

John Larkinson  
Director  
Directorate of Railway Markets & Economics  
Office of Rail and Road  
One Kemble Street,  
London  
WC2B 4AN

26 January 2018

Dear Mr Larkinson

**Compliance with condition 4 of SWR's Passenger Licence and GB Statement of National Regulatory Provisions: Passenger**

**Customer Information Initiatives**

I am writing in response to your letter of 23 January 2018 following the meeting with your colleagues on 18 January 2018.

Commitment to Customer Information Provision

South Western Railway (SWR) takes its customer service and specific licencing obligations extremely seriously and we are committed to provide our customers with the best available information about service availability as soon as we are able to do so. As I said in my correspondence before Christmas and in the recent meeting, SWR is not content with the level and timing of information it has been able to provide to its customers relating to services affected by Network Rail engineering work (principally at weekends). We are focussed on urgently improving this matter which is receiving a high level of priority within SWR and will continue to do so until we are consistently able to provide timely and accurate information.

In the medium term this involves addressing the underlying issues of the availability of reliable timetable information where engineering works are planned which, as you recognise in your letter, depends to a substantial degree on working with Network Rail to address industry issues about timely production of timetabling information. We are doing so proactively and I have put further details below on our progress with that.

However, the immediate issue is to take the right steps in the circumstances to provide our customers with the best available information relating to affected services. We have implemented a short term plan to address this which is already providing passengers with tangible improvements in information and will continue to do so until underlying issues can be improved. We will keep that plan under review and amend/adjust it according to technical developments and emerging solutions and options as matters progress.

Action Plan for Short Term Customer Information

While underlying issues continue, we are implementing the following actions to provide customers with the best information which is actually available to us (subject to that information being deemed reliable enough for our customers benefit):

### Senior responsibility

- My Customer Experience Director is taking direct responsibility for ensuring provision of customer information and we have convened a cross-functional team under him to identify and implement best processes and options. I personally have prioritised this issue which is also receiving focus from my Commercial and Business Development Director and Planning and Performance Director whose teams are an integral part of ensuring that we deliver the required improvements;

### Imminent/ ("this week") information

- An improved process has been implemented for checking each week the engineering works affecting our services and the implications for services (and comparing this to NRES published data). This check will identify best information available to be communicated to customers;
- Weekly, we are publishing on our website a synopsis of routes which are affected in the forthcoming week, which are available for booking and which are not. This is being presented in a customer friendly manner and has been made live this week. An example is attached and is at <https://www.southwesternrailway.com/~media/pdfs/planned-engineering/180128-weymouth.pdf?la=en>;
- Where disruption is anticipated to scheduled services in the coming week we are placing a banner on the landing page of our website warning customers of that disruption. For example a copy of the current banner is attached. The existing "engineering work" section of our website <https://www.southwesternrailway.com/~media/pdfs/weekly-engineering-works/week44-a4.pdf?la=en> also has a network map with areas affected by work. A screenshot is attached;
- We have prioritised technical (IT) work to reinstate the direct NRES feed of disruption data (referred to in your letter in respect of 'yellow triangles' and bus icons). This will bring our website information into alignment with best information available from NRES at any given time. This information feed, which was previously in place, failed for technical reasons which are being assessed and corrected. We have taken the following steps:
  - Following our meeting with ORR on 18 January where your colleagues raised the issue, we promised to take away actions to improve it, specifically why the alerts present on NRES were not on the SWR website. Since then we have prioritised investigation of this matter, and escalated to our (external) website development partner;
  - The high priority of fixing the issue has been made clear to our website development partner from SWR senior management and by escalation to owning group level where First Rail Holdings' Head of Rail IT has been in direct contract with website development partner to reinforce the urgency. Our website development partner has informed us that it has placed two developers (with proven experience) on correcting the issue. An initial fix was attempted on 25 January 2018 but did not result in NRES data appearing actively on our website feed. We and our website development partner further escalated this to RDG (who control NRES) and convened a three-way discussion on the technical fix on 26 January 2018. At the time of writing our developers are making progress in addressing this issue and we hope to confirm its positive resolution shortly. We are currently reporting internally at least twice a day on progress;
  - We are expecting imminent confirmation of how the issue can be corrected and will provide this website functionality to customers as soon as available;

- We are updating customers on engineering works via Customer Information Screens (CIS), posters in stations and by on train announcements by guards. We are also briefing retail staff and station staff with best available "this week" information;
- We are also briefing retail staff, guards and station staff with best available "this week" information.

#### 4 week information

- We have identified an approach to customer information in the run up to disruption to raise awareness of issues from 4 weeks in advance. We have selected a 4 week horizon to balance customer forward planning with the risk of providing less accurate information (as may be available at 4+ weeks) and potentially confusing customers by giving notice of disruption too far in advance (particularly if timetable issues are then resolved before the services operate). We are however happy to discuss this with you;
- At T-4 we will identify the best available information and assess it for reliability by our Train Planning Team based upon the application submitted to Network Rail. Where the information is sufficiently reliable to assist customers we will prepare a briefing message and take the following steps:
  - Update the website warning banners;
  - Prepare PDF versions of the timetable and post them on the website;
  - Publish details on social media of expected impacts (being SWR's twitter, facebook;
  - Provide a consistent briefing to guards and retail with guidance for engaging with the public;
  - Prepare hard copy poster versions of the timetables to be placed at stations
- At each of T-3, T-2 and T-1 we will reassess the briefing message and update each of the communication methods above.

