staff helped to carry out over 41,000 booked assists. Over 10,000 booked assists were either from or to London Waterloo, Clapham Junction or Guildford stations.

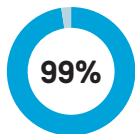
London Waterloo is our busiest station with 5678 booked assists in that period, and Southampton Central is a close 2nd with 5083 booked assists.



80% of booked assistance was successfully completed. Of the 20% not completed, 14% was due to customers taking an earlier train to that which was booked (for example plans that had changed), with the remaining 6% due to miscommunication between staff, disruption, or staff not being available as planned.*

*This data relates to 52% of the booked assistance delivery recorded at stations.

We are working hard on improving our data recording processes. This is an increase from 45% from our March 2019 Customer Report.



Unbooked Assistance

99% of unbooked assistance was successfully completed. SWR staff carried out over 22,000 unbooked assistance, and of the 1% not completed, this was due to space not being available on trains in busy periods, disruption, or staff not being available at short notice.



Committed to making travel more accessible

We are always looking to improve our assisted travel provision. Since we started collating this data in September 2017, we have increased our capture rate from 14% to 52%. We know that there is still work to be done in improving the reliability of our service and we have since improved our communication systems to guards to alert them of any passenger assistance they may need to help with. We have also allowed customers to request assistance at very short notice via our app, which can better alert our staff in advance for any customers who require assistance.

We have launched an Assistance Dog Seat card, which helps with a smoother journey for customers and their assistance dogs whilst travelling with us. We have also reviewed our pregnant passenger policy. Our new pregnant passenger policy has allowed all passengers who are pregnant to access a baby on board badge, a travel tips leaflet, congratulatory card and baby grow, irrespective of the ticket type that they are travelling with.

Scheduled ticket office opening hours

Ticket office opening hours are displayed at every staffed station and are also available on our website **www.southwesternrailway.com** or by contacting our Customer Service Centre. Times of peak demand at the ticket office are shown at the station. We try hard to make sure that you do not have to queue at ticket machines or ticket offices for longer than 5 minutes in the peak or 3 minutes at other times. Between March and August 2019, our ticket offices have been open for 96.38% of the advertised times. This is in comparison to March to August 2018, where our ticket offices were open for 97.96% of the advertised times. We are continually looking at options to make it easier and more convenient for our customers to buy and use their travel tickets both at stations and via our Website and App, with over 75% of our tickets now being issued through our self-service channels.

As the rail industry moves away from paper tickets, we are also offering customers more choice with the opportunity to travel using Smartcards and eTickets across our entire network. To make it easier for you to purchase tickets, you can also buy tickets or Smartcards online using our website **www.southwesternrailway.com**.

Our South Western Railway App allows you to buy a range of tickets or, if preferred, you can buy tickets and Railcards by phoning our Customer Service Centre. All our stations (except Beaulieu Road, Holton Heath, Longcross, Millbrook and Redbridge) have self-service ticket machines where you can purchase tickets. They offer a wide choice of destinations and fares including weekly and monthly season tickets.



Customer service



Complaints

Our resolution rate has continued to be above our regulated 95% target for the past 6 periods. Despite receiving high levels of correspondence due to various incidents on the network, we have been working hard to make sure that we respond

in a timely manner. By answering and resolving complaints as quickly as possible, we aim to continue providing you with the highest levels of customer service.

Complaints responded to	26,793
% Responded to within 20 working days	96.85%
Complaints per 100k passenger journeys*	23.2

*Assuming 53.9 million journeys per quarter

Delay Repay

It has now been 5 months since we introduced Automated Delay Repay for customers who have Advance Purchase tickets (date & time specific) or Touch Smartcard Season tickets (weekly & longer) which have been bought online.

Alongside the introduction of Automated Delay Repay we have further enhanced the customer experience by significantly speeding up the time it takes to process customer claims.

Delay Repay Claims per 4 weekly period

	P12	P13*	P01*	P02	P03	P04	P05	Total
Percentage Accepted	81%	85%	82%	80%	77%	82%	84%	82%

Average time to process per 4 weekly period

	P12	P13*	P01*	P02	P03	P04	P05	Total
Average time to Process (working days)	11	15	10	11	2	2	4	9

NB: Data for P13 and P01 may be subject to minor alterations, due to a change of Delay Repay Systems in this period.

Faults

You can report any train or station faults, quickly and easily via our Customer App or on our website, southwesternrailway.com. Simply head to the Help and Support section, and select Report a Fault.

We'll update you in each Customer Report with information about the number of faults reported and the time taken to resolve these.

