Timetable consultation

December 2022

South Western Railway

NetworkRail

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Some images in this document were taken before Covid.

Foreword

We are acutely aware that in the past we have responded to ever growing customer demand by increasing the number of trains on the South Western Railway (SWR) network, often at the expense of the performance and reliability of our services. But, as we emerge from the Covid-19 pandemic, we have a unique opportunity to build back a better railway for the future.

Since March 2020, we have been supported by the Government to run a reduced service that has kept key workers moving. This period has shown that our performance improves significantly when we are able to run fewer trains while still meeting customer demand for our services. Customer satisfaction has also increased in this period.

Even though passengers are now returning to the railways, all the forecasts suggest they will not return to pre-Covid levels for the foreseeable future. While we have had to adapt our timetable to changing circumstances at short notice over the past 16 months, now is the time to start planning for a long-term timetable that will retain and build on the reliability improvements we've made, meet the forecast demand and provide value for the taxpayer while balancing other local and national priorities.

SWR, Network Rail and the Department for Transport are therefore undertaking a strategic review of our timetable. We are proposing changes which, while resulting in a slight reduction in frequencies, will still deliver capacity at 93% of pre-Covid levels and improve significantly on the current timetable. This is well in excess of current demand and the forecasts set out in this document. We will do this by introducing 90 new Arterio trains, which offer greater capacity and the promise of better reliability, as well as providing additional carriages on many of our existing services.

The result will be a more robust train service across the SWR network that meets new travel patterns as we emerge from the pandemic.

Before we commence any detailed timing work, we are keen to consult with key stakeholders across our network: elected representatives, passenger groups, business organisations and those working in the transport sector.

This is an opportunity to comment on the approach we are taking as part of the strategic review of our timetable. We invite you to read this consultation document and share your views.

Claire Mann

Claire Mann
Managing Director
South Western Railway

Mark Killick
Route Director Wessex
Network Rail

About this consultation

We want to know what you think about our strategic approach – this is not about the timetabling of individual services, but about proposed frequencies, route by route. These changes require us to consider our whole network.

We are considering a specification for services rather than specific trains or a timetable. It is for that reason that we are consulting with a defined set of organisations, which have a strategic or representative role rather than the wider community. You may wish, of course, to canvass opinion before responding to this consultation.

This document provides more context to our approach and sets out the planned frequencies on each route.

There is a set of FAQs and also a number of questions which we invite you to respond to.

You are welcome to tell us what else you think we need to know, as we finalise our plans for submission. Full details on how to respond are set out later in this document.

Between SWR and Network Rail, we are committed to delivering the best service we can for our customers and communities. We want to make best use of our investment in new trains that offer so much more in terms of capacity, reliability and comfort.

We have a real opportunity now to make our network fit for purpose – and we want you to help us shape that future.

Please take the time to consider what we are proposing and let us have your feedback by the closing date of **19th September 2021**.

South Western Railway
who we are and what we do

South Western Railway connects people and communities across South West London and the South West of England. Serving over 200 stations every day, our network has historically been one of the busiest in the UK.

A joint venture between two of the world's leading rail companies – FirstGroup and MTR – we focus on delivering improvements for our customers every day. Our network comprises urban, suburban, regional, and long-distance routes, and our customers are commuters as well as those travelling for business and leisure. We support access to jobs, training, and education, as well as the leisure economy in many locations.

From London Waterloo to Weymouth, Windsor to the Isle of Wight, SWR provides access to the capital, regional centres, airports, ports, tourist destinations, and major events, such as Wimbledon and those at Twickenham. With more than 5,000 colleagues, our people are the key to doing so.

In May 2021, SWR was awarded a National Rail Contract by the Department for Transport, recognising the essential role we have to play in building back better. Under this contract, we are driving efficiency in our operation, while encouraging customers to return to rail.

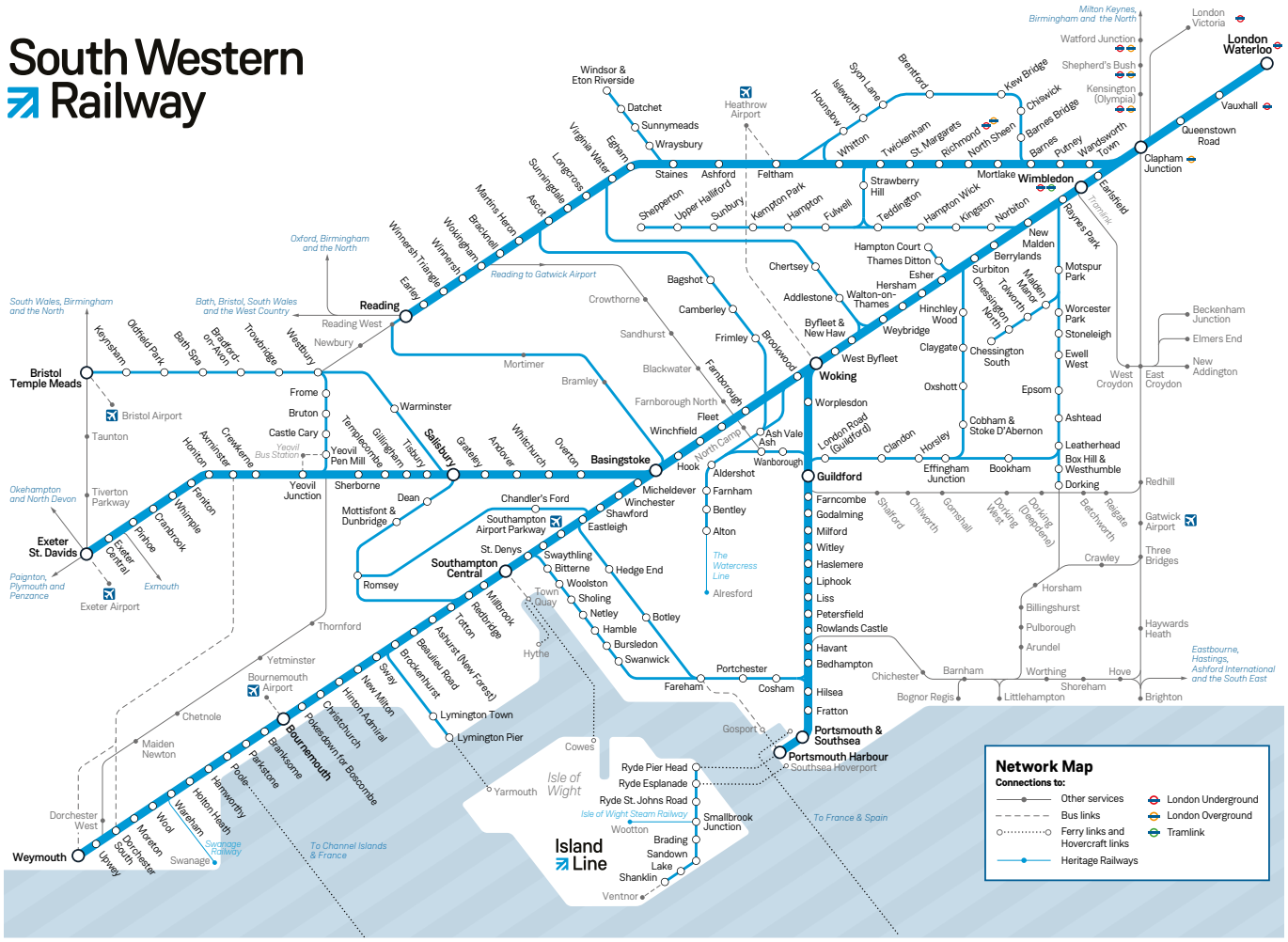
As part of the contract, SWR is paid a management fee to run the railway to a defined budget each year, while all revenues are paid direct to HM Government. We are incentivised to deliver an excellent service to our customers and strive to deliver the best possible value for the taxpayer.

At the same time, we are playing our role in reducing carbon dioxide emissions across our fleet and in our stations, running a railway that is sustainable, as well as safe and efficient. Rail is inherently more sustainable than other modes of transport, but we are going further, investing in low emissions technologies, and diverting zero waste to landfill.

We are committed to helping build the economic and social prosperity of the UK and the south western communities we serve. Through our Customer and Communities Improvement Fund and Community Rail initiatives, we are investing more than £5 million in the region.

We collaborate closely with partners, such as the Department for Transport, the British Transport Police and other stakeholders. Together, we work hard to ensure that the people of the South West get the most out of life.

CURRENT SWR NETWORK



About Network Rail

Network Rail owns, operates and develops Britain's railway infrastructure. That's 20,000 miles of track, 30,000 bridges, tunnels and viaducts and the thousands of signals, level crossings and stations. Across the Wessex route we look after 1,300 miles of track and manage three key stations including Britain's busiest, London Waterloo.

We exist to get people and goods where they need to be and to support our country's economic prosperity and our role is to run a safe, reliable and efficient railway, serving customers and communities.

Our vision is 'Putting Passengers First'. We're becoming a company that is on the side of passengers and freight users; that is easy to engage with and is an efficient and dependable partner; a company people are proud to work for; instinctively recognised as an industry leader.

We also want to make sure our railway is green, resilient to climate change, and able to provide an excellent service for years to come. As well as improving the lives of millions every day, rail has a vital role to play in supporting sustainable economic recovery and growth while also helping Government to meet ambitious zero-carbon targets. We're already on the journey towards becoming a truly sustainable railway and have published our 30-year environmental sustainability strategy. Our commitment to wider sustainable development goals, including social value, are also very important to us; there are social benefits to everything we do, and we are committed to supporting our local communities.

Passengers are at the heart of our decision making. We run the company through routes that understand how to meet the needs of the areas they serve. They operate, maintain and renew infrastructure to deliver a safe and reliable railway for passengers and freight customers. Our regions encompass multiple routes and transport hubs to better align operations with passengers' and communities' needs.

We work in close collaboration with South Western Railway and other industry stakeholders to deliver the best possible customer experience. Working together, we aim to make the right decisions to create a railway that is efficient, effective and embedded in the communities we serve.

Context

This consultation document sets out our plans for running a more robust train service across the SWR network, that meets the new travel patterns as we emerge from the pandemic. This section sets out what we need to consider in managing our network, the current performance of the network, and how the December 2022 timetable can build on this.

A balanced approach

In running the network, SWR and Network Rail work in collaboration with the Department for Transport to balance a number of key priorities.