We anticipate the above steps will provide customers with the appropriate best data available at the relevant time. We will continue this approach until such time as better timetabling information becomes reliably available earlier than the current timescales.

#### Improving the Timing of Underlying Timetabling Information

As previously outlined and discussed at our recent meeting we have already been taking steps to address the underlying issues. These should improve the situation as future timetables are delivered, however will take a period to 'work through' the timetabling process.

As you recognise we are dependent upon Network Rail for timetable information and, while we understand that timetabling resource across the industry is limited, we are engaging with them actively to improve the development and dissemination of that information.

One substantial step forward in this, achieved in collaboration with Network Rail in our meeting on 22 December 2017 is an agreement from Network Rail that the production of timetable requests up to T-14 should result in a timetable being offered at T-12. This is a substantial step forward in circumstances where we had no predictability of publication dates for timetable bids produced at any time after T-18, with very late publications of the entire timetable this year (Saturday 20 January was published Friday 19 January, Saturday 13 January was published Thursday 11 January). The first week affected by this arrangement will be week 7 of 2018/19 (which starts Saturday 12 May). Under this new arrangement we will work with Network Rail to aim for bids at T-14 (2 February) becoming available for upload on T-12 (16 February). From then we anticipate that timely and accurate information will become more consistently available to customers from T-12 in future weeks.

Accordingly, as Network Rail addresses its own issues and as the timetables currently being bid work through the system we anticipate that passengers will begin to see a substantial improvement in journey planning.

As outlined to you we have experienced an extremely difficult operating period immediately upon taking over the franchise which we have sought to manage using the systems and processes we inherited. Additional urgent works following the Waterloo blockade at the start of the franchise have been followed by further Network Rail completion works and recently strike planning. We have during this time provided additional timetabling resource and taken steps to mitigate the impact on our customers. At the same time we have been seeking to improve the IT inherited and introduce the early stages of our franchise plans.

It is a regret to us that improvements to the information provided to customers have been limited during this period. Better information is a goal of the business for which we are motivated, not only by licence and franchise requirements but by the interests of our customers and our own commercial interests in providing an operational railway which passengers want to use and which generates ridership growth. Whilst we welcome working with ORR on delivering improved solutions, SWR wishes to improve the current situation in any event for its customers and its business.

Pending clearance of the backlog of timetabling issues arising from franchise handover and due to the substantial works which followed it, we are also continuing to retain additional timetabling consultant staff to assist with a return to longer term planning is achieved as soon as possible. We anticipate that the current medium term plan previously outlined to you will mean that passenger information becomes available for services affected by engineering works significantly earlier.

We regard the current situation as a temporary shortfall of the desired services levels which we will put right. We have outlined above both an urgent short term plan to ameliorate the impacts on customers and a medium term plan to address the underlying cause of late timetable information.

#### Specific Examples Raised in your Letter

The issues you raise in your letter of 23 January 2018 related to the weekends of 13/14 and 20/21 January 2018. As we made clear at the meeting on 18 January, the underlying causes of those issues were different and they are not indicative of a systemic failure. The delay in providing customer information regarding 13/14 January 2018 arose from Network Rail publishing data to TRUST but not uploading the relevant timetabling information to National Rail databases. Ultimately we are dependent upon Network Rail in relation to such issues.

Late information for the weekend of 20/21 January related to submission of timetable bids being made by SWR on 17 October 2017, 4 weeks after the T-18 due date of 15 September 2017 with Network Rail only publishing the timetable for the weekend of 20/21 January on Friday 19 January. We hope this type of issue will now become less frequent (and ideally disappear entirely) as timetables work through following the agreement described above with Network Rail on the processing of timetable bids.

Nonetheless, despite the different underlying causes of the recent late notification we recognise that the common effect is that customers only received information that certain services would not be running or would be replaced, a short time before those services were due to run. This is not acceptable to us and we are consequently addressing the current issues proactively as outlined above.

#### Ongoing delivery of improvements for customer information

We trust that the above describes the steps we are taking to provide customers with the best information available to the greatest extent reasonably practicable in the circumstances, in line with our licence conditions. Together with improvements in the timetable process from clearance of the current backlog and close working with Network Rail and further development of the website our expectation is that customers have are already seeing more information which will continue to improve significantly to bring the franchise back into a steady state

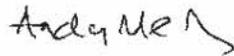
where the disruption from engineering works can be known about and communicated to customers well in advance.

We are rolling out a short term customer information plan, have already introduced improvements to the website information and will continue to do so as soon as technical solutions are available. Our letter of 4 January 2018 set out our website development cycle and prioritisation for improving the website which will be implemented once the actions above (which have been prioritised) are taking place. Although not the primary subject of this letter, I also note that we will provide information on Advanced Purchase ticket exclusions on our website. We expect to publish this information on our website today and will update it weekly.

I trust you will recognise the seriousness with which we are taking this issue and the proactive steps we have put in place in the circumstances until the underlying situation improves.

