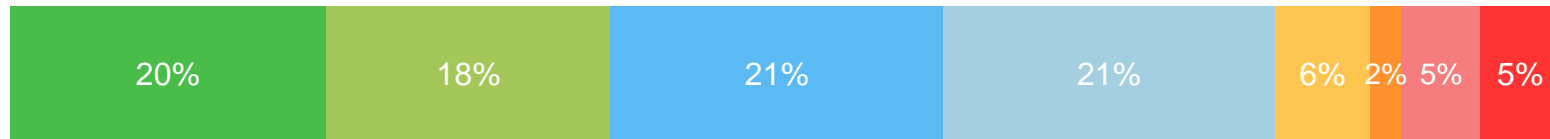


Waterloo upgrade passenger survey

Update on journeys made between 4 and 10 August

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



'Was easier than I expected. Train arrived on time.'

'The journey was remarkably trouble free.'

'Train on time at Putney and not crowded but journey into Waterloo very slow.'

'It was fine.'

'The reliability and comfort levels of journeys is unpredictable.'

'Absolutely abysmal. Train crowded, no information of any use.'

'A ridiculous one way system to enter Clapham Junction station.'

- 88%** 'I had a seat'
- 10%** 'I had to queue at the station'
- 9%** 'The train felt very crowded'

62% Experienced a delay to services

Was told why delayed **53%**

Did not receive any information **33%**

Received conflicting information **18%**

Was told length of delay **10%**

Given alternative options **3%**

Base: 94 South West Trains users