

# customer UPDATE

All the latest news from South West Trains

## South West Trains passengers remain 'highly satisfied'

Passengers travelling on South West Trains services continue to be highly satisfied, according to the latest National Passenger Survey released by independent transport watchdog, Passenger Focus.

The survey, carried out in Spring 2010, shows that 85% of passengers are satisfied with their journey representing an increase of 1% year-on-year and marking the highest ever level of satisfaction in a Spring survey.

Passengers also rated us highly in a number of other areas of the National Passenger Survey including:

- A 7% year on year increase in the number of passengers who said their South West Trains ticket offered good value for money. This shows our continuing commitment to offering a range of value for money fares such as the budget rail service, **megatrains.com**. This offers tickets from just £1 plus 50p booking fee.
- Personal security was another area that showed marked improvements. 79% of passengers felt safe whilst travelling on-train, a 2% year-on-year increase. There has also been a 2% year-on-year increase in the number of passengers who felt safe whilst using our stations. This is a reflection of the significant investment in Rail Community Officers and other measures which have helped to reduce crime by 15% since the start of our franchise.

Commenting on the results, Andy Pitt, Managing Director, said: "We are pleased with these results which show a high level of satisfaction amongst our customers, reflecting the continuing hard work of the team at South West Trains to ensure we deliver a reliable railway, backed up by some excellent customer service.

It is also encouraging to see levels of satisfaction growing in areas such as value for money and personal security, which reflect the improvements we have made.

We will stay focused on continuing improvement to make sure that satisfaction amongst our passengers continues to grow."

For more information or to book tickets, visit **southwesttrains.co.uk**

For a full copy of the Spring 2010 National Passenger Survey, visit **passengerfocus.org.uk**

## Dear Customer

We have been working hard to try and deliver you a reliable and punctual train service and so we were grateful for the positive feedback in the latest National Passenger Survey. Looking forward in this update, we set out some of our latest initiatives to make improvements for you such as upgrades to stations, passenger information systems and security.

You may also find our 'Best ways to save money on your train travel' article of interest.

Thank you for travelling with South West Trains.

**Andy Pitt**  
Managing Director  
South West Trains



**How we performed**  
South West Trains performance against Passengers' Charter Standards  
Results for 4 weeks from 2 to 29 May 2010

Category	Performance 4 weeks from 02/05/10 to 29/05/10	Charter Standard
<b>Mainline</b>		
Punctuality	92.6%	93.1%
Reliability	99.4%	99.0%
<b>Suburban</b>		
Punctuality	97.3%	94.0%
Reliability	99.4%	99.0%

Category	Average performance 29/05/10	Season ticket discount standard	Charter standard
<b>Mainline</b>			
Punctuality	93.1%	86.5%	89.0%
Reliability	99.6%	98.0%	99.0%
<b>Suburban</b>			
Punctuality	94.0%	89.4%	92.0%
Reliability	99.4%	98.0%	99.0%

**South West Trains**

## Best ever train service performance

Last winter's severe weather affected our trains and the railway itself, causing a slight dip in our performance. We have worked with Network Rail to reduce problems caused by severe weather now and in the future. As a result, we are seeing a sustained improvement in our performance.

Our Public Performance Measure (the official figure for the punctuality of our trains) has been rising steadily in recent months. It currently stands at 95.8% with an average over the last 12 months of 93.1%.

# Best ways to save on your train travel

With South West Trains, you're on track for some great days out. Travelling by train means you don't have to worry about traffic jams and parking spaces. And it's probably cheaper than you think! Doesn't matter if you're taking your family to the seaside or visiting friends in London - there are a many ways to save on your train ticket.

## GroupSave

When 3 or 4 travelling together off-peak only 2 adults pay. You can also take up to four children (5-15 years old) with the GroupSave party for just £1 each!

