

Southeastern Customer Report

October 2024

Hello and welcome

Welcome to the October 2024 Southeastern Customer Report.

We are building a better, more reliable and sustainable railway by investing in our people, our stations and our services. We will take another step forward in December 2024 with the introduction of a new and expanded timetable, providing 220 extra services per week. Most of these additional services are in our Metro area and will continue to support our growing railway and make it simpler and easier for customers to travel by train.

This report provides a snapshot of data recorded and compiled by Southeastern and shows how we are performing in the following areas:

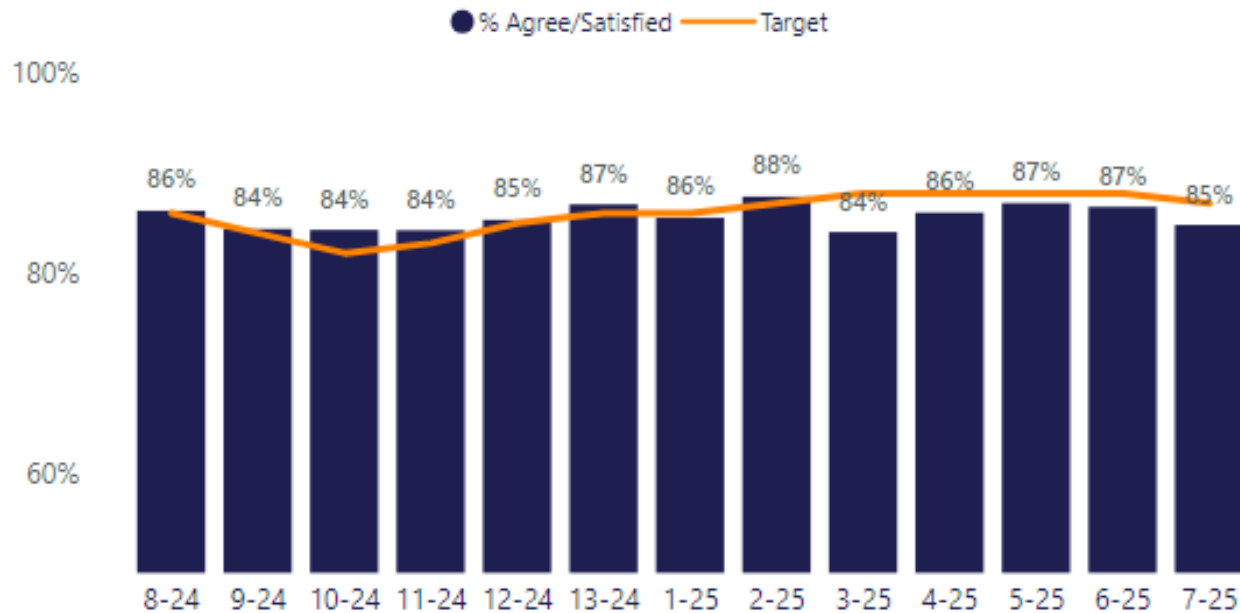
- Overall Customer Satisfaction
- Train service punctuality
- Passenger Assistance
- Ticket Office Opening Times
- Environmental Performance
- Complaints and Faults handling

Overall Customer Satisfaction

The data below tracks overall Southeastern customer satisfaction and is compared to Southeastern's targets.

The time period is between 15th October 2023 (Rail Period 8 2023/24) and 12th October 2024 (Rail Period 7 2024/25)

Overall Satisfaction



Cancellations, On Time and Time to 3

The following data covers the punctuality of Southeastern services across Metro, Main Line and highspeed services.

It covers the period between 30th April 2023 and 14th September 2024.

Cancellations: The percentage of services cancelled.

On Time: The percentage of recorded station stops arrived at early or less than one minute after the scheduled time (as per timetable). Early trains are classified as 'on time'. A higher On Time score indicates better punctuality.

Time to 3: The percentage of recorded station stops arrived at early or less than three after the scheduled time. The percentages are cumulative, so for example, the Time to 3 measure will include all the recorded station stops included in the On Time and extend to include all recorded station stops up to 2 minutes 59 seconds beyond the scheduled time. A higher Time to 3 percentage also indicates better punctuality.

