

# Customer report

How we are performing

**October 2023**

Covering RSP periods 2022-2024



# Cancellations, On Time and Time to 3

			Total			Mainline			Metro			High Speed		
			Cancellations On Time Time to 3			Cancellations On Time Time to 3			Cancellations On Time Time to 3			Cancellations On Time Time to 3		
2021/22_P02	02/05/2021	29/05/2021	1.3%	76.2%	92.8%	3.7%	76.8%	92.9%	3.8%	74.3%	91.3%	1.5%	79.0%	93.6%
2021/22_P03	30/05/2021	26/06/2021	1.8%	73.2%	90.7%	3.7%	70.0%	89.0%	4.2%	70.5%	87.9%	5.3%	76.8%	92.9%
2021/22_P04	27/06/2021	24/07/2021	1.6%	73.5%	90.3%	4.8%	72.6%	89.9%	3.6%	69.4%	86.6%	2.0%	70.0%	89.0%
2021/22_P05	25/07/2021	21/08/2021	2.0%	76.0%	92.2%	7.0%	75.0%	92.4%	4.8%	72.7%	89.8%	1.4%	72.6%	89.9%
2021/22_P06	22/08/2021	18/09/2021	2.0%	75.8%	92.0%	3.3%	69.7%	89.8%	6.2%	73.4%	90.2%	2.0%	75.0%	92.4%
2021/22_P07	19/09/2021	16/10/2021	2.1%	68.6%	88.3%	5.7%	66.2%	87.2%	5.0%	65.6%	85.4%	2.2%	69.7%	89.8%
2021/22_P08	17/10/2021	13/11/2021	2.8%	64.1%	84.8%	7.5%	63.8%	85.4%	8.3%	56.9%	78.6%	1.3%	66.2%	87.2%
2021/22_P09	14/11/2021	11/12/2021	2.4%	61.1%	83.4%	6.9%	62.9%	84.1%	5.0%	53.6%	76.3%	5.4%	63.8%	85.4%
2021/22_P10	12/12/2021	08/01/2022	2.2%	68.6%	87.9%	4.0%	71.1%	89.9%	5.7%	68.2%	86.5%	1.4%	62.9%	84.1%
2021/22_P11	09/01/2022	05/02/2022	1.8%	71.2%	89.9%	4.0%	75.6%	91.4%	5.0%	69.3%	87.4%	3.7%	71.1%	89.9%
2021/22_P12	06/02/2022	05/03/2022	5.4%	70.7%	89.1%	17.0%	68.6%	86.4%	9.0%	68.2%	85.4%	9.8%	75.6%	91.4%
2021/22_P13	06/03/2022	31/03/2022	2.2%	72.1%	89.7%	6.3%	72.6%	90.0%	5.5%	73.1%	89.1%	3.4%	68.6%	86.4%
2022/23_P01	01/04/2022	30/04/2022	1.4%	76.1%	92.3%	3.0%	72.6%	90.6%	3.2%	76.5%	91.5%	1.8%	72.6%	90.0%
2022/23_P02	01/05/2022	28/05/2022	1.6%	72.7%	90.2%	4.3%	68.2%	87.8%	3.6%	74.3%	90.0%	2.8%	72.6%	90.6%
2022/23_P03	29/05/2022	25/06/2022	2.2%	70.2%	89.1%	6.8%	64.0%	85.4%	4.7%	70.6%	87.0%	2.7%	68.2%	87.8%
2022/23_P04	26/06/2022	23/07/2022	2.9%	67.1%	86.2%	12.0%	56.7%	78.6%	4.6%	66.5%	83.6%	5.3%	64.0%	85.4%
2022/23_P05	24/07/2022	20/08/2022	2.9%	63.0%	83.8%	7.0%	56.8%	79.2%	6.7%	60.6%	80.0%	2.6%	56.7%	78.6%
2022/23_P06	21/08/2022	17/09/2022	1.9%	64.9%	85.4%	5.6%	55.8%	80.7%	4.2%	59.5%	80.5%	3.2%	56.8%	79.2%
2022/23_P07	18/09/2022	15/10/2022	1.2%	68.1%	88.1%	4.5%	59.2%	83.6%	2.5%	63.3%	84.2%	2.2%	55.8%	80.7%
2022/23_P08	16/10/2022	12/11/2022	2.9%	57.6%	79.5%	12.9%	46.1%	69.0%	4.7%	46.9%	69.5%	6.3%	59.2%	83.6%
2022/23_P09	13/11/2022	10/12/2022	2.7%	54.0%	76.8%	8.0%	42.0%	63.8%	4.5%	42.9%	65.7%	16.2%	46.1%	69.0%
2022/23_P10	11/12/2022	07/01/2023	12.2%	52.5%	70.9%	51.4%	44.3%	62.0%	31.5%	44.1%	60.0%	12.3%	42.0%	63.8%
2022/23_P11	08/01/2023	04/02/2023	2.8%	60.9%	80.4%	9.8%	63.8%	84.1%	6.1%	59.5%	77.6%	2.2%	44.3%	62.0%
2022/23_P12	05/02/2023	04/03/2023	2.7%	66.3%	85.0%	6.8%	62.2%	82.5%	6.6%	65.4%	83.0%	3.6%	63.8%	84.1%
2022/23_P13	05/03/2023	31/03/2023	2.6%	68.2%	86.5%	7.6%	63.9%	85.2%	5.9%	68.0%	84.8%	3.2%	62.2%	82.5%
2023/24_P01	01/04/2023	29/04/2023	1.1%	73.2%	89.8%	3.7%	68.0%	86.8%	2.0%	73.7%	88.5%	2.2%	63.9%	85.2%