## Group Travel

There are great savings to be made if you travel together in groups of 10 or more people, at off-peak time and if you're heading into London, we can include the cost of London Underground and the Docklands Light Railway. Visit our website for more details.

## Combined Tickets

You can save up to 20% when you buy train and attraction tickets together. We've teamed up with top attractions such as Legoland Windsor, Chessington

World of Adventures, Thorpe Park, Portsmouth Historic Dockyard, Windsor Castle, Hampton Court and Stonehenge. See [southwesttrains.co.uk/offers](http://southwesttrains.co.uk/offers) for more details.

## Advance fares

If you're planning your journey in advance, there are some fantastic savings to be had. We offer up to 76% discount on over 75 longer distance journeys when you buy your ticket in advance. Tickets are available up to 12 weeks in advance and are subject to availability for single journeys only. Jump online to [southwesttrains.co.uk/advance](http://southwesttrains.co.uk/advance) and book your ticket early and pay less.

## Megatrain

If you're flexible about the times you travel, and plan your journey ahead, you can get single fares from £1 (plus 50p booking fee) on selected journeys to and from London. Megatrain is available to some great destinations, including Portsmouth, Southampton, Bournemouth, Salisbury, Bath and Exeter.

Book your ticket online at [megatrain.com](http://megatrain.com)

## First Class upgrade

For just £5 each way, you can upgrade your Standard Class ticket to First Class on Saturdays, Sundays and public holidays from the guard during your journey.



## First Class Off-Peak

You can now buy First Off-Peak train tickets on a range of journeys between London Waterloo and Weymouth or Portsmouth (via Guildford) and save up to 40% compared to buying First Anytime tickets. From early September, we will extend this range to include stations on our London Waterloo to Exeter route.

## Railcards

Save 1/3 off on most adults and accompanying children rail fares throughout Britain.

Visit [southwesttrains.co.uk/railcards](http://southwesttrains.co.uk/railcards) or call our Customer Service Centre on **0845 6000 650** or pick up a leaflet for more details.

# Improving passenger information

As part of our ongoing project to improve the flow of information to passengers and staff during disruption, we have reviewed our existing passenger information system. This is able to provide good quality information during minor and moderate disruption but is unable to provide acceptable information during significant train service disruption. As part of this review we have identified a number of changes which will allow us to improve the provision of timely and accurate information.

With Network Rail we will make changes to the way the system works and this will need significant software upgrades.

Once these developments are implemented (towards the end of 2010) our staff located within our operations control at London Waterloo will be able to switch the whole system or certain stations in to a different mode of operation. This mode of operation will be used to display positive information about trains that are running and not those that have not run or have been cancelled.

This will ensure that the displays and announcements will only be made about the services that are running.

This industry-leading innovation will significantly improve our ability to provide the information our passengers require to make an informed decision on their travel plans during major disruption.

This project complements the recently completed information system renewals undertaken jointly with Network Rail which has increased visibility of the information and reliability of the system.

In a separate project we have undertaken improvements to information systems at Basingstoke, Salisbury and Woking. The investment at these stations has seen the installation of three new 'AtoZ' departure displays which show the next fastest service to stations directly served. The information provided supplements that already shown and is aimed at customers who are not regular travellers and those who are changing trains.

We are currently undertaking a renewal of life-expired help points. The project,



AtoZ departure board at Salisbury station.

which is due for completion in Autumn 2010, will see new help points installed at a number of stations across the network. These help points are fitted with induction loops for the hard of hearing and located to ensure customers with mobility problems can easily use them. The help points will also be fitted with technology which allows remote monitoring of the system ensuring that faults are rectified at the earliest opportunity.



For an up-to-date journey check visit [southwesttrains.co.uk](http://southwesttrains.co.uk)

## Station improvements



Retail outlet improvements at Sunningdale, Putney and Salisbury.

### Clapham Junction

The 'Access for All' programme of lift installations currently being delivered by Network Rail is taking longer than expected. Current completion date is August 2010.

