

CUSTOMER REPORT

March 2019



**South Western
Railway**



WELCOME TO THE FOURTH EDITION OF SOUTH WESTERN RAILWAY'S CUSTOMER REPORT

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We publish the Customer Report every 6 months, with the aim of keeping you up to date on everything that is happening on our network. In this edition we have included the latest news and developments from across our route as well as the latest statistics on our performance – including the punctuality of services – and the results from customer surveys.

We're investing £1.2bn over the course of the franchise to increase capacity, improve our services and enhance the customer experience with new trains and better station facilities. These enhancements will make a real difference in the months ahead.

With the forthcoming introduction of the May 2019 timetable, there will be more than 300 extra services a week across our network. These extra services will help improve connectivity between the communities we serve and provide more capacity on an already very busy route. Before the end of the year we will have completed the introduction of our refurbished fleet of electric trains as well as started the introduction of brand new, state of the art Class 701 Aventras.

The latest National Railway Passenger Survey (NRPS) results were released at the end of January 2019. The survey was undertaken at a time when there were several major incidents that unfortunately caused significant disruption. We are working very closely with Network Rail – who manage the infrastructure along our route – to reduce delays and improve how we respond to incidents when they do occur. The period of the survey also saw additional disruption caused by RMT strike action which added to frustrations at the time.

Whilst these incidents clearly affected overall satisfaction, we were pleased to see that there was an uplift in some areas such as the cleanliness of our trains and information provided by staff, but we know we still have a long way to go.

I am positive about the year ahead and believe that, by working closely with our Network Rail colleagues, we will be able to achieve our performance targets whilst delivering customer experience improvements.

Further information on what other improvements we are delivering over the course of the year including the roll-out of our Automated Delay Repay scheme, Customer Assistance and Smartcards can be found in this edition of the Customer Report.

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

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 August 2018 to February 2019 (industry periods 6 to 11):

Industry period:	Public Performance Measure	Right Time	Cancelled & Significantly Late	Trains up to 15 mins late	Cancellations	Short Formations
06	84.3%	54.9%	3.3%	95.3%	2.9%	0.5%
07	80.2%	47.8%	3.5%	94.5%	3.0%	0.6%
08	73.9%	44.0%	5.3%	91.5%	4.7%	0.9%
09	70.6%	41.1%	7.3%	89.3%	6.5%	0.6%
10	82.4%	54.7%	4.7%	93.7%	4.2%	0.5%
11	86.8%	57.6%	3.0%	96.1%	2.7%	0.6%
Year to date average	81.7%	57.6%	4.5%	93.6%	4.0%	0.5%
Feb 2018 average	85.9%	56.7%	3.8%	94.7%	3.4%	0.3%

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.

Working closely with Network Rail

We are working with Network Rail more closely than ever, with the creation of the **Joint Performance Improvement Centre** at Waterloo. This centre acts as the focal point of performance improvement discussions between the two organisations. The centre oversees several performance improvement programmes, each of which have been initiated to focus on a specific process or location which impacts our service performance. Each of these programmes is chaired by a Director includes subject matter experts from both organisations to develop solutions to problems which may only be solved collaboratively.

Reducing our delays

Typically, South Western Railway is responsible for around 25% of delays to services, while Network Rail is responsible for 70% and other train and freight operating companies the remaining 5%. As well as the work being undertaken through the Joint Performance Improvement Centre, SWR continues to focus on reducing the delays which are within our control. Customers being taken ill on trains is one example of this; we now have dedicated paramedics at Waterloo, Clapham Junction and Wimbledon stations during the morning peak to assist customers who may need urgent medical attention and reduce the impact that these instances have on our services and the wider network.

The Holden Report

We are determined to reverse the trend of performance deterioration but unfortunately, this won't happen overnight, as performance of the South Western Railway network has been in decline for several years. In this respect you may find the link below useful which refers to the report undertaken in 2018 by Sir Michael Holden: <https://cms.southwesternrailway.com/other/about-us/independent-performance-review>.

Sir Michael has made a number of recommendations which we've accepted. Some have already been delivered while others are being progressed with Network Rail and the Department for Transport. We're investing £5m on several schemes to improve our own performance, including reliability modifications to our fleet of trains. Along with refurbishment of our current fleet, we'll be introducing new fleet of trains across our suburban network from late 2019. One consistent fleet will drive better performance, with all trains having the same operational capabilities in terms of acceleration and braking.