Between us we have agreed six key objectives for delivering railway services across the region. These have guided our thinking as we have developed our proposals for the December 2022 timetable:

Meeting demand

ensuring our services provide sufficient capacity to meet current and forecast demand

Making efficient use of resources

continually driving best value for the taxpayer in the service we deliver

Maximising revenue

encouraging and facilitating the return of customers to the railway

Improving performance

planning services that can be routinely delivered on time and recover quickly from disruption

Ensuring infrastructure maintainability and capability

running a service that matches the capability of the infrastructure and facilitates ongoing maintenance

Responding to stakeholder input

taking into account the views of stakeholders across our network

Background

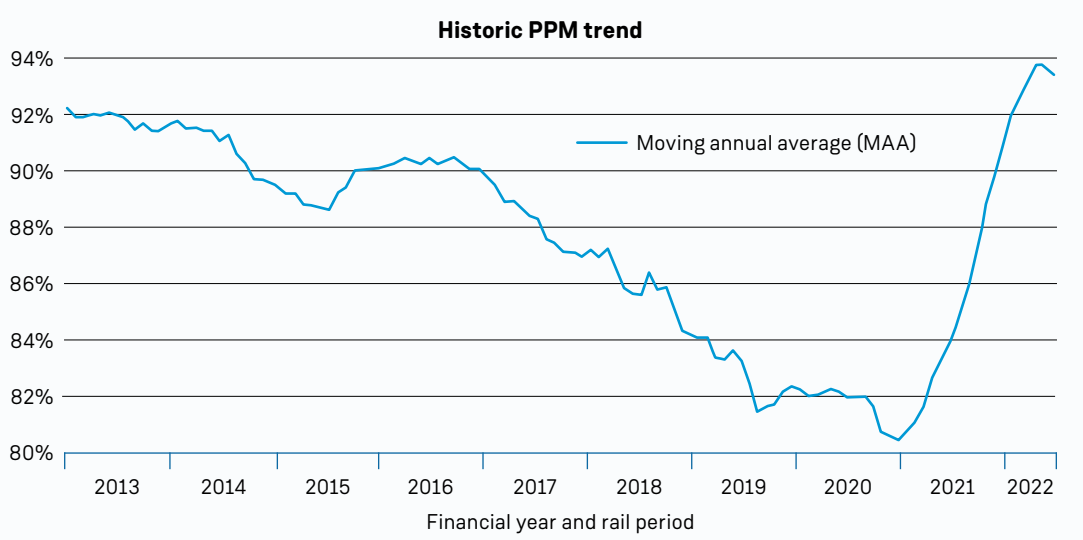
Network Rail will publish in July 2021 the South West Main Line Strategic Study, which sets out the future strategy for Main Line services into London Waterloo in the period to 2050. This study looks at several demand scenarios, including before the pandemic, and for potential low, medium and high demand afterwards. It is recognised in the study that service levels had been reduced during the pandemic and there is still uncertainty around long-term travels patterns as customers return.

The study also recognises that, pre-Covid, the need to squeeze additional services into what has historically been the UK's busiest network to meet ever-growing demand on the Main Line into London Waterloo had led to poor performance and passenger overcrowding issues over a sustained period. During the pandemic, we have been supported by the Government to run a reduced service that has kept key workers moving. This period has shown that performance and customer satisfaction improve significantly when we are able to run fewer trains while still meeting demand for our services.

We have also been able to improve performance during the pandemic as Network Rail has reduced the number of speed restrictions on the network. These can be imposed for a variety of reasons, but can all have an impact on the performance of the service. Work has involved both carrying out preventative activities at key sites and being more responsive to any new restrictions imposed.

Overall, Network Rail removed 23% more speed restrictions in 2020/21 than in 2019/20 and the number of restrictions impacting the train service reduced significantly by 37%. Running fewer trains reduces the pressure on our infrastructure, resulting in fewer infrastructure-related incidents. This means that we don't need to impose as many speed restrictions onto our network.

Customer satisfaction: We understand that a consistently delivered, high performing timetable is a key driver of satisfaction for our customers. While there are other factors that influence our scores, it is notable that overall customer satisfaction improved by 22% between the start of the pandemic in March 2020 and March 2021, coinciding with the improved performance shown by the graph below.



The table above shows SWR's historic downward trend against the published public performance measures as additional services were added to the network and the dramatic improvement during the pandemic.

As passengers return to the railway, it is essential that measures to ensure that the service can be operated robustly and resiliently are identified and implemented.

This post-Covid period of expected lower demand provides an opportunity to reintroduce trains as required, in a way that better balances capacity and performance.

The December 2022 timetable is therefore seen as the base for our long-term service provision, from which demand will grow as more passengers return to the railway.

While we don't want to return to the over-congested infrastructure we saw before the pandemic, it is important that the railway is able to adapt to changing patterns in demand.

The service levels set out in this document leave us some capability to introduce additional new train paths at a later date and SWR and Network Rail will work with the Department for Transport to continually review our timetable in the future.

Adapting to future growth

Along with the rest of the rail industry, SWR and NR are working hard to reassure our customers and encourage them to return to the railways when they are ready.

The timetable we are specifying for December 2022 will leave some space for additional train paths to be introduced to accommodate future growth as it is needed.

We are committed to working with our local communities and stakeholders to match capacity to demand in the future, based on robust business cases that can demonstrate value for the taxpayer.

What this means for the December 2022 timetable

Taking this into account, our proposals for the December 2022 timetable have been informed by three key considerations:

- Our experience of running the railway during the pandemic;
- What our customers are telling us about their future travel patterns;
- The arrival of our new Arterio trains.

Prior to the pandemic, the performance of our train service too often fell short of our customers' expectations as we sought to meet demand by providing additional services on already very busy tracks. The past 16 months have confirmed in practice what we already knew to be the case in theory: running fewer trains increases overall reliability and there is now an opportunity to embed this in our future timetabling.

The slight extension of gaps between services provides us with a more robust buffer for when we experience delays on our network. With a more densely packed timetable, very minor delays can often have wide-reaching impacts. It also reduces the pressure on our infrastructure, helping us to maintain its resilience.

This position is supported by what our customers are telling us – as set out in the following section our research data reveals that commuter travel is likely to recover to just 60% of pre-Covid demand. The number is similar for business travellers, while leisure travel is forecast to bounce back to the same levels as before the pandemic. The service levels we have included in this specification leave sufficient excess capacity to accommodate variations in daily and peak demand as customers return.

We have invested £1 billion in our new trains, known as Arterio. This brand new fleet of 90 trains, which is replacing some of the oldest rolling stock on the network, will transform travel on our Reading, Windsor and West London suburban routes. The new fleet will offer more capacity, as well as better reliability and punctuality for our customers.

Arterio

Our brand new fleet of 90 trains is set to transform travel on our Reading, Windsor and West London suburban routes. Our investment of £1 billion in these trains will result in improved performance for hundreds of thousands of customers.

The 750-carriage fleet can carry more people, whilst larger, driver operated doors can allow customers to board and alight more easily.

These trains are more sustainable than the current fleet serving the suburban network. Regenerative braking means that they use up to 30% less energy, with electricity sent back into the conductor rail during braking.

The fleet offers free onboard Wi-Fi and live on-train customer information systems will deliver real-time travel updates. This will allow our customers to plan their onward journeys whilst still onboard.

The fleet also delivers greater comfort and convenience for customers, with air conditioning, improved toilet facilities and dedicated cycle racks available across the fleet. For every five-car train, three bike spaces will be made available for customers, and six spaces on every ten-car train.

Passenger forecasts

Assessing the needs and likely demand from our customers is a core element in developing our future timetable design. At each stage of the process, we have incorporated our anticipated levels of future demand across the SWR network for all the customers who travel with us.

Our customers use SWR services for many different reasons, be that commuting, business travel to commercial centres or to make leisure journeys, such as visiting friends and relatives or day trips to the beach or one of the many attractions we serve.

Our approach to assessing the likely future demand for SWR services has taken into account that our current situation in the midst of the pandemic is not representative of the anticipated long-term demand for our services. The Office for Budget Responsibility's latest forecasts indicate that we expect to be in a stable ('new normal') position by the end of 2022 when this timetable launches. Therefore, our focus has been to understand in detail what the demand for our services is likely to be at the end of 2022, into 2023 and beyond.

To inform decision making across our business, SWR commissioned multiple waves of detailed research with our customers to understand their needs as we emerge from the pandemic, referencing the different journeys they take – commuting, business and leisure[1].

A critical output of this research has been to understand our customers' preferences for travelling in the future, particularly during the morning and evening peaks where historically our services have been heavily crowded. The research considers the whole network – in practice, figures will vary from route to route.

[1] KSBR BrandFutures for South Western Railway, May 2020, October 2020 and January 2021

The headlines from this research demonstrate that, whilst our leisure customers expect to get back to normal soon, in line with recent evidence from them returning to the network, our commuter and business traveller expectations have shifted markedly. The pandemic has dramatically accelerated the long-term trend of decline in the traditional Monday to Friday commute[2]. Our research indicates that future travel expectations for our commuting and business customers are significantly below their pre-pandemic levels:

	Pre-Covid	Short-term	Post-vaccine
Commuter	Commuted **4.3** days a week by SWR	Expected to commute **2.3** days a week **54%** of pre-Covid level	Expect to commute **2.6** days a week **60%** pre-Covid level
Business	Travelled for business purposes **58.6** times a year	Expect to travel for business purposes **30.6** times a year **52%** of pre-Covid level	Expect to travel for business purposes **36.5** times a year **62%** of pre-Covid level
Leisure	Travelled for leisure purposes **21.4** times a year	Expect to travel for leisure purposes **8.7** times a year **41%** of pre-Covid level	Expect to travel for leisure purposes **22.4** times a year **105%** of pre-Covid level

Within the timetable planning process, we have incorporated anticipated future demand by combining the data from our research with the demand we saw for our services in 2019 to produce a future demand model.

Prior to Covid, our customer mix was made up of 53% commuter journeys, 12% business journeys and 35% leisure journeys. By matching this journey mix to the forecasts above, we are able to predict that total journeys across our network will return to around 76% of our pre-pandemic level.

This compares to the overall capacity provision set out in this specification of 93%, leaving headroom for additional growth and variations in daily and hourly demand as new patterns of travel emerge.

We have used our future demand model to set the specifications of our peak and off peak services by line of route to ensure that it will meet the needs of our customers, balanced against our other requirements, such as taxpayer value. The next section sets out how this will work by line of route.

[2] DfT Commuting trends in England, 1988 – 2015 (published in November 2017)

Route by route specifications

In this section, we have set out the proposed frequency specification by individual line of route, together with an explanation for this, where it differs from the previous May 2019 timetable.

We divide our lines of route into four areas – the Main Suburban routes, Windsor routes, Mainline routes and the West of England. On top of this, we operate Island Line on the Isle of Wight, which is also referenced in this document.

These routes serve different parts of our region and have different characteristics. The Main Suburban routes, for example, principally serve London and its suburbs and have a metro character, while the Mainline routes cross a large part of southern England and support longer journeys.

There are also places where these routes overlap – particularly as they approach London. These have historically been the places where our network becomes most congested, impacting performance and reliability. The changes we are proposing to specific lines of route within each area are designed to reduce pressure at these points.

Throughout the document we are comparing our service levels to two points in time – the May 2019 timetable that was in place pre-Covid and the May 2021 timetable that is in place today.

Summary of high peak capacity into London Waterloo

The capacity arriving into London Waterloo in the high peak hour will remain broadly the same as pre-Covid levels. The specification set out below covers Monday to Saturday services. The Sunday service pattern is not included in this consultation.

South Western Railway | NetworkRail

	December 2022 AM high peak hour capacity	December 2022 AM high peak hour capacity as % of	
		May 2019	May 2021
Mainline	15,776	98%	118%
Main Suburban	25,537	100%	138%
West of England	1,624	100%	106%
Windsor Lines	19,504	98%	144%
Total	**62,441**	**96%**	**133%**

	December 2022 AM high peak hour seats	December 2022 AM high peak hour seats as % of	
		May 2019	May 2021
Mainline	11,320	93%	117%
Main Suburban	12,054	86%	120%
West of England	1,235	100%	106%
Windsor Lines	8,736	92%	123%
Total	**33,345**	**90%**	**119%**

*High peak hour is defined as arrivals into London Waterloo between 0800 and 0859. High peak hour seats includes only seating capacity, whilst high peak capacity also includes an allowance for standing.