# Booked and unbooked assistance completed (including Turn Up and Go)

	2022	2022	2022	2022
	P2	P3	P4	P5
Volume of booked assistance	762	1047	995	1193
Volume of booked assistance completions	682	980	910	1069
Volume of unbooked assistance (Turn Up and Go) requested	2347	3514	3134	3832
Volume of unbooked assistance (Turn Up and Go) completed	2278	3503	3116	3790

	2022	2022	2022	2022	2022	2022	2022	2022
	P6	P7	P8	P9	P10	P11	P12	P13
Volume of booked assistance	1505	1283	1195	1115	904	785	833	1111
Volume of booked assistance completions	1370	1171	1089	1006	783	744	751	992
Volume of unbooked assistance (Turn Up and Go) requested	4574	4091	4012	3444	2272	2704	2991	3704
Volume of unbooked assistance (Turn Up and Go) completed	4526	4053	3980	3408	2248	2691	2973	3672

	2023	2023	2023	2023	2023
	P1	P2	P3	P4	P5
Volume of booked assistance	1466	1519	1586	1636	1498
Volume of booked assistance completions	1328	1414	1406	1446	1385
Volume of unbooked assistance (Turn Up and Go) requested	4603	4273	4623	4326	4195
Volume of unbooked assistance (Turn Up and Go) completed	4586	4230	4596	4293	4167

	2023	2023	2023	2023	2023	2023	2023
	P6	P7	P8	P9	P10	P11	P12
Volume of booked assistance	1690	1534	1402	1404	767	1080	1519
Volume of booked assistance completions	1521	1368	1258	1268	678	978	1424
Volume of unbooked assistance (Turn Up and Go) requested	4720	4059	3873	3646	1576	2684	3226
Volume of unbooked assistance (Turn Up and Go) completed	4683	4015	3842	3626	1560	2664	3206

	2023	2024	2024	2024
	P13	P1	P2	P3
Volume of booked assistance	1554	1629	1414	1460
Volume of booked assistance completions	1428	1505	1311	1323
Volume of unbooked assistance (Turn Up and Go) requested	2798	2884	2844	2971
Volume of unbooked assistance (Turn Up and Go) completed	2777	2864	2824	2952

