



Train Operating Company key statistics

April 2022 to March 2023

3 August 2023

South Western Railway

This publication is an annual summary of key statistics for South Western Railway covering passenger usage, performance, and passenger experience alongside reference data on number of employees, number of stations managed and route kilometres operated. Most of the data in this publication is also available on the various [ORR data portal](#) theme pages. [TOC key statistics](#) brings all the information together from the range of topics as a summary for each operator.

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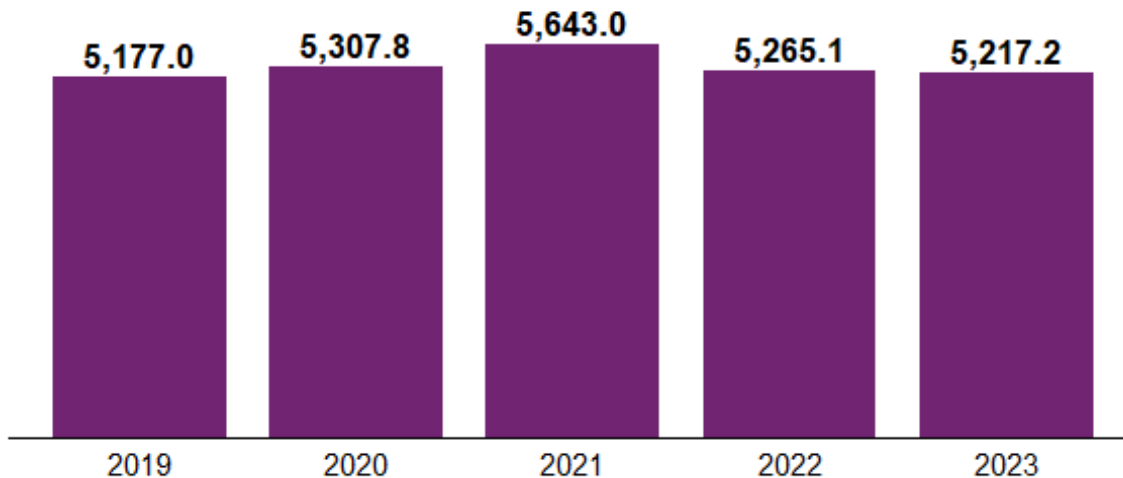
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Next publication: July 2024

Key statistics

Number of full-time equivalent (FTE) employees is calculated by comparing an employee's average number of hours worked to the average hours of a full-time worker.

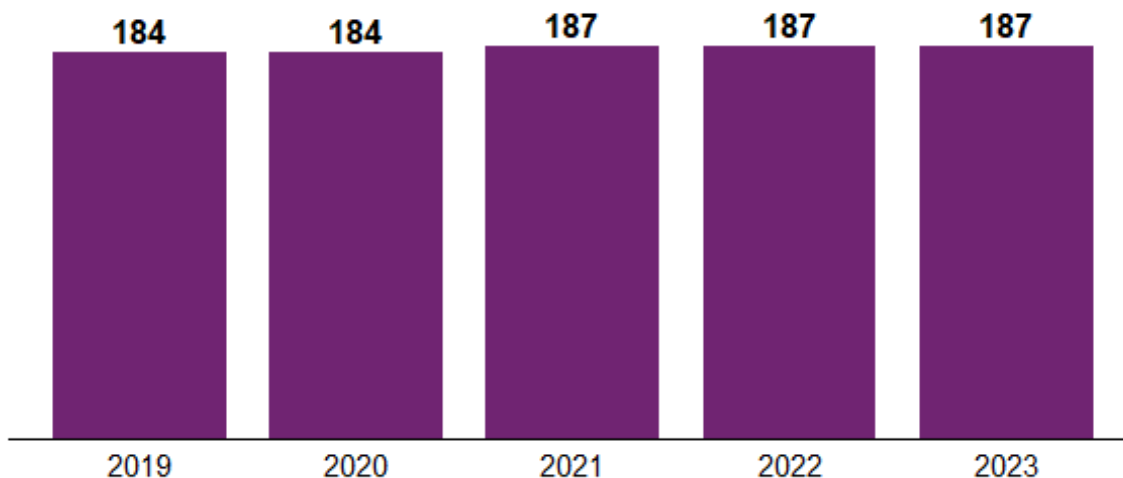
Number of FTE employees, South Western Railway, as of 31 March, 2019 to 2023



