

# Southeastern Customer Report

March 2025

# Hello and welcome

Welcome to the March 2025 Southeastern Customer Report.

Alongside continuing our work to build a better, more reliable and sustainable by continuing to expand our timetable, invest in our stations and improve our fleet of trains, this year Southeastern has redoubled its work to build and support communities. We have invested almost £1 million to local community schemes and partnerships across the network in the last two years. We are proud to work with such dedicated organisations to make a tangible, lasting difference in the areas we serve, ensuring that rail remains a positive force in people's lives.

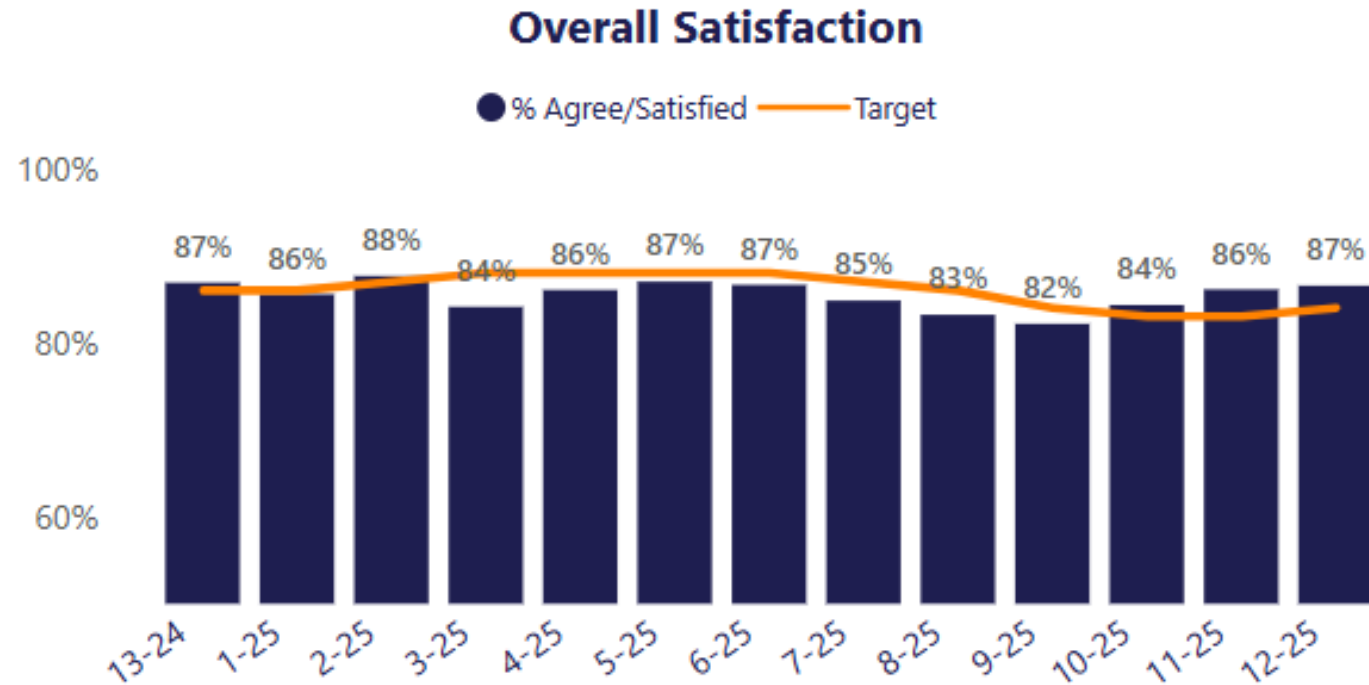
This report provides a snapshot of data recorded and compiled by Southeastern and shows how we are performing in the following areas:

- Overall Customer Satisfaction
- Train service punctuality
- Passenger Assistance
- Ticket Office Opening Times
- Environmental Performance
- Complaints and Faults handling

# Overall Customer Satisfaction

The data below tracks overall Southeastern customer satisfaction by rail period. The target shown is our contractual target with Department for Transport.

The time period is between 3rd March (Rail Period 13 2024/25) and 2nd March 2025 (Rail Period 12 2025/26).



