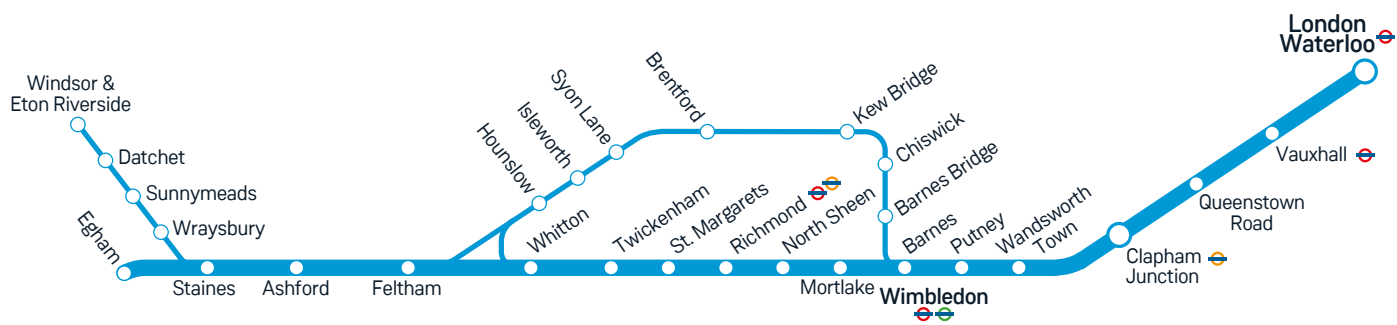


December 2018 timetable consultation outcome report

Published April 2018

Inner suburban routes

- Sunnymeads and Wraysbury to Richmond connectivity
- Hounslow loop and Chertsey line connectivity
- Queenstown Road service provision



The outcome of South Western Railway's timetable consultation for December 2018

Thank you to the thousands of people who took the time to feedback on the December 2018 timetable proposals as part of our consultation process. We recognise that any timetable change can have a significant impact on our customers and the communities we serve, so it was important that we involved you in its development. We now want to share with you how the comments we have received have helped shape our final proposals.

South Western Railway (SWR) has some of the busiest routes in the country, operating over 1,700 services each weekday. We provide commuter, interurban, regional and long distance services to passengers in south west London and across the south and south west, as well as providing connectivity to the ports and airports.

We recognise that our services play an important role in keeping our customers moving across the region and the timetable must evolve to meet the needs of both our current and future customers. We know that passengers want a combination of improved capacity, increased frequency and faster journey times.

The December 2018 timetable is a huge part of the plan to provide much needed extra capacity and faster journeys. However, to address the most common

request, which was to retain certain stations in some of the proposed faster services, we have had to make some difficult trade-offs between connectivity and journey times.

Our consultation ran between 29 September and 22 December 2017 to:

- involve customers, stakeholders, staff and community groups in the future plans for the specification of the train services we provide from December 2018; and
- provide a channel to feedback comments – both positive and negative so that SWR can use this information to help shape the final timetable proposals.

SWR undertook a comprehensive communications campaign to raise awareness of the consultation with announcements on board trains, posters and face to face events at stations, meetings with councils, MPs, user groups and travel partners as well as reviewing and, where possible, responding to thousands of emails following the publication of the draft timetables. The timetables were published on our website alongside a consultation paper with insight into our proposals.

In addition, we hosted station events, stakeholder events for Community Rail Partnerships, action groups and Rail User Groups as well as a briefing session for constituency MPs at the House of Commons.

The feedback we received in relation to the timetables has been reviewed as we promised and we have considered how we can adjust our original plans to accommodate, where possible, the needs highlighted by the communities we serve.

The timetable change process is complex and involves discussions and approvals with stakeholders including the Department for Transport and Network Rail. These all take time which is why there is a period where we are not able to give you exact service details and one of the main reasons we have produced the main overview document and a series of leaflets that cut down the content by area.

We have been discussing changes to the Train Service Specification – this details what services we are required to operate – with the Department for Transport since the end of the consultation and your feedback has helped support the changes we are asking to be made.

The timetable plans are submitted to Network Rail who will review it alongside the timetables of other operators who use the network, and provide us with feedback. Their review of this timetable is very technical and it may be necessary for us to amend our plans in line with their comments. We expect their feedback in the summer and then will be able to provide you with detailed timetables later in the year. We will communicate these finalised timetables via our website so that customers can see what their journeys will look like from December 2018.

We recognise we will never please everybody, but we believe with your help, we have created a timetable which delivers much of what you told us was needed and which will still provide more capacity, some faster journeys and new journey opportunities.

We are really grateful to everyone that has taken the time to give us their feedback throughout the consultation process.

Thank you.



1. Hounslow loop and Chertsey line connectivity

| Your feedback | Our response |
|--|--|
| Please retain the direct Waterloo to Weybridge via Hounslow service | We are amending our proposals to restore an all-day service from Weybridge via Hounslow loop. The off-peak Windsor services will reduce to two per hour in order to provide the capacity to retain this service. |
| Please consider the impact of additional services on the level crossing at Datchet | Two services per hour, rather than four, in the off-peak to and from Windsor will reduce the amount of time the level crossing barriers are closed. (Two services per hour will maintain today's level of service off-peak for Windsor.) |

We received feedback which asked us to reconsider the removal of the direct Waterloo to Weybridge service via Hounslow.