Easing congestion into London Waterloo

As our services approach London Waterloo, they merge and operate over three pairs of lines: Fast Lines, Slow Lines, and Windsor Lines.

This is the point on our network that is most congested and requires a complex set of interactions and crossing moves to allow trains to reach the correct platforms. Our approach to the December 22 timetable has been to reduce the number of services operating to Waterloo on each of the pairs of lines, to allow this pinch point to flow more freely thereby making the timetable more resilient.

The tables below show the specification for each of the pains of Fast Lines, Slow Lines and Windsor Lines.

	AM high peak trains per hour to London		
	May 2019	May 2021	December 2022
Fast lines from Woking & Surbiton	25	18	21
Slow Lines from Wimbledon	18	14	16
Windsor Lines through Putney	17	13	16
Total	**60**	**45**	**53**

	Off peak trains per hour to London		
	May 2019	May 2021	December 2022
Fast lines from Woking & Surbiton	14	10	13
Slow Lines from Wimbledon	16	14	14
Windsor Lines through Putney	12	8	10
Total	**42**	**32**	**37**

MAIN SUBURBAN ROUTES

The Main Suburban routes serve London, its suburbs and the surrounding towns. Historically, they have seen large volumes of travel by commuters and business customers. As routes converge on London, there are specific points in the network that can become easily congested – particularly between London Waterloo and Wimbledon.

We are therefore proposing to not to reinstate certain services where usage is lower or there is alternative provision to reduce congestion at these points, whilst aiming to maintain a two trains per hour (tph) frequency for most routes. For example, in the off-peak we are proposing not to reinstate certain services between London Waterloo, Epsom, and Leatherhead from four to two per hour. This involves reducing services to Dorking from two to one per hour as customers for station between Epsom and Dorking are able to use alternative services to London provided by Southern.

Also, we are proposing not to reinstate one of the two previous Guildford via Leatherhead services; this will leave Bookham with an hourly service, however, this station has relatively low off-peak usage with an average of five people per train in the May 2019 timetable.

Customers between Effingham Junction and Guildford have alternative faster services via Cobham. Similarly in the peak, we are proposing not to reinstate two of the six previous services per hour.

In the AM peak our Woking to London Waterloo stopping services suffered from poor reliability as they involved a complex operation involving a crossing move from the slow lines to the fast lines at Surbiton. This had a detrimental effect on performance across the network. We are therefore proposing not to reinstate one of the five previous services per hour.

We recognise these were busy trains, so we will alter some trains that previously ran through Kingston to instead start from Surbiton and run to London Waterloo on the slow lines. This has the added benefit of providing additional direct journey opportunities from Surbiton to Wimbledon and Clapham Junction while maintaining frequency for intermediate stations.

By reducing congestion between London Waterloo and Wimbledon, we will aim to improve performance and reliability. Overall, we will be running two fewer trains in the off-peak period and three fewer in the peak period – but the majority of routes will retain the same peak and off-peak frequency as before the pandemic. Services will also be formed by 10 car Arterio trains, which will offer more capacity.

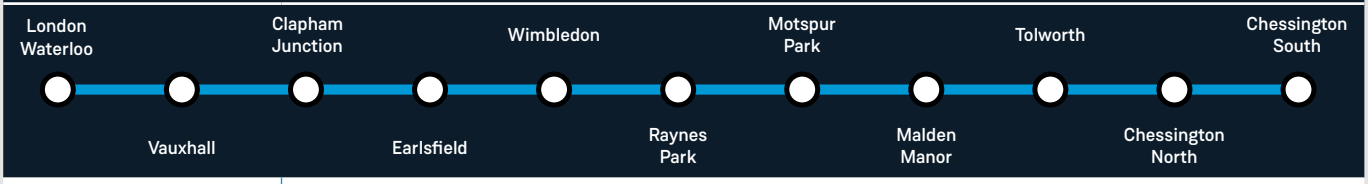
Outline specification – Main Suburban AM peak

	AM high peak trains per hour to London		
	May 2019	May 2021	December 2022
Chessington South	2	2	2
Dorking & Epsom	4	2	2
Guildford via Leatherhead	2	2	2
Guildford via Cobham	3	2	3
Hampton Court	2	2	4
Shepperton (via Wimbledon)	2	2	2
Teddington via Wimbledon and Kingston (excl. Shepperton trains)	4	2	2
Woking	5	3	4
Total	**24**	**17**	**21**

Outline specification – Main Suburban off peak

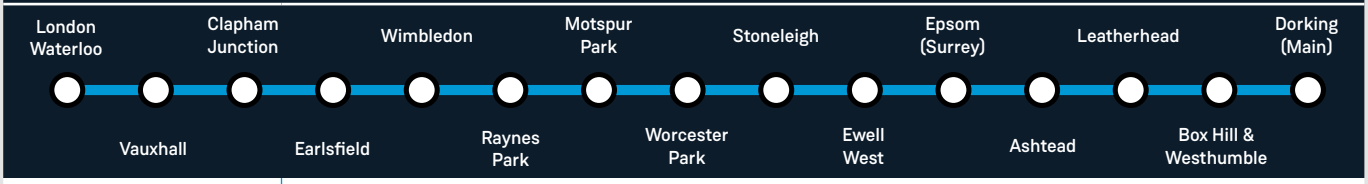
	Off peak trains per hour to London		
	May 2019	May 2021	December 2022
Chessington South	2	2	2
Dorking	2	1	1
Guildford via Leatherhead	2	1	1
Guildford via Cobham	2	2	2
Hampton Court	2	2	2
Shepperton (via Wimbledon)	2	2	2
Teddington via Wimbledon and Kingston (excl. Shepperton trains)	2	2	2
Woking	2	2	2
Total	**16**	**14**	**14**

London Waterloo to Chessington South



Peak frequency	Two trains per hour to/from London.
Off peak frequency	Two trains per hour to/from London.
Calling at	All stations.
Rationale	The service levels reflect the May 2019 timetable.

London Waterloo to Dorking

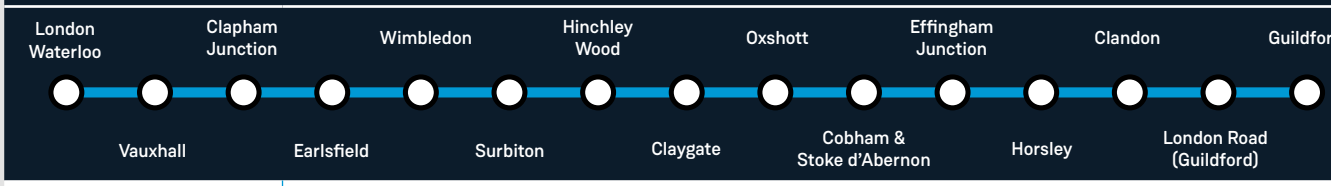


Peak frequency	Two trains per hour to/from London.
Off peak frequency	One train per hour to/from London.
Calling at	All stations.
Rationale	In order to reduce congestion on the inner parts of the network we propose to reduce frequency to Epsom and Dorking as these stations are also served by Southern services from London Bridge and London Victoria.

London Waterloo to Guildford via Leatherhead

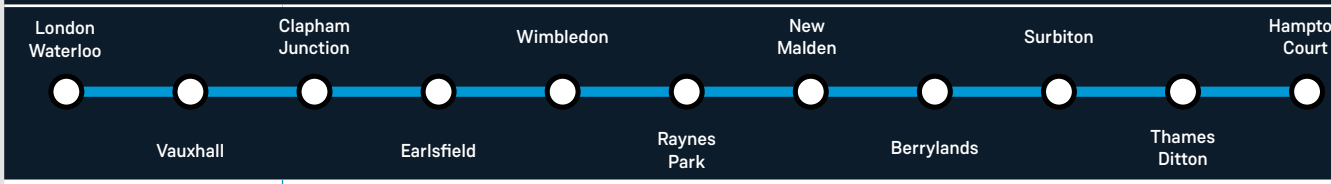
Peak frequency	Two trains per hour hourly to/from London.
Off peak frequency	One train per hour to/from London.
Calling at	All stations.
Rationale	In order to reduce congestion between London Waterloo and Wimbledon we propose not to reinstate certain services from Guildford via Leatherhead. As above the Epsom line is also served by Southern services from London Bridge and London Victoria, while stations between Effingham Junction and London Road (Guildford) are served by services via Cobham, which is the faster route to London. Bookham will therefore be the only station to receive one train per hour. This station has relatively low use off peak, with an average of 5 people using each service in May 2019.

London Waterloo to Guildford via Cobham



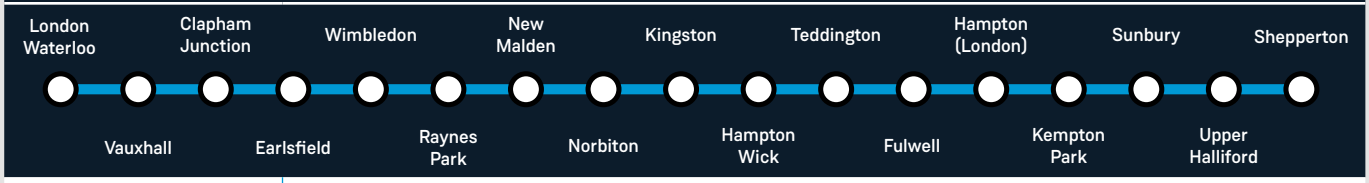
Peak frequency	Two trains per hour to/from London plus an additional fast service.
Off peak frequency	Two trains per hour to/from London.
Calling at	Calling at Vauxhall, Clapham Junction, Earlsfield, Wimbledon, Surbiton and then all stations. One additional AM and PM peak service into London running fast from Surbiton to London Waterloo.
Rationale	The service levels reflect the May 2019 timetable.

London Waterloo to Hampton Court



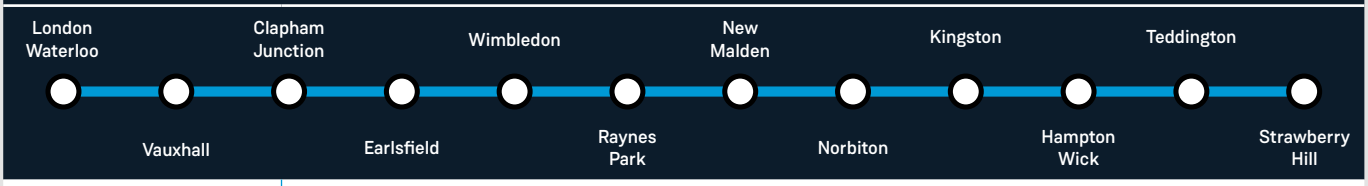
Peak frequency	Two trains per hour to/from London with 3 additional services across both peaks running between Surbiton and London.
Off peak frequency	Two trains per hour to/from London.
Calling at	Calling at all stations. An additional, three trains into London over the AM peak starting at Surbiton and calling at all stations except Berrylands.
Rationale	Additional services operate to Surbiton to compensate for the removal of some peak services to Woking and provide additional stopping services from Surbiton to London Waterloo.