# Cancellations, On Time and Time to 3

The following data covers the punctuality of Southeastern services across Metro, Main Line and highspeed services.

It covers the period between 5th March 2023 (Rail Period 13 2023/24) and 1st March 2025 (Rail Period 12 2024/25).

**Cancellations:** The percentage of services cancelled.

**On Time:** The percentage of recorded station stops arrived at early or less than one minute after the scheduled time (as per timetable). Early trains are classified as 'on time'. A higher On Time score indicates better punctuality.

**Time to 3:** The percentage of recorded station stops arrived at early or less than three after the scheduled time. The percentages are cumulative, so for example, the Time to 3 measure will include all the recorded station stops included in the On Time and extend to include all recorded station stops up to 2 minutes 59 seconds beyond the scheduled time. A higher Time to 3 percentage also indicates better punctuality.

# Cancellations, On Time and Time to 3

Period	From	To	Southeastern			Mainline			Metro			Highspeed		
			Cancellations	On Time	T-3	Cancellations	On Time	T-3	Cancellations	On Time	T-3	Cancellations	On Time	T-3
2022/23 P13	05/03/2023	31/03/2023	2.6%	68.2%	86.5%	2.6%	68.0%	84.8%	2.8%	68.8%	87.7%	1.6%	63.9%	85.2%
2023/24 P01	01/04/2023	29/04/2023	1.1%	73.2%	89.8%	1.2%	73.7%	88.5%	1.0%	73.5%	90.9%	1.0%	68.0%	86.8%
2023/24 P02	30/04/2023	27/05/2023	1.6%	72.5%	89.7%	1.5%	72.3%	88.1%	1.8%	73.3%	91.0%	0.7%	67.7%	87.2%
2023/24 P03	28/05/2023	24/06/2023	2.4%	67.8%	85.9%	2.1%	66.7%	82.9%	2.3%	69.3%	88.4%	3.9%	60.2%	79.1%
2023/24 P04	25/06/2023	22/07/2023	1.9%	70.3%	87.9%	2.3%	70.1%	86.2%	1.4%	71.3%	89.5%	2.9%	62.8%	82.6%
2023/24 P05	23/07/2023	19/08/2023	1.8%	71.9%	89.0%	1.8%	70.7%	86.8%	1.7%	73.5%	90.8%	2.5%	65.6%	84.9%
2023/24 P06	20/08/2023	16/09/2023	1.6%	69.1%	87.4%	1.8%	68.7%	85.5%	1.6%	70.0%	88.9%	1.1%	62.8%	83.8%
2023/24 P07	17/09/2023	14/10/2023	2.1%	65.4%	84.8%	2.1%	64.8%	83.3%	2.2%	66.0%	85.8%	1.5%	63.2%	84.0%
2023/24 P08	15/10/2023	11/11/2023	2.3%	64.1%	83.6%	3.4%	58.3%	78.1%	1.5%	67.9%	87.1%	2.9%	59.9%	80.0%
2023/24 P09	12/11/2023	09/12/2023	2.1%	59.6%	80.5%	2.4%	53.2%	74.4%	1.9%	63.4%	84.1%	2.1%	59.5%	80.9%
2023/24 P10	10/12/2023	06/01/2024	4.5%	61.6%	80.6%	4.9%	58.2%	76.2%	4.4%	63.8%	83.2%	4.0%	59.4%	78.7%
2023/24 P11	07/01/2024	03/02/2024	2.1%	64.2%	83.0%	2.6%	61.2%	79.3%	1.8%	65.9%	85.1%	2.0%	63.4%	82.8%
2023/24 P12	04/02/2024	02/03/2024	2.7%	68.5%	86.4%	3.2%	68.4%	85.0%	2.0%	69.6%	88.0%	4.2%	64.3%	83.7%
2023/24 P13	03/03/2024	31/03/2024	1.5%	70.8%	88.4%	1.3%	68.2%	85.8%	1.6%	73.6%	90.6%	1.6%	61.8%	83.7%
2024/25 P01	01/04/2024	27/04/2024	1.4%	71.6%	88.4%	1.7%	69.0%	85.5%	1.3%	74.4%	90.7%	1.3%	61.2%	83.1%
2024/25 P02	28/04/2024	25/05/2024	1.4%	71.4%	88.6%	1.6%	68.6%	85.6%	1.2%	74.4%	91.3%	2.2%	59.2%	80.8%
2024/25 P03	26/05/2024	22/06/2024	1.8%	72.2%	88.7%	2.1%	67.9%	84.9%	1.7%	76.4%	91.9%	1.2%	57.8%	80.6%
2024/25 P04	23/06/2024	20/07/2024	2.5%	68.8%	86.2%	2.2%	65.2%	82.8%	2.6%	72.1%	89.0%	2.7%	59.8%	79.6%
2024/25 P05	21/07/2024	17/08/2024	2.2%	69.7%	86.7%	1.9%	65.9%	83.1%	2.6%	73.2%	89.8%	1.4%	59.8%	79.7%
2024/25 P06	18/08/2024	14/09/2024	2.3%	69.5%	87.1%	2.5%	67.2%	84.4%	2.3%	71.5%	89.1%	1.8%	64.4%	83.7%
2024/25 P07	15/09/2024	12/10/2024	2.6%	64.3%	83.3%	3.0%	60.5%	78.9%	2.4%	66.4%	85.9%	1.7%	64.6%	83.7%
2024/25 P08	13/10/2024	09/11/2024	2.6%	60.4%	80.7%	2.8%	55.3%	74.8%	2.6%	63.2%	84.0%	1.7%	62.5%	82.0%
2024/25 P09	10/11/2024	07/12/2024	3.8%	52.0%	73.5%	4.2%	46.0%	66.5%	3.7%	54.8%	77.1%	2.6%	58.0%	77.5%
2024/25 P10	08/12/2024	04/01/2025	3.9%	61.8%	81.3%	4.3%	54.8%	74.2%	3.6%	66.4%	85.7%	4.7%	55.9%	77.1%
2024/25 P11	05/01/2025	01/02/2025	2.5%	61.9%	81.4%	2.4%	59.3%	78.1%	2.7%	62.8%	83.0%	1.6%	66.5%	84.6%
2024/25 P12	02/02/2025	01/03/2025	2.1%	65.9%	85.1%	2.1%	63.6%	81.8%	2.1%	67.1%	87.0%	1.5%	67.3%	85.0%

