

A photograph of a man with short dark hair, wearing a dark suit, white shirt, and a patterned tie. He is sitting in an office chair, looking down at a laptop. The background is slightly blurred, showing office windows and curtains. The right side of the image is overlaid with a solid blue gradient.

# CUSTOMER REPORT

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September 2018

South Western  
 Railway

# WELCOME TO THE THIRD ISSUE OF SOUTH WESTERN RAILWAY'S CUSTOMER REPORT

**W**e recently marked our first anniversary of South Western Railway. Looking back on the year, whilst we are pleased to have made a number of important investments which are already positively impacting on customers' journeys, we also faced several challenges that meant we didn't deliver the standard of services expected, for which we are sorry. Working with partners such as Network Rail, who manage the rail infrastructure, we have learned a number of key lessons and are working hard to deliver on our extensive improvement plans for the network.

We really do have a great deal planned for the network, and over the course of the franchise we are investing £1.2bn. With the introduction of the new Class 707 fleet of 150 vehicles ordered in the last franchise, we have already added over 15,000 extra seats to services since taking control a year ago. We are also in the process of refurbishing 90 extra vehicles for use on the Portsmouth line and from late 2019 we will be introducing 750 new carriages in our suburban network. With air-conditioning, toilets and at-seat charging points these new trains will make a big difference to the experience of many of our passengers.

In addition to these new trains we will also be refurbishing our existing Desiro and diesel fleets, with work on our Class 444 and 450 Desiro trains well underway and the first carriages already back in service. Eventually, alongside new carpets, seat covers and charging points, all these trains will be reconfigured to provide additional standard class seating and on train entertainment systems. We

have also submitted our proposals following the consultation on the Isle of Wight's Island Line, which includes proposed rolling stock and track upgrades, to the Department for Transport and look forward to hearing back from them later this year.

Following on from our last customer report back in March, we were pleased to deliver our best performance to date across April and May. In June and July, unfortunately a number of factors impacted on services which saw our overall performance lower. Aside other problems, services have been disrupted by the RMT union decision to hold strikes. This frustrating and unnecessary industrial action relates to the introduction of our new Class 701 trains coming into service from late next year. What we want to discuss with the RMT is how we can best operate these trains to optimise the customer benefit of these trains, and specifically how we can keep customers moving if a guard is not available. We will continue to do everything we can to progress matters with them and reduce disruption as much as possible. We also experienced record high temperatures on the network, with rail temperatures frequently rising to around 50 degrees, causing infrastructure related problems and speed restrictions. We are investing a further £5 million in performance improvements to help reverse the long-term service decline across the network, which started many years before we took over the franchise.

Frustratingly, our plans to increase the number of our services in December have been setback by a national decision to roll over some train operators'

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timetables, following problems elsewhere in the country with the May timetable change. Whilst this is very disappointing, we are still planning to deliver further capacity gains in December through the introduction of some of the 90 additional Class 442 carriages. We are also still determined to deliver our proposed capacity and service improvements in subsequent timetables, the plans for which were updated following our consultation with customers earlier this year.

Looking ahead, we're gearing up for the long-awaited reopening of the former Waterloo International Terminal, which will provide additional platforms, providing the network with more flexibility, particularly during times of disruption. The new platforms are a key part of the £800 million Waterloo and South West upgrade programme, designed to create 30 per cent more space for passengers during the busiest times of the day.

We are also working to improve onboard Wi-Fi. The main limiting factor on the Wi-Fi is the mobile phone signal strength and we are involved in several improvement schemes on the network which will have a positive impact on this. In addition, we will be offering a free-of-charge customer Infotainment service featuring films, TV shows, newspapers,

magazines and games. This will be hosted on the train, reducing the number of people on each train trying to access the Wi-Fi (because you don't need it to stream the content), improving speeds and Wi-Fi availability.

Last but not least, we have been making strides in improving our environmental impact. With ambitious recycling and waste management targets in place, in June we were pleased that the hard work of employees paid off, reaching our target of zero waste being from stations and depots sent to landfill one year ahead of schedule. More on our sustainability work in the report!

