

# Our Customer Report

**Welcome to South Western Railway**

**August 2017**

## **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](http://www.southwesternrailway.com)**

Keep up to date with service running information or contact us through our customer contact form on our website

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Customer Service Centre  
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**South Western  
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A FirstGroup and MTR Company

**South Western  
Railway**



## Dear Customer



Welcome to the start of a new era for rail services with the South Western Railway franchise. In this first Customer Report, I'm delighted to share our plans for the transformation we're planning over the next seven years on your railway.

Our new franchise is a joint venture between FirstGroup and MTR Corporation. FirstGroup is a leading transport operator in the UK and North America with extensive experience across the surface transport industry, running commuter, interurban, regional and long distance rail services, as well as a worldwide presence in bus and transit services.

MTR is recognised globally as one of the best performing, high quality rail operators of suburban and high density metro services. Within the UK, MTR currently operates TfL Rail, soon to be launched as the Elizabeth Line in December 2018.

Together, we have put the needs and expectations of our customers at the heart of our thinking. By December 2020, our £1.2 billion investment plans will bring longer, faster and more reliable trains with 52,000 more seats, across the morning and evening peak every day at Waterloo. Better timetables offering faster journey times, new services and improved regional connectivity, will be introduced from December 2018. On long distance services, existing trains will undergo a full refurbishment, improving comfort levels and returning to service looking like new.

We have an exciting future ahead. We are proud to be the custodian of your railway and to have the opportunity to deliver an even better train service in our corner of the network.

As we improve your service, we will provide many ways to have your voice heard. We'll keep you regularly updated on our progress – publishing this report every six months.

We hope you enjoy reading our plans, it is feedback and ideas from customers like you that have shaped our vision for the future. Look out for our contact details at the end of this report – we're keen to keep hearing your views.

**Andy Mellors**  
Managing Director  
South Western Railway  
August 2017

## Your Priorities - Now Our Plans

We've spoken in detail to over 1,000 customers and more than 110 stakeholders across the network to truly understand what you want from your train service.

We've summarised these below:

You Said	We Will Deliver...
"I want a seat"	750 new carriages, adding over 22,000 extra seats in the morning peak into Waterloo and 30,000 extra seats in the evening peak from Waterloo by December 2020.
"I want Wi-Fi that works"	Stronger, faster Wi-Fi across all our trains by 2019 and a free on-board Infotainment service supplying premium movies, TV series, and digital magazines to view on your mobile device.
"I want somewhere to park at the station"	For when you want to drive to the station, we are providing 1,500 new car parking spaces by 2021. We are also improving connections with public transport operators to make it easier to leave the car at home
"I want my ticket on a smartcard"	Our new Tap2Go smartcard scheme introduced by the end of 2019, and all season tickets available on smartcard tickets.
"I want compensation when there are delays"	Improved compensation through our new scheme, Delay Repay, offering an easy to claim process through our website and app. From 4 September 2017, delays of 30 minutes or more will be eligible for compensation. This will be further improved from 1 December 2017 when delays of 15 minutes or more will be eligible for compensation.
"I want cleaner trains"	A deep clean of our entire fleet of trains and cleanliness maintained through the introduction of an enhanced cleaning regime of our train carriages.
"I want more trains on Sundays"	Increased Sunday services, including the doubling of fast trains to Portsmouth from December 2018, because we want our railway to fit around your needs and expectations.

## Improving Your Train Journey

We will be working hard to improve our service to you. Here are some highlights of things to come, keep up to date with our continued improvement plan at [www.southwesternrailway.com](http://www.southwesternrailway.com)

### Delivering better trains and more seats

New fleet of trains for suburban services by December 2020 **90**  **750** carriages

**22,000** extra seats each morning peak into Waterloo by December 2020 **↑ 30% increase** **30,000** extra seats each evening peak out of Waterloo by December 2020

**18**  additional 5 car trains for Portsmouth fast services with more comfortable 2+2 seating by December 2018

 Trains refurbished across the network

### Delivering quicker journeys



Doubling off-peak frequency to 4 trains per hour all day to both Windsor and Reading



