

South Western Railway

The journey starts here



FirstGroup is a leading surface transport group

- UK-listed, operate throughout the UK and North America
- Around 2.2 billion passengers a year
- Revenues of more than £5.2bn a year
- Approximately 110,000 employees
- Five divisions:
 - UK Rail
 - UK Bus
 - First Student
 - First Transit
 - Greyhound



FirstGroup is one of the largest rail operators in the UK

- We run every type of overground passenger rail service in the UK, from high speed inter-city trains and overnight sleepers to local branch lines, regional, commuter and open access services
- We operate:
 - Great Western Railway
 - TransPennine Express
 - Hull Trains (open access operator) – Rail Operator of the Year
- Considerable experience in introducing new rolling stock
- Franchises are achieving around 90% punctuality
- Launching another open access operator, East Coast Trains, by 2020.

MTR is a leading rail operator

- One of the world's leading operators of metro, commuter, intercity and airport rail
- Rail operations in Hong Kong, Australia, Sweden and the UK
- In the UK, MTR is an established operator with a high quality track record:
 - TfL Rail services between Liverpool Street and Shenfield (since 2015)
 - TfL's Crossrail concession – the Elizabeth Line (from 2018)
 - Formerly, London Overground with Arriva (2007 to 2016)



South Western Franchise - DfT Objectives

- Support the regional economies within the South Western Franchise
- Deliver excellent experiences and improve overall quality for passengers
- Secure whole industry efficiencies
- Secure benefits through collaborative working and partnering with Industry (NR & TfL)
- Work with Stakeholders (LA's, LEP's & MP's) to support local communities to deliver local transport integration, local regeneration and investment
- Improve Social and Environmental Sustainability

Change is coming to South Western Railway ...

- Franchise started 20th August 2017
- Seven year franchise length (possible 11 month extension)
- Services from London Waterloo to destinations throughout south west London and southern and south west England
- Key termini include Portsmouth, Weymouth, Exeter, Bristol, Reading and Southampton, Windsor, Dorking & connections to the Isle of Wight



More seats across the franchise ...

- 52,000 extra seats, 30% more peak capacity into Waterloo
 - Suburban services: 750 new carriages
 - Portsmouth fast: 90 carriages for fast services to Waterloo
 - Remaining fleet refurbished
- All our fleet will have modern interiors:
 - Free Wi-Fi up to five times faster than today
 - Charging points accessible from every seat
 - Infotainment installed
 - Real-time information on our trains