Cancellations, On Time and Time to 3

Period	From	To	Southeastern			Mainline			Metro			Highspeed		
			Cancellations	On Time	T-3	Cancellations	On Time	T-3	Cancellations	On Time	T-3	Cancellations	On Time	T-3
2023/24 P02	30/04/2023	27/05/2023	1.6%	72.5%	89.7%	1.5%	72.3%	88.1%	1.8%	73.3%	91.0%	0.7%	67.7%	87.2%
2023/24 P03	28/05/2023	24/06/2023	2.4%	67.8%	85.9%	2.1%	66.7%	82.9%	2.3%	69.3%	88.4%	3.9%	60.2%	79.1%
2023/24 P04	25/06/2023	22/07/2023	1.9%	70.3%	87.9%	2.3%	70.1%	86.2%	1.4%	71.3%	89.5%	2.9%	62.8%	82.6%
2023/24 P05	23/07/2023	19/08/2023	1.8%	71.9%	89.0%	1.8%	70.7%	86.8%	1.7%	73.5%	90.8%	2.5%	65.6%	84.9%
2023/24 P06	20/08/2023	16/09/2023	1.6%	69.1%	87.4%	1.8%	68.7%	85.5%	1.6%	70.0%	88.9%	1.1%	62.8%	83.8%
2023/24 P07	17/09/2023	14/10/2023	2.1%	65.4%	84.8%	2.1%	64.8%	83.3%	2.2%	66.0%	85.8%	1.5%	63.2%	84.0%
2023/24 P08	15/10/2023	11/11/2023	2.3%	64.1%	83.6%	3.4%	58.3%	78.1%	1.5%	67.9%	87.1%	2.9%	59.9%	80.0%
2023/24 P09	12/11/2023	09/12/2023	2.1%	59.6%	80.5%	2.4%	53.2%	74.4%	1.9%	63.4%	84.1%	2.1%	59.5%	80.9%
2023/24 P10	10/12/2023	06/01/2024	4.5%	61.6%	80.6%	4.9%	58.2%	76.2%	4.4%	63.8%	83.2%	4.0%	59.4%	78.7%
2023/24 P11	07/01/2024	03/02/2024	2.1%	64.2%	83.0%	2.6%	61.2%	79.3%	1.8%	65.9%	85.1%	2.0%	63.4%	82.8%
2023/24 P12	04/02/2024	02/03/2024	2.7%	68.5%	86.4%	3.2%	68.4%	85.0%	2.0%	69.6%	88.0%	4.2%	64.3%	83.7%
2023/24 P13	03/03/2024	31/03/2024	1.5%	70.8%	88.4%	1.3%	68.2%	85.8%	1.6%	73.6%	90.6%	1.6%	61.8%	83.7%
2024/25 P01	01/04/2024	27/04/2024	1.4%	71.6%	88.4%	1.7%	69.0%	85.5%	1.3%	74.4%	90.7%	1.3%	61.2%	83.1%
2024/25 P02	28/04/2024	25/05/2024	1.4%	71.4%	88.6%	1.6%	68.6%	85.6%	1.2%	74.4%	91.3%	2.2%	59.2%	80.8%
2024/25 P03	26/05/2024	22/06/2024	1.8%	72.2%	88.7%	2.1%	67.9%	84.9%	1.7%	76.4%	91.9%	1.2%	57.8%	80.6%
2024/25 P04	23/06/2024	20/07/2024	2.5%	68.8%	86.2%	2.2%	65.2%	82.8%	2.6%	72.1%	89.0%	2.7%	59.8%	79.6%
2024/25 P05	21/07/2024	17/08/2024	2.2%	69.7%	86.7%	1.9%	65.9%	83.1%	2.6%	73.2%	89.8%	1.4%	59.8%	79.7%
2024/25 P06	18/08/2024	14/09/2024	2.3%	69.5%	87.1%	2.5%	67.2%	84.4%	2.3%	71.5%	89.1%	1.8%	64.4%	83.7%

Passenger Assistance

The following data covers passenger assistance and covers the period between 25th May 2024 and 12th October 2024.