Metro-style services for suburban services



Journey times reduced on many routes








Services to match weekday off-peak frequency on most routes

 Better South Coast connectivity - including an additional hourly Portsmouth - Southampton service








## Improving Your Train Journey






### Delivering a better travel experience

 <p><b>£90 million</b> £90 million in station investment</p>	 <p>Better Wi-Fi speed and coverage</p>	 <p>Charging points accessible from every seat on every mainland train</p>	 <p><b>WC</b> Toilets on every mainland train</p>	 <p>At least 1,500 new car parking spaces</p>
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### Delivering better tickets and journeys

 <p>New smartcards across the franchise</p>	 <p>New innovative customer app with mobile ticketing</p>	 <p>Easier to use ticket machines</p>	 <p>Simple and easy compensation for late trains</p>	 <p>Real-time information on all mainland trains</p>
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### Investing in our people and the communities we serve

 <p>Working with the Isle of Wight to build Island Line's future</p>	 <p>New lower fares for 16-18 year olds and flexible seasons</p>	 <p>Living wage for employees</p>	 <p>100+ apprenticeships each year - the UK's biggest apprenticeship scheme among rail operators</p>	 <p><b>£2.6 million</b> Customer &amp; Communities Improvement Fund of £2.6m annually from 2020</p>
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## Railway Improvement Plan

### New Trains

We have already entered into a £895m contract for 90 brand new trains. 60 ten-car trains and 30 five-car trains will be built in the UK by Bombardier; these will be progressively introduced into service in between Autumn 2019 and the end of 2020.

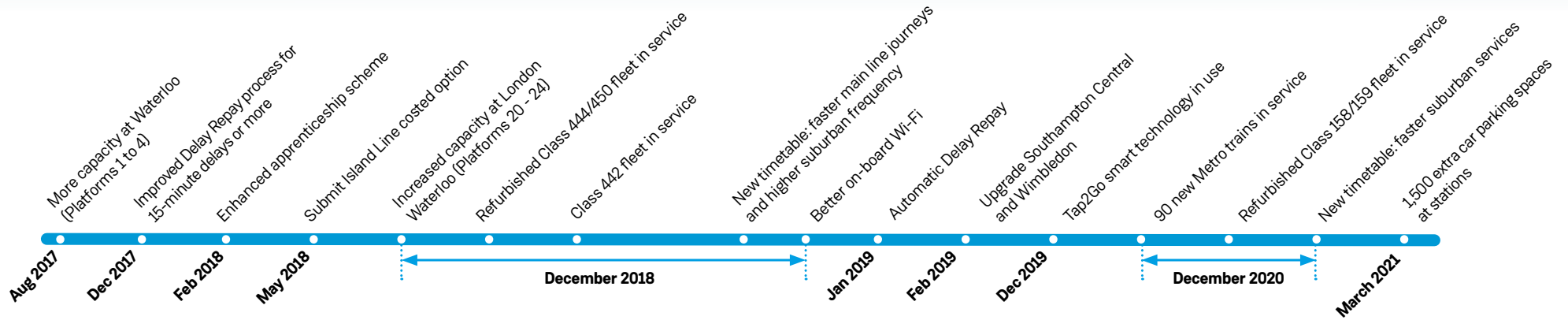
This investment is designed to offer a consistent train environment across the Metro services, so that you will always know what to expect when you travel with us. Equipped with air-conditioning and

toilets, the new trains will also feature technology to measure how busy each carriage is, so that we can then tell you in advance where the best place to board the train will be.