# Ticket office opening times – compliance (RSP Year 2022)

Albany Park	2022	86.30%	Folkestone Central	2022	72.60%	Penge East	2022	94.62%
Ashford International	2022	98.02%	Folkestone West	2022	90.42%	Petts Wood	2022	93.62%
Aylesham	2022	47.13%	Frant	2022	83.07%	Pluckley	2022	85.58%
Barming	2022	93.38%	Gillingham (Kent)	2022	97.44%	Plumstead	2022	88.13%
Barnehurst	2022	91.18%	Gravesend	2022	94.52%	Queenborough	2022	83.41%
Battle	2022	89.88%	Greenhithe	2022	89.93%	Rainham (Kent)	2022	94.43%
Bearsted	2022	56.38%	Greenwich	2022	97.77%	Ramsgate	2022	89.22%
Beckenham Junction	2022	94.78%	Grove Park	2022	96.81%	Robertsbridge	2022	93.68%
Belvedere	2022	47.35%	Harrietsham	2022	86.75%	Rochester	2022	98.61%
Bexley	2022	81.37%	Hastings	2022	99.34%	Sandling	2022	60.95%
Bexleyheath	2022	82.95%	Hayes (Kent)	2022	46.72%	Sandwich	2022	71.95%
Bickley	2022	70.38%	Headcorn	2022	87.08%	Sevenoaks	2022	97.05%
Birchington-On-Sea	2022	75.44%	Herne Bay	2022	87.95%	Sheerness-On-Sea	2022	90.10%
Blackheath	2022	94.21%	Herne Hill	2022	96.99%	Shepherds Well	2022	0.00%
Borough Green & Wrotham	2022	57.84%	High Brooms	2022	92.75%	Shortlands	2022	79.60%
Brixton	2022	54.98%	Higham	2022	82.05%	Sidcup	2022	93.34%
Broadstairs	2022	36.32%	Hildenborough	2022	88.81%	Sittingbourne	2022	94.55%
Bromley North	2022	50.18%	Hither Green	2022	94.72%	Slade Green	2022	86.48%
Bromley South	2022	98.06%	Kearsney	2022	0.00%	Sole Street	2022	52.42%
Canterbury East	2022	90.06%	Kent House	2022	53.84%	St Johns	2022	78.88%
Canterbury West	2022	93.73%	Kidbrooke	2022	85.18%	St Leonards Warrior Square	2022	86.55%
Catford Bridge	2022	58.00%	Knockholt	2022	89.83%	St Mary Cray	2022	88.06%
Charing (Kent)	2022	89.71%	Ladywell	2022	46.78%	Staplehurst	2022	89.25%
Charlton	2022	86.43%	Lee	2022	53.28%	Stone Crossing	2022	0.00%
Chatham	2022	98.70%	Lenham	2022	64.95%	Stonegate	2022	59.45%
Chelsfield	2022	89.53%	Lewisham	2022	95.23%	Stratford International	2022	96.34%
Chestfield & Swalecliffe	2022	0.00%	London Bridge	2022	99.95%	Strood	2022	93.42%
Chislehurst	2022	93.07%	London Cannon Street	2022	98.93%	Sturry	2022	87.50%
Clock House	2022	63.00%	London Charing Cross	2022	100.00%	Sundridge Park	2022	53.85%
Crayford	2022	84.96%	Longfield	2022	78.37%	Swanley	2022	93.41%
Crowhurst	2022	0.00%	Lower Sydenham	2022	26.97%	Swanscombe	2022	97.56%
Dartford	2022	97.61%	Maidstone East	2022	94.42%	Sydenham Hill	2022	54.55%
Deal	2022	59.04%	Maidstone West	2022	96.45%	Teynham	2022	66.21%
Deptford	2022	79.96%	Marden	2022	80.28%	Tonbridge	2022	99.78%
Dover Priory	2022	97.91%	Margate	2022	79.06%	Tunbridge Wells	2022	98.54%
Ebbsfleet International	2022	76.51%	Martin Mill	2022	0.00%	Wadhurst	2022	66.35%
Eden Park	2022	53.94%	Maze Hill	2022	57.17%	Walmer	2022	74.69%
Elmers End	2022	78.50%	Meopham	2022	91.48%	Welling	2022	81.93%
Elmstead Woods	2022	98.15%	Mottingham	2022	79.85%	West Dulwich	2022	54.56%
Eltham	2022	93.32%	New Beckenham	2022	30.17%	West Malling	2022	63.27%
Erith	2022	67.17%	New Cross	2022	80.99%	West St Leonards	2022	79.98%
Etchingham	2022	94.40%	New Eltham	2022	84.08%	West Wickham	2022	57.89%
Eynsford	2022	94.24%	Newington	2022	55.13%	Westcombe Park	2022	49.97%
Falconwood	2022	80.08%	Northfleet	2022	61.39%	Westgate-On-Sea	2022	88.50%
Farningham Road	2022	92.35%	Orpington	2022	97.98%	Whitstable	2022	72.23%
Faversham	2022	91.50%	Otford	2022	87.05%	Woolwich Arsenal	2022	98.67%
			Paddock Wood	2022	91.37%	Woolwich Dockyard	2022	81.02%
						Wye	2022	72.57%

