

Customer Report

March 2018



South Western
 Railway

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Welcome to this second issue of South Western Railway's Customer Report

Back in August when the new franchise started, I told you about our vision for the future. In this issue, I'd like to get down to some of the specifics and tell you what we've already delivered and what we plan to do to improve your journey in the short term. I'm also keen to address our recent levels of performance which are not what you expect or deserve from us and we're really sorry about that. Performance has been in decline for a number of years, and unfortunately, there's no quick fix on a network as complicated as ours. However, 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.

We're working together on a number of initiatives such as remote monitoring to allow Network Rail to act before a problem occurs, extra response teams to make sure we get to the problem quicker and putting new processes in place to ensure we are always doing the best thing for you, our customers. I'm keen for you to know the reality of the situation in that it's not going to be easy to make significant gains in the short-term - but we and our colleagues at Network Rail are determined to get performance back to where it should be. This won't happen overnight and there is no silver bullet, but you have my commitment that we won't stint in our determination to get back to the performance levels we all expect.

The new longer platforms at Waterloo delivered through the August works mean we are now running longer trains on some of our busiest services, and in December, the former Waterloo International Terminal will fully reopen, giving us access to additional platforms, providing much needed extra flexibility to deal with disruption.

In this second issue of the Customer Report, I'd also like to take a look at the new trains that are now on some of the busiest parts of the network, find out more about what we're doing to keep trains clean and presentable and see how we're improving our environmental footprint.

We'll also review passenger survey results and our performance and punctuality figures. If you would like to make any suggestions or provide feedback on our services, do check the back cover for our contact details - we're always very happy to listen to your views. In the meantime, thank you for travelling with South Western Railway and I hope you find this second issue of our Customer Report useful and informative.

Andy Mellors
Managing Director
South Western Railway
March 2018

Longer trains

Many customers will have noticed the recent capacity enhancements on much of the network. Since the beginning of the SWR franchise, 150 additional carriages have been added to some of the busiest routes on our network. This has been made possible by Network Rail's August 2017 works to extend platforms and increase capacity at Waterloo.

As part of the roll-out of new Class 707 trains, existing stock has been moved to elsewhere on the network to boost capacity.

The new Class 707 trains have primarily gone on the Waterloo, Windsor, Weybridge and Hounslow routes. The existing trains on these routes have been transferred onto Reading services allowing other trains to transfer to suburban and main line routes to boost capacity elsewhere.

A number of trains have been lengthened from eight to ten carriages, with others extended up to twelve carriages. By the end of next year the former Waterloo International Terminal will be reopened for domestic use, further increasing capacity at the station.

The August 2017 works saw 1,000 Network Rail engineers and track-side staff working over three and half weeks to prepare for longer trains, making significant changes to platforms, signalling and tracks in one of the biggest and most complex engineering projects in Waterloo station's history.

£85 million train refurbishment

As part of our £1.2bn investment plans, we've signed contracts worth around £85m to refurbish the interiors of our existing 172-strong Class 444 and Class 450 Desiro fleet of trains (700 carriages), and to refurbish the interiors of, and make performance improvements to the incoming 90 Class 442 carriages, which will enter service on the fast London to Portsmouth route via Guildford, Haslemere and Petersfield in December.

The enhancement programme which began in December will deliver a full interior refurbishment of all trains, including at seat power points for mobile devices, real-time information displays and new carpets. Additional benefits for First Class customers include new leather seats and new tables incorporating innovative inductive charging. The programme is expected to take around 12 months to complete.





60 seconds with... Ann Donald, Train Presentation Supervisor

In the first 100 days of the new franchise, we delivered on a key pledge to deep-clean every train across the South Western Railway network.

This involved **15,188** hours of elbow grease across six different train depots by 45 members of staff.

- Over **100,000** seats are deep cleaned each month
- Over **1000** toilet rolls are used each week
- **100,000** ml of soap is used each month

Now we've committed to deep-cleaning trains every 30 days, on top of the routine daily tidy. Ann Donald, Train Presentation Supervisor at Wimbledon Depot explains how they get the job done:

What's the most important part of the role?

Teamwork and leadership are really important. I'm responsible for supervising a rotation of 20 team members. The youngest in our team is 22 years old and the eldest is 67, so we're a really diverse workforce.