OUR NATIONAL RAIL PASSENGER SURVEY RESULTS

Overall Satisfaction

Autumn 2018	Autumn 2017
73 %	75 %

Results vs Targets

Annual 2018 Scores (Spring and Autumn waves combined)

Scores	Metro	Long Distance	Outer Suburban and Island Line
Stations	61.0 %	67.3 %	66.9 %
Trains	64.2 %	66.0 %	62.8 %
Customer Service	57.2 %	66.9 %	63.5 %
2018/19 Targets			
Stations	66 %	74 %	70 %
Trains	67 %	69 %	69 %
Customer Service	61 %	75 %	70 %
Combined Scores vs Targets			
Stations	-5.0 %	-6.7 %	-3.1 %
Trains	-2.8 %	-3.0 %	-6.2 %
Customer Service	-3.8 %	-6.1 %	-6.5 %

Performance has not been at the level we want, or expect, to deliver and we are determined to put that right. Our customers will know that last autumn when the survey was carried out saw several major incidents that unfortunately caused significant disruption. We are working very closely with Network Rail - who manage the infrastructure along the route - to reduce delays and improve how we respond to incidents when they do occur. The period of the survey also saw additional disruption caused by RMT strike action.

Whilst these incidents clearly affected overall satisfaction, we were pleased to see that there was an uplift in some areas such as the cleanliness of our trains and information provided by staff, but we know we still have a long way to go.

We're investing £1.2bn over the course of the franchise to increase capacity, improve our services and enhance customer experience with new trains and better station facilities. These enhancements will make a real difference in the months ahead, helping to improve performance and punctuality and keeping people and communities connected.

Full National Rail Passenger Survey results are available on the Transport Focus website: 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.

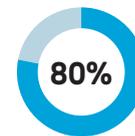
Booking in advance with our Assisted Travel service helps us ensure that we have everything prepared. When assistance has not been booked in advance, we will still try to provide the assistance required whenever possible and with minimum delay.

Between August 2018 and the start of February 2019, South Western Railway staff helped to carry out over 45000 booked assists across the network. Over 15000 booked assists were either from or to London Waterloo, Clapham Junction or Guildford stations.

London Waterloo is our busiest station with 6756 booked assists in that time, and Southampton Central is second, with 5907 booked assists.

[Here are our results recorded on booked and unbooked assistance, from August 2018 to February 2019:](#)

Booked Assistance



80% of booked assistance was successfully completed. Of the 20% not completed, 16% was due to customers not arriving as booked (for example their plans that had changed), with the remaining 4% due to space not being available on trains in busy periods, disruption, or staff not being available as planned.*

Compared to February 2018 – 83% of booked assists were carried out successfully.* Of the 17% that were unsuccessful, 75% of those were due to customers taking a different train to that booked, with the remaining 25% due to no staff being available, disruption, or no space being available on the train.

*This data relates to 45% of the booked assistance delivery recorded at stations. We are working hard on improving our data recording processes.

*based on a capture rate of 30%

Unbooked Assistance



99% of unbooked assistance was successfully completed. 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.

In comparison to February 2018 – 98% of unbooked assists were carried out successfully. The 2% that were unsuccessful were due to no staff being available, disruption, or no space being available on the train.



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 assisted travel data recording rate from 14% to 45%. We know that there is still work to be done in improving the reliability of our service and we look forward to the introduction of a

new passenger assistance system later this year across the rail network. This will increase customer confidence in the service by providing a better booking experience, as well as providing our staff with the information that they need in order to help our customers.

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 August 2018 and February 2019, our ticket offices have been open for 95.89% of the advertised times.

This is in comparison to August 2017 to February 2018, where our ticket offices were open for 97.93% 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 continued to be above our regulated 95% target until November. Following a significant increase in correspondence during November and December 2018, this unfortunately resulted in taking a little longer to respond than we would have liked. We have worked hard to respond

as quickly as possible and are now continuing to maintain our resolution rates, so that you receive the highest levels of customer service.

Our customer complaints data between August 2018 and February 2019:

Complaints responded to	24,895
% Responded to within 20 working days	84.07%
Complaints per 100k passenger journeys*	25.37

*Assuming 53.9 million journeys per quarter

Delay Repay

It has now been over a year since Delay Repay 15 was launched, allowing customers to claim compensation for delays of 15 minutes or more - based on the published timetable - irrespective of the type of ticket held, the time of travel or the cause of the delay.

More Delay Repay claims are being accepted than over the previous 6 month period, and we're continually working hard to reduce the time it takes from initial claim to payment.

Delay Repay Claims per 4 weekly period

	P5	P6	P7	P8	P9	P10	P11	Total
Percentage Accepted	86%	83%	80%	76%	82%	78%	91%	83%

Average time to process per 4 weekly period

	P5	P6	P7	P8	P9	P10	P11	Average
Average time to Process (working days)	17	15	15	14	15	22	20	18

To further enhance the customer experience and make the Delay Repay claim process easier, we are introducing Automated Delay Repay this month, for customers who have **Advance Purchase Tickets** (date & time specific) or **Touch Smartcard Season Tickets** (weekly & longer), which have been bought through South Western Railway's web sales channel.

