



Southwestern Customer Report

Our service stats

Here are our performance results for 18 October 2020 to 01 May 2021

Ticket office opening hours

We averaged an open rate of

89.1%

against our committed opening hours

Cancellations or short-formed trains

The number across this period was

0.23%



Customer journeys

There were

27.4

million passenger journeys made on our network

Ticket vending machines availability

Our ticket vending machines were available for

94.1%

of the time

We have a total of

277

ticket vending machines

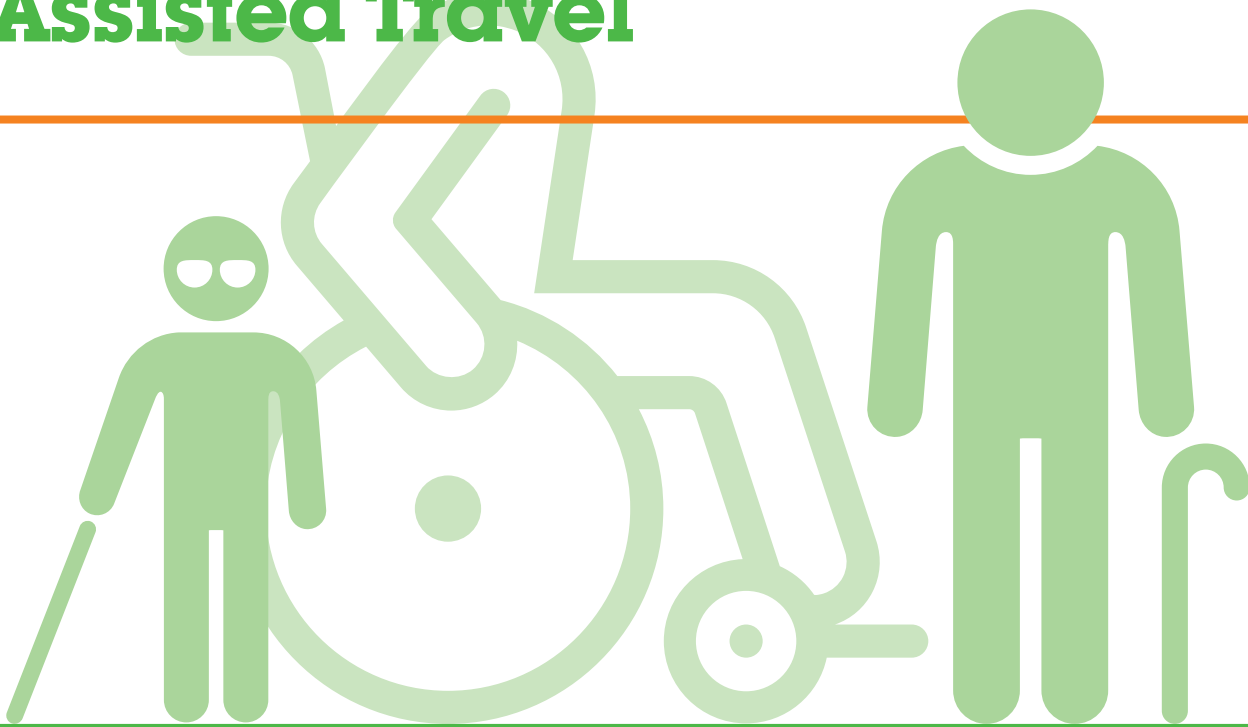
Complaints per 1,000 passenger journeys

Accessibility issues	0.000
Company policy	0.004
Complaints handling	0.003
Delay compensation schemes	0.002
Environmental	0.001
Fares and retailing	0.005
Other - miscellaneous	0.000
Provision of information	0.002
Quality on train	0.001
Safety and Security	0.002
Staff conduct and availability	0.003
Station quality	0.001
Timetabling and connection issues	0.002
Train service performance	0.003