We've worked really hard to build the team and train everyone, particularly with the increase in the new 30 day heavy cleaning cycle. Now that we're 4 months in, we're really starting to see the difference in trains as they come back.

We know how important a clean and tidy train is to our customers, through feedback, such as responses to the Tell SWR survey (www.tellswr.com). Although we work behind the scenes, the customer is always at the forefront of our minds and I remind my team of the importance of doing a good job every day that they come to work.

What's in a typical day?

The team and I will set up for the day by gathering the cleaning supplies we'll need, such as buckets, cloths, chemicals, upholstery cleaners and steam cleaners. Since November alone we have used 3390 litres of cleaning chemical and 14,560 cloths!

Working in a large depot covering many miles of track (you might spot us as you pass between Wimbledon and Earlsfield stations) we have to locate our trains scheduled for cleaning and help ensure trains are moved in to position. This can be a very complex task – especially if trains are required for planned maintenance or out of course repair.

We'll identify trains that need extra attention (for example if they've been soiled, or graffitied) and prioritise those. Graffiti is extremely time consuming to remove, requiring strong corrosive chemicals and full personal protective equipment.

Cleaning the train is very much a labour of love. Everything gets scrubbed down, starting from the ceiling panels and luggage racks, down to the side panels, seats, windows, glass, seat legs and floors. A clean floor makes a good first impression when customers get on our trains, so we take particular pride in scrubbing, cleaning and smoothing the floors.

What's your favourite part of the job?

There's a real sense of teamwork, and that extends across the network as a whole. Many of our customers will do their bit by putting their litter in the bin, and colleagues will help by clearing trains of litter. That way, when the trains come in to my team at the Depot, we can go straight in to the heavy duty cleaning."

As well as cleaner trains, we're also delivering improvements in on-board presentation standards over the course of the current South Western Railway franchise with the interior refurbishment of trains and brand new fleets being introduced across the network.





Our Performance

Here are our train service performance figures from August 2017 to February 2018 (industry periods 6 to 11):

	Public Performance Measure	Right Time	Cancelled and Significantly Late	Trains up to 15 minutes late	Cancellations	Short Formations
Period 6	79.7%	55.2%	6.2%	90.9%	5.44%	0.25%
Period 7	84.9%	56.5%	3.7%	94.9%	3.29%	0.14%
Period 8	84.4%	54.1%	2.9%	95.7%	2.61%	0.24%
Period 9	84.5%	54.6%	2.6%	95.8%	2.34%	0.32%
Period 10	79.7%	50.7%	6.9%	91.1%	6.23%	0.57%
Period 11	85.8%	56.7%	3.5%	95.4%	3.31%	0.51%
Franchise to Date Average	83.2%	54.7%	4.2%	94.0%	3.83%	0.34%

We know how frustrating it can be when you are delayed. Our recent performance levels are not what you expect or deserve from us, and we're really sorry about that. Performance has been in decline for a number of years, and unfortunately, there's no quick fix on a network as complicated as ours. However, 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.

Waterloo Capacity Alliance

Following the completion of the upgrade programme at London Waterloo station, more and longer trains will continue to be introduced into service. More trains and more seats will allow extra space and a more comfortable journey as well as reducing the time it takes to board busy trains, thus reducing dwell times at stations.

Network Rail Reliability Plans

A package of over 40 infrastructure improvement schemes across the whole network are aimed at reducing points, signal and other infrastructure failures, improving track quality and reducing the time it takes to respond to problems when they occur.

Train service improvements

A set of local improvement plans aimed at addressing the movement of busy trains and improving our communications when things do go wrong. Initial focus has been on the London Waterloo area, where performance issues have the biggest impact on the largest number of customers.

Getting on and off busy trains

Changes made to stations will enable clearer, more customer friendly platforms with improved access meaning we can safely dispatch our trains more quickly and save crucial seconds at locations. Initial success has been seen at Motspur Park and Ewell West stations, and this will be replicated at key locations across the network.

Our National Rail Passenger Survey results

The Autumn 2017 National Rail Passenger Survey results have been announced and we were disappointed, but not surprised that we didn't meet some of our targets. The last few months have been a very challenging time, with a number of incidents which have caused major disruption to your journeys.

