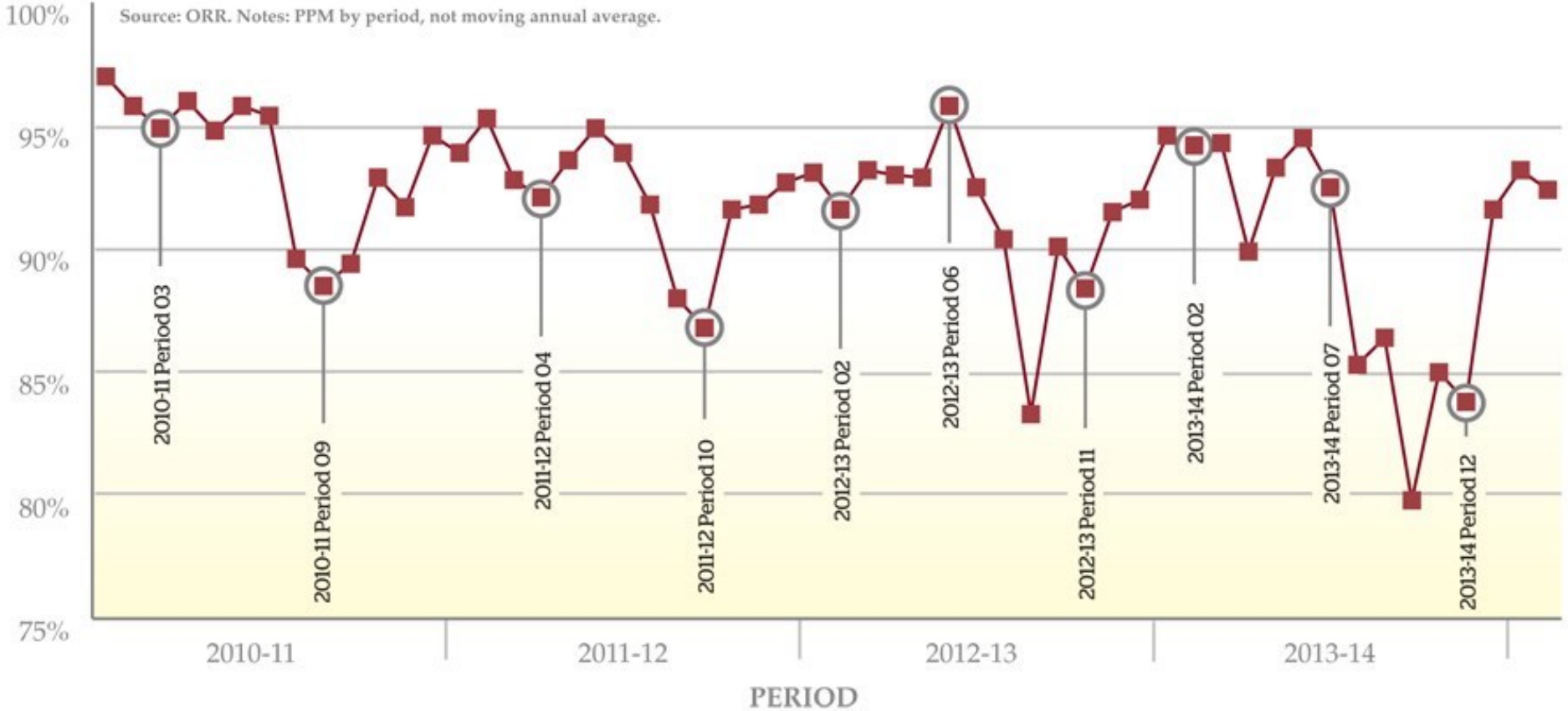


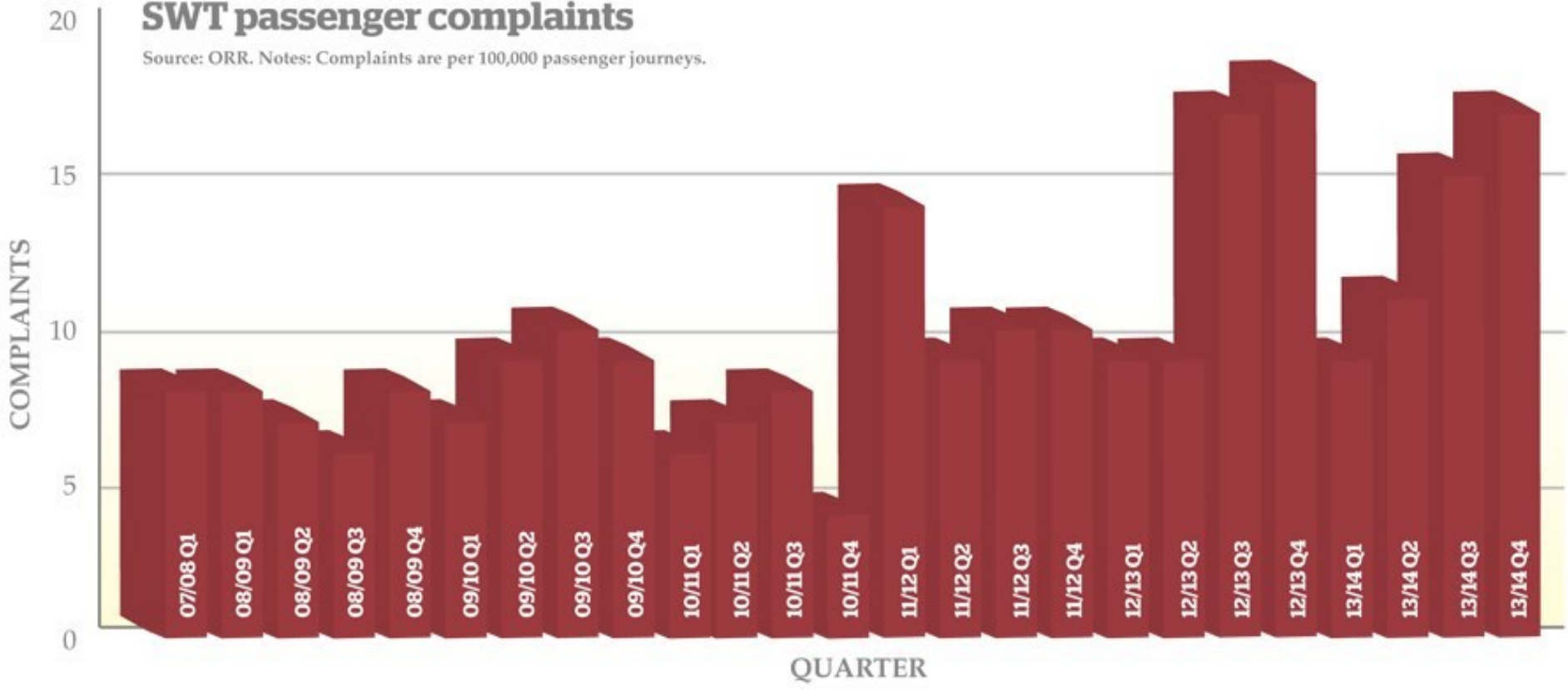
SWT punctuality

Source: ORR. Notes: PPM by period, not moving annual average.

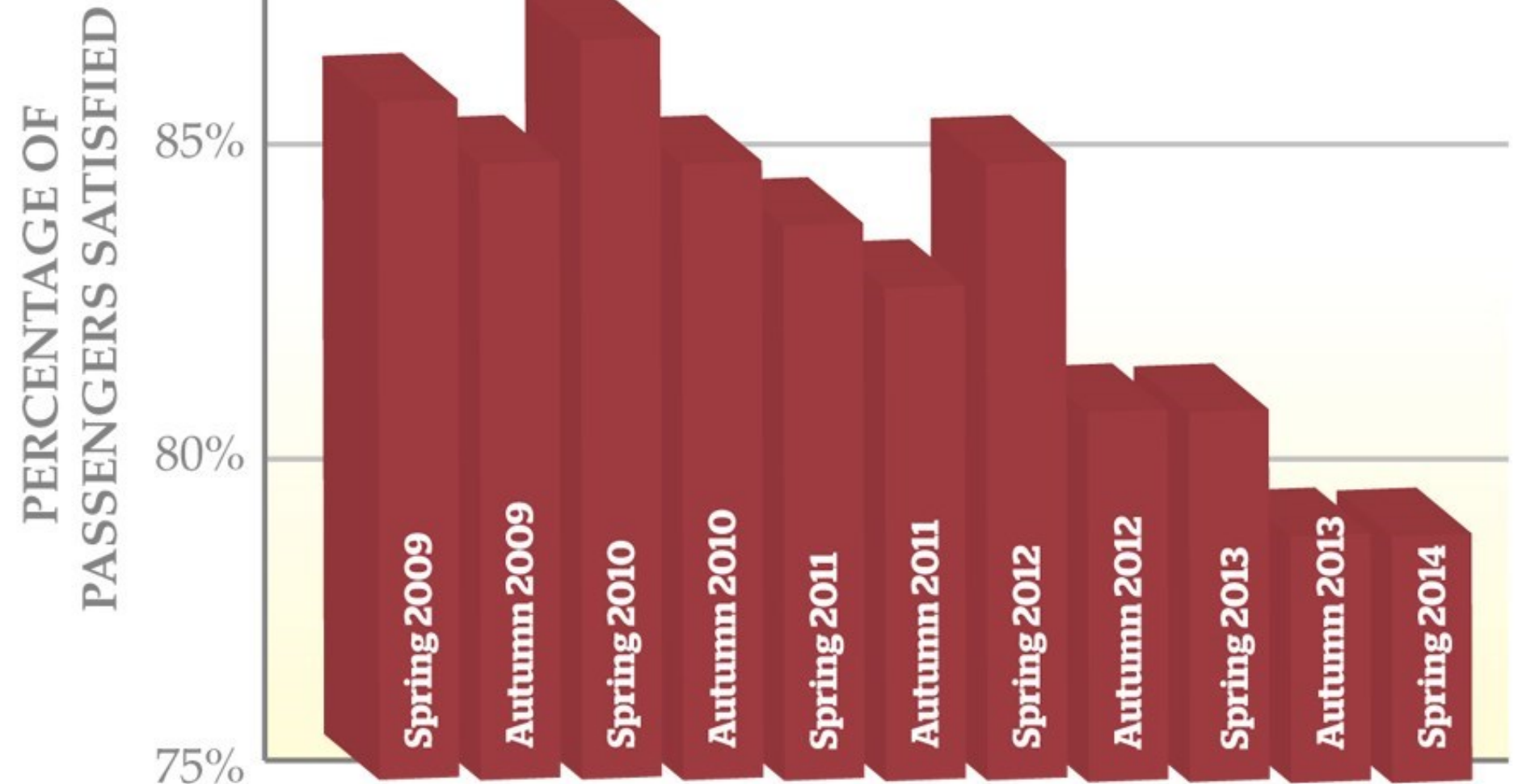


SWT passenger complaints

Source: ORR. Notes: Complaints are per 100,000 passenger journeys.



SWT passenger satisfaction



Source: Passenger Focus National Rail Passenger Survey