



South Western  
 Railway

# FRANCHISE DELIVERY PLAN

Summer 2019



# DELIVERING A £1.2 BILLION TRANSFORMATION

It's been two years since the start of the South Western Railway franchise.

It's been challenging at times – with infrastructure and performance issues, RMT strike action, and extreme weather – but we are optimistic about the future and remain 100% committed to our customers.

In the latest National Rail Passenger Survey, customer satisfaction with the punctuality and reliability of our services improved significantly. We have to build on that and continue to make improvements across the franchise.

With that in mind, I'm pleased to say that we've made considerable progress this year. In May, we introduced more than 300 extra services per week across our network, and over the last few months we have seen performance start to improve as a result of our joint work with Network Rail.

We are currently introducing a fleet of 90 refurbished Class 442 trains into passenger service, and the former Waterloo International Terminal is now fully operational. Over the next year, we will start to introduce brand new Class 701 trains, currently in production by Bombardier. These will allow us to provide a step-change in the customer environment for our suburban customers, and carry more customers on some of our busiest routes.

We have also introduced a number of other improvements on our trains that have had a positive effect on the customer experience including: new interiors and charging points, launched SWR Stream (a dynamic on board entertainment system that allows you to watch films and TV shows, read newspapers and magazines).

## We have also introduced:

- Automated Delay Repay for Advance Tickets and Smartcards bought through our website, making it easier for you to claim compensation if your train is late;
- paramedics at some stations to help customers who are ill and reduce delays to services;
- accessibility improvements at stations and improved our Passenger Assist programme;
- electric vehicle charging points at some car parks; and
- measures to protect the environment (we now send no waste to landfill and are beating our targets for recycling, energy, and water usage).

Our £1.2 billion transformation of the railway is well underway and we are excited about the future. We are already providing extra services, providing new and refurbished trains, improving facilities at our stations and providing better information for our customers. And there's more to come.



**Andy Mellors**  
Managing Director





# OUR IMPROVEMENTS

## A better travel experience



We provide free WiFi and entertainment through our app to make your journey more enjoyable and productive.



We deep clean the inside of our trains every 30 days and have refurbished many of them so you have a clean and comfortable experience.



We're introducing new fleets of trains so our services are more reliable and can carry more customers.



We have increased the frequency of services, getting you to your destination as quickly as possible.



We're installing charging points, accessible from every seat, to help keep you connected on the move.



We're investing in mobile signal equipment to increase WiFi speed and connectivity.

## A better experience at stations



We provide WiFi at many of our stations to keep you connected.



We have more staff at stations, and for longer hours, meaning help is at hand when you need it most.



We have improved step free access at some stations, to make sure our services are more accessible for all customers.



We are involved in ongoing funding partnerships to provide station improvements.

## An improved customer experience



Smart ticketing solutions, such as Tap2Go and mobile barcode tickets, make it easier to buy the most cost effective ticket.



We have improved customer service response times, to make sure that we deal with enquiries and complaints as quickly as possible.



We provide improved journey information through our new app, and have planned updates throughout the franchise.



We offer compensation for delays of 15 minutes or more, and have introduced Automatic Delay Repay for customers who buy their Advance tickets from us online, or use our Touch Smartcard.



### This year:

- We will continue to update our customer assistance app to give you more information and help when you need it, during your journey, including up-to-date information about available car parking and arranging immediate assisted travel.
- We will put in place key recommendations from the report produced by Sir Michael Holden. Sir Michael has confirmed that we have already delivered 16 of the 28 recommendations, and are working on the remainder, to ensure more of our trains run on time and to improve the performance of our services.
- We will continue to roll out our refurbished trains.
- We will hold regular Meet the Manager sessions so you can meet our senior leaders, ask questions and give feedback.
- We will continue to make stations more accessible for all customers.
- We have secured £1.1million to improve cycle parking at several stations across the network.

### Over the next three years:

- We will achieve secure car park accreditation at 130 stations.
- We will introduce a fleet of brand new Class 701 trains which will help to improve the performance of our services and help us recover more quickly following disruption.
- We will trial superfast WiFi through innovative trackside routers.
- We will put in place further improvements to our timetables, with extra seats on our peak-time trains in and out of Waterloo.
- We will improve stations and car parks, including providing waiting facilities, extra spaces and charging points for electric cars.



We are also committed to achieving challenging National Rail Passenger Survey (NRPS) satisfaction targets.

Our targets for the next year are listed below.

NRPS	Longer Distance	Metro	Outer Suburban and Island Line
Satisfaction with stations	76%	69%	72%
Satisfaction on train	71%	71%	71%
Satisfaction with customer service	75%	63%	72%