In the Autumn 2017 National Rail Passenger Survey results, published in January 2018, 75% of our customers were satisfied with their rail journey overall. A breakdown of route results against targets is displayed below:

	Longer Distance	Metro	Outer Suburban & Island Line
Our results			
Satisfaction with Stations	67.7%	63.3%	66.7%
Satisfaction On Train	64.7%	64.5%	62.6%
Satisfaction with Customer Service	65.8%	60.1%	62.4%
Our targets			
Satisfaction with Stations	72%	63%	68%
Satisfaction On Train	67%	66%	68%
Satisfaction with Customer Service	70%	58%	67%

It's encouraging to see that in some areas satisfaction has risen, such as the attitude and helpfulness of our staff, Wi-Fi availability, ticket facilities and car parking, but we know we need to improve in other areas, especially making sure we run a reliable and timely service for you. We're working very hard on achieving that goal.

Full National Rail Passenger Survey results are available on the Transport Focus website: www.transportfocus.org.uk

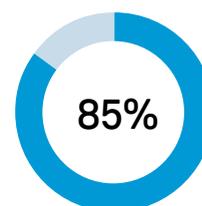
Our Stations

At South Western Railway, we understand the importance of accessible travel on public transport and appreciate the independence and mobility it can offer elderly and disabled customers. Our goal is to provide exceptional customer service to all our customers, making it easy for you to use South Western Railway services and tailoring the experience to your needs.

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

Here are our results recorded on booked and unbooked assistance from October 2017 to February 2018.

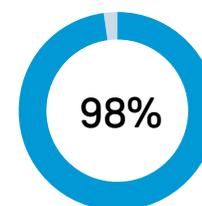
Booked Assistance



85% of booked assistance was successfully completed. Of the 15% not completed, 11% was due to customers not arriving as booked (for example 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.*

*This data relates to 20.2% of the booked assistance delivery recorded at stations. We are working hard on improving our data recording processes.

Unbooked Assistance



98% of unbooked assistance was successfully completed. Of the 2% not completed, this was due to space not being available on trains in busy periods, disruption, or staff not being available at short notice.

Scheduled ticket office opening hours

Ticket office opening hours are displayed at every staffed station and are also available on our website 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 2017 and February 2018, our ticket offices have been open for **97.7%** of the advertised times. By area, this equates to:

- Mainline area - 95.88%
- Metro area - 97.95%
- Reading/Windsor area - 98.27%
- Suburban - 97.89%
- Portsmouth - 98.68%
- West of England - 99.43%

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

We aim to respond to 90% of all comments and complaints within 10 working days, we will contact you within 10 days if there is a reason we cannot respond in full and we will always aim to provide a full reply within 20 working days.

Our customer complaints data, between August 2017 and March 2018*:

	Result
Complaints responded to	24960
Percentage responded to within 20 working days	85.12%
Complaints per 100k passenger journeys	22.33

Assuming 51.9 million customer journeys per quarter

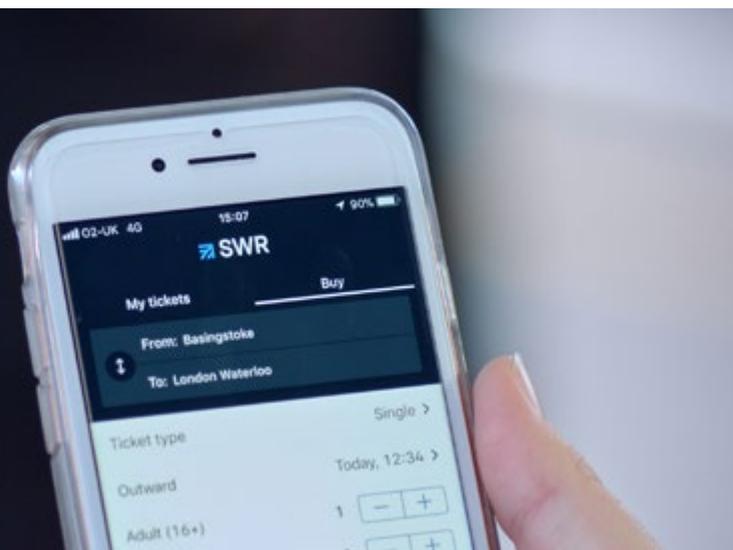
A review of our arrangements for customer complaint handling during the first few months of the franchise has delivered significant improvement with over 95% of correspondence being responded to in 20 working days since December 2017.