We remain happy to work closely with ORR on this issue and to keep you informed as appropriate as matters progress. Please do let us know if you would like to discuss this further and we would be happy to convene another meeting with you for this purpose if you wish.

Yours sincerely



Andy Mettars

Managing Director  
South Western Railway

# Engineering work - 28 January 2018

## London Waterloo to Southampton, Bournemouth, Poole and Weymouth

London Waterloo		0005	<b>BUS</b>	<b>BUS</b>	0105	<b>BUS</b>	<b>BUS</b>						
Clapham Junction		0012u			0116								
Surbiton					0129s								
Woking		0037											
Guildford					0152	0158	0223						
Havant													
Fareham													
Basingstoke	arrive	0055				0243s	0308s						
Basingstoke	depart	0056						0721		0748		0821	0850
Micheldever										0758			0900
Winchester		0113				0318s	0343s	0737		0808		0837	0909
Shawford										0812			0914
Eastleigh	arrive	0121				0338s	0403s	0745		0818		0851	0919
Eastleigh	depart		0128	0128				0746		0822		0852	0922
Southampton Airport Parkway			0132	0132		0342s	0407s	0750		0827		0856	0927
Southampton Central	arrive		0147	0147		0401	0426	0757		0834		0903	0934
Southampton Central	depart		0147	0147						0835	0903		0935
Totton				0200s						0841			0941
Ashurst (New Forest)										0845			0945
Beaulieu Road										0850			0950
Brockenhurst				0222s						0857	0917		0957
Sway										0901			1001
New Milton				0247s						0906	0924		1006
Hinton Admiral										0910			1010
Christchurch				0304s						0915			1015
Pokesdown				0314s						0919			1019
Bournemouth	arrive		0232	0324						0923	0934		1023
Bournemouth	depart								0839	0927	0939		1024
Branksome									0844		0944		
Parkstone									0847		0947		
Poole									0851	0936	0951		1033
Hamworthy									0856		0956		
Wareham									0903		1003		
Wool									0910		1010		
Moreton									0916		1016		
Dorchester South									0924		1024		
Upwey									0931		1031		
Weymouth									0935		1035		

Notes: s - Stops to let passengers leave the bus / train only.  
u - Stops to let passengers join the train only.

<b>BUS calling points</b>	
Woking	Station Forecourt
Guildford	Station Forecourt
Basingstoke	Station Forecourt
Winchester	Station Hill bus stops
Eastleigh	Bus layby outside the station
Southampton Airport Parkway	Station Forecourt
Southampton Central	Station Forecourt
Totton	Bus stop D opposite McDonald's
Brockenhurst	Station Forecourt
New Milton	Station cart park
Christchurch	Bus stop in Stour Road outside the station
Pokesdown	Bus stop by The Bell Inn
Bournemouth	Station Forecourt

# Engineering work - 28 January 2018

## London Waterloo to Southampton, Bournemouth, Poole and Weymouth

London Waterloo		0754	<b>BUS</b>		0830	<b>BUS</b>		0854	<b>BUS</b>		0930	<b>BUS</b>
Clapham Junction		0803 <sup>u</sup>			0839 <sup>u</sup>			0903 <sup>u</sup>			0939 <sup>u</sup>	
Surbiton		0817			0853			0917			0953	
Woking			<b>0820</b>			<b>0855</b>			<b>0920</b>			<b>0955</b>
Guildford	arrive	0845	<b>0845</b>		0916	<b>0920</b>		0945	<b>0945</b>		1016	<b>1020</b>
Guildford	depart	0847	<b>0853</b>			<b>0925</b>		0947	<b>0953</b>			<b>1025</b>
Havant		0921						1021				
Fareham		0938						1038				
Basingstoke	arrive		<b>0943</b>			<b>1015</b>			<b>1043</b>			<b>1115</b>
Basingstoke	depart	0921		0950			1021			1050		
Micheldever				1000						1100		
Winchester		0937		1009			1037			1109		
Shawford				1014						1114		
Eastleigh	arrive	0945		1019			1045			1119		
Eastleigh	depart	0946		1022			1046			1122		
Southampton Airport Parkway		0950		1027			1050			1127		
Southampton Central	arrive	0957	1001	1034			1057	1101		1134		
Southampton Central	depart		1003	1035				1103		1135		
Totton				1041						1141		
Ashurst (New Forest)				1045						1145		
Beaulieu Road				1050						1150		
Brockenhurst		1017		1057				1117		1157		
Sway				1101						1201		
New Milton		1024		1106				1124		1206		
Hinton Admiral				1110						1210		
Christchurch				1115						1215		
Pokesdown				1119						1219		
Bournemouth	arrive	1034		1123				1134		1223		
Bournemouth	depart		1038	1124				1138		1224		
Branksome			1043					1143				
Parkstone			1046					1146				
Poole			1051	1133				1151		1233		
Hamworthy			1056					1156				
Wareham			1103					1203				
Wool			1109					1209				
Moreton			1116					1216				
Dorchester South			1124					1224				
Upwey			1130					1230				
Weymouth			1135					1235				

Notes: u - Stops to let passengers join the train only.