# Passenger Assistance

The following data covers passenger assistance and covers the period between and 25th May 2024 (Rail Period 13 2024/25) and 1st March 2025 (Rail Period 12 2024/25).

The data includes:

- Number of Booked Assistance requests
- Number of Completed Booked Assistance requests
- Number of unbooked assistance instances (Turn Up and Go)
- Number of Completed unbooked assistance instances (Turn Up and Go)

# Passenger Assistance

Rail Period	Booked Assists	Booked Completed	Unbooked Assists	Unbooked Completed
P2-24	5804	728	3386	1540
P3-24	7202	704	3720	1704
P4-24	6490	824	4106	1804
P5-24	7226	942	5092	2402
P6-24	7188	1008	4890	2266
P7-24	5910	1170	4806	2254
P8-24	5444	1260	4820	2366
P9-24	4986	1150	4448	2208
P10-24	4708	904	3748	1684
P11-24	4280	1018	4706	2552
P12-24	4894	1122	5278	2734
P13-24	5852	1600	6000	3298
P1-25	5968	1772	6410	3454
P2-25	5952	2008	6670	3742
P3-25	7464	2110	7196	3968
P4-25	8150	2512	8352	4752
P5-25	7486	2732	9560	6058
P6-25	7334	3020	9500	6286
P7-25	7292	3102	10522	7442
P8-25	6764	2764	9540	6918
P9-25	5782	2522	9312	7058
P10-25	5694	2556	7794	5800
P11-25	4896	2080	7758	5972
P12-25	5370	2460	9458	7290

# Ticket Office opening times

The following data relates to the opening hours of ticket offices at Southeastern managed stations.