* Data correct as at 8th March 2018

Faults

You can now report any train or station faults, quickly and easily via our Customer App. Help and Support, and select Report a Fault to report these.

We'll update you in each future Customer Report with information about the number of faults reported and the time taken to resolve these.



Our Commitment to Sustainability

Our goal is to incorporate sustainability into everything we do, from the way we interact with our neighbours, dispose of our waste and run our trains. We have some tough targets to meet, and will work hard to make a better future for all of our communities.

So far, we have:

- Increased recycling to 64% and are diverting 99% of all our waste. This has been achieved through increasing recycling provisions and introducing food recycling at a number of key stations.
- Hit all energy targets, both on our trains and buildings for this year. We will be rolling out two key energy projects, including LED lighting and the introduction of Building Management Systems to control heating and lighting in our buildings
- Worked closely with charities such as 'Wrap up London' and 'Vision aid Overseas' donating warm clothing to the homeless, and supporting better vision through spectacle donation.

Over the next 6 months, we will:

- Seek to eliminate the use of plastics through procurement and changing processes across our business.
- Increase recycling, aiming to recycle at least 75% of waste at our depots.

Criteria	Performance	Target difference	Target
Our trains: average CO2e per Vehicle km (kg)	0.76	12% above target	2.9% reduction on baseline of Financial Year 15/16.
Buildings energy: total energy consumed (MWh)	14,109	5% above target	2.5% reduction on baseline of Financial Year 15/16.
Waste recycling (%)	64%	No target for year one	90% recycling by end of year two.
Waste diversion (%)	99%	No target for year one	100% diversion from landfill by year two.
Water consumption (total m3)	119,503	On Target	Report annually on performance. Set a reduction target by year two.

This information is from environmental performance data recorded between August 2017 and January 2018

Delay Repay 15

At South Western Railway we always try to get you to your destination on time. On the occasions when we're unable to do this, our aim is to make it both simple and easy to claim compensation.

It's been 6 months since we introduced Delay Repay 30, a national scheme train companies use to compensate customers for journey delays. Since the scheme was introduced we've processed thousands of claims each month and whilst we're working hard to provide a more reliable train service, it's only fair to compensate customers when things do go wrong.

Under Delay Repay 30, if your journey was delayed by 30 minutes or more by our services, you could make a compensation claim. In December 2017, we extended this to include any customers delayed by 15 minutes or more. We're now pleased to announce the introduction of our Delay Repay Customer Account. It takes 2 minutes to sign up and you can do that here: <https://delayrepay.southwesternrailway.com/user/register>

Once registered you can save both your contact details and payment preferences securely, saving time and effort when making a new claim. You can also track the progress of your previous claims from your dashboard area, including those made prior to registration if you've used the same email address. Soon, you will be able to appeal any claim decisions from your dashboard area too.

In 2019, the delay repay scheme will also become automated, meaning that customers using South Western Railway Smartcard season tickets or advance tickets purchased through our website will be automatically compensated for any journeys delayed by more than 15 minutes.

While we hope you find your new Delay Repay Customer Account simple and easy to use, we're still working hard to ensure we deliver a punctual service more of the time.

December 2018 timetable

In December 2018 our timetable change will allow us to make many of the journey time, frequency of service and capacity improvements we promised at the start of the franchise. As part of the process we undertook a public consultation for 12 weeks at the end of 2017. Having reviewed all the feedback we have published a review document of the key issues highlighted by the consultation respondents and our proposals to address them. You can find this report on our website at www.southwesternrailway.com/timetableconsultation

Although we are still a long way off having the final timetables to share with you, we hope that this report demonstrates that we are listening to customer feedback and implementing changes to plans wherever possible. Our final proposal was submitted to Network Rail on 2 March 2018 who will review it in conjunction with timetable bids made by other operators that run on our network. Once we have an agreement from these parties, we plan to summarise the changes and prepare revised timetables so that you can see what we have managed to change to improve the service planned for December 2018.



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?

New for 2018, Live Chat is now available.
Simply click the 'Live Chat' button on our website
or on the South Western Railway App.

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Customer Service Centre
Overline House
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