

London TravelWatch

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Managing Director

Performance

Joint Performance Improvement Centre

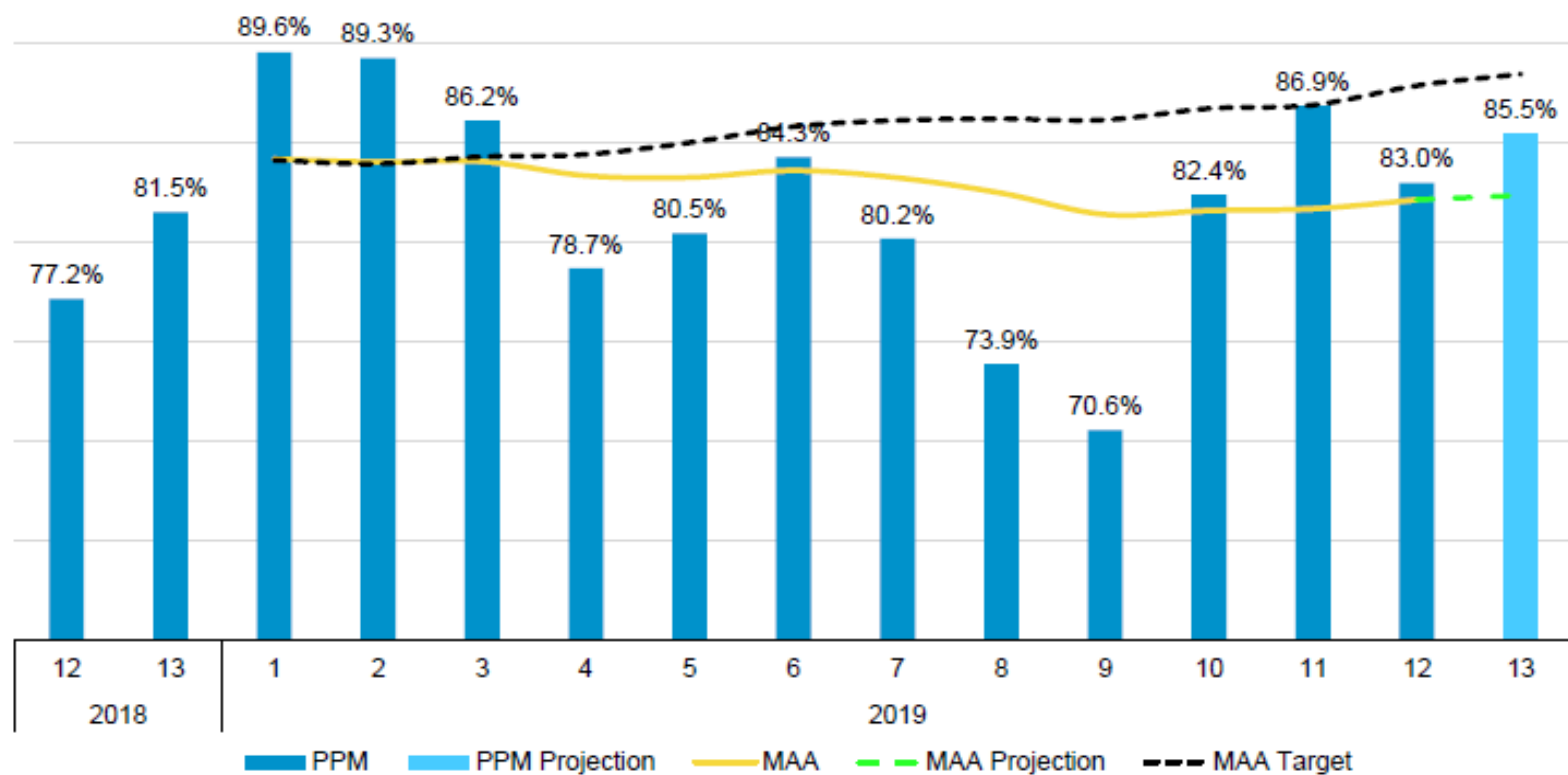
Visualisation of key metrics

Priority projects:

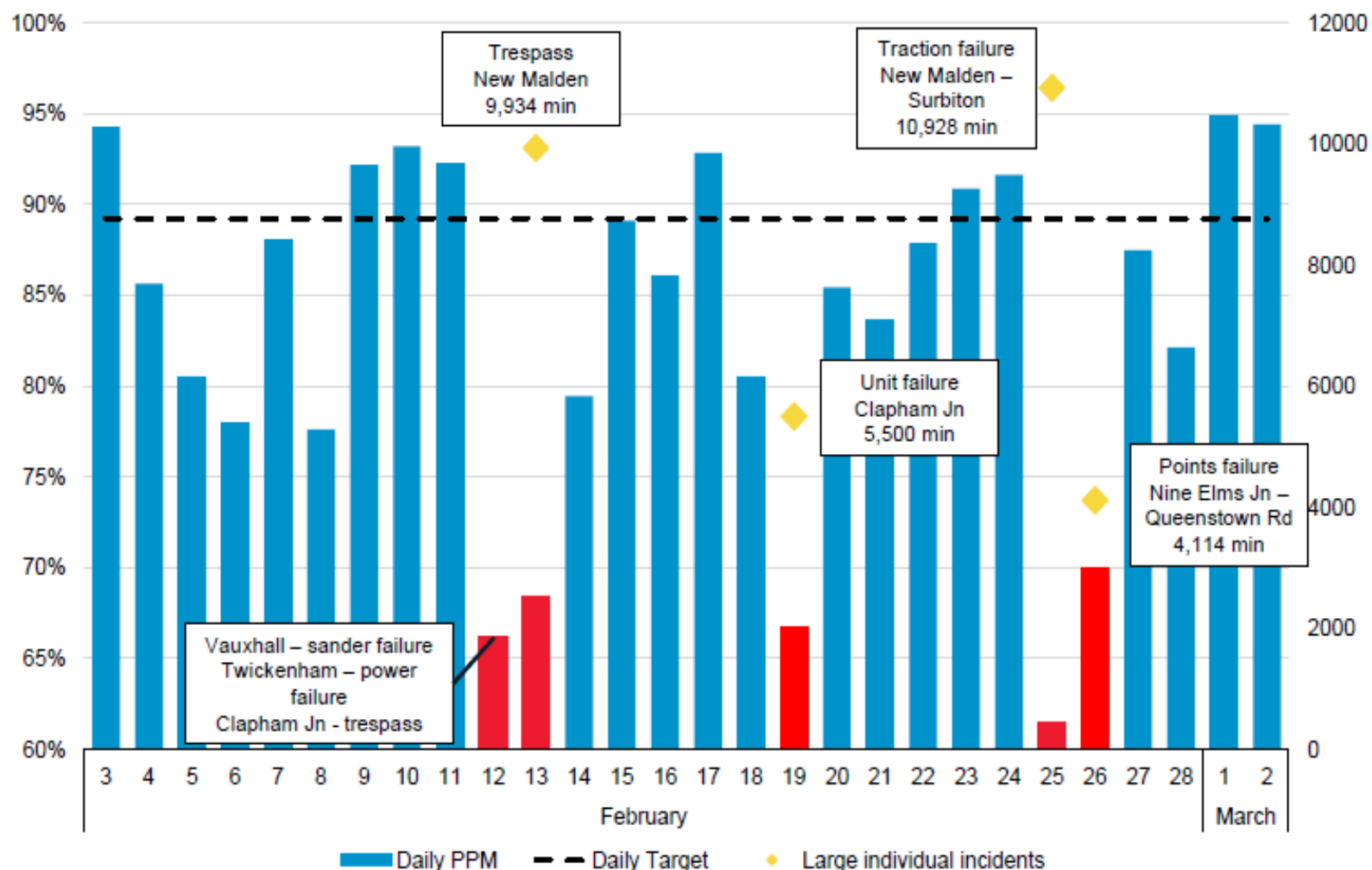
- Performance culture
- Identify and embed lessons
- Service recovery
- Peak service management
- Route Performance Groups
- Shepperton line services
- Control review
- Seasonal management