The data includes:

- Number of Booked Assistance requests
- Number of Completed Booked Assistance requests
- Number of unbooked assistance instances (Turn Up and Go)
- Number of Completed unbooked assistance instances (Turn Up and Go)

Passenger Assistance

Rail Period	Booked Assists	Booked Completed	Unbooked Assists	Unbooked Completed
P2-24	5804	728	3386	1540
P3-24	7202	704	3720	1704
P4-24	6490	824	4106	1804
P5-24	7226	942	5092	2402
P6-24	7188	1008	4890	2266
P7-24	5910	1170	4806	2254
P8-24	5444	1260	4820	2366
P9-24	4986	1150	4448	2208
P10-24	4708	904	3748	1684
P11-24	4280	1018	4706	2552
P12-24	4894	1122	5278	2734
P13-24	5852	1600	6000	3298
P1-25	5968	1772	6410	3454
P2-25	5952	2008	6670	3742
P3-25	7464	2110	7196	3968
P4-25	8150	2512	8352	4752
P5-25	7486	2732	9560	6058
P6-25	7334	3020	9500	6286
P7-25	7292	3102	10522	7442

Ticket Office opening times

The following data relates to the opening hours of ticket offices at Southeastern managed stations.

As part of its contract to operate the railway services in Kent, East Sussex and south-east London; Southeastern publishes scheduled opening hours for its ticket offices. The data contained overleaf shows the percentage of time ticket offices met their advertised opening hours.

Ticket Office Opening Times

Station	2024	2025 (to date 12/10/24)
Albany Park	53.96%	82.40%
Ashford International	93.77%	92.34%
Aylesham	10.57%	19.32%
Barming	0.40%	0.00%
Barnehurst	88.21%	87.93%
Battle	89.71%	88.25%
Bearsted	74.22%	63.84%
Beckenham Junction	92.14%	93.25%
Belvedere	33.25%	67.30%
Bexley	72.45%	71.74%
Bexleyheath	82.38%	93.57%
Bickley	49.49%	70.99%
Birchington-On-Sea	78.24%	68.32%
Blackheath	77.45%	75.48%
Borough Green & Wrotham	34.80%	22.86%
Brixton	56.61%	75.01%
Broadstairs	27.31%	54.12%
Bromley North	57.85%	53.05%
Bromley South	94.95%	96.07%
Canterbury East	87.49%	86.01%
Canterbury West	89.85%	94.05%
Catford Bridge	49.32%	59.78%
Charing (Kent)	84.78%	84.29%

Charlton	81.98%	77.68%
Chatham	87.63%	86.95%
Chelsfield	81.51%	80.05%
Chestfield & Swalecliffe	0.00%	0.00%
Chislehurst	70.28%	72.81%
Clock House	53.91%	54.96%
Crayford	74.91%	70.61%
Dartford	94.80%	88.58%
Deal	61.60%	77.08%
Deptford	44.94%	67.07%
Dover Priory	90.32%	92.32%
Ebbsfleet International	90.13%	92.16%
Eden Park	27.99%	39.17%
Elmers End	70.63%	71.05%
Elmstead Woods	84.04%	82.72%
Eltham	70.36%	67.54%
Erith	51.33%	59.63%
Etchingham	81.63%	59.18%
Eynsford	86.33%	85.75%
Falconwood	77.12%	66.72%
Farningham Road	38.08%	42.36%
Faversham	86.01%	74.01%

Ticket Office Opening Times

Folkestone Central	55.25%	60.90%
Folkestone West	74.34%	84.93%
Frant	83.49%	85.26%
Gillingham (Kent)	86.44%	86.17%
Gravesend	79.08%	83.20%
Greenhithe	59.08%	50.63%
Greenwich	88.64%	75.58%
Grove Park	86.27%	79.47%
Harrietsham	36.69%	0.00%
Hastings	95.40%	92.88%
Hayes (Kent)	71.78%	59.48%
Headcorn	61.10%	51.06%
Herne Bay	47.42%	58.53%
Herne Hill	93.46%	92.32%
High Brooms	54.77%	47.96%
Higham	70.73%	68.42%
Hildenborough	61.82%	77.09%
Hither Green	91.55%	86.64%
Kent House	62.04%	77.18%
Kidbrooke	72.87%	62.87%
Knockholt	83.87%	81.18%
Ladywell	48.19%	58.27%

Lee	67.20%	65.17%
Lenham	29.05%	8.33%
Lewisham	93.50%	92.71%
London Bridge	99.59%	99.57%
London Cannon Street	65.00%	77.52%
London Charing Cross	99.83%	99.71%
Longfield	47.43%	42.70%
Lower Sydenham	27.95%	28.93%
Maidstone East	86.99%	92.88%
Maidstone West	92.77%	93.34%
Marden	65.76%	72.15%
Margate	55.62%	62.56%
Maze Hill	69.01%	70.00%
Meopham	80.61%	80.59%
Mottingham	80.57%	57.83%
New Beckenham	24.32%	37.77%
New Cross	90.08%	91.30%
New Eltham	91.98%	88.08%
Newington	15.72%	2.58%
Northfleet	30.82%	20.40%
Orpington	90.91%	91.88%
Otford	86.40%	92.15%
Paddock Wood	73.50%	74.46%