South Western Railway's number of FTE employees was 5,217.2 as of 31 March 2023.

Number of stations managed only includes stations called at by a mainline train service as of 31 March. Stations which have been permanently closed or where mainline services have ceased indefinitely are not included.

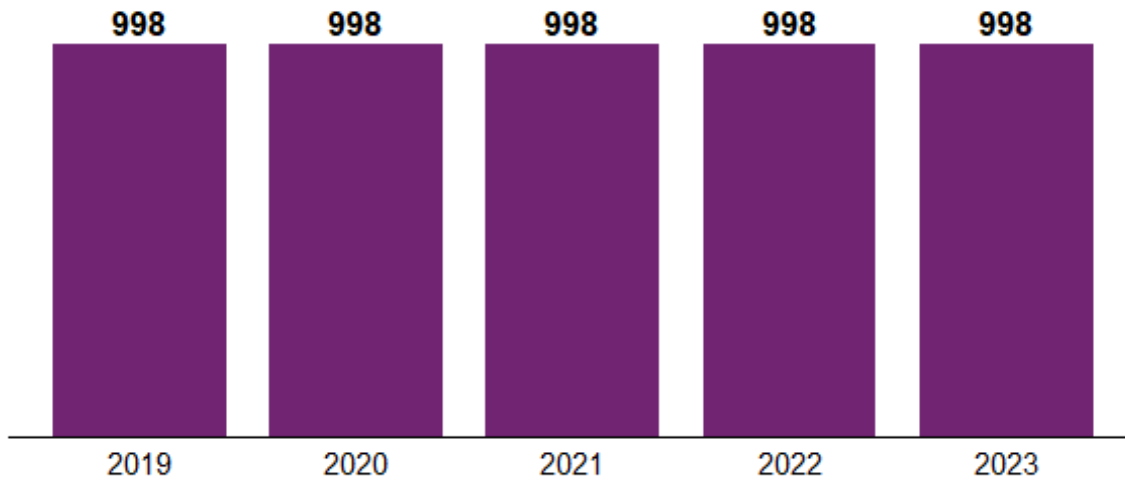
Number of stations managed, South Western Railway, as of 31 March, 2019 to 2023



South Western Railway managed 187 stations as of 31 March 2023.

Route kilometres operated includes the total extent of route available to operate on as of 31 March. It does not take into account multiple track routes (i.e. double tracks are only counted as one route kilometre but would be two track kilometres).