Overall

0.029

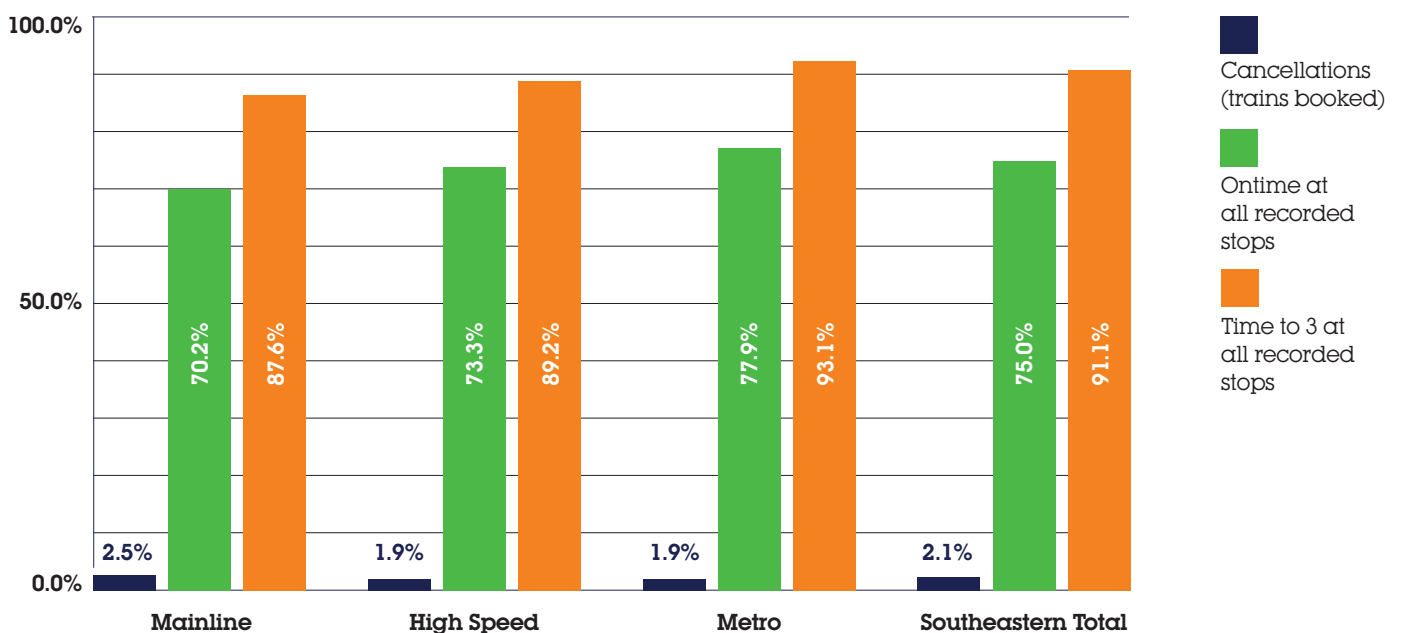
Assisted Travel



Period	03 May 20-30 May 20	31 May 20-27 Jun 20	28 Jun 20-25 Jul 20	26 Jul 20-22 Aug 20	23 Aug 20-19 Sep 20	20 Sep 20-17 Oct 20	03 May 20-17 Oct 20
Volume of booked assistance	4	11	24	127	166	307	639
Volume of booked assistance completions	3	9	21	113	147	284	3344
Volume of unbooked assistance (Turn Up and Go) requested	46	190	283	678	948	1199	3302
Volume of unbooked assistance (Turn Up and Go) completed	44	185	283	676	942	1188	3318