London Waterloo to Shepperton (via Wimbledon)



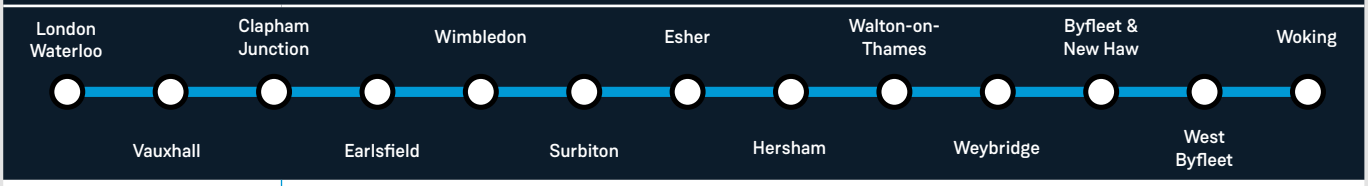
Peak frequency	Two trains per hour to/from London.
Off peak frequency	Two trains per hour to/from London.
Calling at	Calling at all stations during the peak. Calling at all stations except Earlsfield during the off peak and at weekends.
Rationale	These services have a tight turnaround at each end of the route and removing Earlsfield in the off peak improves the resilience of these services. Direct services are maintained from Earlsfield to Kingston. Earlsfield is a heavy commuter station and still maintains 12 trains per hour off peak from London. Norbiton, Kingston, Hampton Wick, Teddington are also served by London to Teddington via Wimbledon and Kingston services.

London Waterloo to Teddington via Wimbledon and Kingston



Peak frequency	Two trains per hour to/from London.
Off peak frequency	Two trains per hour to/from London.
Calling at	Calling at all stations.
Rationale	A small number of AM peak services that previously serviced Kingston will instead start from Surbiton. This will allow an increase in capacity and provide additional direct journeys in the AM peak from Surbiton to Wimbledon and Clapham Junction while maintaining frequency for intermediate stations. Norbiton, Kingston, Hampton Wick, Teddington are also served by London to Shepperton services.

London Waterloo to Woking (stopping services)



Peak frequency	Four trains per hour.
Off peak frequency	Two trains per hour to/from London.
Calling at	Calling at Vauxhall, Clapham Junction, Earlsfield, Wimbledon, Surbiton and then all stations. AM Peak services fast from Surbiton to London Waterloo. Two PM peak services per hour fast from London Waterloo to Surbiton. The other two have the off peak calling pattern.
Rationale	As set out above, to improve operational resilience we will not reinstate one of the previous Woking stopping services in the peak. This will be off-set by additional stopping services from Surbiton to London Waterloo.

WINDSOR ROUTES

The Windsor routes include services between south-west London, Windsor and Reading. This means that it takes in a number of routes which run cross-country, such as that between Ascot to Frimley. Reading is an important regional centre, which attracts commuter and business journeys. We respond to this through the new specification – for example, we will run an additional peak service between Ascot and Reading to meet this demand.

As with the Main Suburban routes, many of the journeys that take place on these routes are to and from London. Historically, there have been high proportions of commuters and business customers. This means that the Windsor routes have also suffered from the effects of congestion between London Waterloo and Staines.

We will directly address sources of congestion in the new timetable. There is a major pinch-point at Queenstown Road where the tracks reduce from four to three lines – this has historically led to delays. We will therefore not reinstate four of the eight previous trains calling at this station, improving the flow of services through the area.

Services to Kingston (via Richmond) and Weybridge (via Brentford) will continue to call at Queenstown Road, maintaining westbound services to stations previously served. The Northern line extension to Battersea Power Station is due to open in Autumn 2021 and will provide an alternative route to Central London.

To alleviate congestion between Richmond and London in the peak we are not reinstating one of the four previous direct Reading to London Waterloo services. The majority of stations on the corridor are served by alternative services from Aldershot (via Ascot) and Windsor. All services will be operated by our new, higher capacity Arterio trains.

We are also proposing not to reinstate services where there has been low usage or where there is alternative provision. Currently, trains running along the Hounslow loop run from London Waterloo, to Hounslow, and back. In the off-peak period, services will only run between London Waterloo and Twickenham via Hounslow. This will improve the resilience of the timetable between Richmond and London.

Overall, these changes would see us not reinstate 2 of the previous 12 trains per hour in the off-peak period and 1 of the previous 17 trains per hour in the peak period on the Windsor lines. However, the new Arterio trains have greater capacity than the trains they replace, allowing us to reduce costs and improve performance. We also expect that addressing congestion at Queenstown Road will significantly improve the reliability of services on the Windsor routes.

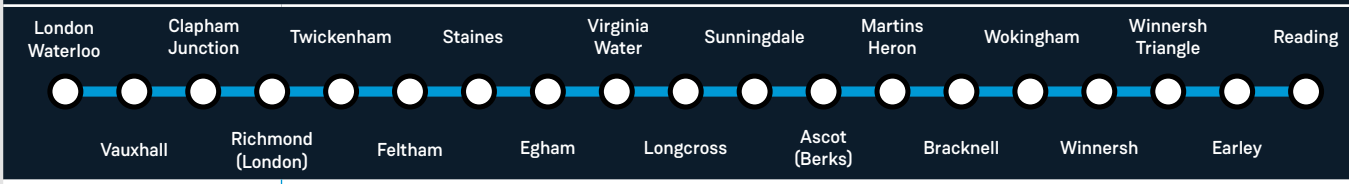
Outline specification – Windsor peak

	AM high peak trains per hour to London		
	May 2019	May 2021	December 2022
Reading	4	2	3
Windsor	2	2	2
Weybridge via Brentford	2	2	2
Kingston via Richmond	2	2	2
Shepperton via Twickenham	2	2	2
Hounslow via Richmond	0	0	1
Hounslow via Brentford	3	2	2
Aldershot via Ascot	2	1	2
Total	**17**	**13**	**16**

Outline specification – Windsor off peak

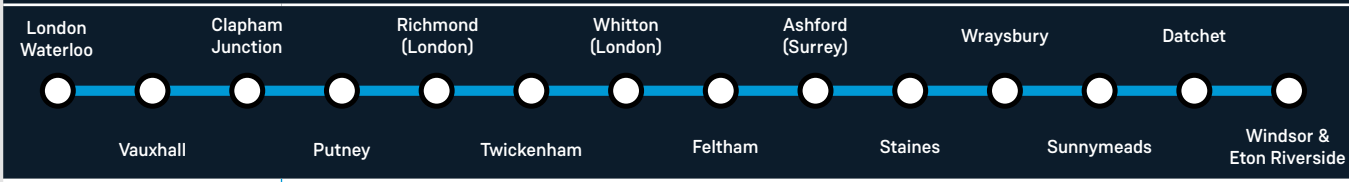
	Off peak trains per hour to London		
	May 2019	May 2021	December 2022
Reading	2	2	2
Windsor	2	2	2
Weybridge via Brentford	2	2	2
Kingston via Richmond	2	2	2
Hounslow via Richmond	2	0	0
Hounslow via Brentford	2	0	2
Total	**12**	**8**	**10**

London Waterloo to Reading



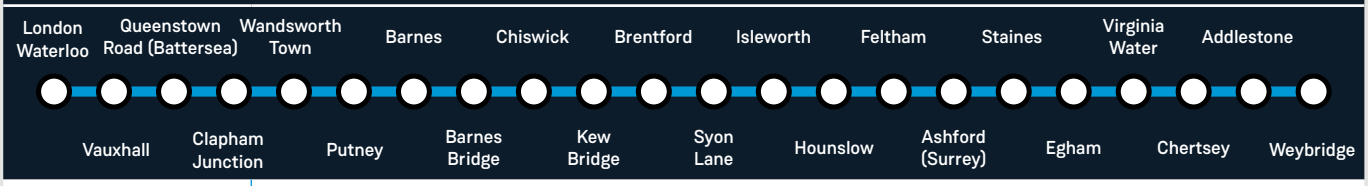
Peak frequency	Two trains per hour to/from London with an additional high peak hour service. We are running an additional peak service between Ascot and Reading to service demand to Reading.
Off peak frequency	Two trains per hour to/from London.
Calling at	Calling at Vauxhall, Clapham Junction, Richmond, Twickenham, Feltham, Staines and all stations. Longcross will continue to have stations calls within the current hours of operation.
Rationale	Reading services will call at Vauxhall all day, improving connectivity to TfL services and the West End. To alleviate congestion between Richmond and London Waterloo in the peak we are not reinstating one of the four previous direct Reading to London Waterloo services. The route will be served by our new higher capacity Arterio trains and we will aim to even out the gaps in fast services London to Richmond, Feltham, and Staines.

London Waterloo to Windsor & Eton Riverside



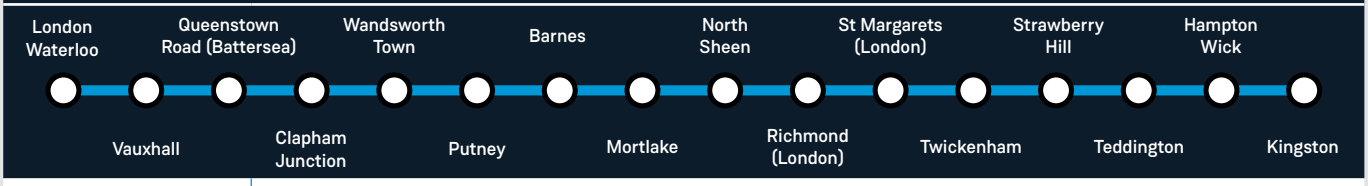
Peak frequency	Two trains per hour to/from London.
Off peak frequency	Two trains per hour to/from London.
Calling at	Calling at Vauxhall, Clapham Junction, Putney, Richmond, Twickenham, Whitton, Feltham, Ashford, Staines, Wraysbury, Sunnymeads, and Datchet.
Rationale	The route will be served by our new higher capacity Arterio trains and we will aim to even out the gaps in fast services from London Waterloo to Richmond, Feltham, and Staines.

London Waterloo to Weybridge via Hounslow



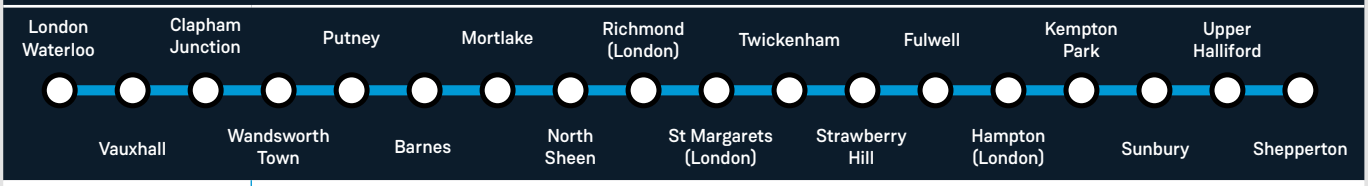
Peak frequency	Two trains per hour to/from London.
Off peak frequency	Two trains per hour to/from London.
Calling at	Calling at all stations.
Rationale	The service levels reflect the May 2019 timetable. Stations between London Waterloo and Hounslow are also served by London Waterloo to Hounslow via Brentford services.

London Waterloo to Kingston via Richmond



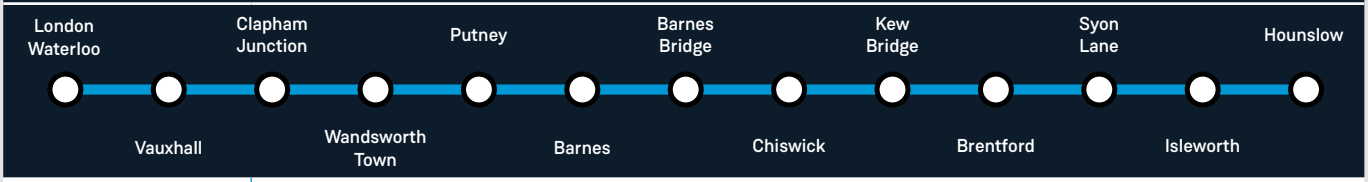
Peak frequency	Two trains per hour to/from London.
Off peak frequency	Two trains per hour to/from London.
Calling at	Calling at all stations.
Rationale	The service levels reflect the May 2019 timetable. Kingston, Hampton Wick, and Teddington are also served by services from London Waterloo to Teddington via Wimbledon and Kingston on the Main Suburban routes.

