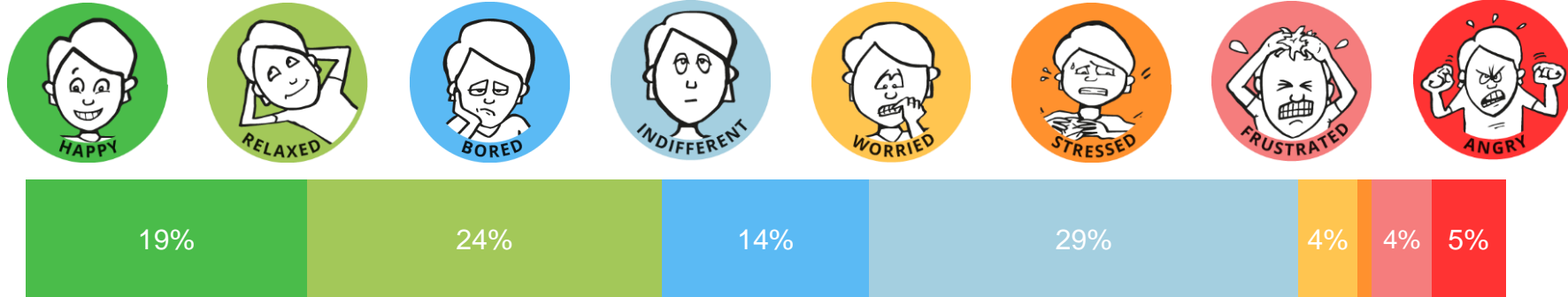


# Waterloo upgrade passenger survey

Update on journeys made between 31 August and 5 September

Which of these images best captures how you feel about the most recent journey you made?



*'Train times are back to normal timetable and ran to time.'*

*'Things seem to have got back to normal at Waterloo which is good to see. My train this evening and this morning was on time..'*

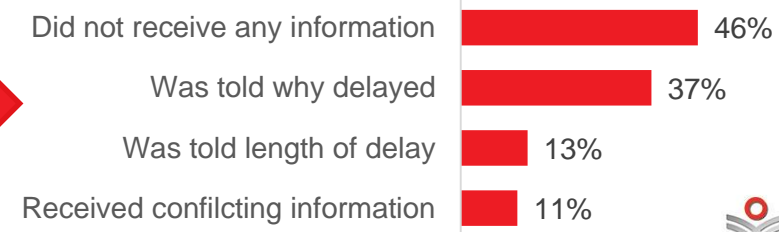
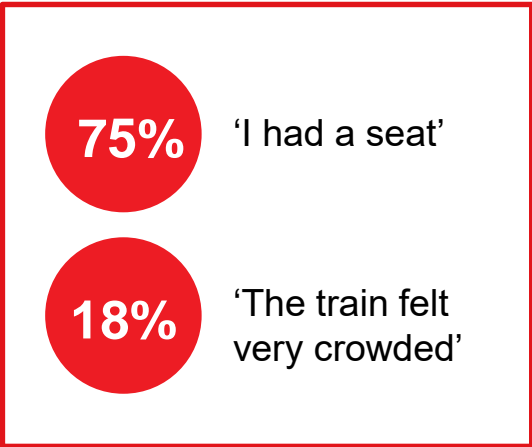
*'All the works have 'finished', but now the trains are as full as before and not leaving the station on time. And no free ice cream..'*

*'A little disappointing that everything wasn't ready but it was not a disaster.'*

*'Given poor performance who knows if a train is even going to turn up. Cannot rely on timetable..'*

*'Yet again trains cancelled or delayed. Website doesn't work, information boards out of action, people at station have no idea even what train was due in next.'*

*'I deliberately avoided using SW Train during their so called upgrade works for 3 weeks, then the 1st day back from holiday on 29 August, the services was just shambolic.'*

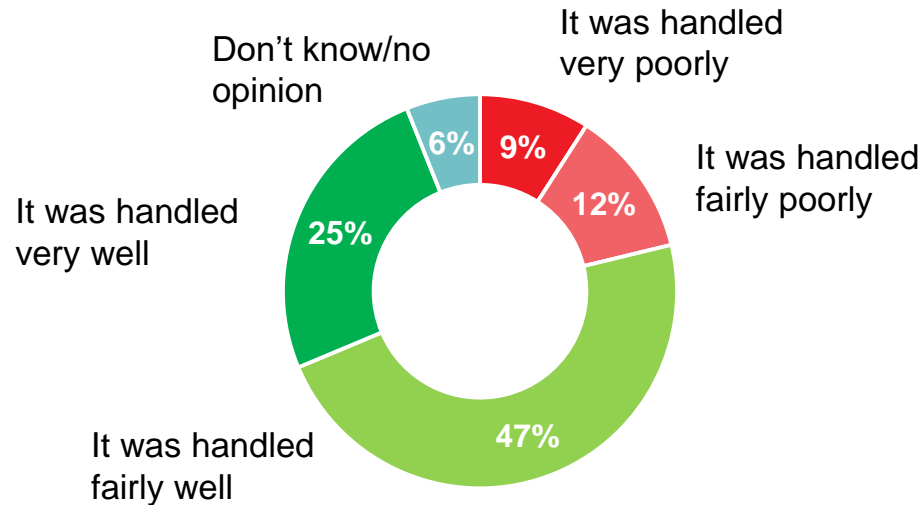


Base: 174 South Western Railway users

# Waterloo upgrade passenger survey

## Impression of the handling of the work amongst all who travelled at this time

What is your overall impression of the way in which the upgrade work at Waterloo was handled?



Why do you say that?

*'It very well publicised beforehand, trains predominantly ran on time, and free water and other goodies made the disruption far more bearable.'*

*'Given scale of change the inconvenience was managed well.'*

*'Lots of warning. Completed more or less as planned. Needs to be done. Better than having the station closed.'*

What could South West Trains or South Western Railway have done differently in managing the Waterloo upgrade works?

*'Work should have been phased better so that services could continue. Trying to do it all at one time was inconsiderate to customers and left no room to accommodate unscheduled problems which of course occurred.'*

*'Build in more flexibility. One delayed train had knock on so by end of day trains having to be cancelled. Trains were waiting for drivers, so have spare drivers who could fill in.'*