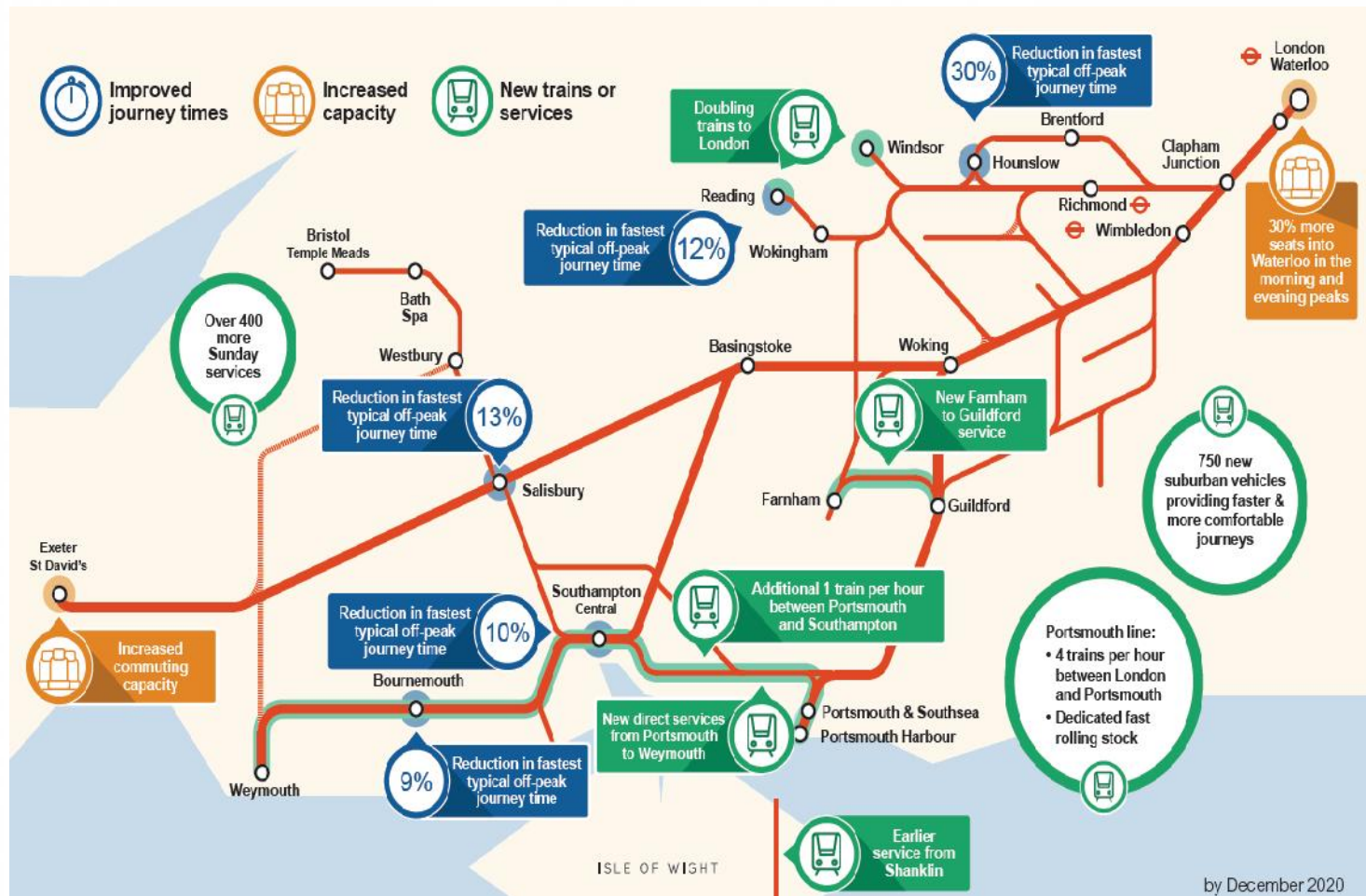
... with increased frequency, better weekend services and quicker journeys

- Our new timetable means a step-change in customer experience
- Journey times reduced across the franchise:
 - Mainline services to the South and South West
 - Reading, Windsor and Suburban services
- New journeys introduced:
 - Farnham to Guildford; Weymouth to Portsmouth
- Sunday afternoon services will match weekdays on most routes
- Improve late evening frequencies and later last trains
- Four trains per hour Windsor & Reading to Waterloo
- Four trains per hour Portsmouth to Waterloo
- Delivering these changes through disciplined operations and shorter dwell times, benefiting the whole franchise

... Locally

- Peak services will be lengthened to 10 cars progressively from Dec 17 to Dec 20
- Class 456's used to strengthen trains initially
- New trains of 10 car lengths from Dec 19
- Dec 18 Chessington South frequency maintained to service close (unlike now)
- Last trains Waterloo to Wimbledon, Raynes Park & Motspur Park slightly later
- Sunday PM improved frequency on Epsom route to four trains per hour (Dec 18)
- Delivering these changes through disciplined operations and shorter dwell times, benefiting the whole franchise
- December 2018 timetable consultations on the proposals above