# Ticket office opening times – compliance (RSP Year 2023)

Albany Park	2023	75.30% Folkestone Central	2023	65.87% Penge East	2023	93.59%
Ashford International	2023	94.56% Folkestone West	2023	83.01% Petts Wood	2023	73.25%
Aylesham	2023	23.65% Frant	2023	89.40% Pluckley	2023	67.65%
Barming	2023	20.64% Gillingham (Kent)	2023	95.07% Plumstead	2023	86.68%
Barnehurst	2023	89.71% Gravesend	2023	84.21% Queenborough	2023	84.68%
Battle	2023	66.64% Greenhithe	2023	81.07% Rainham (Kent)	2023	83.45%
Bearsted	2023	50.58% Greenwich	2023	92.95% Ramsgate	2023	80.60%
Beckenham Junction	2023	77.92% Grove Park	2023	92.47% Robertsbridge	2023	78.35%
Belvedere	2023	27.18% Harrietsham	2023	91.41% Rochester	2023	94.59%
Bexley	2023	80.02% Hastings	2023	95.86% Sandling	2023	84.47%
Bexleyheath	2023	50.76% Hayes (Kent)	2023	45.72% Sandwich	2023	65.94%
Bickley	2023	51.89% Headcorn	2023	76.28% Sevenoaks	2023	94.05%
Birchington-On-Sea	2023	86.71% Herne Bay	2023	67.99% Sheerness-On-Sea	2023	85.98%
Blackheath	2023	74.41% Herne Hill	2023	94.22% Shepherds Well	2023	0.00%
Borough Green & Wrotham	2023	48.21% High Brooms	2023	72.38% Shortlands	2023	87.65%
Brixton	2023	57.15% Higham	2023	81.54% Sidcup	2023	80.82%
Broadstairs	2023	42.08% Hildenborough	2023	49.86% Sittingbourne	2023	87.17%
Bromley North	2023	59.89% Hither Green	2023	91.31% Slade Green	2023	74.40%
Bromley South	2023	95.37% Kearsney	2023	0.00% Sole Street	2023	8.54%
Canterbury East	2023	84.44% Kent House	2023	59.31% St Johns	2023	76.92%
Canterbury West	2023	88.22% Kidbrooke	2023	84.04% St Leonards Warrior Square	2023	83.42%
Catford Bridge	2023	52.30% Knockholt	2023	32.73% St Mary Cray	2023	77.94%
Charing (Kent)	2023	85.19% Ladywell	2023	54.01% Staplehurst	2023	78.60%
Charlton	2023	91.83% Lee	2023	45.10% Stone Crossing	2023	0.00%
Chatham	2023	90.20% Lenham	2023	46.64% Stonegate	2023	36.10%
Chelsfield	2023	88.53% Lewisham	2023	91.97% Stratford International	2023	90.08%
Chestfield & Swalecliffe	2023	0.00% London Bridge	2023	99.74% Strood	2023	87.48%
Chislehurst	2023	92.23% London Cannon Street	2023	84.57% Sturry	2023	84.86%
Clock House	2023	56.22% London Charing Cross	2023	99.82% Sundridge Park	2023	52.02%
Crayford	2023	80.86% Longfield	2023	51.98% Swanley	2023	86.14%
Crowhurst	2023	0.00% Lower Sydenham	2023	31.61% Swanscombe	2023	70.12%
Dartford	2023	96.82% Maidstone East	2023	90.85% Sydenham Hill	2023	59.40%
Deal	2023	43.83% Maidstone West	2023	83.43% Teynham	2023	29.81%
Deptford	2023	67.81% Marden	2023	69.83% Tonbridge	2023	94.60%
Dover Priory	2023	92.66% Margate	2023	72.23% Tunbridge Wells	2023	92.89%
Ebbsfleet International	2023	72.54% Martin Mill	2023	0.00% Wadhurst	2023	62.29%
Eden Park	2023	34.49% Maze Hill	2023	63.83% Walmer	2023	71.37%
Elmers End	2023	69.98% Meopham	2023	88.51% Welling	2023	50.72%
Elmstead Woods	2023	95.19% Mottingham	2023	74.48% West Dulwich	2023	65.61%
Eltham	2023	80.52% New Beckenham	2023	26.85% West Malling	2023	56.44%
Erith	2023	67.58% New Cross	2023	52.39% West St Leonards	2023	56.62%
Etchingham	2023	84.95% New Eltham	2023	80.15% West Wickham	2023	53.93%
Eynsford	2023	92.57% Newington	2023	24.55% Westcombe Park	2023	39.03%
Falconwood	2023	78.76% Northfleet	2023	40.77% Westgate-On-Sea	2023	86.04%
Farningham Road	2023	43.41% Orpington	2023	94.78% Whitstable	2023	51.95%
Faversham	2023	84.68% Otford	2023	71.34% Woolwich Arsenal	2023	97.62%
		Paddock Wood	2023	82.26% Woolwich Dockyard	2023	69.16%
				Wye	2023	0.00%