Customers will need to sign up for an account, to set up their preferred payment method for delay

compensation, and to opt in to receive notifications when a claim has been generated on their behalf. Customers can either accept, reject or amend that claim, based on their actual experience.

With further behind the scenes improvements, coupled with the Customer Account facility (showing customers full details of their own claims) Automated Delay Repay will be even easier for customers to be compensated for any delays.

Faults

You can report any train or station faults, quickly and easily via our Customer App or on our website, www.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 September 2018 and February 2019, compared with the previous report:

	Feb 2019	Sep 2018
Number of faults reported	100	62
Average time to resolve	20	13
Number of Station faults	79	45
Number of On train faults	20	17
Number of Faults - other	1	0



Number of faults reported **100**



Average time taken to resolve **20 days**



Station faults **79**



On train faults **20**

Faults by Sub categories:

Windows/Doors	1
Lighting	4
Toilet	6
Info Screens	9
Heating/Air Con	5
Seating	2
Graffiti	1
Car Parks	7
Ticket Machines	27
PA System	7
Infrastructure	20

Faults by service group:

Mainline services

1. Weymouth/Portsmouth via Eastleigh to London Waterloo	3
2. Portsmouth Harbour via Havant to London Waterloo	1
3. Exeter St. Davids/Yeovil Junction to London Waterloo	5
4. Alton to London Waterloo	1

Suburban services

5. Windsor & Eton Riverside/Hounslow/Weybridge via Staines to London Waterloo	3
6. Reading/Aldershot via Ascot to London Waterloo	3
7. Main suburban routes to London Waterloo	0

Island Line services

8. Shanklin to Ryde Pier Head	4
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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. We believe a better railway is a sustainable railway.

In August we said we would...

- **Certify our environment and energy management systems.** This is now complete and certified to ISO14001 and ISO50001 in order to better manage our environmental impacts and continually improve our environmental impacts.
- **Publish our sustainability strategy.** Our strategy was published in August 2018. It can be found here include hyperlink for the digital version (<https://www.southwesternrailway.com/other/about-us/our-plan/sustainability>) on our website ,along with a short video.
- **Continue to increase recycling.** We have increased recycling from 72% reported in August 2018 to 80% in January 2019 and are still achieving zero waste to landfill. We are now recycling food, coffee cups and segregating everything we can. For our

hard work, we won the Green Apple Award in November 2018. You can find out more here (<https://www.southwesternrailway.com/other/news-and-media/news/2018/november/green-apple-awards-recognise-south-western-railways-green-credentials>)

- **Continue to develop energy efficiency energy projects.** Plans are now in place to begin rolling out initiatives, such as LED lighting across our stations which will begin in 2019.
- **Install water automatic meter readers.** The project for roll out is underway, and we are installing water meter readers at all of our stations and depots.
- **Provide funding for social and community benefit.** £20,000 has now been allocated to projects on the Isle of Wight.

We have also:

- Raised over £80,000 for charity, including our corporate charity partner Action for Children
- Delivered two Prince's Trust Achieve Programme supporting young people into the railway.
- Run 11 Try the Train events with our community ambassadors helping to support our local communities to access our network

We still have lots more planned, to help make our business more sustainable. As outlined in our strategy, we have identified four key areas to focus on.

Over the next 6 months we will:

Community and engagement.	Employer of choice.
Publish our strategy on how we will support our corporate charity partner Action for Children and local charities	Continue to support young people into the railway through schemes such as the Princes Trust and apprenticeships
Innovative technology.	Energy and resources.
Install solar photovoltaics at key locations Install 60 electric vehicle charging points	Continue to increase recycling and reduce energy and carbon emissions. Roll out new passenger recycling bins to help make waste segregation even easier

This information is from environmental performance data between August 2018 – January 2019:

Criteria	18-19	Target	% Difference	Previous year	% Difference
Our trains:	0.69	Target to be confirmed by March 2019		0.66	-5%
average CO2e per vehicle km (kg)	0.71	Target to be confirmed by April 2019		0.76	-5%
Buildings energy:	72%	28% worse	90% recycling	64%	11%
total energy consumed (MWh)	13,777	Target to be confirmed by April 2019		14,434	-5%
Waste recycling (%)	80%	Achieve 90% recycling within reasonable endeavours		65%	15%
Waste diversion (%)	100%	100%	On target	99%	1%
Water consumption (total m3)	119,644	Target to be confirmed by April 2020		119,503	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.

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South Western
 **Railway**