.. as we deliver a £1.2bn investment for our customers

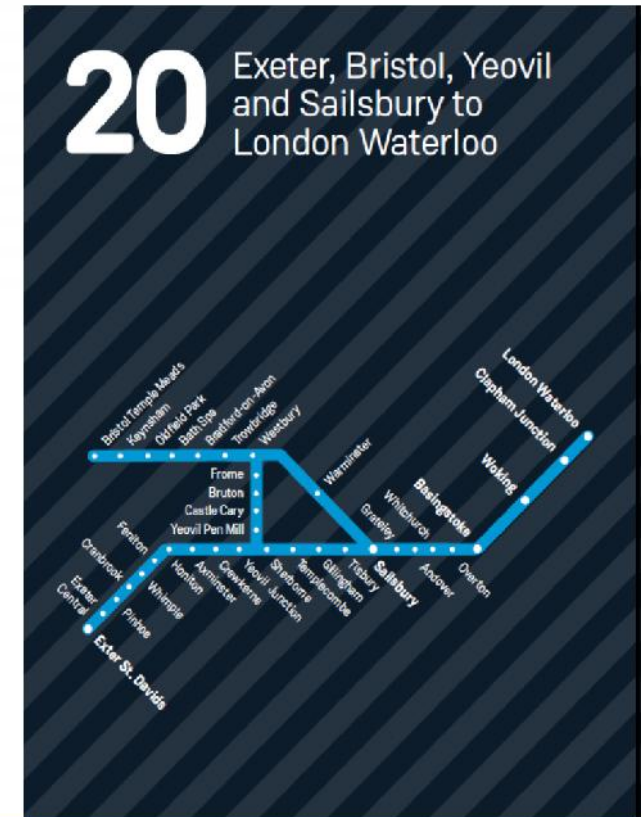


Future Services

- Refurbished trains
- Comfortable two by two seating on all Portsmouth fast trains by December 2018
- Toilets on all mainland trains
- Free Wi-Fi at all stations and on mainland trains
- Live information on seating availability and crowding levels via a new mobile phone app
- New customer App to make it easier for customers to use our trains pointing people towards quieter trains or carriages within trains.
- Live updates to passenger information screens on our mainland trains by December 2020
- Free Infotainment on all mainland fleets

December 2018 Timetable – Public Consultation

- Opened 29th September
- Open until 22nd December
- Available through South Western Railway website
- Will show all the timetables for December
- A number of questions to aid discussion
- A link will be sent to stakeholders
- Dedicated manager
- Results will be collated during 2018



Making ticketing more intuitive

- Mobile phone barcode tickets will be available on the network for the first time, covering a wide range of journeys
- We will implement our smartcard scheme across the franchise including pay-as-you-go functionality
- We will offer flexible season products (including monthly direct debit 11/12)
- We will bring in Delay Repay for the first time, making it simple and easy for our customers to claim for late trains, moving towards an automated process for those buying season and advance tickets direct on smartcards
- Introduce discounted tickets 16-18 year olds
- Introduce more Advanced Purchase fares to/from more destinations

Investing in your stations, communities & our people

- £90m station investment programme
- This includes Southampton Central & Wimbledon
- At least 1,500 new car parking spaces across the network and 60 Electric Vehicle charging points at stations
- Work with stakeholders to progress plans for new station schemes during the franchise (ie Accessibility, Retail and Passenger facilities)
- Biggest rail operator apprenticeship in UK
- Installing new gatelines
- Staffing of gatelines 06.00 to midnight Mon-Sat within London Travel Zone area
- Annual fund for community projects across the franchise from 2020/21
- Appoint an Accessibility Manager
- Carrying out Accessibility surveys at stations

Our modified trains

New look exteriors...



Our new train

Class 701 UK built and maintained by SWR



- Fleet of 90 units (60 10-car and 30 5-car)
- Delivery August 2019 to December 2020, replacing all of the Class 455, 456, 458 and 707 units
- 100mph high performing trains
- 2+2 seating arrangement
- Wi-Fi and at-seat USB charging points
- Real-time passenger information screens, air conditioning and accessible toilets for disabled passengers.

Other initiatives

What else has been happening?

- Now have 8 Community Rail Groups
- Increased our cycle portfolio to 11,700 cycle spaces
- Seven new cycle hubs
- 100,000 half price advance tickets
- Swanage Railway Trial service to Wareham (see video)
- More to come as plans put in place to invest the £1.2Bn



Waterloo Upgrade

- 180,000 hours worked
- 1,270 metres of track laid
- 230 metres of pre-cast concrete installed
- 160 metres of new platform built
- 7 miles of cable laid
- Transport Focus review
- Communications 2 years out
- Platforms 1-4 extended
- Platforms 5-6 upgraded
- Platform 20/21 in use
- Concourse Plaza area now being completed ready for Dec 18



Questions?

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