Southeastern Rail Performance

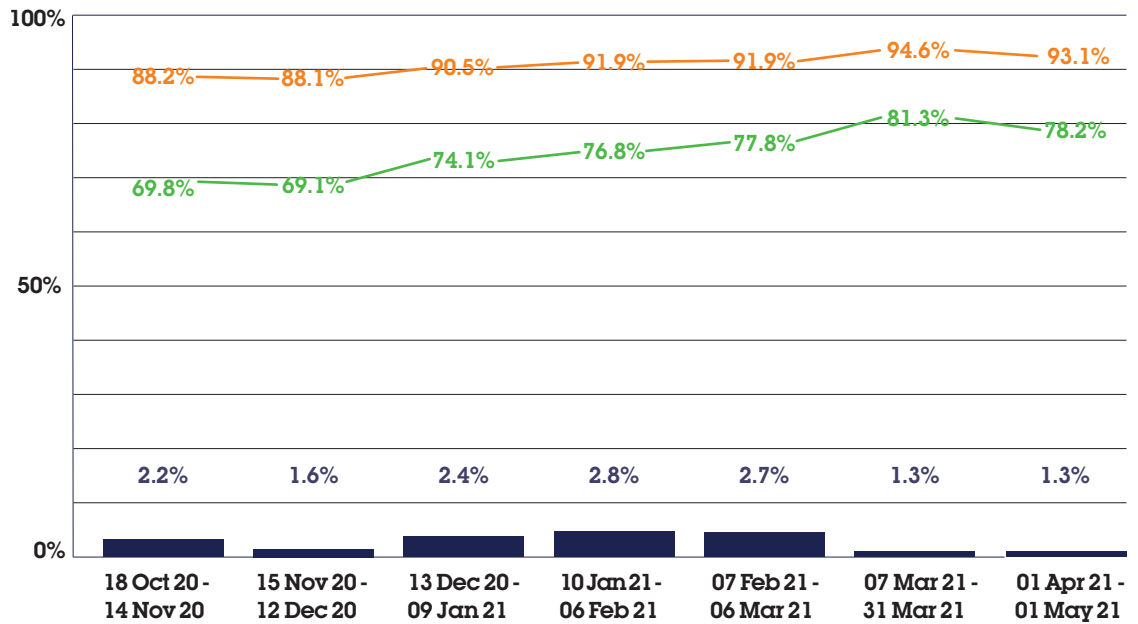
Last 7 Rail Periods 18 Oct 20 to 01 May 21



Southeastern Rail Performance

Last 7 Rail Periods 18 Oct 20 – 01 May 21

- Time to 3 at all recorded stops
- Ontime at all recorded stops
- Cancellations (trains booked)



		18 Oct 20 - 14 Nov 20	15 Nov 20 - 12 Dec 20	13 Dec 20 - 09 Jan 21	10 Jan 21 - 06 Feb 21	07 Feb 21 - 06 Mar 21	07 Mar 21 - 31 Mar 21	01 Apr 21 - 01 May 21	18 Oct 20 - 01 May 21
Cancellations (trains booked)	Mainline	1.6%	1.6%	1.6%	1.6%	1.6%	1.6%	1.6%	1.6%
	High Speed	1.6%	1.0%	2.2%	4.5%	3.1%	1.0%	0.5%	1.9%
	Metro	2.7%	1.4%	2.1%	1.7%	2.2%	1.3%	1.5%	1.9%
	Southeastern Total	2.2%	1.6%	2.4%	2.8%	2.7%	1.3%	1.3%	2.1%
Ontime at all recorded stops	Mainline	63.0%	60.7%	69.3%	72.2%	75.2%	78.9%	74.9%	70.2%
	High Speed	68.3%	67.6%	73.5%	72.7%	71.5%	81.7%	79.0%	73.3%
	Metro	73.7%	73.8%	77.0%	79.6%	79.8%	82.5%	79.9%	77.9%
	Southeastern Total	69.8%	69.1%	74.1%	76.8%	77.8%	81.3%	78.2%	75.0%
Time to 3 at all recorded stops	Mainline	83.6%	82.1%	87.2%	88.6%	89.9%	92.5%	90.6%	87.6%
	High Speed	87.0%	86.4%	89.4%	88.5%	85.7%	94.2%	93.6%	89.2%
	Metro	90.9%	91.6%	92.6%	94.0%	93.6%	95.7%	94.3%	93.1%
	Southeastern Total	88.2%	88.1%	90.5%	91.9%	91.9%	94.6%	93.1%	91.1%



Ticket office opening hours

This table shows the ticket office opening hours percentage against planned hours for each station from 18 October 2020 to 01 May 2021. It also shows the number of times any ticket office was closed for more than four hours due to an unplanned reason (such as short notice sickness or absence). A number of ticket offices were temporarily closed during the period covered by this data as a result of coronavirus related restrictions.