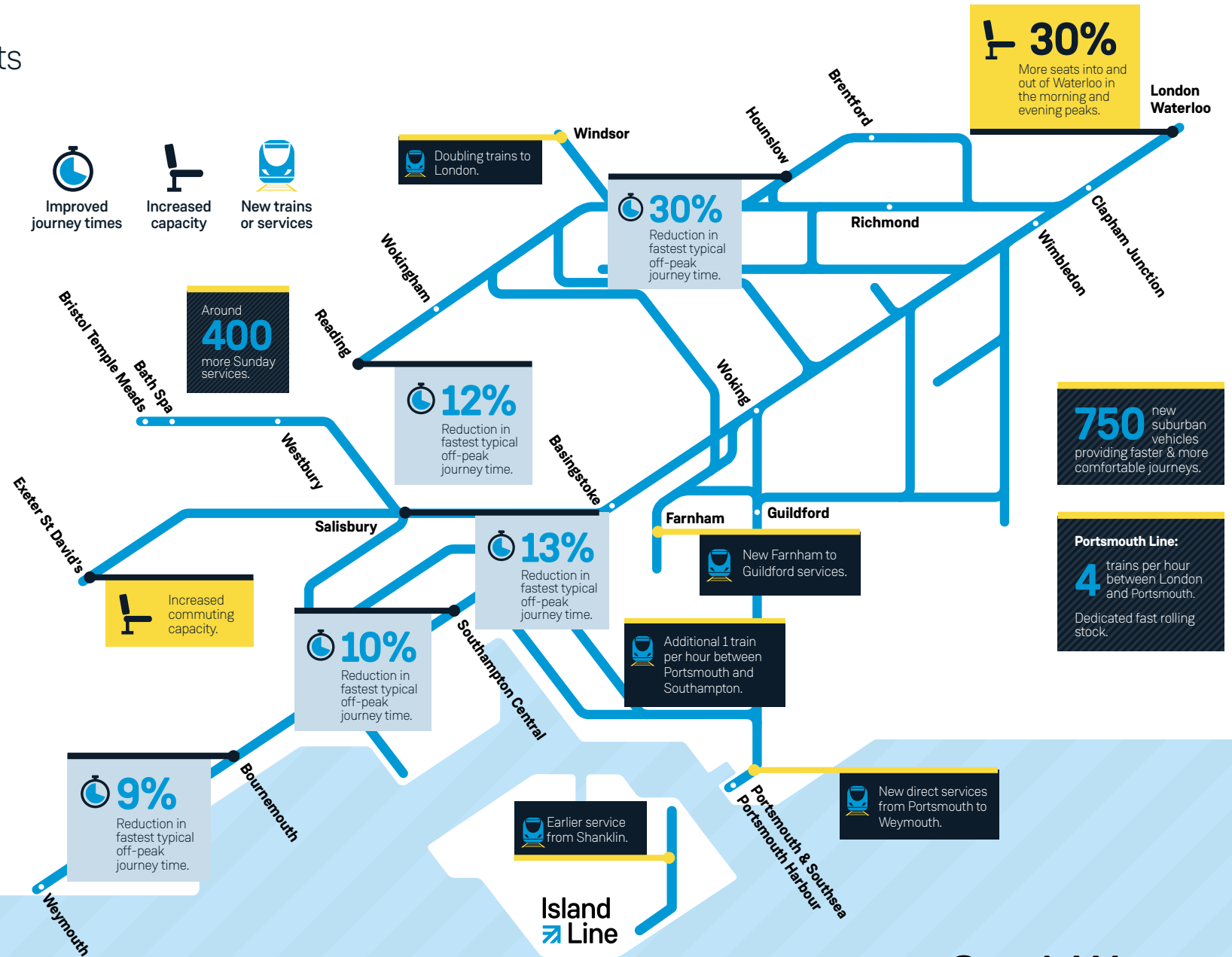




## Activity Date Timeline



# Map of Improvements



## Waterloo and South West Upgrade

At the beginning of our South Western franchise, we will benefit from significant investment as part of the Waterloo and South West upgrade programme which enable us to run more train services and longer trains.