<b>BUS calling points</b>	
Woking	Station Forecourt
Guildford	Station Forecourt
Basingstoke	Station Forecourt

# Engineering work - 28 January 2018

## London Waterloo to Southampton, Bournemouth, Poole and Weymouth

London Waterloo		0954	<b>BUS</b>		1030	<b>BUS</b>		1054	<b>BUS</b>		1130	<b>BUS</b>
Clapham Junction		1003 <sup>u</sup>			1039 <sup>u</sup>			1103 <sup>u</sup>			1139 <sup>u</sup>	
Surbiton		1017			1053			1117			1153	
Woking			<b>1020</b>			<b>1055</b>			<b>1120</b>			<b>1155</b>
Guildford	arrive	1045	<b>1045</b>		1116	<b>1120</b>		1145	<b>1145</b>		1216	<b>1220</b>
Guildford	depart	1047	<b>1053</b>			<b>1125</b>		1147	<b>1153</b>			<b>1225</b>
Havant		1121						1221				
Fareham		1138						1238				
Basingstoke	arrive		<b>1143</b>			<b>1215</b>			<b>1243</b>			<b>1315</b>
Basingstoke	depart	1121		1150			1221			1250		
Micheldever				1200						1300		
Winchester		1137		1209			1237			1309		
Shawford				1214						1314		
Eastleigh	arrive	1145		1219			1245			1319		
Eastleigh	depart	1146		1222			1246			1322		
Southampton Airport Parkway		1150		1227			1250			1327		
Southampton Central	arrive	1157	1201	1234			1257	1301		1334		
Southampton Central	depart		1203	1235				1303		1335		
Totton				1241						1341		
Ashurst (New Forest)				1245						1345		
Beaulieu Road				1250						1350		
Brockenhurst		1217		1257			1317			1357		
Sway				1301						1401		
New Milton		1224		1306			1324			1406		
Hinton Admiral				1310						1410		
Christchurch				1315						1415		
Pokesdown				1319						1419		
Bournemouth	arrive	1234		1323				1334		1423		
Bournemouth	depart			1324				1339		1424		
Branksome		1239						1344				
Parkstone		1244						1347				
Poole		1247			1333			1351		1433		
Hamworthy		1251						1356				
Wareham		1256						1403				
Wool		1303						1410				
Moreton		1310						1416				
Dorchester South		1316						1424				
Upwey		1324						1431				
Weymouth		1331						1435				
Weymouth		1335										

Notes: u - Stops to let passengers join the train only.

<b>BUS calling points</b>	
Woking	Station Forecourt
Guildford	Station Forecourt
Basingstoke	Station Forecourt



# Engineering work - 28 January 2018

## London Waterloo to Southampton, Bournemouth, Poole and Weymouth

London Waterloo												
Clapham Junction		1354	<b>BUS</b>		1430	<b>BUS</b>		1454	<b>BUS</b>		1530	<b>BUS</b>
Surbiton		1403 <sup>u</sup>			1439 <sup>u</sup>			1503 <sup>u</sup>			1539 <sup>u</sup>	
		1417			1453			1517			1553	
Woking			<b>1420</b>			<b>1455</b>			<b>1520</b>			<b>1555</b>
Guildford	arrive		<b>1445</b>		1516	<b>1520</b>		1545	<b>1545</b>		1616	<b>1620</b>
Guildford	depart		<b>1447</b>			<b>1525</b>		1547	<b>1553</b>			<b>1625</b>
Havant			1521					1621				
Fareham			1538					1638				
Basingstoke	arrive		<b>1543</b>			<b>1615</b>			<b>1643</b>			<b>1715</b>
Basingstoke	depart	1521			1550			1621			1650	
Micheldever					1600						1700	
Winchester		1537			1609			1637			1709	
Shawford					1614						1714	
Eastleigh	arrive	1545			1619			1645			1719	
Eastleigh	depart	1546			1622			1646			1722	
Southampton Airport Parkway		1550			1627			1650			1727	
Southampton Central	arrive	1557	1601		1634			1657	1701		1734	
Southampton Central	depart		1603		1635				1703		1735	
Totton					1641						1741	
Ashurst (New Forest)					1645						1745	
Beaulieu Road					1650						1750	
Brockenhurst			1617		1657			1717			1757	
Sway					1701						1801	
New Milton			1624		1706			1724			1806	
Hinton Admiral					1710						1810	
Christchurch					1715						1815	
Pokesdown					1719						1819	
Bournemouth	arrive	1634			1723			1734			1823	
Bournemouth	depart		1639		1724			1739			1824	
Branksome			1644					1744				
Parkstone			1647					1747				
Poole			1651		1733			1751		1833		
Hamworthy			1656					1756				
Wareham			1703					1803				
Wool			1710					1810				
Moreton			1716					1816				
Dorchester South			1724					1824				
Upwey			1731					1831				
Weymouth			1735					1835				

Notes: u - Stops to let passengers join the train only.