I hope you find our customer report useful in outlining some of the measures we are taking to improve your journeys. Whilst I appreciate that when there is service disruption it may not feel like it; we do genuinely care about the service we are providing and are passionate about improving it.



**Andy Mellors**  
Managing Director



# OUR PERFORMANCE





Here are our train service performance figures from February to August 2018 (industry periods 12 to 5):

Railway Period	Public Performance Measure	Right Time	Cancelled & Significantly Late	Trains Up to 15 mins Late	Cancellations	Short Formations
1812	77.2%	49.4%	8.8%	89.0%	7.8%	0.6%
1813	81.5%	52.1%	5.1%	93.0%	4.5%	0.4%
1901	89.6%	62.2%	2.1%	97.0%	2.0%	0.3%
1902	89.3%	61.2%	2.2%	96.9%	2.0%	0.2%
1903	86.2%	57.6%	3.5%	95.2%	3.3%	0.6%
1904	78.7%	50.1%	6.1%	91.3%	4.6%	0.6%
1905	80.5%	49.5%	4.0%	93.8%	3.7%	0.6%
Year to date average	83.3%	54.7%	4.4%	93.9%	3.9%	0.4%
Compared to August 2017	86.5%	60.7%	3.6%	95.0%	3.2%	N/A*

\*Short-formation figures cannot be compared to last year, as a different metric was used in the previous franchise. Short-formation year to date average is an emerging average for the first 12 periods of the South Western Railway franchise.

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.

## Increased Accountability

We've improved our process for learning from our mistakes, in order to avoid delaying our customers for the same reasons in future. To ensure that these reviews provide the value we know our customers expect, our Performance & Planning Director now takes a personal lead in holding the business to account when our performance isn't good enough. Lessons identified include how we respond to and recover from major incidents and the need to improve our information provision to our customers on our worst performing days.

## Working Closely with our Partners

We're working more closely with the British Transport Police and will be giving them direct access to our CCTV recording a forward view from the train, to reduce the time taken to clear the line during criminal or suspicious incidents. By reducing the time it takes to understand whether an incident is suspicious, or whether or not an ongoing incident represents a serious threat, we are able to save crucial minutes in getting trains running again and minimise the impact on and inconvenience suffered by our customers.

## Multi-million pound fleet enhancements

Of the 25% of delays within our direct control, the biggest cause is rolling stock reliability. That's why we've developed a £5m plan which includes train modifications, designed to increase reliability, targeting the areas that have caused delay to our customers.

## Improving Infrastructure Reliability

Network Rail is working hard to reduce the number of infrastructure incidents we suffer, and improving our response time when incidents do occur. All areas of our network will see benefit from this. Preventative work is being undertaken to reduce significant incidents like power supply and signalling failures, as well as the smaller events which affect customer journeys every day such as temporary speed restrictions.

# OUR NATIONAL RAIL PASSENGER SURVEY RESULTS



We were pleased to see that in the Spring 2018 National Rail Passenger Survey, we achieved an increase in scores compared with Autumn 2017, but we were disappointed that we didn't meet our targets set for the franchise year.

Despite achieving a lot in our first year, like introducing 15,000 extra seats, we did face several challenges, with a number of significant incidents and issues causing disruption to your journeys. Along with Network Rail, which is

responsible for managing the rail infrastructure, we're working hard to improve our performance and are investing an additional £5 million in performance improvements. In the Spring 2018 National Rail Passenger Survey results, published in June 2018, 80% of our customers were satisfied with their rail journey overall. This is a 5% increase since Autumn 2017.

A breakdown of route results against targets is displayed below:

		Spring 2018	vs. Target	vs. Spring 2017
Stations	Outer Suburban & Island Line	66	-4	- 2
	Metro	65	-1	4
	Longer Distance	69	-5	-1
Trains	Outer Suburban & Island Line	63	-6	-3
	Metro	65	-2	0
	Longer Distance	65	-4	-4
Customer Service	Outer Suburban & Island Line	66	-4	-4
	Metro	60	-1	0
	Longer Distance	68	-5	0

We are currently working on a variety of initiatives in order to improve customer satisfaction in areas we know are important to you.