London Waterloo to Shepperton via Twickenham



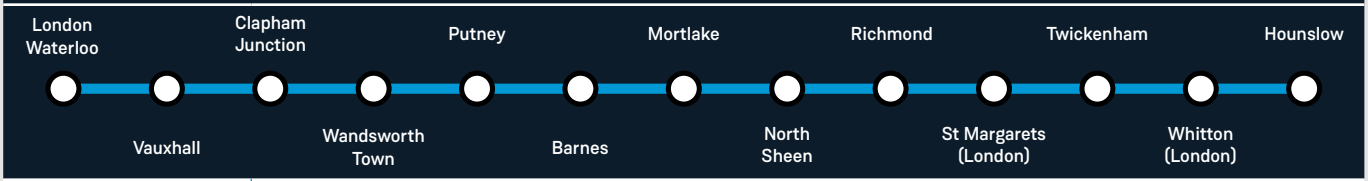
Peak frequency	Three trains during the AM and PM peaks.
Off peak frequency	Nil.
Calling at	To London Waterloo: two services calling at all stations except Queenstown Road; one service calling at all stations to Twickenham, Richmond, Clapham Junction and Vauxhall. From London Waterloo: all three services calling at Vauxhall, Clapham Junction, Putney, Richmond, Twickenham and then all stations.
Rationale	There is a major pinch-point at Queenstown Road where the tracks reduce from four to three lines – this has historically led to delays. We therefore propose to remove the Queenstown Road call from these services improving the flow of services through the area. Additional services will operate between London Waterloo and Shepperton via Kingston in the Main Suburban routes.

London Waterloo to Hounslow via Brentford



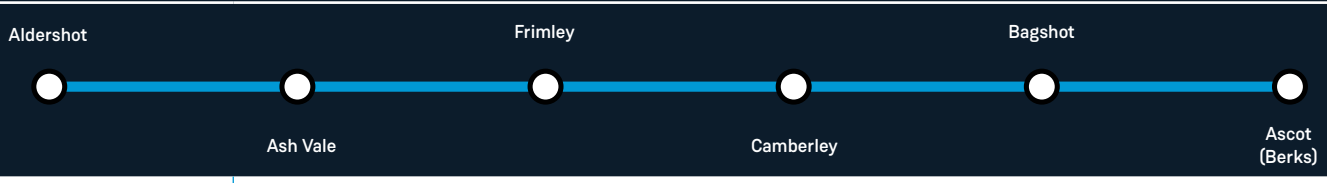
Peak frequency	Two trains per hour with most services continuing to London Waterloo via Twickenham.
Off peak frequency	Two trains per hour with most services continuing to Twickenham.
Calling at	Calling at all stations except Queenstown Road.
Rationale	There is a major pinch-point at Queenstown Road where the tracks reduce from four to three lines – this has historically led to delays. We therefore propose to remove the Queenstown Road call from these services improving the flow of services through the area. Stations between London Waterloo and Hounslow are also served by London Waterloo to Weybridge via Hounslow services.

London Waterloo to Hounslow via Richmond



Peak frequency	In the AM peak, some of these trains will start from Shepperton, with one high peak hour train starting from Hounslow. PM peak; two per hour with most services continuing to London Waterloo via Hounslow.
Off peak frequency	Two trains per hour off-peak from Twickenham to Hounslow. There are some gaps mid-morning and late afternoon.
Calling at	Calling at all stations except Queenstown Road.
Rationale	There is a major pinch-point at Queenstown Road where the tracks reduce from four to three lines – this has historically led to delays. We therefore propose to remove the Queenstown Road call from these services when they operate to London in the peak improving the flow of services through the area. Off-peak services will only run between Twickenham and London Waterloo (via Hounslow) to improve the resilience of the timetable between Richmond and London Waterloo.

Aldershot to Ascot (including through trains to London)



Peak frequency	Three through services will operate to London in the AM peak and from London in the PM peak via Richmond.
Off peak frequency	Two trains per hour.
Calling at	Calling at all stations. Through London services calling at all stations between Aldershot and Feltham, plus Twickenham, Richmond, Clapham Junction, Vauxhall.
Rationale	The service levels reflect the May 2019 timetable.

Guildford to Farnham

Peak frequency	Two trains per hour.
Off peak frequency	Two trains per hour.
Calling at	Calling at all stations.
Rationale	The service levels reflect the May 2019 timetable.

MAINLINE ROUTES

The Mainline routes include those running west of Woking and onwards towards Portsmouth, Southampton and Weymouth. They typically support a wider range of journeys than the Main Suburban and Windsor routes. Historically, a larger proportion of customers on these routes have been travelling for leisure purposes.

Forecasts show that demand for leisure travel is likely to return to levels seen before the pandemic. We have therefore sought to maintain and enhance the services on the Mainline routes which support this travel as much as possible. Many off-peak services will run with 8, 10 or 12 carriages to support this leisure demand.

We are proposing, to restore the Weymouth services to two trains an hour in both off-peak and peak periods providing additional journey opportunities for leisure travel. Additionally, one of the Weymouth portions will divide at Bournemouth to form a portion to Poole providing a more even frequency at Branksome and Parkstone as well as additional journey opportunities on fast services to London.

To improve the efficiency of our service, the London Waterloo to Poole stopping service will be split into a London Waterloo to Southampton Central semi-fast service and a Southampton Central to Bournemouth stopping service. This allows the removal of complex and slow overtaking moves at Brockenhurst and allows us to better match our capacity to demand.

As the Mainline routes travel into London, they suffer from the same effects of congestion as the Main Suburban and Windsor routes. We are proposing to remove the stopping service between London Waterloo and Haslemere to help improve the resilience of services between London and Woking. The removal of these services will still provide three trains per hour in the off-peak period at Guildford, Godalming and Haslemere. These stations are also served by alternative services with enough capacity to meet demand.

Our forecasts show that there is likely to be less demand in the Haslemere corridor in peak periods than before the pandemic. We will therefore not reinstate four of the previous six services per hour in the peak period.

These changes respond to demand expected after the pandemic. Where our forecasts show demand will return or grow, as for leisure travel, we are proposing to maintain and enhance services. Where they show reduced demand, we are taking the opportunity to improve performance and reliability.

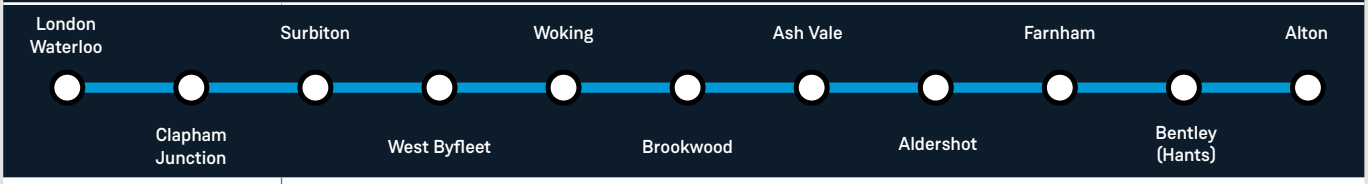
Outline specification – Mainline peak

	AM high peak trains per hour to London		
	May 2019	May 2021	December 2022
Alton	2	2	2
Basingstoke	4	3	4
Portsmouth Direct	6	4	4
Portsmouth via Eastleigh	2	2	1
Southampton & Eastleigh	3	2	3
Total	**17**	**13**	**14**

Outline specification – Mainline off peak

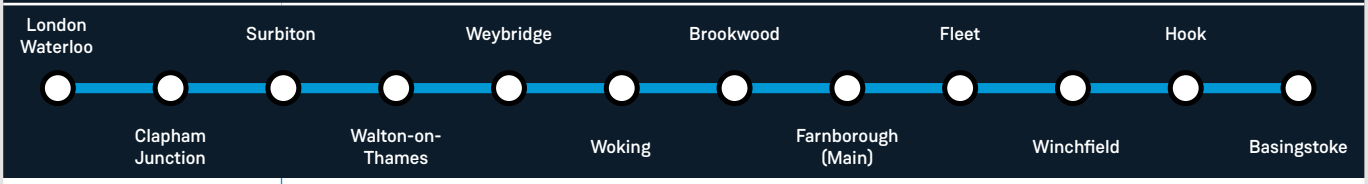
	Off peak trains per hour to London		
	May 2019	May 2021	December 2022
Alton	2	2	2
Basingstoke	2	2	2
Portsmouth Direct	4	2	3
Portsmouth via Eastleigh	1	1	1
Southampton & Eastleigh	3	2	3
Total	**12**	**8**	**11**

London Waterloo to Alton



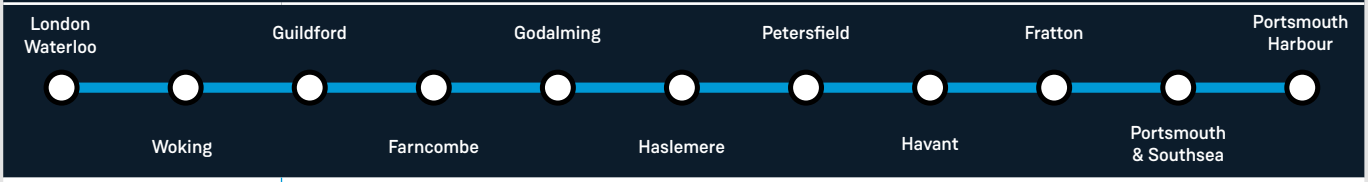
Peak frequency	Two trains per hour to/from London.
Off peak frequency	Two trains per hour to/from London.
Calling at	To London Waterloo (peak): calling at all stations to Woking and then London Waterloo. From London Waterloo (peak): calling at Woking then all stations. Off peak: calling at Clapham Junction (one train per hour), Surbiton, West Byfleet then all stations. Bentley is served by one train per hour.
Rationale	The service levels reflect the May 2019 timetable.

London Waterloo to Basingstoke



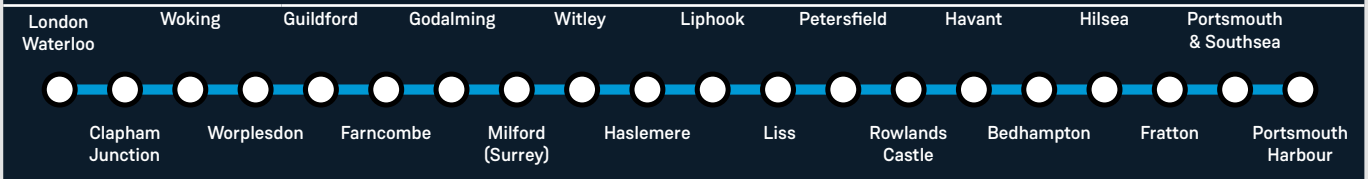
Peak frequency	Two trains per hour to/from London plus two additional trains.
Off peak frequency	Two trains per hour to/from London.
Calling at	AM peak: calling at all stations to Woking then London Waterloo; plus, two trains during the peak that call at all stations to Farnborough then London Waterloo. PM peak: calling at Surbiton, Woking then all stations to Basingstoke; plus two trains during the peak that call at Brookwood then all stations to Basingstoke. Off-peak: calling at Clapham Junction (one train per hour), Surbiton, Walton-on-Thames, Weybridge, Woking then all stations.
Rationale	The off-peak service levels reflect as the May 2019 timetable. Some shoulder peak trains are withdrawn to reflect reduced commuter demand and to reduce costs.