As part of its contract to operate the railway services in Kent, East Sussex and south-east London; Southeastern publishes scheduled opening hours for its ticket offices. The data contained overleaf shows the percentage of time ticket offices met their advertised opening hours.

This data covers 1st April 2023 to 1st April 2024 (Rail Settlement Plan 2023/24) and 1st April 2024 to 1st March 2025 (Rail Settlement Plan 2024/25).



# Ticket Office Opening Times

Station	2023/24	2024/25 (to date 01/03/25)
Albany Park	82.40%	84.18%
Ashford International	92.34%	92.76%
Aylesham	19.32%	34.48%
Barming	0.00%	0.00%
Barnehurst	87.93%	87.04%
Battle	88.25%	89.60%
Bearsted	63.84%	70.84%
Beckenham Junction	93.25%	93.82%
Belvedere	67.30%	67.61%
Bexley	71.74%	68.29%
Bexleyheath	93.57%	92.97%
Bickley	70.99%	75.43%
Birchington-On-Sea	68.32%	73.06%
Blackheath	75.48%	78.55%
Borough Green & Wrotham	22.86%	27.56%
Brixton	75.01%	83.47%
Broadstairs	54.12%	66.56%
Bromley North	53.05%	58.85%
Bromley South	96.07%	96.98%
Canterbury East	86.01%	87.68%
Canterbury West	94.05%	95.53%
Catford Bridge	59.78%	62.40%
Charing (Kent)	84.29%	87.55%

Charlton	77.68%	82.95%
Chatham	86.95%	89.17%
Chelsfield	80.05%	84.73%
Chestfield & Swalecliffe	0.00%	0.00%
Chislehurst	72.81%	78.85%
Clock House	54.96%	57.44%
Crayford	70.61%	67.30%
Dartford	88.58%	89.80%
Deal	77.08%	79.63%
Deptford	67.07%	59.38%
Dover Priory	92.32%	94.88%
Ebbsfleet International	92.16%	90.56%
Eden Park	39.17%	47.02%
Elmers End	71.05%	69.76%
Elmstead Woods	82.72%	89.12%
Eltham	67.54%	65.24%
Erith	59.63%	59.30%
Etchingham	59.18%	68.17%
Eynsford	85.75%	88.44%
Falconwood	66.72%	67.30%
Farningham Road	42.36%	46.90%
Faversham	74.01%	73.15%

# Ticket Office Opening Times

Folkestone Central	60.90%	70.56%
Folkestone West	84.93%	83.66%
Frant	85.26%	87.70%
Gillingham (Kent)	86.17%	88.86%
Gravesend	83.20%	87.04%
Greenhithe	50.63%	55.67%
Greenwich	75.58%	78.28%
Grove Park	79.47%	85.97%
Harrietsham	0.00%	20.41%
Hastings	92.88%	92.17%
Hayes (Kent)	59.48%	62.93%
Headcorn	51.06%	56.16%
Herne Bay	58.53%	64.16%
Herne Hill	92.32%	93.71%
High Brooms	47.96%	60.96%
Higham	68.42%	68.92%
Hildenborough	77.09%	72.50%
Hither Green	86.64%	89.35%
Kent House	77.18%	80.45%
Kidbrooke	62.87%	61.88%
Knockholt	81.18%	63.43%
Ladywell	58.27%	58.92%

Lee	65.17%	63.64%
Lenham	8.33%	26.81%
Lewisham	92.71%	93.01%
London Bridge	99.57%	99.11%
London Cannon Street	77.52%	64.68%
London Charing Cross	99.71%	99.06%
Longfield	42.70%	55.68%
Lower Sydenham	28.93%	38.19%
Maidstone East	92.88%	93.54%
Maidstone West	93.34%	91.13%
Marden	72.15%	76.75%
Margate	62.56%	71.32%
Maze Hill	70.00%	74.06%
Meopham	80.59%	81.60%
Mottingham	57.83%	54.03%
New Beckenham	37.77%	50.46%
New Cross	91.30%	87.70%
New Eltham	88.08%	85.96%
Newington	2.58%	0.59%
Northfleet	20.40%	12.10%
Orpington	91.88%	93.78%
Otford	92.15%	86.89%
Paddock Wood	74.46%	78.69%