These include:



Investments in train presentation, including new equipment and additional cleaning staff where they are most needed.



Improvements to information provision, including additional mobile microphone equipment at stations, to enable station staff to make service announcements for customers.



Continuing to work with our industry partners and stakeholders to drive performance improvements and boost service reliability

Full National Rail Passenger Survey results are available on the Transport Focus website: [www.transportfocus.org.uk](http://www.transportfocus.org.uk)



# OUR STATIONS



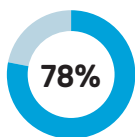


## Passenger Assistance

At South Western Railway, we understand the importance of accessible travel on public transport and appreciate the independence and mobility it can offer elderly and disabled customers. Our goal is to provide exceptional customer service to all our customers, making it easy for you to use South Western Railway services and tailoring the experience to your needs.

Here are our results recorded on booked and unbooked assistance from February to August 2018.

### Booked Assistance



78% of booked assistance was successfully completed. Of the 22% not completed, 17% was due to customers not arriving as booked (for example plans

that had changed), with the remaining 5% due to space not being available on trains in busy periods, disruption, or staff not being available as planned.\*

\*This data relates to 43% of the booked assistance delivery recorded at stations. We are working hard on improving our data recording processes.

#### Compared to 2017:

We started collecting Data in October 2017 and in that month, 88% of booked assists were successful\*

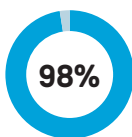
8% of the 12% of unsuccessful assists were due to customers taking different trains to those booked, with the remaining 4% due to no staff being available, disruption or no space available on the trains.

\*This is based on 14% of total booked assists being captured and reported.

Although our booked assistance success has reduced slightly since data collection commenced in October 2017, this was from a very low base of only 14% of the total booked assists being captured. We are now capturing over 40% of booked assists which gives us a more accurate picture of our service delivery to our customers.

Booking in advance with our Assisted Travel service helps us ensure that we have everything prepared for those needs. When assistance has not been booked in advance, we will still try to provide the assistance required whenever possible and with minimum delay.

### Unbooked Assistance



98% of unbooked assistance was successfully completed. Of the 2% not completed, this was due to space not being available on trains in busy

periods, disruption, or staff not being available at short notice.

#### Compared to 2017:

97% of all unbooked assistance requests were carried out successfully, with the remaining 3% due to disruption, staff carrying out other duties, or customers arriving too late to be assisted onto their requested train service.



We will continue to work with our station and on-board teams to capture more of the booked and unbooked assistance requests, as well as with the Rail Delivery Group to introduce a new Passenger Assistance system which will allow us to collect data more accurately and efficiently.

# Committed to making Passenger Assistance easier

Since June 2018, we have reduced our booking notice period for passenger assistance from 24 hours to 12 hours on our services, at our stations. In addition to this, we have further reduced the notice period from and between some of our stations to 4 hours. The majority of customers continue to book their assistance up to 5 days before travel.

Next year, we will be introducing a new passenger assistance system which will give customers a better booking experience, more confidence that their assistance will be provided, and it will help our staff to know what help our customers need.

## Scheduled ticket office opening hours

[Ticket office opening hours are displayed at every staffed station and are also available on our website or by contacting our Customer Service Centre.](#)

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 February and August 2018, our ticket offices have been open for 97.96% of the advertised times. By area, this equates to:

- Waterloo **100%**
- Portsmouth **94.71%**
- Reading/Windsor **98.47%**
- West of England **99.02%**
- Mainline **96.59%**
- Metro **98.93%**
- Suburban **97.99%**

Compared to August 2017, where our tickets offices were open for 98.6% of the advertised times:

- Waterloo **100%**
- Portsmouth **99.02%**
- Reading/Windsor **99.14%**
- West of England **99.41%**
- Mainline **97.87%**
- Metro **98.72%**
- Suburban **97.43%**

To make it easier for you to purchase tickets, you can also buy tickets or Smartcards online using our website [www.southwesternrailway.com](http://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

We aim to respond to 90% of comments and complaints within 10 working days. We will contact you within 10 days if we cannot respond in full and we will always aim to provide a full reply within 20 working days.