Ticket Office Opening Times

Penge East	92.51%	89.98%
Petts Wood	97.35%	97.40%
Pluckley	9.66%	0.00%
Plumstead	75.78%	78.10%
Queenborough	86.18%	85.29%
Rainham (Kent)	82.17%	79.03%
Ramsgate	80.15%	78.57%
Robertsbridge	72.44%	72.46%
Rochester	86.40%	84.38%
Sandling	64.97%	45.84%
Sandwich	70.67%	72.00%
Sevenoaks	91.73%	87.79%
Sheerness-On-Sea	55.72%	68.56%
Shortlands	87.84%	86.23%
Sidcup	88.62%	88.56%
Sittingbourne	86.32%	87.47%
Slade Green	82.99%	91.65%
Sole Street	5.77%	5.68%
St Johns	68.89%	49.48%
St Leonards Warrior Square	73.00%	54.73%
St Mary Cray	71.64%	71.82%
Staplehurst	78.82%	55.84%

Stonegate	30.42%	35.84%
Stratford International	95.78%	96.96%
Strood	65.46%	59.84%
Sturry	87.30%	82.71%
Sundridge Park	36.71%	58.16%
Swanley	89.23%	76.83%
Swanscombe	67.76%	63.67%
Sydenham Hill	63.71%	72.21%
Teynham	37.07%	21.59%
Tonbridge	95.91%	96.32%
Tunbridge Wells	93.94%	92.74%
Wadhurst	84.19%	84.34%
Walmer	72.37%	70.83%
Welling	84.12%	93.78%
West Dulwich	62.29%	73.88%
West Malling	77.95%	76.30%
West St Leonards	75.74%	65.50%
West Wickham	61.57%	68.59%
Westcombe Park	45.28%	74.33%
Westgate-On-Sea	89.27%	32.84%
Whitstable	46.86%	51.08%
Woolwich Arsenal	98.00%	97.97%
Woolwich Dockyard	58.87%	70.85%
Wye	50.55%	45.81%

Environmental Performance

The following data compares Southeastern's energy consumption and amount of waste recycled.

Due to reporting capabilities, the timeframes vary compared to other data in this report but is set out clearly below.

For more information on Southeastern's commitment to becoming a more sustainable railway, visit this link: <https://www.southeasternrailway.co.uk/about-us/our-commitments/environment>

Comparing Period 8 – Period 13 2023/24 with Period 1 to Period 6 2023/24

- Train Energy - 11.40% increase in consumption
- Waste – 4.14% decrease in waste recycled

Comparing August 2023 - January 2024 with February 2024 - July 2024

- Site Electricity – 12.55% decrease in consumption
- Site Gas – 12.34% decrease in consumption

Complaints & Faults handling

The following data relates to the type of complaints received by Southeastern and equates them to a percentage of 1,000 customer journeys.

The data covers all complaints received in the following time period:

- Period 7 2023/24 to Period 6 2024/25 (17th September 2023 to 14th September 2024)

Alternatively, you may wish to browse Southeastern's performance against its Service Quality Regime (SQR).

Southeastern's Service Quality Regime (SQR) monitors the service we provide on board of our trains and at our stations, through a mixture of mystery shopping and auditing, which measures key aspects of facilities and customer service. This helps us to identify areas of opportunities and to improve the overall experience at Southeastern.

For the latest information, visit our website: <https://www.southeasternrailway.co.uk/about-us/performance/service-quality>

Complaints & Faults Handling

Complaints per 1,000 passenger journeys	
Accessibility issues	0.004
Company policy	0.016
Complaints handling	0.015
Delay compensation schemes	0.031
Environmental	0.001
Fares, Retailing	0.051
Other	0.001
Provision of information	0.014
Quality on train	0.008
Safety & Security	0.010
Staff conduct & availability	0.024
Station quality	0.008
Timetabling and connection issues	0.009
Train service performance	0.036
Overall	0.228



Thank you