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# Engineering work - 28 January 2018

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London Waterloo		1554	<b>BUS</b>		1630	<b>BUS</b>		1654	<b>BUS</b>		1730	<b>BUS</b>
Clapham Junction		1603 <sup>u</sup>			1639 <sup>u</sup>			1703 <sup>u</sup>			1739 <sup>u</sup>	
Surbiton		1617			1653			1717			1753	
Woking			<b>1620</b>			<b>1655</b>			<b>1720</b>			<b>1755</b>
Guildford	arrive	1645	<b>1645</b>		1716	<b>1720</b>		1745	<b>1745</b>		1816	<b>1820</b>
Guildford	depart		<b>1647</b>			<b>1725</b>		1747	<b>1753</b>			<b>1825</b>
Havant			1721					1821				
Fareham			1738					1838				
Basingstoke	arrive		<b>1743</b>			<b>1815</b>			<b>1843</b>			<b>1915</b>
Basingstoke	depart	1721			1750			1821			1850	
Micheldever					1800						1900	
Winchester		1737			1809			1837			1909	
Shawford					1814						1914	
Eastleigh	arrive	1745			1819			1845			1919	
Eastleigh	depart	1746			1822			1846			1922	
Southampton Airport Parkway		1750			1827			1850			1927	
Southampton Central	arrive	1757	1801		1834			1857	1901		1934	
Southampton Central	depart		1803		1835				1903		1935	
Totton					1841						1941	
Ashurst (New Forest)					1845						1945	
Beaulieu Road					1850						1950	
Brockenhurst			1817		1857			1917			1957	
Sway					1901						2001	
New Milton			1824		1906			1924			2006	
Hinton Admiral					1910						2010	
Christchurch					1915						2015	
Pokesdown					1919						2019	
Bournemouth	arrive	1834			1923			1934			2023	
Bournemouth	depart		1839		1924			1939			2024	
Branksome			1844					1944				
Parkstone			1847					1947				
Poole			1851		1933			1951		2033		
Hamworthy			1856					1956				
Wareham			1903					2003				
Wool			1910					2010				
Moreton			1916					2017				
Dorchester South			1924					2025				
Upwey			1931					2032				
Weymouth			1935					2036				

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# Engineering work - 28 January 2018

## London Waterloo to Southampton, Bournemouth, Poole and Weymouth

London Waterloo		1754	<b>BUS</b>		1830	<b>BUS</b>		1854	<b>BUS</b>		1930	<b>BUS</b>
Clapham Junction		1803 <sup>u</sup>			1839 <sup>u</sup>			1903 <sup>u</sup>			1939 <sup>u</sup>	
Surbiton		1817			1853			1917			1953	
Woking			<b>1820</b>			<b>1855</b>			<b>1920</b>			<b>1955</b>
Guildford	arrive	1845	<b>1845</b>		1916	<b>1920</b>		1945	<b>1945</b>		2016	<b>2020</b>
Guildford	depart	1847	<b>1853</b>			<b>1925</b>		1947	<b>1953</b>			<b>2025</b>
Havant		1921						2021				
Fareham		1938						2038				
Basingstoke	arrive		<b>1943</b>			<b>2015</b>			<b>2043</b>			<b>2115</b>
Basingstoke	depart	1921		1950			2021			2050		
Micheldever				2000						2100		
Winchester		1937		2010			2037			2109		
Shawford				2014						2114		
Eastleigh	arrive	1945		2020			2045			2119		
Eastleigh	depart	1946		2022			2046			2122		
Southampton Airport Parkway		1950		2027			2050			2127		
Southampton Central	arrive	1957	2001	2034			2057	2101		2134		
Southampton Central	depart		2003	2035				2103		2135		
Totton				2041						2141		
Ashurst (New Forest)				2045						2145		
Beaulieu Road				2050						2150		
Brockenhurst		2017		2057				2117		2157		
Sway				2101						2201		
New Milton		2024		2106				2124		2206		
Hinton Admiral				2110						2210		
Christchurch				2115						2215		
Pokesdown				2119						2219		
Bournemouth	arrive	2034		2123				2134		2223		
Bournemouth	depart		2039	2124				2139		2224		
Branksome			2044					2144				
Parkstone			2047					2147				
Poole			2051	2133				2151		2233		
Hamworthy			2056					2156				
Wareham			2103					2203				
Wool			2110					2210				
Moreton			2117					2217				
Dorchester South			2125					2225				
Upwey			2132					2232				
Weymouth			2136					2236				

Notes: u - Stops to let passengers join the train only.

<b>BUS calling points</b>	
Woking	Station Forecourt
Guildford	Station Forecourt
Basingstoke	Station Forecourt