Our customer complaints data between February and August 2018\*:

Complaints responded to	24,118
% Responded to within 20 working days	97.66%
Complaints per 100k passenger journeys	20.81

\*Assuming 53.9 million journeys per quarter

# Faults

You can report any train or station faults, quickly and easily via our Customer App or [www.southwesternrailway.com](http://www.southwesternrailway.com) website. Simply head to the Help and Support section, and select Report a Fault to report these.

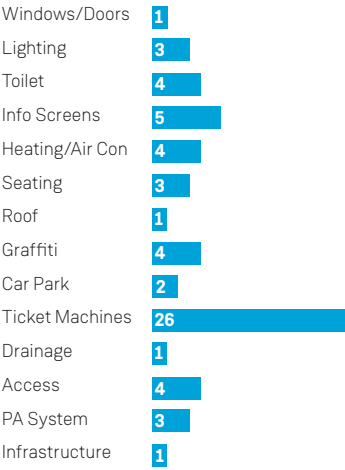
Ongoing improvements to our complaint handling from January 2018 have enabled a sustained resolution rate to complaints within 20 working days, working above our regulated 95% target for this period. Further work is taking place to maintain resolution rates and ensure you receive the highest levels of service.

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

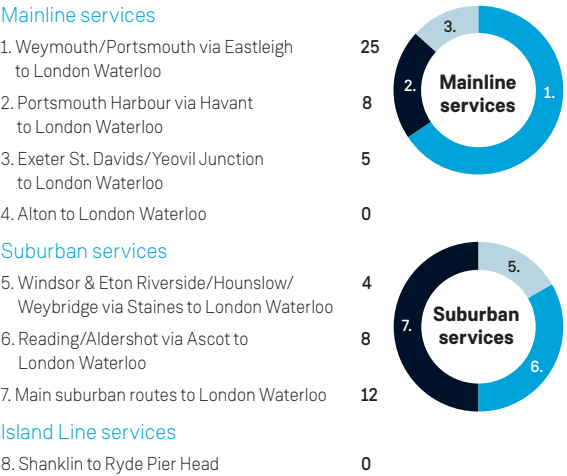
Here are the details of all faults reported between February and August 2018:



## Faults by Sub categories:



## Faults by service group:



# OUR COMMITMENT TO SUSTAINABILITY



Our goal is to incorporate sustainability into everything we do to deliver positive change for our customers, communities, employees and our environment.  
At South Western Railway we believe a better railway is a sustainable railway.

## So far, we have:

- Increased recycling to 74% and diverted 100% of all our waste from landfill. This has been achieved through increasing recycling provisions and introducing food recycling at several key stations.
- Engaged with our stakeholders to develop our sustainability strategy, which will be published later this year.
- Launched our community ambassador scheme to help excluded groups such as students, unemployed people and the elderly to access local rail travel.
- Delivered all our energy targets, both on our trains and buildings for this year and installed electric automatic meter readers across our estate to improve our energy use.
- Launched our first Prince's Trust Achieve Programme to support young people to get into work and into a career in the railway.
- Continued to deliver high quality apprenticeship through the SWR Reach apprenticeship scheme.

## Over the next 6 months, we will:

- Certify our environment and energy management systems to ISO international standards (ISO14001 and ISO5000) to better manage our impacts and continually improve our sustainability performance.
- Publish our sustainability strategy and engage our people on sustainability issues through training and hosting a sustainability week.
- Roll out a waste reduction strategy across our stations and depots to reduce waste and increase our recycling.
- Continue to develop several energy efficiency energy projects, including a Building Management System to control heating and LED lighting in our buildings and investing in solar photo-voltaics to generate renewable energy.
- Install water automatic meter readers across our estate to better understand and reduce our water consumption.
- Provide £20,000 of funding to projects on the Isle of Wight that have a social or community benefit.