London Waterloo to Portsmouth via Guildford (fast)



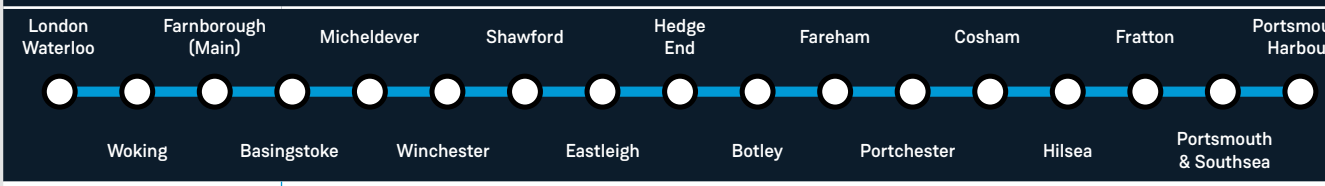
Peak frequency	Two trains per hour to/from London.
Off peak frequency	Two trains per hour to/from London.
Calling at	To London Waterloo (peak): calling at Fratton, Havant, Petersfield, Haslemere, Godalming, Guildford and London Waterloo. From London Waterloo (peak): calling at Woking, Guildford, Godalming, Haslemere, Petersfield, Havant, Fratton, Portsmouth & Southsea, and Portsmouth Harbour. Off-peak: calling at Woking, Guildford, Farncombe (one per hour), Godalming, Haslemere, Petersfield, Havant, Fratton, Portsmouth & Southsea, and Portsmouth Harbour.
Rationale	Farncombe gains a call in one of the fast services so it continues to receive two trains per hour in the off-peak. This is following the removal of the Waterloo to Haslemere stopping service.

London Waterloo to Portsmouth via Guildford (slow)



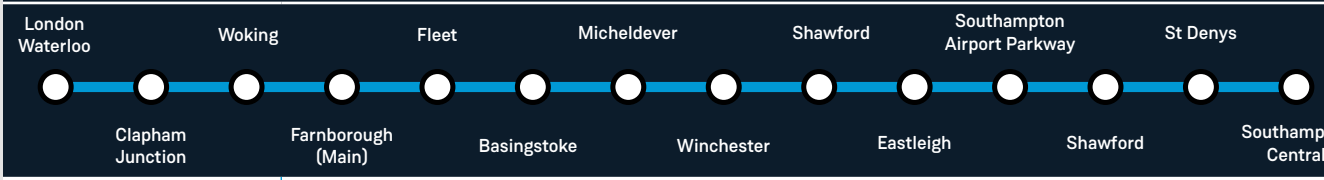
Peak frequency	One train per hour to/from London.
Off peak frequency	One train per hour to/from London.
Calling at	From London Waterloo (peak): calling at Guildford then all stations. From London Waterloo (off peak): calling at Clapham Junction, Woking, then all stations.
Rationale	The London Waterloo to Haslemere stopping service in the peak and off-peak has been withdrawn to improve resilience of the timetable between London and Woking. The London Waterloo to Portsmouth (slow) service will now call at all stations south of Guildford incorporating stops that were previously in the Haslemere stopping service.

London Waterloo to Portsmouth via Eastleigh



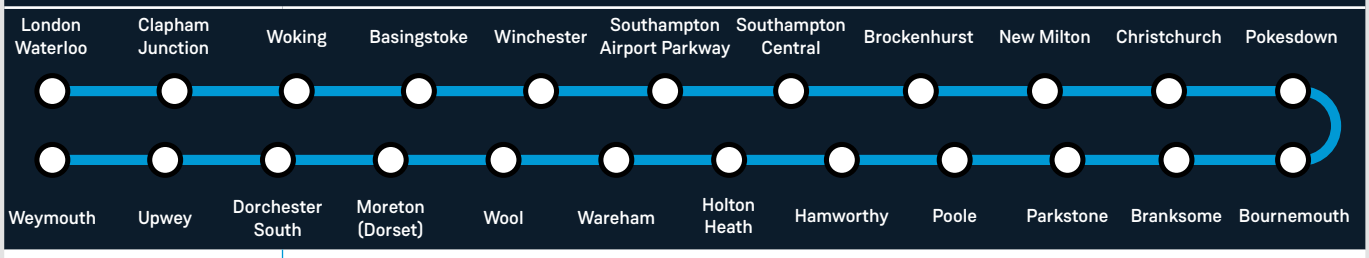
Peak frequency	One train per hour to/from London. Additional, hourly, peak services will operate between Winchester and Portsmouth. Combined with the London trains this will provide two trains per hour on this corridor.
Off peak frequency	One train per hour to/from London.
Calling at	AM peak: calling at all stations to Basingstoke, Woking, and London Waterloo. PM peak: calling at Woking, Basingstoke, Micheldever, Winchester, Eastleigh then all stations to Portsmouth. Off peak: calling at Woking, Farnborough, Basingstoke, Micheldever, Winchester, Eastleigh then all stations.
Rationale	The off-peak service levels reflect the May 2019 timetable. We propose to only operate one peak service per hour from London Waterloo. The other peak service will operate between Winchester and Portsmouth. This ensures we still maintain frequency for local journeys, but allows us to improve the resilience of the timetable on the congested section to London Waterloo and reduce costs. Portsmouth is also served by London to Portsmouth via Guildford (fast) services.

London Waterloo to Southampton (semi-fast)



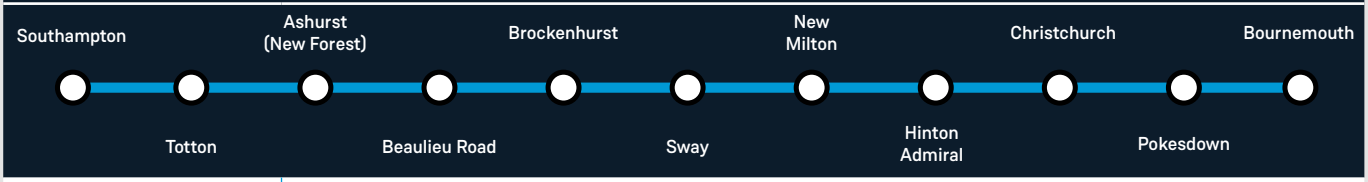
Peak frequency	One train per hour to/from London with some AM peak services starting at Eastleigh.
Off peak frequency	One train per hour to/from London.
Calling at	AM peak: calling at all stations to Basingstoke, Woking, London Waterloo. PM peak: calling at Woking, Basingstoke then all stations. Off peak: calling at Clapham Junction, Farnborough, Fleet, Basingstoke, Winchester, Shawford, Eastleigh, and Southampton Airport Parkway.
Rationale	To improve the efficiency of our service the London Waterloo to Poole stopping service will be split into a London Waterloo to Southampton Central semi-fast service and a Southampton Central to Bournemouth stopping service. This allows the removal of complex and slow overtaking moves at Brockenhurst and allows us to better match our capacity to demand. Additional services operate between London Waterloo, Winchester, and Southampton on our London to Bournemouth, Poole, and Weymouth route.

London Waterloo to Bournemouth, Poole, and Weymouth



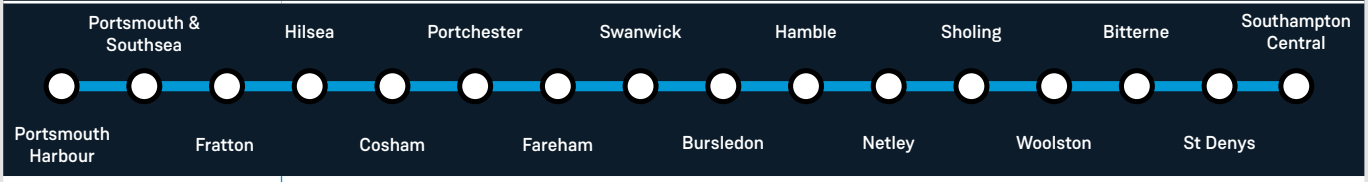
Peak frequency	Two trains per hour to/from London.
Off peak frequency	Two trains per hour to/from London.
Calling at	AM peak: • Trains call at all stations to Bournemouth, Southampton Central, Southampton Airport Parkway, Winchester and London Waterloo. These trains join at Southampton Central with a service from Bournemouth which has called at all stations to Brockenhurst, Ashurst and Totton. PM peak: • One train per hour: Basingstoke, Winchester, Southampton Airport Parkway, Southampton Central, Bournemouth, Branksome, Parkstone, Poole, Hamworthy, Holton Heath, Wareham, Wool, Moreton, Dorchester South, Upwey and Weymouth. This train divides at Southampton to form a service to Bournemouth calling at Totton, Ashurst, Brockenhurst then all stations. • One train per hour: Winchester, Southampton Airport Parkway, Southampton Central, Bournemouth, Branksome, Parkstone, Poole, Hamworthy, Holton Heath, Wareham, Wool, Moreton, Dorchester South, Upwey and Weymouth. This train divides at Southampton to form a service to Poole calling at Totton, Ashurst, Brockenhurst then all stations. Off peak: • One train per hour calling at Woking, Winchester, Southampton Airport Parkway, Southampton Central, Brockenhurst, Bournemouth, Branksome, Parkstone, Poole, Hamworthy, Wareham, Dorchester South and Weymouth. • One train per hour calling at Clapham Junction, Basingstoke, Winchester, Southampton Airport Parkway, Southampton Central, Brockenhurst, New Milton, Christchurch, Pokesdown, Bournemouth, Poole, Hamworthy, Holton Heath, Wareham, Wool, Moreton, Dorchester South, Upwey and Weymouth. This train divides at Bournemouth to form a service to Poole calling at Branksome, Parkstone and Poole.
Rationale	We are proposing to restore the Weymouth services to two trains an hour in both off-peak and peak periods providing additional journey opportunities for leisure travel. Additionally, one of the Weymouth portions will divide at Bournemouth to form a portion to Poole providing a more even frequency at Branksome and Parkstone, as well as additional journey opportunities on fast services to London.

Southampton to Bournemouth (slow)



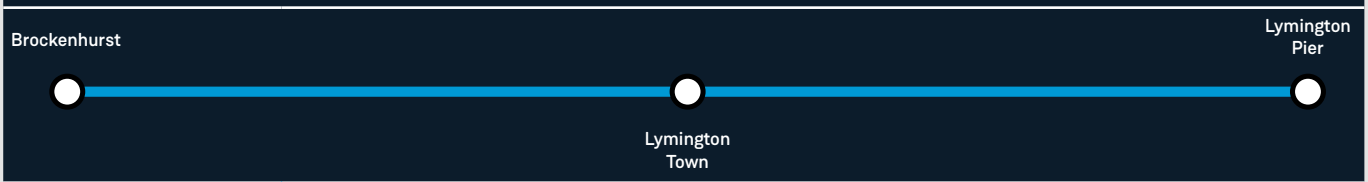
Peak frequency	Operates as part of through services from London.
Off peak frequency	One train per hour.
Calling at	Calling at Totton, Ashurst (New Forest), Brockenhurst then all stations. Some services call additionally at Beaulieu Road reflecting May 2019 levels.
Rationale	To improve the efficiency of our service the London Waterloo to Poole stopping service will be split into a London Waterloo to Southampton Central semi-fast service and a Southampton Central to Bournemouth stopping service. This allows the removal of complex and slow overtaking moves at Brockenhurst and allows us to better match our capacity to demand.