# Engineering work - 28 January 2018

## London Waterloo to Southampton, Bournemouth, Poole and Weymouth

London Waterloo		2154		<b>BUS</b>		2300	<b>BUS</b>		0105	<b>BUS</b>			
Clapham Junction		2203u				2309u			0115				
Surbiton						2323			0129s				
Guildford									0152		0158		
Woking				2220							0223		
Guildford	arrive	2233		2245		2348		2335					
Guildford	depart	2234		2253				0001					
Havant		2308											
Fareham		2320											
Basingstoke	arrive			2343				0055			0308s		
Basingstoke	depart		2321			2350			0104				
Micheldever						2359							
Winchester			2337			0009			0120		0343s		
Shawford						0014							
Eastleigh	arrive		2345			0019			0129		0403s		
Eastleigh	depart		2346			0022			0130				
Southampton Airport Parkway			2350			0027			0135		0407s		
Southampton Central	arrive	2343	2357			0034			0144		0426		
Southampton Central	depart	2345				0035			0148				
Totton						0040s			0153s				
Ashurst (New Forest)													
Beaulieu Road													
Brockenhurst		0002				0051s			0204s				
Sway													
New Milton		0010				0059s			0211s				
Hinton Admiral													
Christchurch						0106s			0218s				
Pokesdown						0110s			0222s				
Bournemouth	arrive	0026				0114			0226				
Bournemouth	depart	0030				0115			0228				
Branksome		0035				0120s			0233s				
Parkstone		0038				0123s			0236s				
Poole		0042				0127			0239				
Hamworthy		0047s											
Wareham		0053s											
Wool		0100s											
Moreton		0107s											
Dorchester South		0114s											
Upwey		0122s											
Weymouth		0126											

Notes: s - Stops to let passengers leave the bus / train only.  
u - Stops to let passengers join the train only.

<b>BUS calling points</b>	
Woking	Station Forecourt
Guildford	Station Forecourt
Basingstoke	Station Forecourt

# Engineering work - 28 January 2018

## Weymouth, Poole, Bournemouth and Southampton to London Waterloo

Weymouth		<b>BUS</b>		<b>BUS</b>			<b>BUS</b>		<b>BUS</b>			<b>BUS</b>
Upwey												
Dorchester South												
Moreton												
Wool												
Wareham												
Hamworthy												
Poole						0650						0750
Parkstone						0654						0754
Branksome						0657						0757
Bournemouth	arrive					0702						0802
Bournemouth	depart					0706						0806
Pokesdown						0710						0810
Christchurch						0714						0814
Hinton Admiral						0719						0819
New Milton						0723						0823
Sway						0728						0828
Brockenhurst						0734						0834
Beaulieu Road												0839
Ashurst (New Forest)						0743						0843
Totton						0748						0848
Southampton Central	arrive					0753						0853
Southampton Central	depart	0655		0728				0828				0855
Southampton Airport Parkway		0703		0736				0836				0903
Eastleigh	arrive	0707		0739				0839				0906
Eastleigh	depart	0711		0740				0840				0911
Shawford		0717						0817				0917
Winchester		0723		0750				0823		0850		0923
Micheldever		0732						0831				0931
Basingstoke	arrive	0742		0811				0841		0906		0941
Basingstoke	depart		0750		0817			0850		0912		0950
Fareham												
Havant												
Guildford	arrive			0902				0935		0957		1035
Guildford	depart			0905	0935			0940		1000	1005	1040
Woking		0912		0935				1010		1030		1110
Surbiton						0957					1029	
Clapham Junction						1010					1042	
London Waterloo						1018					1050	

### BUS calling points

Basingstoke Station Forecourt

Guildford Station Forecourt

Woking Station Forecourt



# Engineering work - 28 January 2018

## Weymouth, Poole, Bournemouth and Southampton to London Waterloo

Weymouth		0948			<b>BUS</b>				<b>BUS</b>	1048					<b>BUS</b>
Upwey		0952								1052					
Dorchester South		1000								1100					
Moreton		1007								1107					
Wool		1013								1113					
Wareham		1020								1120					
Hamworthy		1027								1127					
Poole		1032				1055				1132				1155	
Parkstone		1036								1136					
Branksome		1040								1140					
Bournemouth	arrive	1046					1104			1146				1204	
Bournemouth	depart	1050					1106			1150				1206	
Pokesdown							1110							1210	
Christchurch							1114							1214	
Hinton Admiral							1119							1219	
New Milton		1101					1123			1201				1223	
Sway							1128							1228	
Brockenhurst		1109					1134			1209				1234	
Beaulieu Road							1139							1239	
Ashurst (New Forest)							1143							1243	
Totton							1148							1248	
Southampton Central	arrive	1123					1153			1223				1253	
Southampton Central	depart	1125	1128				1155			1225	1228			1255	
Southampton Airport Parkway			1136				1203				1236			1303	
Eastleigh	arrive		1139				1206				1239			1306	
Eastleigh	depart		1140				1211				1240			1311	
Shawford							1217							1317	
Winchester			1150				1223				1250			1323	
Micheldever							1231							1331	
Basingstoke	arrive		1206				1241				1306			1341	
Basingstoke	depart														
Fareham		1150								1250					
Havant		1204								1304					
Guildford	arrive	1239								1339					
Guildford	depart	1241													
Woking															
Surbiton		1304												1429	
Clapham Junction		1315					1329							1442	
London Waterloo		1335					1342							1450	
							1350								

<b>BUS calling points</b>	
Basingstoke	Station Forecourt
Guildford	Station Forecourt
Woking	Station Forecourt