Station	Mon – Fri AM	Mon – Fri PM	Sat AM	Sat PM	Sun AM	Sun PM	Compliance	# Closures > 4hrs
Albany Park	06:10:00	19:30:00	08:10:00	14:50:00	08:10:00	13:30:00	89.49%	15
Ashford International	05:30:00	21:30:00	05:30:00	21:30:00	06:00:00	21:30:00	99.73%	0
Aylesham	06:30:00	13:10:00	06:30:00	13:10:00			80.02%	0
Barming	05:50:00	09:15:00					90.37%	0
Barnehurst	06:10:00	19:30:00	08:10:00	14:50:00	08:10:00	15:40:00	89.76%	9
Battle	05:40:00	19:00:00	05:40:00	19:00:00	09:10:00	16:30:00	90.01%	24
Bearsted	06:10:00	19:30:00	07:10:00	13:50:00	07:40:00	15:10:00	85.70%	32
Beckenham Junction	06:10:00	19:40:00	06:10:00	19:40:00	08:10:00	17:40:00	97.33%	7
Belvedere	14:00:00	18:40:00					82.48%	0
Belvedere	06:10:00	12:50:00	07:40:00	14:20:00			82.48%	0
Bexley	06:10:00	19:30:00	06:10:00	19:30:00	08:10:00	15:40:00	90.12%	19
Bexleyheath	06:10:00	20:00:00	06:30:00	20:00:00	08:10:00	16:40:00	87.36%	23
Bickley	13:10:00	19:45:00					81.12%	1
Bickley	06:10:00	12:50:00	07:10:00	13:50:00	08:15:00	13:45:00	81.12%	1
Birchington	05:45:00	12:25:00	06:45:00	13:25:00			91.60%	0
Blackheath	06:10:00	20:00:00	06:40:00	20:00:00	08:10:00	19:40:00	95.83%	10
Borough Green	06:10:00	17:55:00	07:10:00	13:50:00	08:10:00	15:40:00	68.63%	92
Brixton	06:40:00	20:00:00	08:10:00	14:50:00			75.01%	25
Broadstairs	06:15:00	19:30:00	06:15:00	19:30:00	08:10:00	15:40:00	48.11%	57
Bromley North	06:15:00	19:00:00	07:20:00	14:00:00			82.86%	13
Bromley South	06:00:00	21:30:00	06:20:00	21:30:00	06:40:00	21:30:00	98.67%	5
Canterbury East	06:10:00	20:20:00	06:10:00	20:20:00	07:30:00	19:30:00	89.16%	20
Canterbury West	06:15:00	19:30:00	06:15:00	19:30:00	08:30:00	17:00:00	98.50%	3
Catford Bridge	06:10:00	19:30:00	06:10:00	19:30:00	08:40:00	16:40:00	86.47%	22
Charing	07:15:00	11:40:00					95.34%	0
Charlton	06:10:00	19:30:00	06:10:00	19:30:00	08:30:00	16:00:00	94.04%	8
Chatham	05:45:00	20:00:00	06:15:00	20:00:00	07:00:00	19:00:00	97.97%	4
Chelsfield	06:10:00	19:30:00	08:15:00	15:00:00	08:15:00	13:00:00	92.65%	14
Chestfield & Swalecliffe	06:45:00	10:15:00					6.94%	0
Chislehurst	06:10:00	19:30:00	07:00:00	19:15:00	08:15:00	15:40:00	95.10%	9