Criteria	Performance	Target difference	Target	Previous Year	Comparison against previous year
Our trains: average CO <sub>2</sub> e per Vehicle km (kg)	0.69	Target to be confirmed by March 2019		0.66	-5%
Buildings energy: total energy consumed (MWh)	17,106	Target to be confirmed by March 2019		15,608	-9%
Waste recycling (%)	72%	28% worse	90% recycling	64%	11%
Waste diversion (%)	99.2%	0.8% worse	100% diversion	99.04%	0.16%
Water consumption (total m <sup>3</sup> )	144,615	On Target	Report annually on performance.	143,615	-1%

*This information is from environmental performance data recorded between February and August 2018*



# SMART TICKETING





## Smart Ticketing

Smart Ticketing provides a quick, easy and convenient way to buy, collect and travel on South Western Railway. The South Western Railway Touch Smartcard is more durable than paper, and can hold multiple tickets securely giving our customers piece of mind.

Tickets can be conveniently bought, up to two hours before travel, online or via the phone and quickly loaded to your Smartcard by touching it on a validator at your chosen station. We also offer the ability to buy and load a variety of tickets from our self-service ticket machines at stations.

You can order your free SWR Touch Smartcard through the South Western Railway website or by calling our Smartcard Customer Services Team on 0345 810 1010, and for customers who have a current paper Season ticket with more than three months left, you may swap your paper ticket to a Touch Smartcard at no extra charge.

### Customers can also benefit from:

- New Smart Only Products, such as Carnet & Auto Renew Monthly Season Tickets.
- Automated Delay Repay, from April 2019.



# DELAY REPAY



## Delay Repay

Delay Repay was introduced for the first time on the South Western Railway network in September 2017 and since then, over 465,435 claims have been processed. In December 2017, Delay Repay 15 launched, allowing customers to claim compensation for delays of 15 or more minutes irrespective of the ticket held, time of travel or cause of delay.

The vast majority of Delay Repay claims are accepted, and we're also working on improving the amount of time from claim to payment.

Here are our statistics from February to August 2018.

### Delay Repay Claims per 4 weekly period:

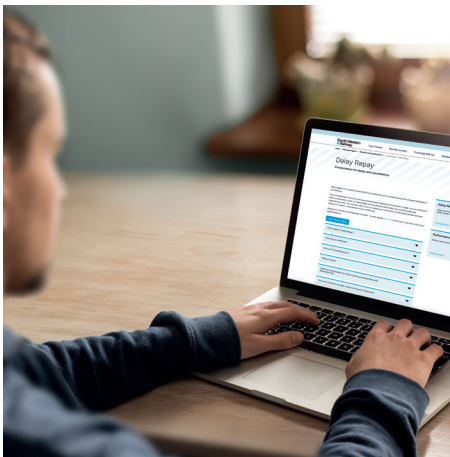
	P11	P12	P13	P1	P2	P3	P4	Total
Volume Accepted	18798	42105	46111	42497	35054	13586	27986	226137
Volume Rejected	7165	11354	10320	12249	3120	3545	9490	57243
% Rejected	28%	21%	18%	22%	8%	21%	25%	Average: 25.31%

### Average time to payment per 4 weekly period:

	P11	P12	P13	P1	P2	P3	P4	Average
Average time to payment (Working Days)	11	10	12	18	18	13	12	13

To enhance the customer experience and to simplify the Delay Repay claim process, a number of system developments have been introduced. The launch of a Customer Account enables customers to view Delay Repay case history, live case status and values of compensation awarded.

Additional enhancements to the Customer Account have included an improved Appeal process and interface. Next year will be introducing automated payments for those buying season tickets and advance tickets on smartcards, which will launch in Spring 2019. Automatic delay repay will make it easier for customers to be compensated for any delays.





## 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](http://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

**South Western**  
 **Railway**