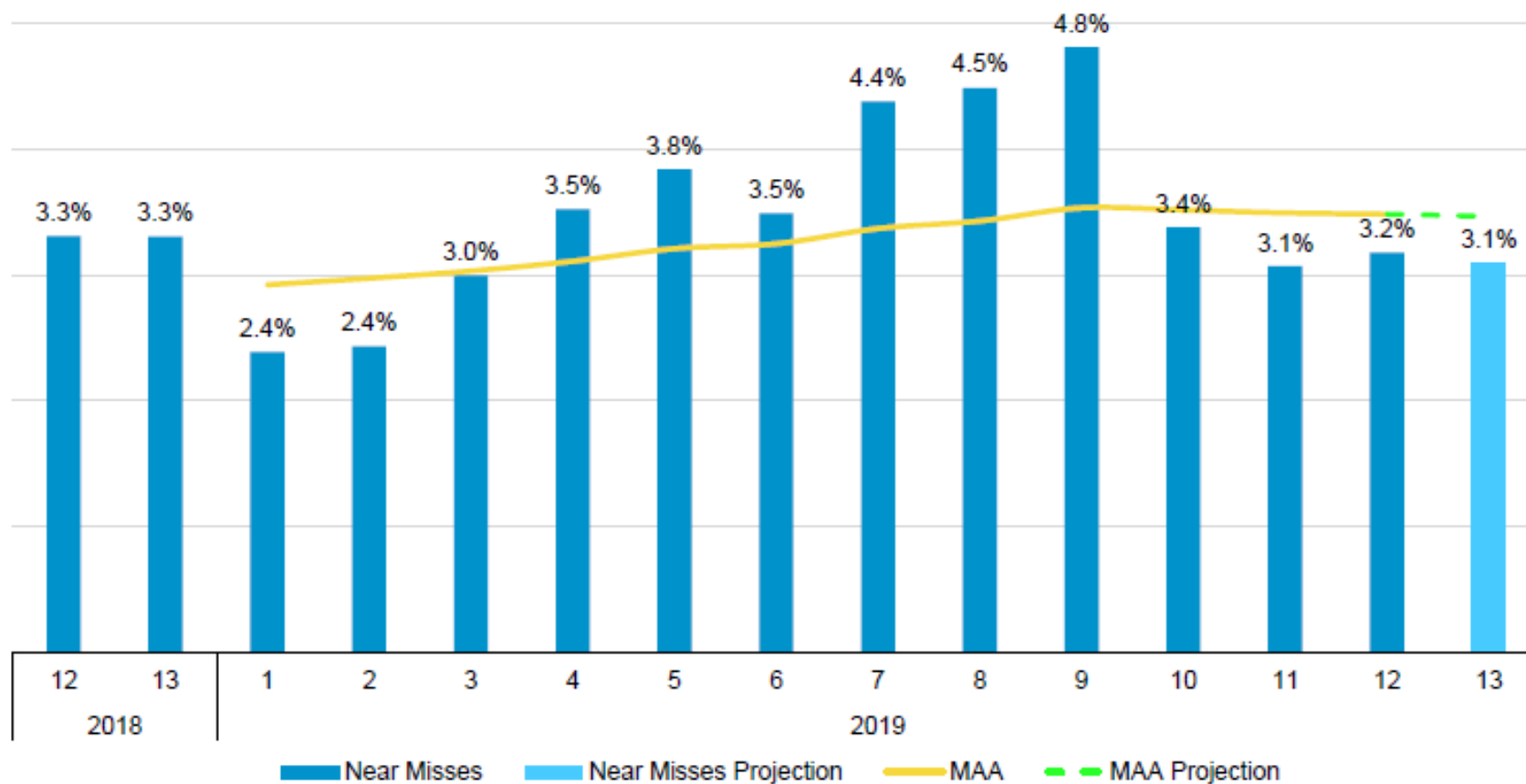
Period PPM



Daily PPM – Period 12



Weekday Near Miss Percentage Trend by Period



Delay Repay

Delay Repay

- In the six-months to February 2019:
 - Average percentage of claims paid: 83%
 - Average time to close: 18 days (SLA = 20 days)
- Change of supplier and software later this month is expected to reduce time to close and improve customer experience
- Automated Delay Repay will be introduced later this month for Advance tickets and Smartcard Season Tickets purchased through SWR sales channels