Ticket office opening hours

Station	Mon – Fri AM	Mon – Fri PM	Sat AM	Sat PM	Sun AM	Sun PM	Compliance	# Closures > 4hrs
Clock House	06:10:00	19:30:00	07:20:00	13:50:00			93.55%	10
Crayford	06:10:00	19:30:00	06:40:00	20:00:00	08:10:00	15:40:00	81.34%	26
Dartford	06:10:00	20:40:00	06:10:00	19:40:00	07:10:00	20:40:00	96.01%	8
Deal	05:45:00	19:10:00	05:45:00	19:10:00	07:30:00	16:00:00	71.01%	87
Deptford	06:40:00	17:25:00					86.04%	31
Dover Priory	05:30:00	21:30:00	05:30:00	21:30:00	06:15:00	21:30:00	98.61%	1
Ebbsfleet International	06:20:00	20:15:00	09:00:00	19:30:00	09:45:00	18:45:00	92.15%	23
Eden Park	06:10:00	12:50:00	07:20:00	14:00:00			97.03%	0
Elmers End	06:10:00	19:30:00	06:10:00	19:30:00			86.48%	14
Elmstead Woods	06:00:00	19:30:00	08:15:00	14:50:00	08:15:00	15:40:00	94.99%	3
Eltham	06:10:00	20:00:00	06:10:00	20:00:00	08:10:00	15:40:00	92.72%	7
Erith	06:05:00	19:25:00	06:10:00	19:25:00			84.52%	40
Etchingham	06:10:00	12:55:00	07:20:00	14:00:00			79.40%	2
Eynsford	06:10:00	12:50:00					99.49%	0
Falconwood	06:10:00	19:30:00	08:10:00	14:50:00	08:10:00	15:40:00	91.43%	19
Farningham Road	06:10:00	10:30:00					71.37%	0
Faversham	06:15:00	19:30:00	06:15:00	19:30:00	08:00:00	19:00:00	95.63%	11
Folkestone Central	06:00:00	19:00:00	06:00:00	19:00:00	08:10:00	17:40:00	92.59%	18
Folkestone West	06:25:00	13:05:00	07:35:00	14:15:00			92.95%	0
Frant	06:25:00	09:45:00					90.43%	0
Gillingham	06:10:00	20:00:00	06:10:00	20:00:00	07:00:00	19:00:00	98.15%	4
Gravesend	05:45:00	20:00:00	05:45:00	20:00:00	06:45:00	20:00:00	97.23%	0
Greenhithe	06:10:00	19:30:00	07:40:00	19:40:00	09:10:00	16:40:00	94.02%	17
Greenwich	06:10:00	20:00:00	06:10:00	20:00:00	08:40:00	18:40:00	98.09%	3
Grove Park	05:15:00	20:15:00	07:00:00	20:15:00	08:10:00	18:40:00	93.18%	10
Harrietsham	06:10:00	10:25:00					96.11%	0
Hastings	05:50:00	20:30:00	05:50:00	20:30:00	05:50:00	20:30:00	98.92%	0
Hayes	06:10:00	19:30:00	07:20:00	14:00:00			88.23%	15
Headcorn	06:00:00	19:20:00	07:10:00	13:50:00	08:10:00	16:30:00	74.85%	59
Herne Bay	06:10:00	19:00:00	06:10:00	19:00:00	09:10:00	16:00:00	71.71%	69
Herne Hill	06:10:00	19:40:00	06:10:00	19:40:00	08:10:00	17:40:00	97.19%	9
High Brooms	06:20:00	19:00:00	07:10:00	13:50:00			95.92%	5
Higham	06:10:00	12:50:00					81.26%	1
Hildenborough	06:10:00	12:50:00	07:10:00	13:50:00			91.29%	1
Hither Green	06:10:00	20:00:00	06:10:00	19:30:00	08:10:00	19:40:00	97.33%	7
Kent House	06:10:00	19:30:00	07:10:00	13:50:00			82.17%	16