This Waterloo upgrade work takes place in three phases between August 2017 and December 2018, the benefits are explained below:

What's happening?	How will I benefit?
<p><b>PHASE ONE</b> <b>August 2017</b></p> <p>Network Rail is extending Platforms 1 to 4 to enable trains using these platforms to be lengthened.</p>	<p>This will eventually allow us to run longer trains on more routes.</p>
<p><b>PHASE TWO</b> <b>August to December 2017</b></p> <p>Completion of works at Waterloo to enable the introduction of new trains and longer trains for December 2017.</p> <p>Elsewhere on the network, Chertsey, Bracknell and Ascot will get platform extensions for ten car trains.</p>	<p>From December 2017, there will be ten car trains on the Reading, Windsor and Main Suburban lines – all trains on the Reading and Windsor lines become ten cars.</p> <p>The five car Siemens class 707s, which are currently being delivered, will be used to provide additional capacity.</p>
<p><b>PHASE THREE</b> <b>December 2017 to December 2018</b></p> <p>Five additional platforms and a larger concourse in the renewed former International terminal will be brought into use ready for the December 2018 timetable change.</p>	<p>We will increase the frequency of services each hour from Reading and Windsor to London from December 2018, providing four trains per hour.</p>

We will continue to work closely with Network Rail (who undertake these infrastructure improvements) to make sure disruption to your journeys is minimised as much as possible while this work is happening.

We will do all we can to make your journey as easy as possible during this time, and we will keep you informed. For more information, visit [www.southwesternrailway.com](http://www.southwesternrailway.com)

Bear with us as this work is completed – the timetable and capacity benefits will be worth it.

## Our Performance Targets

We are starting our franchise with ambitious targets because we are passionate about continuously improving services for you. You can track our progress more regularly on our website - [www.southwesternrailway.com](http://www.southwesternrailway.com)

### Service Performance

We will be working hard with our partners in the rail industry to improve our performance, monitoring our progress in improving the Public Performance Measure (PPM) and publishing it on our website.

We will be tracking and reporting how many of our trains are significantly delayed or cancelled.

We understand that punctuality is important to, and expected by, our customers. As such we will be measuring how many of our trains arrive within one minute of their scheduled time (Right Time).

### Performance Data (Period 4, 2017-18)

Sub-operator PPM group	Right Time	PPM	Within 15 mins	CaSL
<b>Mainline</b>	55%	83%	95%	4%
<b>Other rural</b>	86%	96%	98%	1%
<b>Suburban</b>	62%	89%	96%	3%
<b>Whole SWR - All groups</b>	62%	88%	96%	3%

(CaSL – Cancelled or Significantly Late [over 30 minutes])

(Performance results shown for 22nd June - 22 July 2017)

## Customer Complaints

We understand that a speedy response is important if you have contacted us, and we will be working to improve our response times. We will also increase the ways you can contact us (see contact information on the back cover).

During 2016/17 there were 20 complaints per 100,000 customer journeys.

Train operating company name	2014-15	2015-16	2016-17
South West Trains	16.5	13.6	20.3

ORR Complaints per 100,000 passenger journeys

We will also monitor and tell you how long we take to respond to your complaints, letting you know the percentage of complaints we respond to in five working days and within 20 working days. By mid 2018 we aim to respond to all letters and emails within five days of receipt and answer 80% of calls within 20 seconds.

Keeping you informed of our performance in dealing with you when things go wrong is all part of our promise to make your experience better at every stage.

## Customer Satisfaction

Customer satisfaction is measured across the railway industry through the National Rail Passenger Survey (NRPS). We will use these results to benchmark our business performance and to identify areas that customers want to see improvement in. In future reports we will report on our NRPS performance against target.

We have, as detailed within this report, an exciting range of initiatives and service improvements to roll out across the franchise period, and we will continue to shape our investment plans based on the feedback you give us individually as well as through the National Rail Passenger Survey.