The DfT have withdrawn funding for the Lord Adonis - 'Better Stations' project which was to allow for station improvements to Clapham Junction. Discussions are currently taking place with Network Rail to try and find a way to deliver some much needed improvements at the station.

### Southampton Airport Parkway

The new canopy and cycle improvements project at Southampton Airport Parkway is complete.

### Eastleigh



Platform/entrance improvements at Eastleigh have recently been completed to allow 24 hr access to the overbridge.

### Kingston

Under our major station franchise commitment, the station booking hall/tenancy project totalling £850k has recently been completed.

### Guildford

A new Marks & Spencer food outlet is nearing completion and will be completed in July 2010. The £650k project complements works recently completed in the booking hall. (New ticket office and widened entrance to the platform).

### National Stations Improvements Programme (NSIP)

NSIP improvements at Hounslow and Southampton Central will include new disabled ticket office windows and improvements to retail outlets.

## Car parking improvements



Work commenced on 1 June 2010 to deliver a new multi-storey car park at Southampton Airport Parkway. The project is being managed by Network Rail and is expected to take just under a year to complete. Car parking spaces are high in demand at Parkway and the car park is often full by 0730. The 378 additional spaces this project will bring is great news for our customers.

In addition to the extra spaces, the project will deliver a new entrance into the car park from the roundabout, a new station forecourt layout and a new signal controlled junction at the station entrance.

240 temporary car park spaces for season ticket holders have been leased at the adjacent BAA short stay multi-storey car park. This has minimised the disruption to our passengers. If you are currently a car park season ticket holder at Southampton Parkway and wish to take up the offer of a space in the BAA car park, please register your interest by telephoning our Customer Service Centre on **023 8021 3636**.

## Cashless parking update

To make car parking more convenient for you, weekly car park season tickets are now available for sale by credit card using your mobile phone. The 30 car parks where the RingGo pay-by-phone service is offered are:

Aldershot, Andover, Basingstoke, Brockenhurst, Clandon, Cobham, Dorchester South, Eastleigh, Effingham Junction, Egham, Esher, Ewell West, Fareham, Farnborough Main, Farnham, Grateley, Guildford, Havant, Oxshott, Richmond, Salisbury, Southampton Airport Parkway, Staines, Surbiton, Walton-on-Thames, West Byfleet, Winchester, Winchfield, Woking, Oriental Road and Yeovil Junction.

## Engineering Works

**There will be no major engineering work during July and August on our main lines to Weymouth, Portsmouth and Exeter.** Some work will be necessary on local/suburban routes and this is shown below. Train services may also be altered to connect with the buses shown or to avoid closed sections of line.

### 3/4 July 2010

Buses replace trains between:

- Eastleigh and Fareham - all weekend
- Farnham and Alton - all weekend
- Guildford and Leatherhead/Cobham & Stoke d'Abernon - Sunday only

### 10/11 July 2010

Buses replace trains between:

- Eastleigh and Fareham - all weekend
- Guildford and Leatherhead/Cobham & Stoke d'Abernon - Sunday only

### 17/18 July 2010

Buses replace trains between:

- Epsom and Dorking/Effingham Junction - Sunday only
- Eastleigh and Fareham - Sunday until late afternoon only

### 24/25 July 2010

Buses replace trains between:

- Epsom and Dorking / Effingham Junction - Sunday only

### 31 July/1 August 2010

Buses replace trains between:

- Guildford and Leatherhead / Cobham & Stoke d'Abernon - Sunday only

### 7/8 August 2010

Buses replace trains between:

- Strawberry Hill and Shepperton - Sunday only
- Farnborough (Main) and Aldershot - Sunday only
- Ascot and Aldershot - Sunday only
- Alton line trains will run between Alton and Guildford on Sunday.

