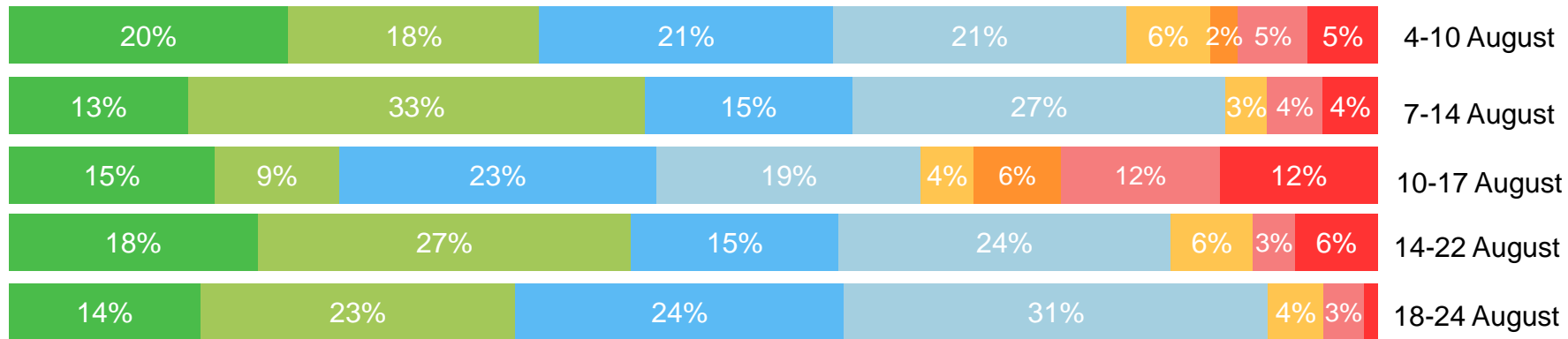


Waterloo upgrade passenger survey

Update on journeys made between 18 and 24 August

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



'Train was on time. Seating available. Arrived to Waterloo when expected.'

'Train was on time leaving and arriving, without too much stationery/slow progress. And I got a seat!'

'The revised timetable is becoming exhausting.'

'It's just boring now - still hordes of people doing crowd control when there are no crowds.'

'There was no information displaying, no announcements being made and no staff available to confirm which train was which. I was therefore nervous about how SWR were coping.'

'Bored and fed up to be informed on Monday that not only can we not now get into work on Friday but Thursday has been impacted as well which is a nightmare.'

'Trains all delayed again. Given up and rode the motorbike in today. Fed up wasting my life waiting for trains.'