# Ticket office opening times – compliance (RSP Year 2024)

Albany Park	2024	51.22%	Folkestone Central	2024	54.23%	Penge East	2024	95.86%
Ashford International	2024	95.33%	Folkestone West	2024	76.53%	Petts Wood	2024	66.54%
Aylesham	2024	20.41%	Frant	2024	85.45%	Pluckley	2024	37.08%
Barming	2024	0.00%	Gillingham (Kent)	2024	95.62%	Plumstead	2024	85.49%
Barnehurst	2024	90.40%	Gravesend	2024	88.62%	Queenborough	2024	79.41%
Battle	2024	59.20%	Greenhithe	2024	70.54%	Rainham (Kent)	2024	86.42%
Bearsted	2024	44.07%	Greenwich	2024	89.53%	Ramsgate	2024	82.06%
Beckenham Junction	2024	82.58%	Grove Park	2024	92.94%	Robertsbridge	2024	73.63%
Belvedere	2024	8.58%	Harrietsham	2024	74.36%	Rochester	2024	87.48%
Bexley	2024	68.03%	Hastings	2024	93.90%	Sandling	2024	66.42%
Bexleyheath	2024	50.93%	Hayes (Kent)	2024	52.95%	Sandwich	2024	74.17%
Bickley	2024	40.52%	Headcorn	2024	47.70%	Sevenoaks	2024	95.12%
Birchington-On-Sea	2024	80.85%	Herne Bay	2024	43.66%	Sheerness-On-Sea	2024	61.64%
Blackheath	2024	74.76%	Herne Hill	2024	97.25%	Shepherds Well	2024	0.00%
Borough Green & Wrotham	2024	48.18%	High Brooms	2024	59.17%	Shortlands	2024	91.24%
Brixton	2024	49.08%	Higham	2024	82.93%	Sidcup	2024	91.08%
Broadstairs	2024	25.58%	Hildenborough	2024	66.20%	Sittingbourne	2024	85.87%
Bromley North	2024	59.69%	Hither Green	2024	95.36%	Slade Green	2024	61.86%
Bromley South	2024	95.92%	Kearsney	2024	0.00%	Sole Street	2024	0.00%
Canterbury East	2024	89.53%	Kent House	2024	56.84%	St Johns	2024	51.62%
Canterbury West	2024	88.58%	Kidbrooke	2024	66.14%	St Leonards Warrior Square	2024	78.24%
Catford Bridge	2024	39.86%	Knockholt	2024	96.23%	St Mary Cray	2024	74.73%
Charing (Kent)	2024	87.56%	Ladywell	2024	50.66%	Staplehurst	2024	85.59%
Charlton	2024	87.95%	Lee	2024	57.10%	Stone Crossing	2024	0.00%
Chatham	2024	95.52%	Lenham	2024	30.88%	Stonegate	2024	32.58%
Chelsfield	2024	88.12%	Lewisham	2024	94.37%	Stratford International	2024	90.32%
Chestfield & Swalecliffe	2024	0.00%	London Bridge	2024	98.86%	Strood	2024	86.44%
Chislehurst	2024	80.00%	London Cannon Street	2024	62.86%	Sturry	2024	86.05%