### NRPS Targets

#### Trains

	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25
<b>LD</b>	67	69	71	73	74	75	75	75
<b>M</b>	66	67	70	73	74	75	75	76
<b>OS&amp;IL</b>	68	69	71	73	75	75	76	76

#### Stations

	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25
<b>LD</b>	72	74	76	78	79	79	79	79
<b>M</b>	63	66	69	70	71	71	71	71
<b>OS&amp;IL</b>	68	70	72	73	74	74	74	74

#### Customer Service

	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25
<b>LD</b>	70	73	75	76	76	77	77	77
<b>M</b>	58	61	63	65	66	66	66	66
<b>OS&amp;IL</b>	67	70	72	73	74	74	74	74

**LD:** Longer Distance

**M:** Metro

**OS&IL:** Outer Suburban & Island Line



## Ticket Offices

We will be letting you know in future reports how many of our Ticket Offices have been open when they should be.

## Fault Reporting

From the next report, we will be showing you the number of faults our customers have reported and the average time it's taken for us to rectify them. If you see something wrong, please let us know so we can put it right.

You can contact us through the SWR app or [www.southwesternrailway.com](http://www.southwesternrailway.com)

## Passenger Assistance

We are committed to delivering an improved assisted travel service, including a reduction in the notice required for booking, to better suit our customers' needs. We work to ensure all assistance bookings are met. We will be open with you and report our performance in meeting booked and unbooked assistance requests.

## Sustainable Development

Our goal is to improve the social and environmental sustainability of the franchise to enhance the local community, reduce carbon emissions, use resources efficiently, and build skills and capability within the business and the supply chain. We will support local communities to help deliver local regeneration and investment at and around stations.

In order to achieve this goal, we will begin over the next twelve months by finalising our Sustainable Development Strategy, consulting with key stakeholders, including the Rail Safety and Standards Board (RSSB). This will provide a framework to ensure continued improvements in sustainability.

We will implement an Environmental Management System and an Energy Management System across the franchise that meets the ISO14001 and ISO50001 International Standards. We will report on our environmental performance in future editions of this report.



# Supporting the Communities, We Serve

## Community Rail Partnership Funding

Across our network, there are eight Community Rail Partnerships who champion rail travel in their local areas. With their help, we can transform our stations into an integral, vibrant part of their local community. We are committed to supporting these rail partnerships, as well as increasing the number of station adoption groups around the network.

## Customer and Communities Improvement Fund for the Isle of Wight and Mainland

We realise that stakeholders and members of the communities we serve understand, far better than us, the investment needed across our network. We will launch a Customer and Communities Improvement Fund in two phases. Initially the Island Line will receive an annual £50,000 fund from 2018; this will be followed by an annual scheme of £2.6 million for the Mainland from 2020, designed to kick in after we have delivered most of our existing planned improvements.

## Accessibility Programme

Our Disabled People's Protection Policy (DPPP) includes details of our assisted travel services as well as our commitments to making rail travel accessible to as many people as possible.

We will invest in our stations to create a more accessible railway, and we have committed to an annual fund which will enable these improvements. We welcome your feedback on areas where we can tailor our accessibility improvements to best meet all our customers' needs.

We will be working with Disability Rights UK to consult on our services and to establish a regular forum to ensure that we understand what matters to our customers.

## Community Ambassadors

Our Community Ambassadors will help the more vulnerable members of our local communities access and use our services. They will help with accompanied journeys to build confidence and to break down the barriers to rail travel.

## Launching Blue Assist

We are looking forward to launching a scheme with BlueAssist UK to bring the BlueAssist cards and BlueAssist app into the business. This scheme will enable you to interact in a way that suits you best, either using the BlueAssist card or entering a message on the app which can be shown to staff, who will be happy to help.

## Get Involved

We want to hear from you, and we are ready to respond to any ideas or problems you might have about our services. To improve we need to understand your views, experiences and ideas. We have a variety of ways you can get in touch:

## Online Customer Forum

Our new Online Customer Forum is available for you to leave a message 24 hours a day. The forum is accessible from our website and app where you can leave views on a number of topics, which will be collated and fed into our planning team to improve your services.

## Customer App

In our first year, our new app will allow you to buy tickets, check journey information, contact the British Transport Police and claim compensation.

Many more improvements are planned, including free access to TV series and premium movies streamed on board to your device (once media servers are fitted across our trains from December 2018).