# Ticket Office Opening Times

Penge East	89.98%	91.92%
Petts Wood	97.40%	98.23%
Pluckley	0.00%	0.00%
Plumstead	78.10%	82.12%
Queenborough	85.29%	87.04%
Rainham (Kent)	79.03%	80.66%
Ramsgate	78.57%	85.19%
Robertsbridge	72.46%	75.46%
Rochester	84.38%	87.20%
Sandling	45.84%	66.08%
Sandwich	72.00%	73.83%
Sevenoaks	87.79%	90.27%
Sheerness-On-Sea	68.56%	75.62%
Shortlands	86.23%	88.36%
Sidcup	88.56%	88.07%
Sittingbourne	87.47%	89.13%
Slade Green	91.65%	91.02%
Sole Street	5.68%	0.04%
St Johns	49.48%	47.42%
St Leonards Warrior Square	54.73%	63.43%
St Mary Cray	71.82%	79.73%
Staplehurst	55.84%	56.68%

Stonegate	35.84%	55.25%
Stratford International	96.96%	95.63%
Strood	59.84%	69.92%
Sturry	82.71%	90.04%
Sundridge Park	58.16%	61.76%
Swanley	76.83%	81.06%
Swanscombe	63.67%	49.56%
Sydenham Hill	72.21%	76.36%
Teynham	21.59%	41.26%
Tonbridge	96.32%	96.48%
Tunbridge Wells	92.74%	94.23%
Wadhurst	84.34%	82.81%
Walmer	70.83%	76.46%
Welling	93.78%	92.56%
West Dulwich	73.88%	76.87%
West Malling	76.30%	74.22%
West St Leonards	65.50%	75.28%
West Wickham	68.59%	69.54%
Westcombe Park	74.33%	75.33%
Westgate-On-Sea	32.84%	23.56%
Whitstable	51.08%	60.88%
Woolwich Arsenal	97.97%	98.64%
Woolwich Dockyard	70.85%	72.12%
Wye	45.81%	51.55%

# Environmental Performance

The following data compares Southeastern's energy consumption and amount of waste recycled.

Due to reporting capabilities, the timeframes vary compared to other data in this report but is set out clearly below.

For more information on Southeastern's commitment to becoming a more sustainable railway, visit this link: <https://www.southeasternrailway.co.uk/about-us/our-commitments/environment>

**Comparing: 3rd March 2024 to 17th August 2024 ((Rail Period 13 2023/24 to Rail Period 5 2024/25) with 18th August to 1st February 2025 (Rail Period 6 to Rail Period 11 2024/25)**

- Train Energy – 5.79% increase in consumption
- Waste – 1.24% increase in waste recycled

**Comparing: January 2024 - June 2024 with July 2024 – December 2024**

- Site Electricity – 6.94% decrease in consumption
- Site Gas – 33.42% decrease in consumption

# Complaints & Faults handling

The following data relates to the type of complaints received by Southeastern and equates them to a percentage of 1,000 customer journeys.

The data covers all complaints received in the following time period:

- 17 September 2024 (Rail Period 7 2024/25) to March 1st 2025 (Rail Period 12 2024/25)

Alternatively, you may wish to browse Southeastern's performance against its Service Quality Regime (SQR).

Southeastern's Service Quality Regime (SQR) monitors the service we provide on board of our trains and at our stations, through a mixture of mystery shopping and auditing, which measures key aspects of facilities and customer service. This helps us to identify areas of opportunities and to improve the overall experience at Southeastern.

For the latest information, visit our website: <https://www.southeasternrailway.co.uk/about-us/performance/service-quality>

# Complaints & Faults Handling

Complaints per 1,000 passenger journeys	
Accessibility issues	0.003
Company policy	0.014
Complaints handling	0.013
Delay compensation schemes	0.024
Environmental	0.001
Fares, Retailing	0.039
Other	0.000
Provision of information	0.015
Quality on train	0.007
Safety & Security	0.010
Staff conduct & availability	0.022
Station quality	0.006
Timetabling and connection issues	0.006
Train service performance	0.035
Overall	0.195



Thank you