Here are the details of all faults reported between February and August 2019, compared with the previous report:

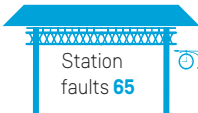
	August 2019	Feb 2019
Number of faults reported	98	100
Average time to resolve (days)	37	20
Number of Station faults	65	79
Number of On train faults	29	20
Number of Faults - other	4	1



Number of faults reported **98**



Average time taken to resolve **37 days**

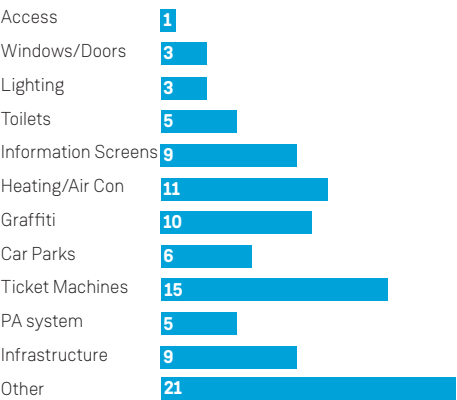


Station faults **65**



On train faults **29**

Faults by sub categories:

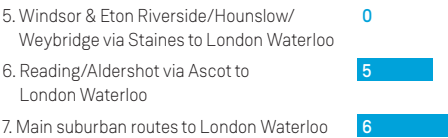


Faults by service group:

Mainline services



Suburban services



Island Line services





Our commitment to sustainability

At South Western Railway we continue to incorporate sustainability into everything we do. Our approach is to deliver positive changes to our customers, communities and the environment.

As outlined in our Sustainability Strategy (<https://www.southwesternrailway.com/other/about-us/our-plan/sustainability>), we recognise that the following four areas are key to achieving and embedding sustainability.

Here's a summary of what we have delivered since February 2019:

Innovative technology.	Energy and resources.
<p>We have:</p> <ul style="list-style-type: none">• Installed 60 Electric Vehicle Charging points to 6 of our stations providing a low carbon end-to-end journey for our customers• Tested an innovative catalyst for our Diesel trains which could reduce the NOx emissions by 70%	<ul style="list-style-type: none">• Continued to divert all our waste from landfill and recycle 81% of our waste• Hit over 90% recycling at some of our larger stations and depots, where our onsite segregation officers continue to work hard. This good work meant we were shortlisted in the National Recycling Awards in June 2019• Worked alongside our onboard catering service, operated by Elixir to offer fairtrade products, vegware and recycled packaging. Elixir also offer a discount for those using their own cup for hot drinks• Launched a LED replacement programme, replacing lighting across our stations

Community and engagement.	Employer of choice.
<p>We have:</p> <ul style="list-style-type: none"> Developed our relationship with Action for Children, running internal events and supporting their Camden and Islington short breaks programme, by organising trips on our network. We have donated £21,386.23 so far Ran our first employee survey to nominate two local charities to support over the next two years. We are delighted to announce that this is the Daisy chains IOW and Surrey Search and Rescue Held 260 station collections events and provided donations of over £26,600 for local charities. Ran 29 Try the Train trips providing unique experiences to a range of groups who lacked the confidence to travel on the railway. This has included school children, individuals with disabilities, new mothers, disadvantaged youngsters and even trainee assistance dogs. Created whole-lifecycle habitats wherever we can. This has led to salmonid fish at Petersfield, water voles at Whimble, and dormice at Overton through our careful vegetation programmes 	<p>We have:</p> <ul style="list-style-type: none"> Hosted 3 Prince's Trust programmes. So far, 25 young people have completed the programme with 6 subsequently gaining employment in a variety of roles within SWR. 79% of the remaining young people have gained employment either in other organisations, or joined education or another training programme Over 151 colleagues have started an apprenticeship since the start of the Franchise, and we will continue to offer apprenticeships to 130 colleagues a year Recruited four engineering apprentices and two Health & Safety apprentices. Supported Pride events throughout our network, including joining Southampton Pride as an Official Partner. We have even dressed one of our trains in the colours to promote the equal rights of all communities Continued to support women in rail by internal programmes and supporting events such as the Superstar Communicator workshop in July 2019 Developed a workshop programme for our colleagues on inclusive workshops. This has covered topics such as the Equality Act, unwanted conduct and the benefits of inclusion

But our programme doesn't stop there. Over the next 6 months we will:

- Continue to increase recycling and roll out new passenger bins
- Launch our charity strategy and agree objectives for our local charities
- Install photovoltaic panels to three of our depots so they can generate their own energy
- Launch our new Employee Assistance programme provider. They will support us in our recruitment and training of 120 Mental Health first aiders during September, October and November.
- Continue to support the homeless through running a shoebox appeal and work with Wrap Up London this Christmas
- Support the British legion across the entire network in aid of the Poppy Appeal
- Run our fourth programme with the Prince's Trust in October/November 2019
- Support six colleagues in the Engineering team in starting an Engineering Degree Apprenticeship in September.

This information is from environmental performance data between February 2019 and July 2019.

Criteria	19-20	Target	% difference	previous year	% difference
Our trains: average CO ₂ e per vehicle km (kg)	0.51	0.74	-31%	0.69	-26%
Buildings energy: total energy consumed (MWh)	19,674	21,837	-10%	20,880	-6%
Waste recycling (%)	81%	Achieve 90% recycling within reasonable endeavours		79%	2%
Waste diversion (%)	100%	100%	On target	100%	0%
Water consumption (total m ³)	166,542	167,899	-1%	167,353	0%

Contact Us



Contact Centre: **0345 600 0650**

The Customer Service Centre is available 7 days a week from 06:00 to 22:00 for comments and suggestions



@sw_help

Tweet us 24 hours a day for a rapid response to your questions



www.southwesternrailway.com Keep up to date with service running information or contact us through our customer contact form on our website

Got a question?

Simply click the 'Live Chat' button on our website or on the South Western Railway App.

South Western Railway Customer Service Centre
Overline House Southampton SO15 1GW

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