Clock House	2024	41.83%	London Charing Cross	2024	99.98%	Sundridge Park	2024	17.70%
Crayford	2024	77.49%	Longfield	2024	52.72%	Swanley	2024	94.50%
Crowhurst	2024	0.00%	Lower Sydenham	2024	30.86%	Swanscombe	2024	61.38%
Dartford	2024	94.76%	Maidstone East	2024	90.35%	Sydenham Hill	2024	58.78%
Deal	2024	66.85%	Maidstone West	2024	93.73%	Teynham	2024	12.73%
Deptford	2024	44.03%	Marden	2024	62.38%	Tonbridge	2024	95.84%
Dover Priory	2024	94.27%	Margate	2024	56.64%	Tunbridge Wells	2024	92.90%
Ebbsfleet International	2024	87.19%	Martin Mill	2024	0.00%	Wadhurst	2024	60.18%
Eden Park	2024	27.97%	Maze Hill	2024	75.82%	Walmer	2024	70.60%
Elmers End	2024	62.70%	Meopham	2024	88.67%	Welling	2024	53.51%
Elmstead Woods	2024	94.26%	Mottingham	2024	67.29%	West Dulwich	2024	70.51%
Eltham	2024	80.85%	New Beckenham	2024	22.06%	West Malling	2024	55.61%
Erith	2024	54.31%	New Cross	2024	55.28%	West St Leonards	2024	72.39%
Etchingham	2024	76.09%	New Eltham	2024	74.86%	West Wickham	2024	57.11%
Eynsford	2024	90.05%	Newington	2024	2.97%	Westcombe Park	2024	57.99%
Falconwood	2024	79.94%	Northfleet	2024	35.27%	Westgate-On-Sea	2024	90.90%
Farningham Road	2024	14.24%	Orpington	2024	93.31%	Whitstable	2024	52.81%
Faversham	2024	86.26%	Otford	2024	69.84%	Woolwich Arsenal	2024	98.68%
			Paddock Wood	2024	66.98%	Woolwich Dockyard	2024	66.31%
					Wye	2024	47.37%	

## Environmental performance

**Site electricity by month**

**5.6% decrease in consumption**

**Site gas by month**

**17.8% decrease in consumption**

**Waste recycled (% by period)**

**23.6% decrease**

**Train energy by period**

**3.1% increase in consumption**

## Complaints and faults handling data

<b>Complaints per 1,000 passenger journeys</b>	
Accessibility issues	0.003
Company policy	0.016
Complaints handling	0.023
Delay compensation schemes	0.042
Environmental	0.001
Fares, Retailing	0.039
Other	0.002
Provision of information	0.006
Quality on train	0.038
Safety & Security	0.010
Staff conduct & availability	0.021
Station quality	0.006
Timetabling and connection issues	0.006
Train service performance	0.050
<b>Overall</b>	<b>0.263</b>





**Thank you**