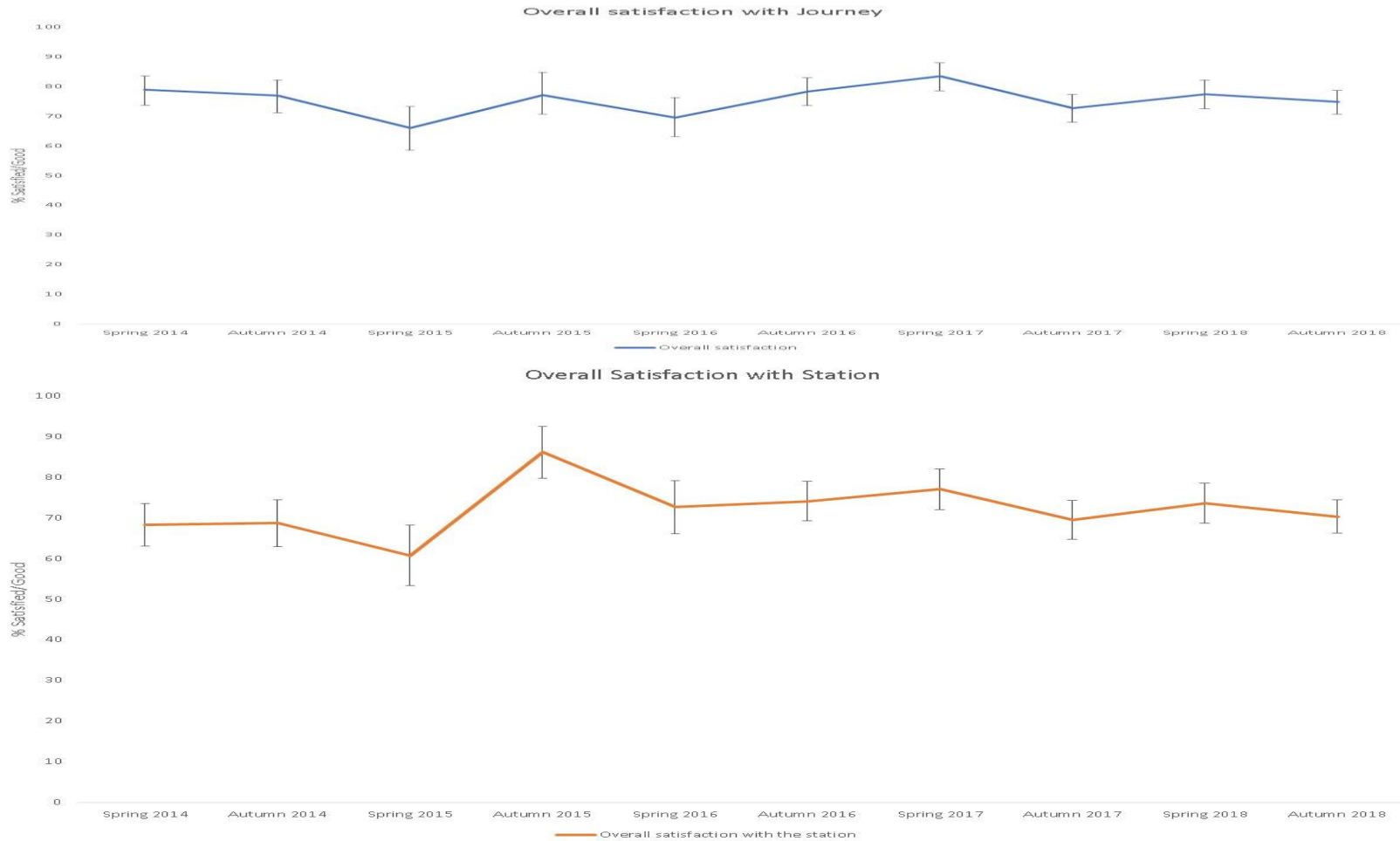
Clapham Junction

Clapham Junction: Satisfaction

Overall satisfaction with the journey and with the station for customers at Clapham Junction, as measured by the National Rail Passenger Survey, has been relatively stable since 2014 with no statistically significant change* in scores in the latest wave vs. previous wave.

