



OFFICE OF RAIL AND ROAD

John Larkinson
Director Railway Markets & Economics

8 February 2018

Andy Mellors
Managing Director
South Western Railway

Dear Mr Mellors

South Western Railway

Compliance with condition 4 of your Passenger Licence and GB Statement of National Regulatory Provisions: Passenger

Thank you for your letter of 26 January 2018 in response to my letter of 23 January 2018 regarding South Western Railway's (SWR) compliance with Condition 4 of SWR's Passenger Licence and GB Statement of National Regulatory Provisions: Passenger (SNRPs).

We welcome the management focus and the personal priority you have given this issue, particularly since our most recent letter. I am grateful to you for setting out the action SWR is taking both in the short and longer term. The steps taken and the improvements that SWR has made should make it easier for passengers to plan their journeys in this challenging period where the information in journey planners is not appropriate, accurate or timely.

But more is needed. Whilst the addition of the banner and PDF timetables to the SWR website is welcome, we note that there is no similar facility or warning on either the company's mobile phone app or journey-check site. In addition, while the PDFs are in place for the coming weekend, the banner also links to the next three weekends. Although the information for future weekends gives useful headline information about the works that will be taking place, it does not highlight that the journey planner is not yet updated or give any expectation of when it will be.

In your letter you explained the difficulties that SWR had in getting the National Rail Enquiries (NRES) feed reinstated. However, it seems as if progress has since been made. Our recent checks of your website noted that red triangles are now appearing against

disrupted journeys, although as yet they do not link to any messaging giving detail about the works.

As you will be aware, the weekly report from National Rail Enquiries provides information to industry and ORR on the number of errors in journey planners up to 12 weeks ahead. The extent of SWR's engagement with the relevant team is unclear; it appears that errors have been raised with SWR but not corrected.

It is important that the further promised improvements are delivered in a timely manner so that passengers can fully realise the benefits. We therefore intend to continue to monitor progress. My passenger information manager, Nick Layt, will be responsible for taking this work forward. He will contact Alan Penlington to meet within the next two weeks to discuss the detail, and duration, of the monitoring information required.

As with our recent exchange of letters, we intend to publish this letter on our website.

Yours sincerely

A handwritten signature in black ink, appearing to read 'John Larkinson', with a stylized flourish at the end.

John Larkinson

CC. David Morris
Alan Penlington
Gerard O'Hanlon