# Engineering work - 28 January 2018

## Weymouth, Poole, Bournemouth and Southampton to London Waterloo

Weymouth				1958			2058				2158	2258
Upwey				2002			2102				2202	2302
Dorchester South				2010			2110				2210	2310
Moreton				2017			2117				2217	2317
Wool				2023			2123				2223	2323
Wareham				2030			2130				2230	2330
Hamworthy				2037			2137				2237	2337
Poole				2050			2150				2250	2350
Parkstone				2054			2154				2254	2354
Branksome				2057			2157				2257	2357
Bournemouth	arrive			2103			2203				2303	0003
Bournemouth	depart			2106			2206				2308	
Pokesdown				2110			2210				2312	
Christchurch				2114			2214				2316	
Hinton Admiral				2119			2219				2321	
New Milton				2123			2223				2325	
Sway				2128			2228				2330	
Brockenhurst				2134			2234				2336	
Beaulieu Road				2139			2239					
Ashurst (New Forest)				2143			2243				2343	
Totton				2148			2248				2348	
Southampton Central	arrive			2153			2253				2354	
Southampton Central	depart	2128		2155	2228		2255	2301				
Southampton Airport Parkway		2136			2236			2308				
Eastleigh	arrive	2139			2239			2312				
Eastleigh	depart	2140				2240		2312				
Shawford								2318				
Winchester		2150			2250			2324				
Micheldever								2332				
Basingstoke	arrive	2206			2306			2342				
Basingstoke	depart									2350		
Fareham				2220			2320					
Havant				2235			2335					
Guildford	arrive			2310			0010			0035		
Guildford	depart			2312			0012			0040	0042	
Woking				0001b			0030			0110		
Surbiton				2329	2334		0034				0111s	
Clapham Junction				2342	2346		0046				0120	
London Waterloo				2350	0003		0103					

Notes: b - Arrival time. By bus from Guildford.  
s - Stops to let passengers leave the train only.

<b>BUS calling points</b>	
Basingstoke	Station Forecourt
Guildford	Station Forecourt
Woking	Station Forecourt

Due to a system error, journey planners are currently showing incorrect train information for this Sunday - please select [link](#) to view PDF timetables\*\*  
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# CHANGES TO TRAIN TIMES

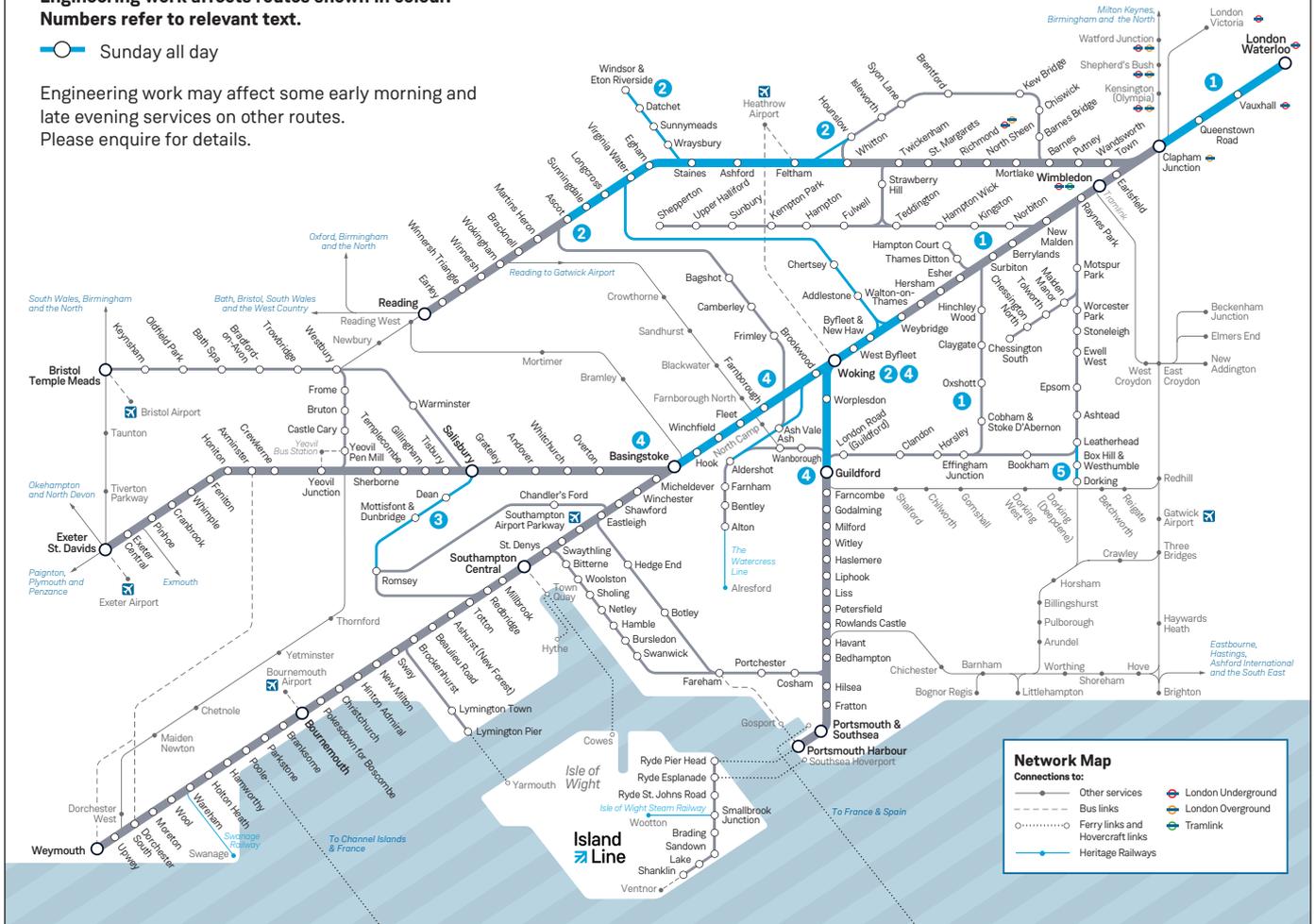
## Monday 22 to Sunday 28 January 2018

### Weekend engineering work

Engineering work affects routes shown in colour. Numbers refer to relevant text.