Station	Mon – Fri AM	Mon – Fri PM	Sat AM	Sat PM	Sun AM	Sun PM	Compliance	# Closures > 4hrs
Kidbrooke	06:10:00	19:30:00	06:40:00	19:30:00	09:00:00	14:40:00	84.14%	28
Knockholt	06:15:00	09:40:00					96.46%	0
Ladywell	06:10:00	19:30:00	07:20:00	14:00:00			82.03%	21
Lee	06:10:00	19:30:00	07:40:00	14:20:00	08:10:00	15:40:00	93.36%	11
Lenham	06:20:00	13:00:00	06:20:00	13:00:00			68.45%	0
Lewisham	06:10:00	20:50:00	06:10:00	20:20:00	07:10:00	20:50:00	96.25%	4
London Bridge	04:50:00	01:20:00	05:05:00	01:20:00	06:45:00	01:20:00	99.53%	3
London Cannon Street	07:15:00	19:40:00					99.77%	0
Charing Cross	04:30:00	01:05:00	04:30:00	01:05:00	06:45:00	01:05:00	98.94%	0
Longfield	06:15:00	19:30:00	07:15:00	13:30:00	08:15:00	13:00:00	72.73%	50
Lower Sydenham	06:20:00	13:00:00	07:20:00	14:00:00			95.47%	0
Maidstone East	06:00:00	20:00:00	06:00:00	20:00:00	07:45:00	20:00:00	97.83%	5
Maidstone West	06:15:00	12:50:00	06:10:00	12:50:00			92.90%	0
Marden	06:15:00	13:00:00	07:00:00	13:00:00			92.96%	0
Margate	06:15:00	19:30:00	06:15:00	19:30:00	09:10:00	16:40:00	84.92%	48
Maze Hill	06:10:00	19:30:00	06:10:00	19:30:00			87.64%	15
Meopham	06:15:00	12:45:00	08:00:00	13:15:00			93.29%	0
Mottingham	06:10:00	19:30:00	06:40:00	20:00:00	08:10:00	15:40:00	95.37%	11
New Beckenham	06:20:00	13:00:00	07:20:00	14:00:00			97.93%	0
New Cross	06:10:00	20:00:00	06:10:00	20:00:00	08:10:00	20:00:00	89.94%	24
New Eltham	06:10:00	20:00:00	06:40:00	20:00:00	08:10:00	15:40:00	91.13%	13
Newington	06:10:00	10:00:00					75.56%	0
Northfleet	06:10:00	10:10:00					72.20%	0
Orpington	06:05:00	21:00:00	06:05:00	21:00:00	06:45:00	21:00:00	98.84%	3
Otford	06:15:00	19:30:00	06:15:00	19:30:00	08:10:00	15:40:00	86.94%	23
Paddock Wood	06:00:00	19:00:00	08:00:00	14:30:00	08:00:00	14:30:00	90.73%	23
Penge East	06:10:00	19:30:00	06:40:00	19:30:00	08:10:00	15:40:00	95.09%	11
Petts Wood	05:45:00	20:00:00	07:00:00	20:00:00	07:45:00	19:45:00	94.91%	16
Pluckley	06:10:00	10:40:00					60.82%	1
Plumstead	06:10:00	19:30:00	06:10:00	19:30:00	08:10:00	15:40:00	88.13%	23
Queenborough	07:00:00	11:00:00	08:00:00	12:00:00			89.76%	0
Rainham	06:00:00	19:30:00	07:00:00	19:00:00	08:00:00	19:00:00	97.94%	7
Ramsgate	06:15:00	20:00:00	06:15:00	20:00:00	06:15:00	16:30:00	90.45%	34
Robertsbridge	06:10:00	12:50:00	07:10:00	13:45:00			97.78%	0
Rochester	06:10:00	19:30:00	06:45:00	13:25:00			97.35%	4
Sandling	06:20:00	13:00:00					89.00%	0