Route kilometres operated, South Western Railway, as of 31 March, 2019 to 2023

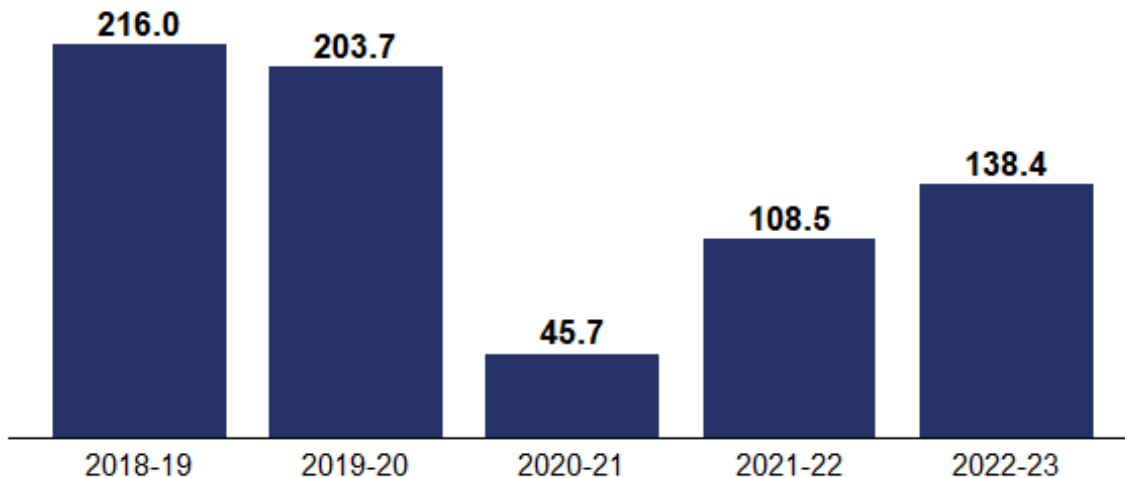


South Western Railway operated on 998 kilometres of route as of 31 March 2023.

Passenger rail usage

Passenger journeys are estimated based on travel from an origin station to a destination station. Where travel includes one or more changes of train, each train used is counted as one journey.

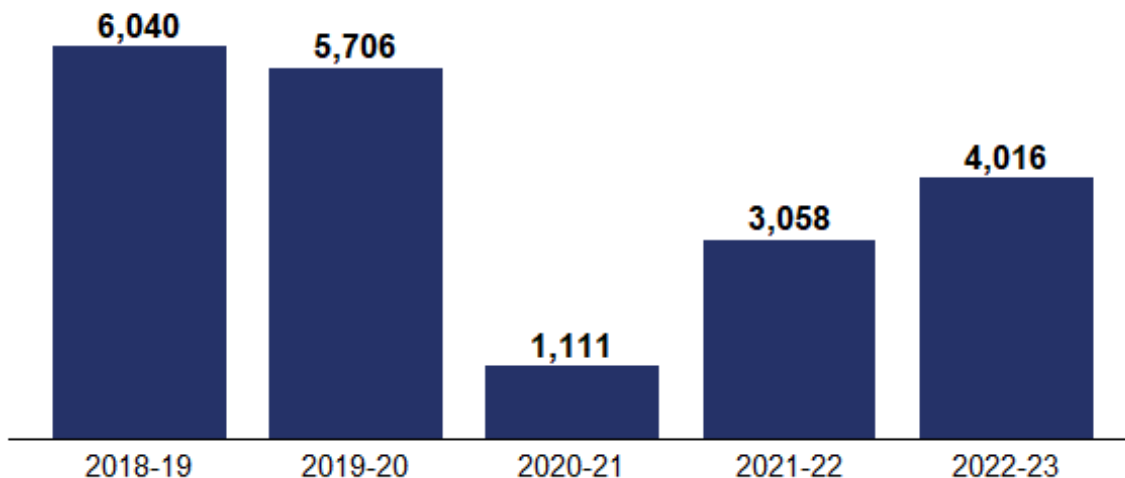
Passenger journeys (millions), South Western Railway, annual data, April 2018 to March 2023



Between April 2022 and March 2023, there were 138.4 million passenger journeys.

Passenger kilometres are calculated by multiplying the number of passenger journeys on a particular flow by the number of corresponding track kilometres between stations.