**Statistically significant difference at a 95% confidence interval*

Clapham Junction: Satisfaction



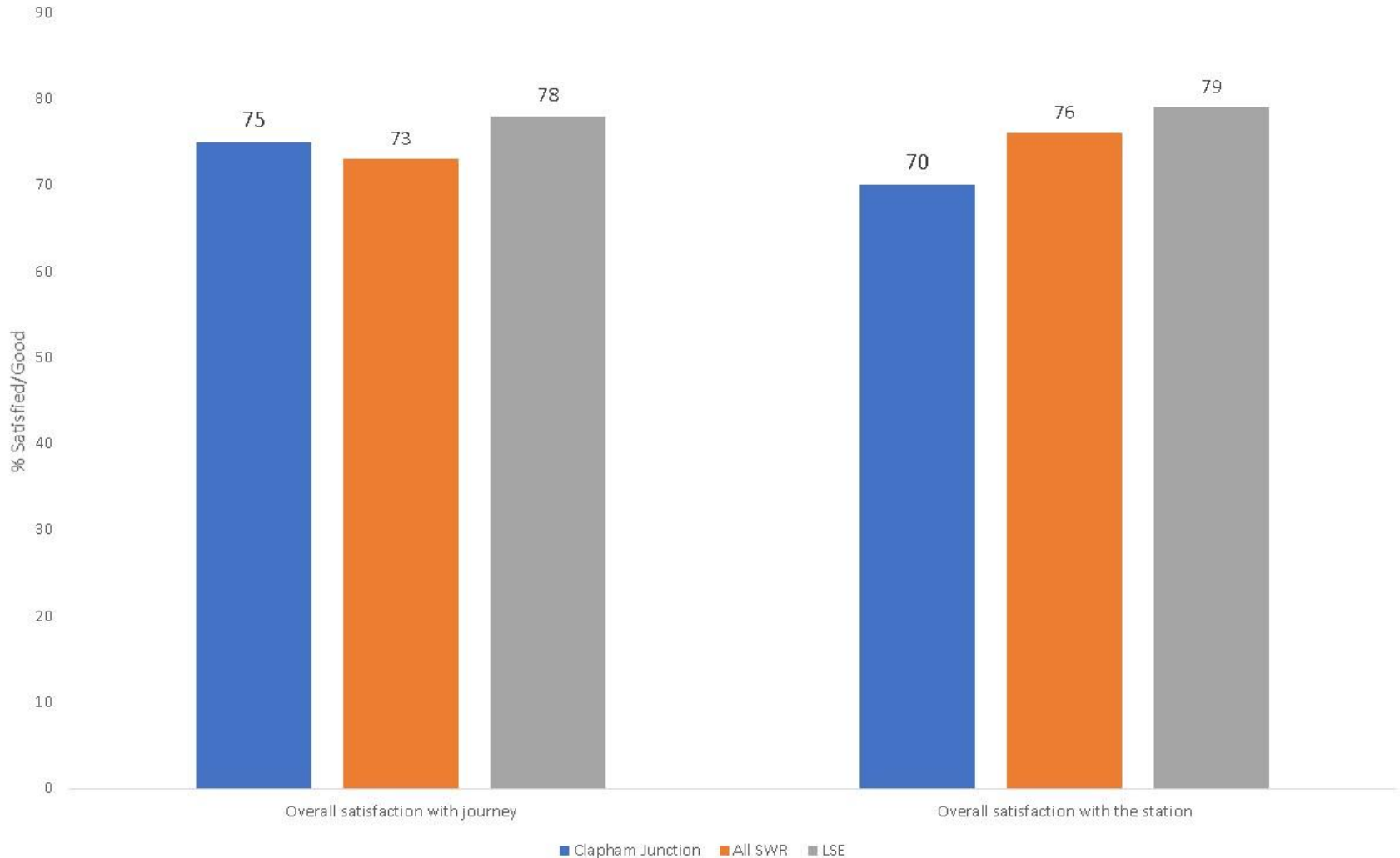
Clapham Junction: Satisfaction

Compared to LSE & SWR as a whole, the satisfaction scores for Clapham Junction are significantly lower for the station but not for the journey as a whole.

The elements of the station where there is the biggest gap between Clapham Junction and LSE are largely about the physical environment with toilets, parking, cleanliness and upkeep/repair being the largest gap.

