

Transport Focus Board meeting – South Western Railway briefing paper

The managing director of South Western Railway, Andy Mellors, and Becky Lumlock, Route Managing Director, Wessex Route, Network Rail were invited to attend a Transport Focus Special Board Meeting in January 2018 to discuss the downward trend in performance, seen over the previous 15 months and hear the plans to be put in place to turn the situation around. At the Transport Focus Board meeting on 17 July we will hear from Andy Mellors, and Becky Lumlock on how performance has fared since.

What questions will Transport Focus be asking

- What are the reasons behind the decline in performance?
- What further initiatives are planned to turn performance around?
- What lessons have been learned?
- What are the plans for introducing the new/improved timetable, now that the December introduction has been cancelled and can there be any service enhancements without the new timetable?
- Given the challenges in keeping to time under the current timetable, do they still believe that it will be feasible to offer improved journey times in the new timetable (when it does materialise)?
- Why, even when things are running normally, is it commonplace for London—bound trains to lose 5-8 minutes between Wimbledon and Waterloo in the mornings? And of an evening, why, even when a train leaves the platform near to time, is it frequently held just outside Waterloo before continuing on its way to Clapham Junction?
- Is the International Terminal still on course for re-opening in December? There appears still to be a lot to be done on the ‘bridge’ between the current concourse and the platforms.
- Delay Repay – acknowledging the recent improvements, the process remains frustrating for passengers. Why won’t the ‘system’ accept .pdf images (scans) of tickets and why can’t it retain season ticket details, so these don’t have to be entered each time?
- Informed Traveller – is SWR routinely bidding engineering-related timetable changes to Network as per the Informed Traveller recovery plan? And is the System Operator routinely publishing those changes no later than T-6?

Transport Focus's work on behalf of passengers

Timetable accuracy

Since the introduction of a temporary six-week target for train operation companies to produce accurate timetables (as opposed to the normal industry standard of 12 weeks), Transport Focus has monitored timetable accuracy. A [report of our findings](#) has been sent to Jo Johnson, MP, Minister of State at the Department of Transport.

December timetable changes

While it is unfortunate to delay SWR's planned improvements to their service, following the disruption passengers have faced from the May timetable changes, Transport Focus feels that the gradual introduction of timetable changes is a pragmatic step to help maintain a more dependable service for passengers. We will be monitoring the situation to see how it develops.

Helped passengers with complaints about their service

We mediate on behalf of passengers who have not had a satisfactory outcome from the train operating company in response to their complaint.