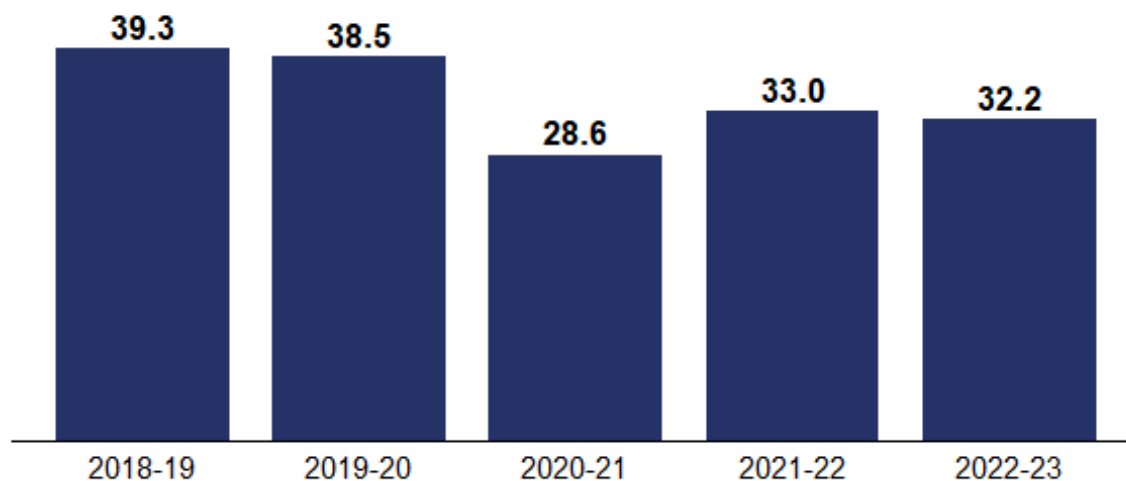
Passenger kilometres (millions), South Western Railway, annual data, April 2018 to March 2023



Between April 2022 and March 2023, there were 4,016 million passenger kilometres travelled.

Passenger train kilometres refers to the number of train kilometres travelled by revenue earning passenger trains.

Passenger train kilometres (millions), South Western Railway, annual data, April 2018 to March 2023



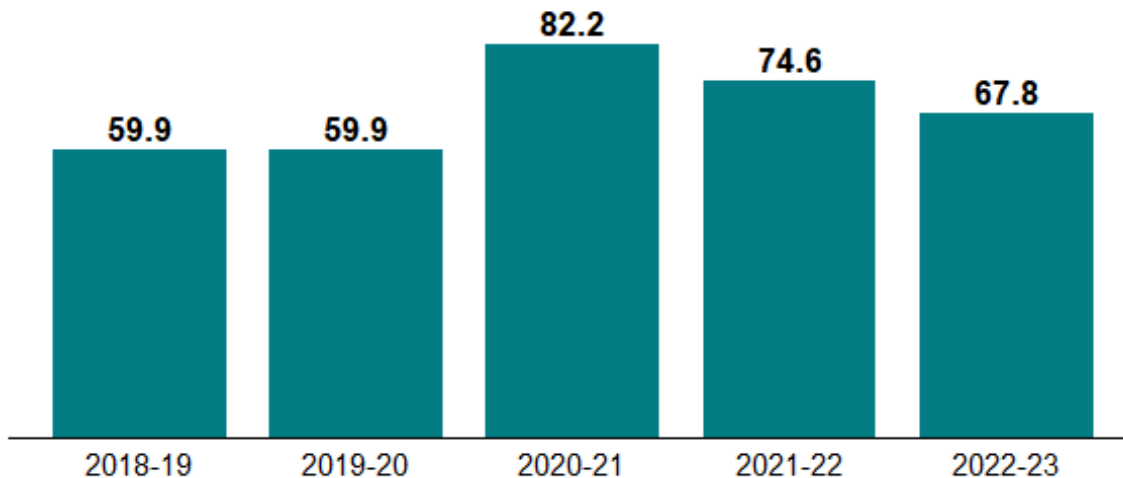
Between April 2022 and March 2023, there were 32.2 million passenger train kilometres.

More information on passenger journeys, kilometres and revenue as well as passenger train and vehicle kilometres can be found on the [Passenger rail usage](#) page on the data portal.