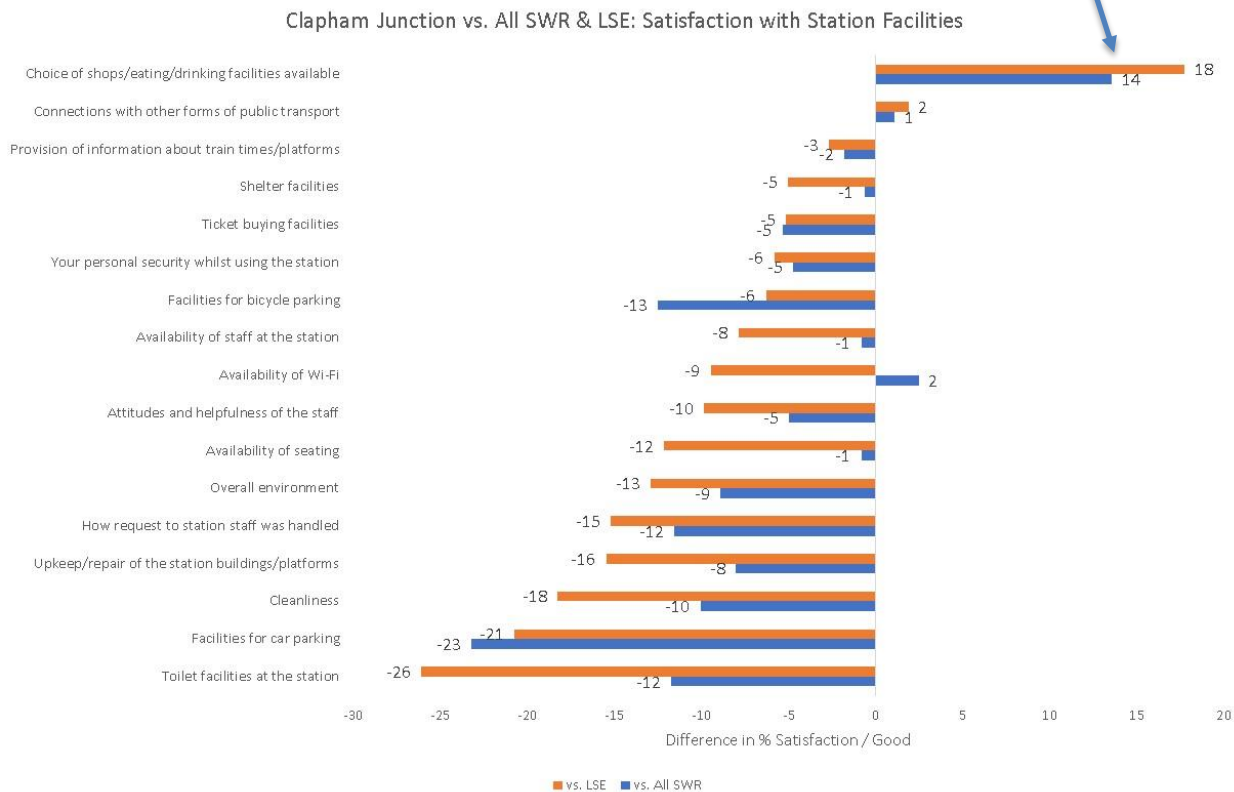
Clapham Junction: Satisfaction

Clapham Junction Satisfaction vs. All SWR & LSE



Clapham Junction: Satisfaction

The area where Clapham Junction outperforms other stations is in the choice of shops/eating/drinking facilities available



Clapham Junction: Improvements

Network Rail, who manage the station, are:

- Carrying-out a deep clean.
- Reviewing the frequency of cleaning.
- Planning to refurbish the toilet facilities.
- Recruiting a dedicated works delivery manager.

Information System

Information Systems

We are:

- Investing £4.1 million on new customer and staff information screens.
- 300 extra CIS displays across SWR's network.
- New staff information screens.
- Provide advice on alternative services during disruption.

Future plans include:

- Real time loading on Class 701 fleet.
- Real time service status.

Rail Replacement Finder

Rail Replacement Finder

- Live GPS tracking is available on the SWR app.
- Currently 75% of bus trips can be tracked.
- As more operators introduce GPS this will increase the level of coverage.

Rail Replacement Finder