Portsmouth to Southampton



Peak frequency	One train per hour.
Off peak frequency	One train per hour.
Calling at	Calling at all stations.
Rationale	The service levels reflect the May 2019 timetable.

Brockenhurst to Lymington



Peak frequency	Two trains per hour.
Off peak frequency	Two trains per hour.
Calling at	Calling at all stations.
Rationale	The service levels reflect the May 2019 timetable.

WEST OF ENGLAND ROUTES

The West of England routes serve stations west of Basingstoke, towards Exeter. It includes areas at one of the edges of our network and therefore there is some overlap with services operated by other providers, particularly Great Western Railway (GWR). The new specification provides an opportunity to look at these areas of overlap, in the interests of efficiency and effectiveness.

The core service on the West of England line is two trains per hour from London Waterloo to Salisbury with alternate services extending through to Exeter St Davids. We have removed a small number of lightly used off-peak services between Salisbury and Yeovil (via Sherborne). These changes reduce the number of services over the congested single line sections between Salisbury and Yeovil allowing us to deliver a more resilient service.

Additionally, SWR will not be reinstating the additional afternoon peak services between Exeter and Honiton/Axminster. These are an inefficient use of resources and in some cases have had a negative impact on the performance on the single line section between Pinhoe and Honiton. SWR will aim instead to provide sufficient capacity and suitable calling patterns on the existing Waterloo services.

GWR is looking to provide limited extra services between Exeter and Axminster to supplement the core SWR Exeter – Waterloo service. These would be the basis upon which to build the Devon Metro aspiration of a two trains per hour frequency between Exeter and Axminster. This requires investment in additional track capacity between Pinhoe and Honiton.

The West of England routes include the Heart of Wessex line and the Salisbury to Bristol Temple Meads line. We discuss these in more detail later in this document.

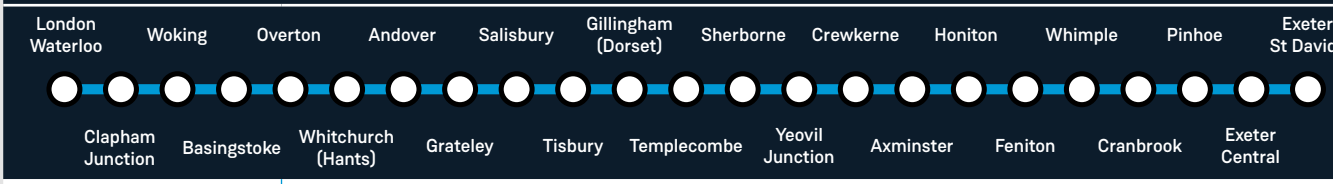
Outline specification – West of England

	Off peak trains per hour from London		
London from	May 2019	May 2021	December 2022
West of England	2	1	2

Outline specification – West of England

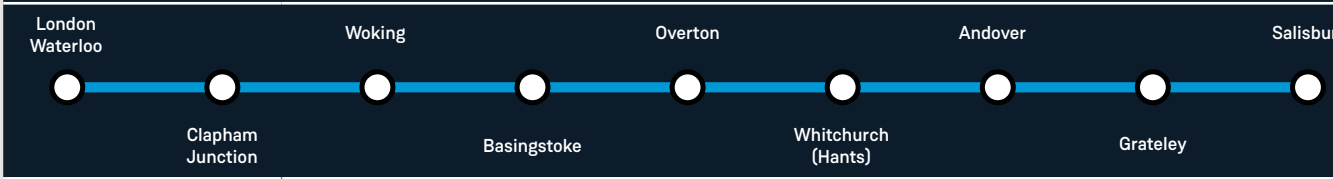
	AM high peak trains per hour to London		
London from	May 2019	May 2021	December 2022
West of England	2	2	2

London Waterloo to Exeter St Davids



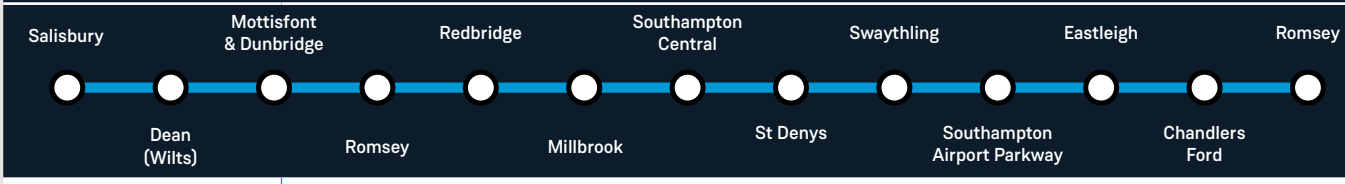
Peak frequency	One train per hour.
Off peak frequency	One train per hour.
Calling at	Calling at: Clapham Junction, Woking, Basingstoke, Andover, Salisbury, all to Honiton, Cranbrook, Pinhoe, and Exeter Central. Alternate services call at Feniton and Whimple. Peak services do not call at Clapham Junction and Woking, but do call at Overton, Whitchurch, and Grateley.
Rationale	The service levels reflect the May 2019 timetable with some changes to peak calls. The Honiton and Axminster shuttles have been removed to improve performance whilst retaining capacity.

London Waterloo to Salisbury



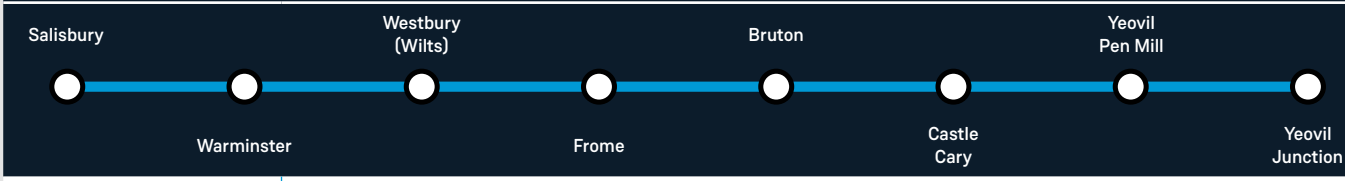
Peak frequency	One train per hour. Peak services extend to Yeovil Junction or Pen Mill via Sherborne.
Off peak frequency	One train per hour.
Calling at	Calling at: Clapham Junction (from London only), Woking, Basingstoke then all stations. Peak services do not call at Clapham Junction and Woking.
Rationale	The service levels remain broadly the same as the May 2019 timetable. However, these services will no longer extend beyond Salisbury in off-peak. These services were lightly used and their removal allows us to improve the resilience of the single line sections between Salisbury and Yeovil.

Salisbury to Romsey via Southampton



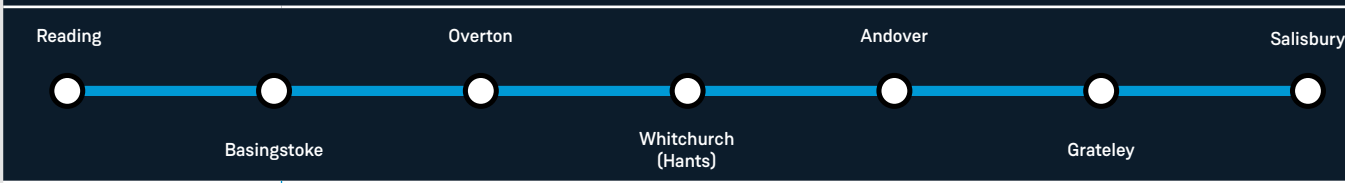
Peak frequency	One train per hour.
Off peak frequency	One train per hour.
Calling at	Calling at: all stations. Runs Salisbury-Southampton-Eastleigh-Romsey.
Rationale	The service levels reflect the May 2019 timetable.

Salisbury to Yeovil via Westbury



Frequency	Three trains per day to Yeovil; six trains per day from Yeovil.
Calling at	Calling at: all stations via Westbury, except Dilton Marsh. These services will operate between Yeovil Pen Mill and Yeovil Junction.
Rationale	The service levels reflect the May 2019 timetable.

Reading to Salisbury

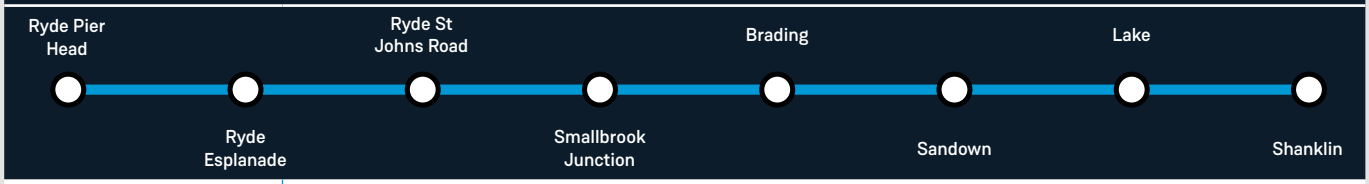


Frequency	Three trains per day in the evening after the PM peak (Mon-Thu), in each direction, replacing London Waterloo to Salisbury services.
Calling at	Calling at Basingstoke, Andover, and Salisbury. Services in the opposite direction call at all stations to Basingstoke then Reading.
Rationale	Operating these services to Reading allows us to maintain crew competency over this route which can be used during disruption or planned engineering work to divert services to Reading.

ISLAND LINE ROUTES

The Island Line provides services on the Isle of Wight. Following the transformation of Island line, due for completion in summer 2021, it will open with a twice hourly frequency.

Island Line



Frequency	Two trains per hour.
Calling at	All stations, except not all trains will call at Smallbrook Junction.
Rationale	The service levels remain the same as the new timetable introduced in summer 2021.

SALISBURY TO BRISTOL TEMPLE MEADS

The route between Salisbury and Bristol Temple Meads has historically been served by both SWR and Great Western Railway, with SWR running five of the average 25 daily services in the May 2019 timetable.

Following a separate review with the Department for Transport, SWR will withdraw its current three daily services from December 2021 as duplicating services between the two operators does not provide good value for the taxpayer.