Passenger rail performance

On Time is the percentage of recorded station stops that were early or less than one minute after the scheduled arrival time.

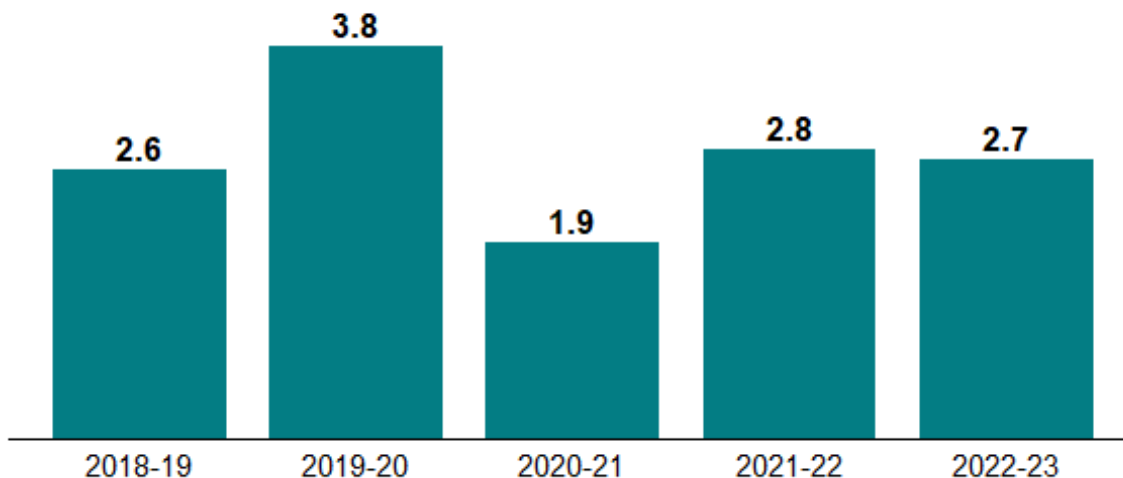
On Time (%), South Western Railway, annual data, April 2018 to March 2023



The percentage of trains On Time between April 2022 and March 2023 was 67.8% compared with 74.6% in the previous year.

The **Cancellations score** is the percentage of trains planned that were cancelled, whereby full cancellations are counted as one and part cancellations as half.

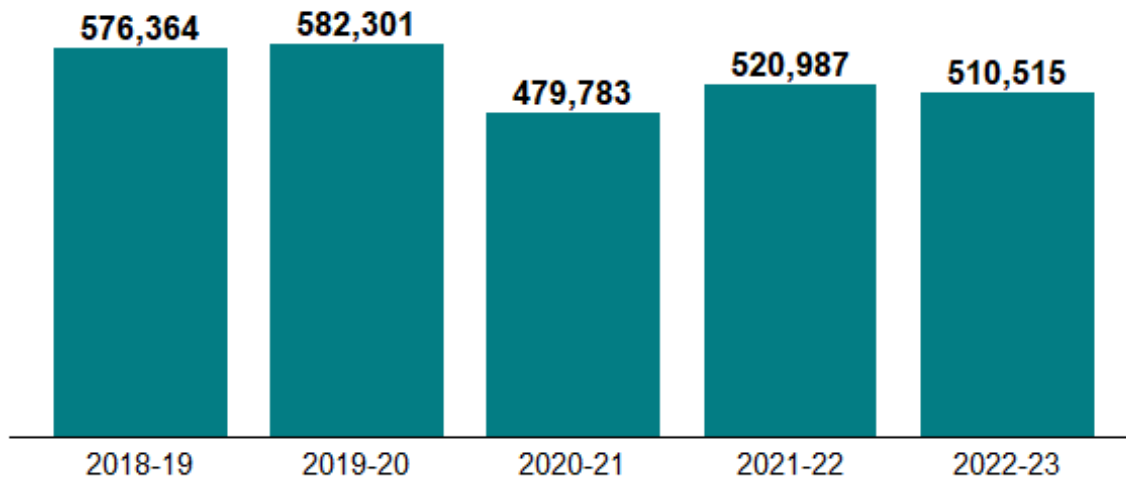
Cancellations score (%), South Western Railway, annual data, April 2018 to March 2023



The Cancellations score between April 2022 and March 2023 was 2.7% compared with 2.8% in the previous year.