Ticket office opening hours

Station	Mon – Fri AM	Mon – Fri PM	Sat AM	Sat PM	Sun AM	Sun PM	Compliance	# Closures > 4hrs
Sandwich	06:30:00	11:00:00	06:30:00	11:00:00			80.70%	0
Sevenoaks	06:15:00	21:00:00	06:15:00	21:00:00	07:15:00	21:15:00	97.47%	4
Sheerness-On-Sea	06:30:00	13:10:00	06:30:00	13:15:00	07:45:00	15:45:00	92.06%	0
Shortlands	06:10:00	19:30:00	06:00:00	19:30:00	08:10:00	15:40:00	94.62%	4
Sidcup	06:10:00	19:50:00	06:10:00	19:50:00	08:10:00	19:40:00	97.60%	7
Sittingbourne	06:00:00	19:30:00	07:00:00	19:00:00	07:00:00	19:00:00	96.70%	7
Slade Green	06:10:00	12:50:00	07:10:00	13:50:00			94.74%	0
Sole Street	06:30:00	10:30:00					85.60%	0
St Johns	07:10:00	13:50:00					90.17%	1
St Leonards Warrior Square	06:00:00	19:20:00	08:10:00	14:50:00			90.25%	17
St Mary Cray	06:10:00	19:30:00	06:10:00	19:30:00	08:15:00	16:40:00	88.84%	23
Staplehurst	06:00:00	19:00:00	08:00:00	14:40:00	08:10:00	16:30:00	80.51%	46
Stonegate	06:00:00	12:00:00					54.47%	6
Stratford International	07:30:00	10:30:00	09:00:00	13:00:00			96.41%	1
Strood	06:00:00	19:00:00	07:45:00	14:00:00	08:15:00	15:30:00	91.66%	17
Sturry	06:30:00	10:00:00					91.02%	0
Sundridge Park	06:45:00	13:20:00					83.57%	0
Swanley	06:00:00	18:30:00	07:00:00	19:00:00	08:00:00	14:30:00	94.64%	15
Swanscombe	06:10:00	12:50:00	08:40:00	15:20:00			93.76%	0
Sydenham Hill	06:40:00	20:00:00	09:00:00	15:50:00			87.47%	14
Teynham	06:30:00	09:30:00					26.43%	1
Tonbridge	05:40:00	21:40:00	05:40:00	21:10:00	06:30:00	21:30:00	99.50%	0
Tunbridge Wells	05:55:00	21:40:00	06:30:00	20:40:00	06:40:00	21:55:00	98.65%	1
Wadhurst	06:20:00	18:30:00	07:10:00	13:50:00			78.00%	42
Walmer	06:30:00	11:00:00	06:30:00	11:00:00			81.43%	0
Welling	06:10:00	19:30:00	06:10:00	19:30:00	08:10:00	16:40:00	91.48%	21
West Dulwich	06:40:00	19:30:00	07:20:00	14:00:00	08:10:00	15:40:00	83.24%	28
West Malling	06:00:00	19:00:00	07:30:00	14:10:00	08:15:00	15:30:00	93.71%	12
West St Leonards	05:45:00	12:25:00	06:00:00	12:40:00			84.93%	0
West Wickham	06:10:00	19:30:00	07:20:00	14:00:00			84.01%	12
Westcombe Park	06:10:00	19:30:00	08:10:00	14:50:00			83.98%	14
Westgate-On-Sea	06:00:00	11:00:00					90.13%	0
Whitstable	06:10:00	19:00:00	06:10:00	19:00:00	09:10:00	16:00:00	75.46%	67
Woolwich Arsenal	05:40:00	20:05:00	06:10:00	20:05:00	06:40:00	21:10:00	99.66%	0
Woolwich Dockyard	06:40:00	13:20:00					88.62%	0
Wye	06:00:00	12:40:00	07:00:00	13:40:00			64.67%	0