

HOW WE PERFORMED

South Western Railway and Island Line performance against Passenger's Charter Standards

Results from 19 August to 15 September 2018

Mainline

Performance from
19/08/2018 to 15/09/2018

Punctuality	71.7%
Reliability	99.3%

Suburban

Performance from
19/08/2018 to 15/09/2018

Punctuality	87.6%
Reliability	99.1%

Void days

For delayed journeys before 4 September 2017, there are a number of days that have been deemed void. Season ticket refunds apply for tickets valid on these void days, if they have a validity of one month or longer. The number of void days may vary, depending on the period of validity of the season ticket.

For delays of 15 minutes or longer since 4 September 2017, you should apply under our Delay Repay scheme.

The number of void days shown below apply to the period of 52 weeks prior to 15 September 2018.

Mainline (Groups 1 - 4)

1	Weymouth/Portsmouth via Eastleigh to London Waterloo	0 days
2	Portsmouth Harbour via Havant to London Waterloo	0 days
3	Exeter St Davids/Yeovil Junction to London Waterloo	0 days
4	Alton to London Waterloo	0 days

Suburban (Groups 5 - 7)

5	Windsor & ER/Hounslow/Weybridge via Staines to London Waterloo	0 days
6	Reading/Aldershot via Ascot to London Waterloo	0 days
7	Main Suburban Routes to London Waterloo	0 days

No void days were added in the period from 19 August to 15 September 2018.

Discounts for Season Ticket Holders

Where applicable, discounts will be applied when you renew a season ticket of one month or more that was bought on or before 3 September 2017.

A 5% discount will be given if, on average over the previous 12 months:

- Punctuality has fallen below the threshold (more than 2.5% below standard)
- Reliability has fallen below the threshold (more than 1% below standard)

A 10% discount will be given if both punctuality and reliability fall below the discount thresholds.

Delay Repay

For journeys made on or after 4 September 2017, all South Western Railway customers should claim for delays of 15 minutes or longer through our Delay Repay scheme. For more details please see our Passenger's Charter or visit our website at southwesternrailway.com

Mainline	Average performance 52 weeks to 15/09/18	Season ticket discount threshold	Charter standard
Punctuality	75.3%	86.5%	89.0%
Reliability	99.1%	98.0%	99.0%

Suburban	Average performance 52 weeks to 15/09/18	Season ticket discount threshold	Charter standard
Punctuality	84.4%	89.5%	92.0%
Reliability	98.4%	98.0%	99.0%

Punctuality

Percentage of peak hour trains arriving at destination within 5 minutes of scheduled time (Monday to Friday).

Reliability

Percentage of the advertised train service actually operated (Monday to Friday all day).

Exclusions

Incidents beyond our control have been excluded from these statistics.

Excludable incidents include fatalities, vandalism, vehicles striking bridges, trespass etc.

64 Mainline and 44 Suburban services were excluded.

Performance

4 weeks from
19/08/2018 to 15/09/2018

Punctuality	99.6%
Reliability	99.9%

No incidents were excluded for Island Line.

 **Island Line**

Performance	Average performance 52 weeks to 15/09/18	Season ticket discount threshold	Charter standard
Punctuality	99.0%	92.5%	95.0%
Reliability	99.1%	98.25%	99.0%

The number of void days shown apply to the period of 52 weeks prior to 15 September 2018.

Island Line	No Days
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No void days were added in the period from 19 August to 15 September 2018.

 **South Western Railway**