The number of **trains planned** is based on the daily schedule as agreed between the train operator and Network Rail at 22:00 on the previous evening.

Trains planned, South Western Railway, annual data, April 2018 to March 2023



There were 510,515 trains planned between April 2022 and March 2023.

Delay minutes are defined as the time lost between consecutive timing points on the rail network. Delay incidents producing three or more minutes of delay on Britain's railways are attributed to either Network Rail or a train operator.

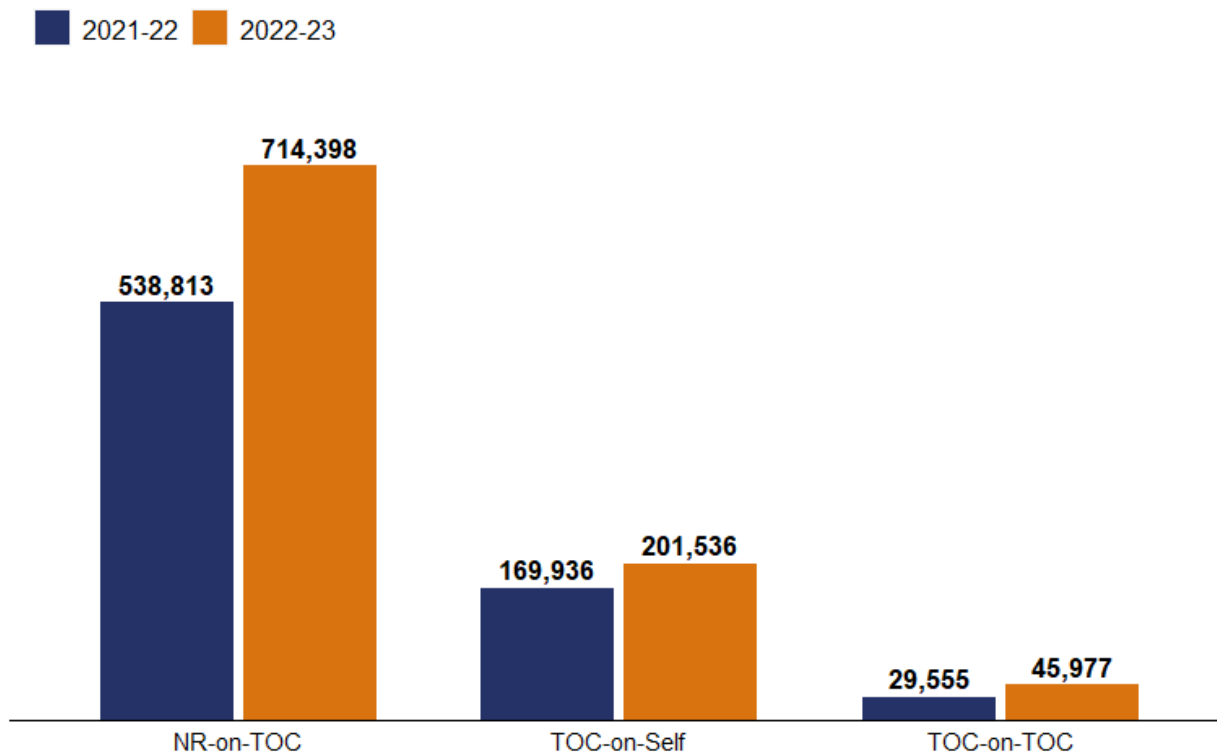
There are three types of responsibility category:

NR-on-TOC are delays attributed to Network Rail affecting train operating companies (e.g. Track, Network management, etc.).