### 14/15 August 2010

Buses replace trains between:

- Farnham and Alton - all weekend
- Guildford and Leatherhead/Cobham & Stoke d'Abernon - Sunday only
- Leatherhead and Dorking - Sunday only

### 21/22 August 2010

Buses replace trains between:

- Ascot and Aldershot - all weekend
- Guildford and Surbiton via Cobham & Stoke d'Abernon - Sunday until late afternoon only
- Guildford and Leatherhead - Sunday until late afternoon only

### 28 - 30 August 2010

No major engineering work is planned in the South West Trains area for the Holiday weekend, except on the route shown below.

Buses replace trains between:

- Ascot and Aldershot - all weekend, including the Holiday Monday.

## Security improvements

Crime fell by 7% on the South West Trains network last year, including significant reductions in robbery, violence offences, cycle theft, car theft, and public order offences. Many offences, such as robbery, are now at their lowest ever level.

On-train crime has fallen 20% in a year and now also stands at its lowest ever level. These results demonstrate that our close partnership with British Transport Police is continuing to pay dividends.

We have completed our rollout of new CCTV and are now half way through our CCTV upgrade programme. This will result in every South West Trains station having digital quality CCTV capable of being monitored 24 hours a day in our control centre.



## Cycle friendly initiatives

As part of the South West Trains cycle improvement programme, we have installed 350 additional cycle spaces, two secure cycle compounds and improved the Brompton bike hire scheme at London Waterloo. The secure cycle compounds at Surbiton provide security for 182 bikes using a swipecard system for which a returnable deposit is required.

The Brompton bike scheme at London Waterloo is now fully subscribed resulting in the purchase of 50 additional South West Trains liveried bikes. This scheme has received recognition at the ATOC National Cycle Awards 2009 and has been shortlisted at the National Transport Awards 2010. This scheme has attracted considerable media attention including a slot on BBC Breakfast on cycle/rail integration.

In partnership with the London Borough of Richmond, a second cycle hire scheme has been introduced at Richmond station. This comprises of 20 South West Trains liveried Brompton bikes and 50 traditional mens and womens hybrid bikes. The emphasis of this scheme is about attracting visitors to Richmond who can then hire a bike for the day to visit Richmond Park, Thames Towpath etc. There are dedicated staff on a purpose branded stand, supplied by the council and Evans cycles. They will maintain the bikes on site and show the customers how to use them. This scheme will be available



Secure cycle compound at Surbiton station

from 0900 to 1700 all week until end of October where it will be Monday to Friday only.

As part of this scheme, the council will hire 20 bikes as part of a 'Try B4 U buy' scheme to encourage businesses to develop staff travel planning using the bikes. After the 4 weeks of use, a bike can be purchased at discount.

South West Trains is also trialling a mobile 'bike doctor' in which a company advertises in advance at stations to carry out free bike checks and offers basic maintenance tips plus discounted repairs to cycle users at the station.

South West Trains has also worked in partnership with a number of local authorities to combine new additional cycle facilities with improved highway and cycle routes to the stations. These currently include Southampton Airport Parkway, Gillingham and Salisbury.

## Smart card pilot scheme

The pilot schemes are in operation on the following routes:

- Staines to Wokingham/Windsor & Eton Riverside
- Basingstoke to Weymouth including Lymington branch
- Isle of Wight

If you buy a season ticket for travel you could have a Smartcard. A Smartcard can be loaded with a season ticket and you then simply touch in and out on the validators or via the automatic ticket gates at the stations each time you travel. This then validates your journey.

The renewal of season tickets with Smartcard is easier, simpler and more flexible.

Tickets can be purchased in one of two ways:

- From our call centre - the ticket will be electronically sent to the station and picked up by you by placing your Smartcard on an automatic ticket gate or validator.
- Directly purchasing your new ticket from one of the ticket vending machines at the stations and loading it onto the Smartcard at the ticket vending machine.

For more information call our **Smart Helpline** on **0845 810 1010** or email **smartcards@swtrains.co.uk**