We recognise that this service is relied upon for commutes to some major employers and schools on the route and have therefore proposed to reinstate the service to call at all-stations from Waterloo to Weybridge via Hounslow.

This will operate at 30 minute intervals all-day with similar first and last services as the December 2017 timetable.

This change does however come at the expense of two of the proposed four per hour Waterloo to Windsor services during off-peak hours. This change means that Windsor will get up to four services per hour in the peak, reducing to two per hour in the off-peak. This will avoid an off-peak increase in Datchet level crossing barrier down times which was a significant concern for local residents.

Sunnymeads and Wraysbury to Richmond connectivity

| Your feedback | Our response |
|--|--|
| Please restore the Wraysbury and Sunnymeads calls in the Windsor via Hounslow services to allow direct services to Richmond and Twickenham | We plan to amend the Windsor to Waterloo services to ensure that there is a via Richmond option. |

A clear message was received at local events and via the consultation that our initial plan to move the existing Wraysbury and Sunnymeads calls from the Waterloo to Windsor via Richmond service into the proposed Waterloo to Windsor via Hounslow service should be challenged. Many felt that forcing a change for passengers going to Richmond or Twickenham was not acceptable and we have therefore amended the Windsor to Waterloo service to ensure that the current stopping pattern via Richmond is maintained. This however means that our journey time improvements on the Windsor via Richmond route are reduced from that consulted upon.



2. Queenstown Road service provision

Your feedback

Please do not cut the service to Queenstown Road

Our response

We have altered the plans to retain the eight services per hour to Queenstown Road.

Our original proposal reduced the services stopping at Queenstown Road from eight to four per hour. Following consultation and discussions with MPs it is clear that the development in the area warrants retention of the public transport support that SWR can offer so we propose to retain eight services per hour.

The requirements for the frequencies of services calling at the station can then be reviewed once the Northern Line extension works are complete in 2020, when this will provide the area with further transport links across London.

3. School service provision and extended days

Your feedback

Can you ensure that the services minimise waiting times for our students at stations for their safety and security with minimal need for changes

Our response

With school days starting and finishing at different times all over the routes we operate we are doing our best to accommodate specific needs and to look at alternative service routes to minimise changes.

We have been contacted by many schools, colleges and parents on behalf of their children that use our services to travel to meet their educational needs. We are grateful for this feedback as it highlighted some issues we were not previously aware of and we have incorporated changes wherever possible.



4. Other areas being reviewed following feedback

There were numerous other individual service queries and comments that we have looked at while reviewing the plans for our December 2018 timetable. This is not an exhaustive list, but we wanted to show that where we can we are accommodating the feedback into our plans.

NB: The timings in the information below are as per the timetable plans in our submission to Network Rail, however they may need to be amended slightly in the final timetable in light of feedback from their review.

The new proposals will reflect:

- a The retention of the weekday extension of the lunchtime Waterloo to Yeovil via Frome and Bruton service;
- b The first Guildford to London via Cobham service now arrives earlier than planned around 06:30;
- c The 05:23 Farnham to Waterloo will call additionally at West Byfleet, Weybridge and Walton-on-Thames to mirror the existing 05:43 Woking to Waterloo;
- d Extra calls at Vauxhall on some morning peak trains from Reading;
- e One service per hour in the off-peak from Basingstoke (the slow service) to call at Clapham Junction;
- f Many of the additional semi-fast services between Portsmouth and Southampton will call at Netley and Woolston;
- g The current 07:17 Southampton to Portsmouth stopping service will be retained at similar times to today;
- h Service frequencies at Liss will be improved to two per hour throughout the day and on Saturdays;
- i There will be revised and additional calls at Liphook, Liss and Rowlands Castle at peak and school times;
- j The 16:25 Waterloo to Exeter/Bristol will call additionally at Overton and Grateley;
- k After the evening peak (ie 20:00) Micheldever and Shawford will see frequencies maintained at those similar to today;
- l A limited number of stops at Freshford will be introduced on services to Bristol and the majority of trains will now call at Oldfield Park to serve the university campus nearby;
- m More stops will be provided at Whimple and Feniton and the pathing of certain trains in the evening will be reviewed to improve performance on the single line section between Honiton and Pinhoe;
- n The 05:50 Exeter to Waterloo will serve all stations between Exeter and Honiton and will also stop additionally at Woking;

- o 05:40 Southampton to Waterloo will start back from Bournemouth to maintain connectivity to and from the New Forest stations to Basingstoke and Woking;
- p The 05:20 from Poole to Waterloo will call additionally at Clapham Junction and the 06:35 from Weymouth will call at Clapham Junction instead of Basingstoke;
- q Two additional calls will be provided at Weybridge in the morning peak on trains which then run non-stop to Waterloo;
- r The 06:35 from Brockenhurst to Waterloo will instead start from Southampton;
- s A fast departure from London to West Byfleet will be provided between 16:00 and 17:00; and
- t A fast departure from London to Hampton Court will be provided around 19:30.