TOC-on-Self are delays attributed to train operating companies affecting their own train operating company (e.g. their own fleet, train crew, etc.).

TOC-on-TOC are delays attributed to train operating companies affecting other train operating companies (e.g. another operator's fleet, train crew, etc.).

Delay minutes on the rail network by responsibility, South Western Railway, annual data, April 2021 to March 2023



Delay minutes by responsibility, South Western Railway, annual data, April 2018 to March 2023

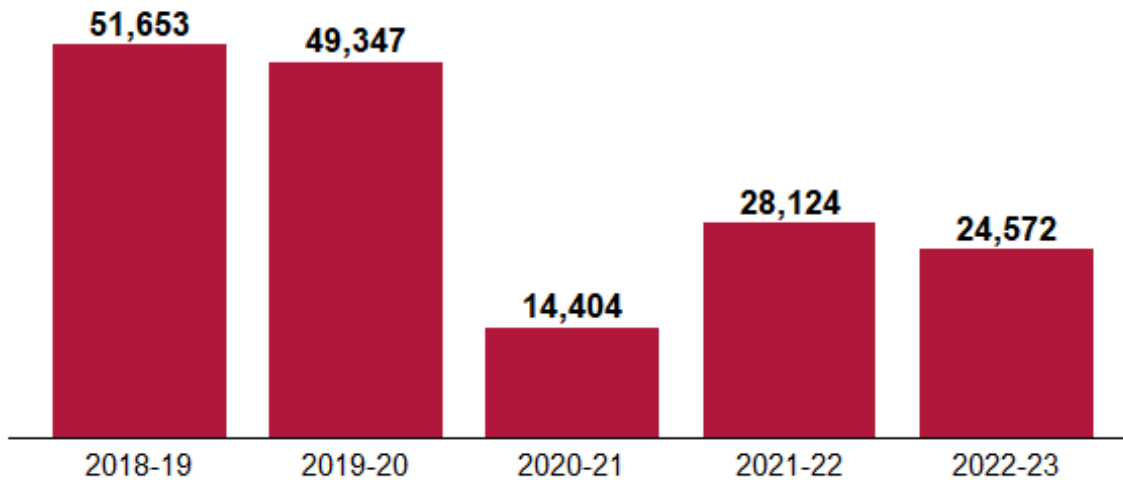
Delay type	Apr 2018 to Mar 2019	Apr 2019 to Mar 2020	Apr 2020 to Mar 2021	Apr 2021 to Mar 2022	Apr 2022 to Mar 2023
NR-on-TOC	1,027,658	990,649	306,095	538,813	714,398
TOC-on-Self	400,131	432,464	114,911	169,936	201,536
TOC-on-TOC	58,414	51,410	13,746	29,555	45,977

More information on punctuality, reliability and causes of delay for passenger trains can be found on the [Passenger rail performance](#) page on the data portal.

Passenger experience

Complaints are defined as ‘any expression of dissatisfaction by a customer or potential customer about service delivery or about company or industry policy’.