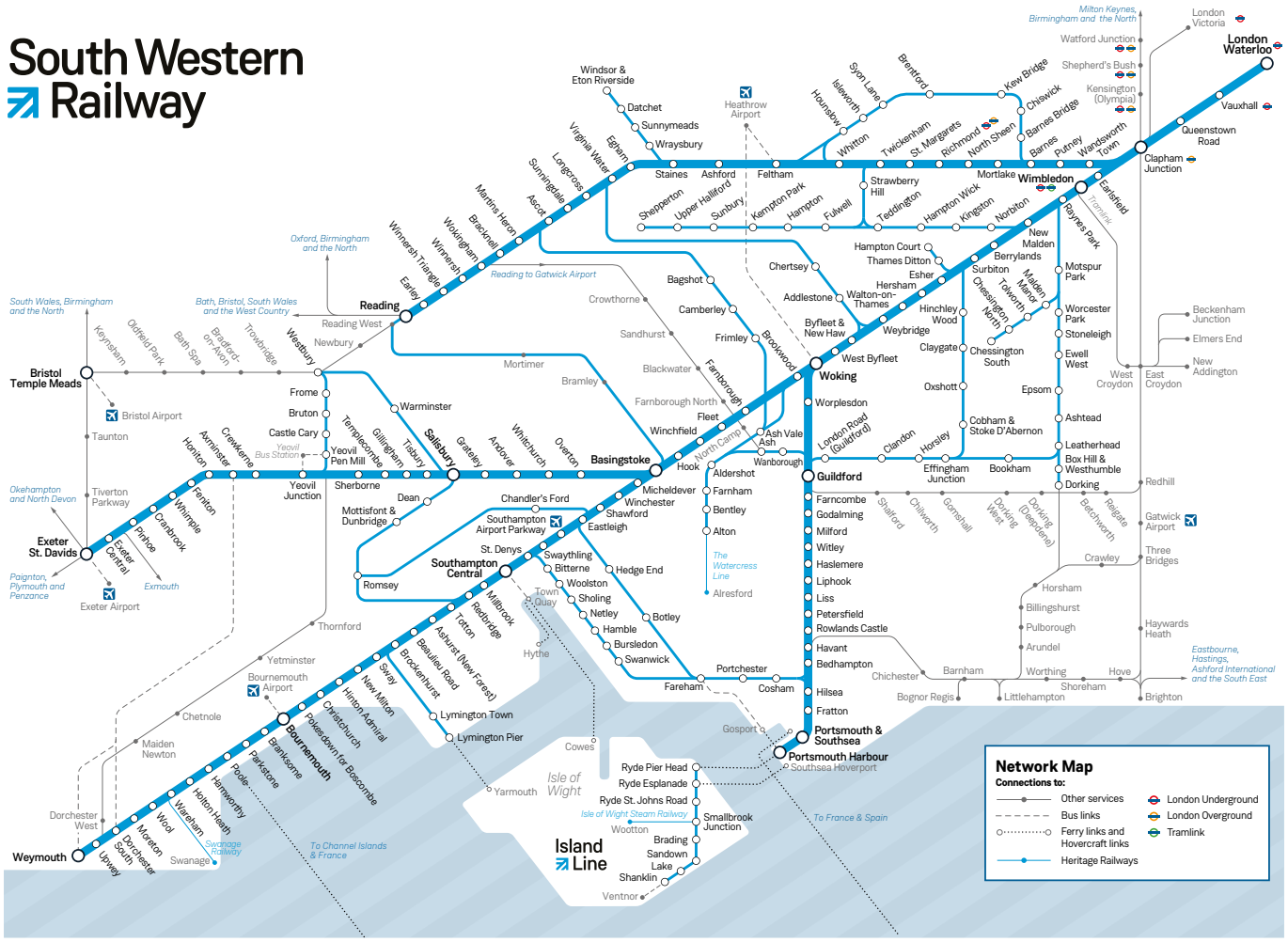
Great Western Railway will continue to meet demand on the line and services will connect into London bound trains at Salisbury, Bath and Westbury.

HEART OF WESSEX

SWR has previously trialled a Special Saturday Service from Salisbury to Weymouth via Yeovil, providing one train in each direction on Saturdays during the summer peak season.

Due to the disproportionate cost of running these services that could not be sustained by the revenue they generated, there are no plans to reintroduce this special service in the future.

PROPOSED SWR NETWORK



Outcomes

The changes we have proposed in this document are rooted in our experience of running the network and the ways that our customers have told us they are likely to use the railway in the future.

The outcome of our strategic review of the timetable has seen us create a specification which delivers enough capacity to meet our anticipated future demand and provides room for growth, whilst maintaining the connections and service levels our customers expect.

We believe that the changes will strike a better balance between our six objectives, retaining the reliability improvements we've made during the pandemic, meeting the forecasted demand and providing value for the taxpayer:

Meeting demand: The specification we have set out see us provide 93% of our pre-Covid capacity, against forecast customer journeys of 76%, meeting the expected demand and leaving some headroom to accommodate daily and hourly fluctuations as new travel patterns emerge. Where leisure demand is predicted to grow, we have broadly maintained our off-peak services, which in any case have historically had space for more customers. The December 2022 timetable will be the base for our long-term service provision, leaving some space to introduce additional train paths in the future. We will work with our customers, communities and stakeholders to build additional capacity where it is most needed, based on robust business cases that can demonstrate value to the taxpayer.

Making efficient use of resources: Rationalising the frequencies in our services and removing duplication will save millions of pounds worth of operational costs every year, delivering better value to the taxpayer while still meeting demand. The specification will maximise the impact of our new fleet of Arterio trains while avoiding the need to incur significant costs on additional new rolling stock in the near future, at a time when public finances are increasingly stretched.

Maximising revenue: The proposed specification will provide sufficient capacity to meet the forecast demand, particularly catering for off-peak leisure travel which is expected to return quickest. In addition, better performance and increased reliability across the network will help encourage regular and occasional customers back to our services in the medium term.

Improving performance: The need to squeeze additional train services onto the most congested parts of our network to meet ever growing demand has historically undermined our performance. With a more densely packed timetable, even very minor delays can often have wide-reaching impacts and make it harder to recover. As we have shown, de-stressing the network during the pandemic has significantly improved the reliability of our service. The proposed reductions in frequency in this specification will consolidate these performance improvements by adding small extensions to the gaps between trains, providing a more robust buffer for when we experience delays.

Ensuring infrastructure maintainability and capability: Running fewer trains also reduces the pressure on our infrastructure, helping us to more effectively maintain its resilience. This will contribute towards fewer infrastructure-related incidents, which can cause delays on our network.

Responding to stakeholder input: SWR and Network Rail have a built strong relationships with the communities we serve and have used our local knowledge to inform the proposed specification. This consultation provides our stakeholders with a formal opportunity to input into our decision-making process and we look forward to receiving your feedback.

Taken together, we think we can meet the six key objectives set out above, while providing 93% of pre-Covid total capacity across the whole network. Some reductions in train service compared to the May 2019 timetable are proposed, but due to the performance challenges in running this level of service, the original full timetable was rarely delivered to this specified level.

Our plans will deliver an increase in performance and reliability and reduce the overall burden to the taxpayer, while maintaining capacity to meet our forecast demand.

Key frequencies

The tables below show how frequently trains will call at key stations in the network under the new timetable.

	Arrivals at Waterloo 0800-0859		
	May 2019	May 2021	December 2022
Basingstoke (fast trains)	4	4	4
Epsom	6	4	4
Guildford (fast trains)	6	4	4
Putney	10	10	10
Richmond (fast trains)	8	5	8
Staines (fast trains)	8	5	7
Surbiton	10	7	11
Wimbledon	18	14	16
Winchester (fast trains)	5	4	4
Woking (fast trains)	12	10	11

	Off peak arrivals at Waterloo per hour		
	May 2019	May 2021	December 2022
Basingstoke (fast trains)	5	3	5
Epsom	4	2	2
Guildford (fast trains)	4	3	3
Putney	10	6	8
Richmond (fast trains)	4	4	4
Staines (fast trains)	4	4	4
Surbiton	10	10	10
Wimbledon	16	14	14
Winchester (fast trains)	4	3	4
Woking (fast trains)	12	10	11

FAQs

When will a timetable, based on these frequencies, be available to view?

Final timetables are expected to be published in September 2022, 12 weeks before the start of the timetable, in accordance with industry practice.

How can you restore capacity if frequencies are being reduced?

Through the introduction of the Arterio trains on the Windsor routes, and where possible by maximising the use of 10 car formations (12 on the mainline in the peak) across our network, we will restore overall capacity to 93% of pre-Covid levels.
For our customers, punctuality and reliability are key.

How will you respond if passenger numbers recover more quickly, or new patterns of travelling emerge, before December 2022?

Our comprehensive customer research does not suggest that this is likely. However, we view this outline specification as a baseline for the future and, working within the set parameters for timetable changes, SWR and Network Rail will discuss how best to respond to emerging travel patterns with the Department for Transport.

How will you measure improvements in performance and reliability?

SWR and Network Rail have has a robust set of measurement tools to track performance and reliability, which are published on our respective websites.

What is meant by peak, off peak and high peak?

These vary depending on the line of route and are defined as when most people travel. Local flows, such as school traffic, may result in slightly different patterns on individual lines of route.

How have you accounted for school and college journeys?

Throughout the pandemic, SWR has developed a close working relationship with the schools on our network and a good understanding of their specific requirements. As we go through the process of turning the specification into a timetable, we will work with those schools to ensure we are supplying the best possible service to meet their demand.

How frequently do timetable reviews take place?

While the timetable has been changed frequently during the Covid-19 pandemic, there are usually two opportunities to bid for timetable changes per year, in December and May.

Will the results of this consultation be published?

The responses received will be reviewed by SWR's timetabling team and will inform the timetable bid. We plan to publish a summary of all the feedback later this year, in which we will identify key themes and respond to them.

Why are you only asking stakeholders to participate?

This consultation is strategic in nature: it relates to a specification for services rather than to specific trains or timetable items. As such, we are keen to hear the views from our key stakeholders, including elected representatives, passenger and accessibility groups, business and transport sectors. You may wish, of course, to canvass opinion before responding to this consultation.

Why can't these changes be introduced earlier than December 2022?

The proposals outlined in this consultation require a significant reworking of the SWR service patterns and Network Rail will need to assess and deconflict them with the requirements of other train operators in the region. This will take time to work through into a robust and resilient timetable as part of the established industry-wide process.

Feedback questions
and how you can respond

We are keen to hear what you think about our plans. All comments received will be thoroughly reviewed by the timetabling team and, where possible and appropriate, we will look to incorporate your suggestions into our final proposals.

We have a quite unique opportunity to shape future travel patterns and deliver a step change in performance for our customers and communities. We also have a duty to strike a balance between the objectives SWR and Network Rail have agreed with the Department for Transport (see page 8).

While we would ask you to respond to the questions below in the first instance, we understand that there may be other concerns and suggestions that you would like to raise with us. You are welcome to provide these further comments in an open format.

1. **Which category would best describe your organisation?**
   - Elected representative
   - Local authority
   - Passenger group
   - Accessibility group
   - Business organisation
   - Transport operator/provider
   - Other
2. **Do you have an interest in a particular station or route? If so, which one?**
3. **Overall, what do you think of our proposed specification for the Main Suburban routes?**
4. **Overall, what do you think of our proposed specification for the Mainline routes?**
5. **Overall, what do you think of our proposed specification for the Windsor routes?**
6. **Overall, what do you think of our proposed specification for the West of England routes?**
7. **Do you agree with our strategic approach that seeks to balance future performance with cost control?**
8. **Do you agree that a return to capacity at 93% of pre-Covid levels is an appropriate target?**
9. **Do you agree with our approach of maximising capacity while running a slightly reduced frequency of service, if that results in better reliability?**
10. **Do you have concerns at what we are proposing? If so, what are they?**

You can contact us by emailing
dec22consultation@swrailway.com

The consultation will run for eight weeks and close on **19th September 2021**.

All responses received by that time will be reviewed and carefully considered to help shape our final proposals.

What happens next?

The timeline below shows our next steps:	
Consultation period opens	26th July 2021
Consultation period closes	19th September 2021
Timetable published	September 2022
Timetable operational	December 2022

South Western Railway

NetworkRail