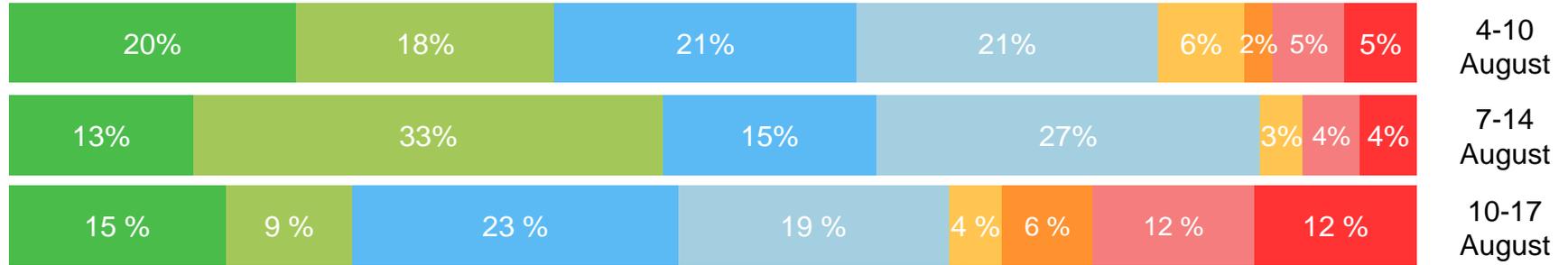


# Waterloo upgrade passenger survey

## Update on journeys made between 10 and 17 August

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



'Right time arrival, no delays'

'Journey made easy with plenty of helpful staff and free bottles of water...'

'Same old, same old. Will I or won't I get there on time'

'Journey was OK'

'Almost all trains cancelled due to signal failure & derailment at Waterloo'

'Lots of delays... announcements poor'

'Shambolic service'

'...the only information we received this morning was not to use the service...and we keep getting advised not to use the services. The whole point of SWT is to actually be able to get on a train'.

	4-10 August	7-14 August	10-17 August	
DELAYS	5-29 minutes	36%	24%	28%
	30 minutes or more	4%	0%	21%
	Cancellation	2%	3%	10%
'I had a seat'				
	88%	85%	72%	