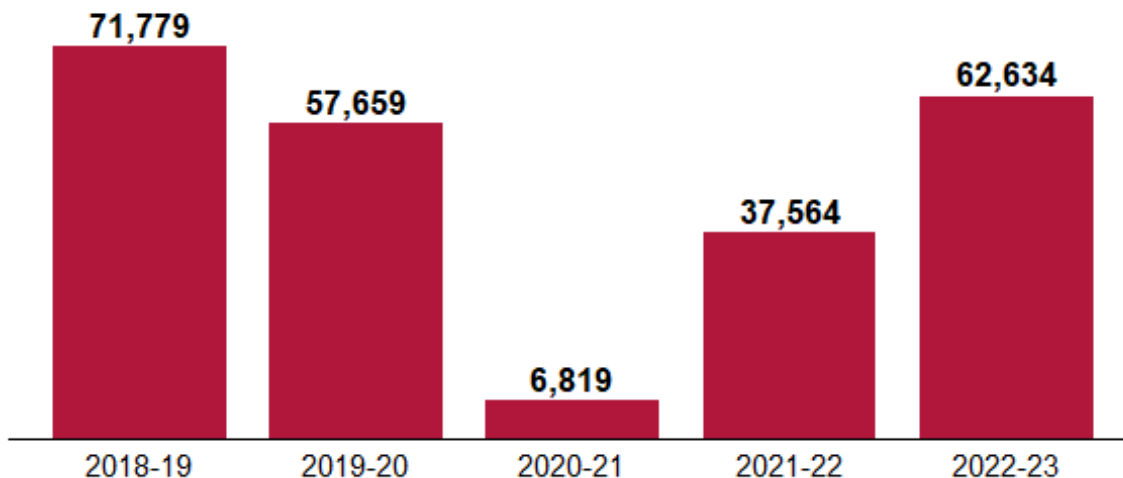
Complaints closed, South Western Railway, annual data, April 2018 to March 2023



The number of complaints closed between April 2022 and March 2023 was 24,572.

Passenger assists data shows the number of assists that have been requested through the National Passenger Assistance Booking System (unbooked assistance such as ‘Turn Up and Go’ assists is not included).

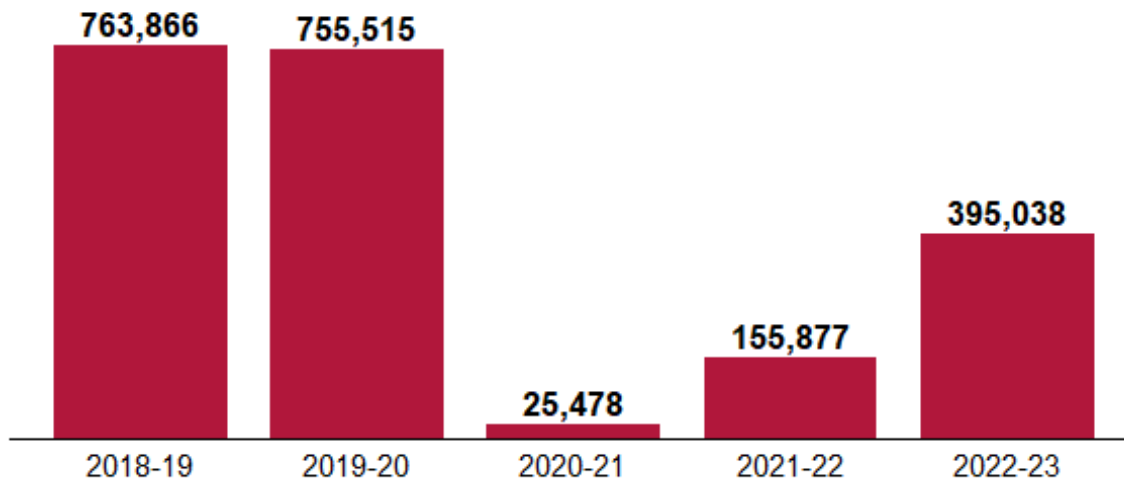
Number of passenger assists, South Western Railway, annual data, April 2018 to March 2023



There were 62,634 passenger assists booked between April 2022 and March 2023 compared with 37,564 in the previous year.

Delay compensation claims closed refers to volume of claims closed when the train operator issues payment for a successful claim or when the passenger was informed that their claim was rejected.

Delay compensation claims closed, South Western Railway, annual data, April 2018 to March 2023



395,038 delay compensation claims were closed between April 2022 and March 2023, compared with 155,877 in the previous year.

More information on [complaints](#), [delay compensation claims](#) and [passenger assistance](#) can be found on their respective pages on the data portal.



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