○ Sunday all day

Engineering work may affect some early morning and late evening services on other routes. Please enquire for details.



The map above shows a summary of planned engineering works taking place during the weekend. The coloured dots are linked to the relevant text on the following page.

You can check your journey details by using the train times and ticket section of our website [southwesternrailway.com](http://southwesternrailway.com)

For more information please call National Rail Enquiries on **03457 48 49 50** 24 hours, calls charged at local rate and may be recorded.

Follow us on Twitter at [@SW\\_Railway](https://twitter.com/SW_Railway) or [@SW\\_Help](https://twitter.com/SW_Help)

**We are sorry that bulky luggage, cycles and prams cannot be carried on replacement bus services.**

# South Western Railway

### Overnight engineering work

**Late evening and early morning services may need to be altered for emergency repairs or planned work.**

**Please check if you are planning to travel after 2300 or before 0530 as buses may replace trains at short notice.**

Late evening and early morning services may need to be altered for emergency repairs or planned work.

Please check if you are planning to travel after 2300 or before 0530 as buses may replace trains at short notice.

# Weekend engineering work

## Sunday 28 January

### 1 London Waterloo area - all day

Some lines between London Waterloo and Clapham Junction will be **closed** all day.

Part of London Waterloo station will also be **closed** and there will be fewer trains to and from the station.

- London Waterloo to Guildford via Cobham services will only run between **Surbiton** and Guildford. Please use other trains between London Waterloo and Surbiton.

# Weekend engineering work

## Sunday 28 January

### ② Feltham and Staines area - all day

All lines in the Feltham and Staines area will be **closed** all day. Replacement **buses** will run and you may need to travel **earlier** than normal.

**Replacement buses will run between:**

Hounslow and Virginia Water

Hounslow and Ascot

Hounslow and Windsor & Eton Riverside

Hounslow and Woking via Virginia Water

- **Hourly** trains will run between London Waterloo and Reading. These trains will be diverted between Clapham Junction and Virginia Water, calling additionally at Wimbledon, Weybridge, Addlestone and Chertsey.
- A revised train service will run between London Waterloo and Hounslow via Richmond and via Brentford.
- Replacement **buses** will run from Hounslow to Virginia Water, Ascot, Windsor & Eton Riverside and Woking.
- Trains between Ascot and Guildford will be retimed to connect with the altered Reading services.

# Weekend engineering work

## Sunday 28 January

### ③ Romsey to Salisbury - all day

The lines between Romsey and Salisbury will be **closed** all day.

- South Western Railway services between Romsey and Salisbury will only run between Romsey and Romsey via Eastleigh and Southampton Central.
- Replacement **buses** will run between Romsey and Salisbury.
- Great Western Railway services will also be affected. Please see their publicity for details.

# Weekend engineering work

## Sunday 28 January

### 4 Woking area - all day

All lines in the Woking area will be **closed** all day.  
Replacement **buses** will run and you may need to travel **earlier** than normal.

#### Replacement buses will run between:

Weybridge and Basingstoke  
Weybridge and Guildford  
Woking, Guildford and Basingstoke

- London Waterloo to Weymouth services will be diverted between Clapham Junction and Southampton Central, calling additionally at Surbiton, Guildford, Havant and Fareham. Trains will leave London Waterloo **earlier** than normal.
- Extra trains will run between Basingstoke and Southampton Central, connecting with the Weymouth services.
- London Waterloo to Poole/Portsmouth via Eastleigh services will only run between **Basingstoke** and Poole. Connecting trains will run between Eastleigh and Portsmouth Harbour.
- London Waterloo to Salisbury and Exeter services will start from **Reading**.  
Please use other trains from London Waterloo to Guildford, to connect with replacement **buses** to **Basingstoke**.
- London Waterloo to Portsmouth via Haslemere services will call additionally at **Surbiton**.  
These trains **will not call** at Woking.
- London Waterloo to Alton services will start from **Guildford**.  
These trains will run **hourly**. Please use other trains to Guildford to connect with these services.
- London Waterloo to Basingstoke stopping services **will not run**.  
Replacement **buses** will run between **Weybridge** and Basingstoke. Please use other trains to Weybridge.
- London Waterloo to Guildford via Woking stopping services will be replaced by **buses** between **Weybridge** and Guildford.

# Weekend engineering work

## Sunday 28 January

### 5 Leatherhead to Dorking - all day

The lines between Leatherhead and Dorking will be **closed** all day.

- South Western Railway services between London Waterloo and Dorking will only run between London Waterloo and **Leatherhead**. Replacement **buses** will run between Leatherhead and Dorking.
- Southern services to Dorking will also be affected. Please see their publicity for details.