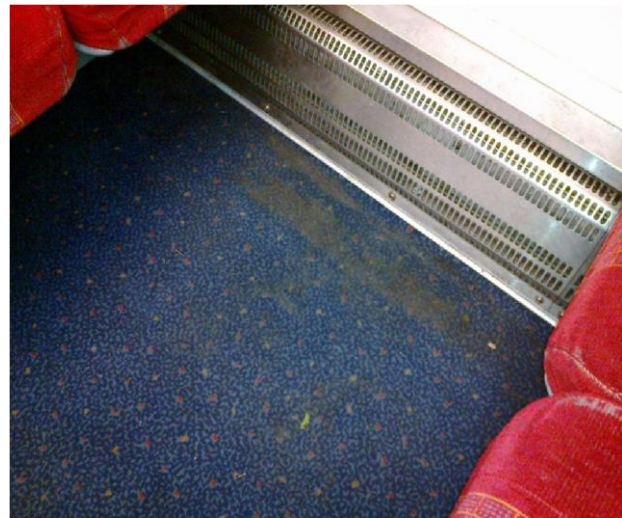
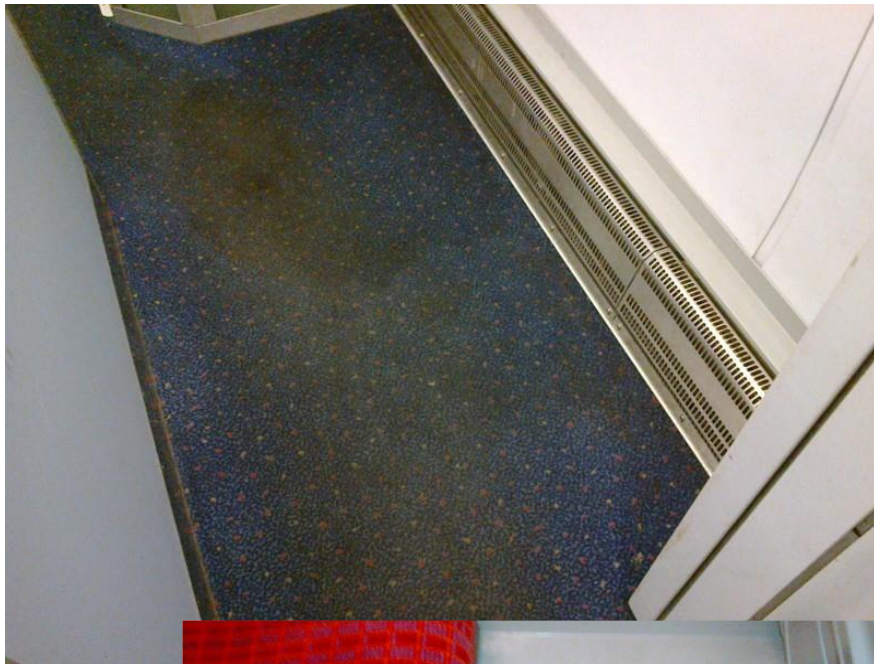
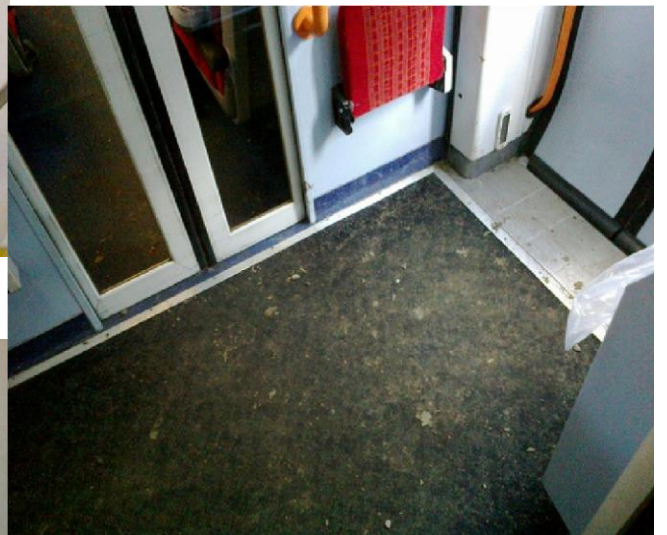
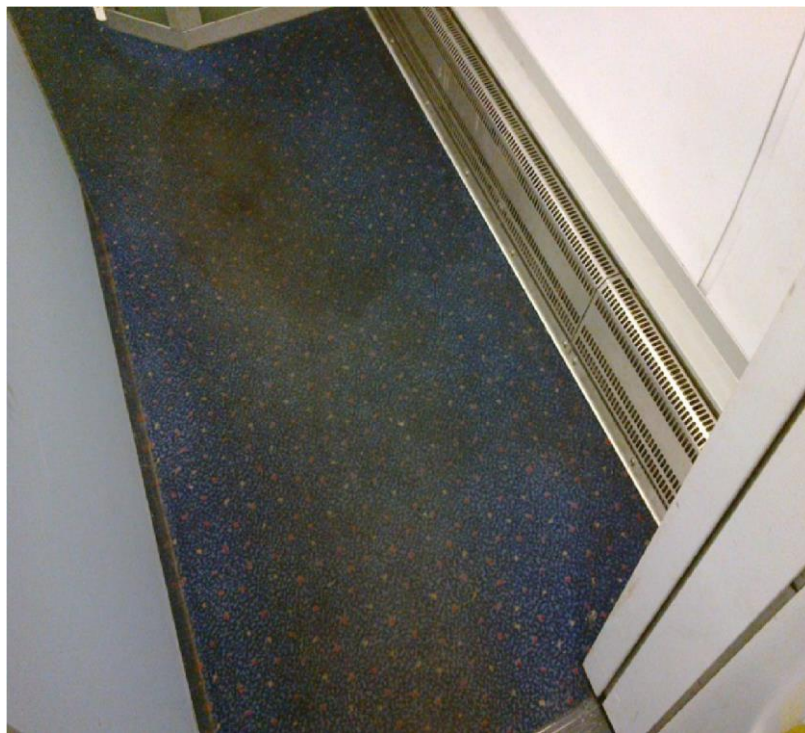
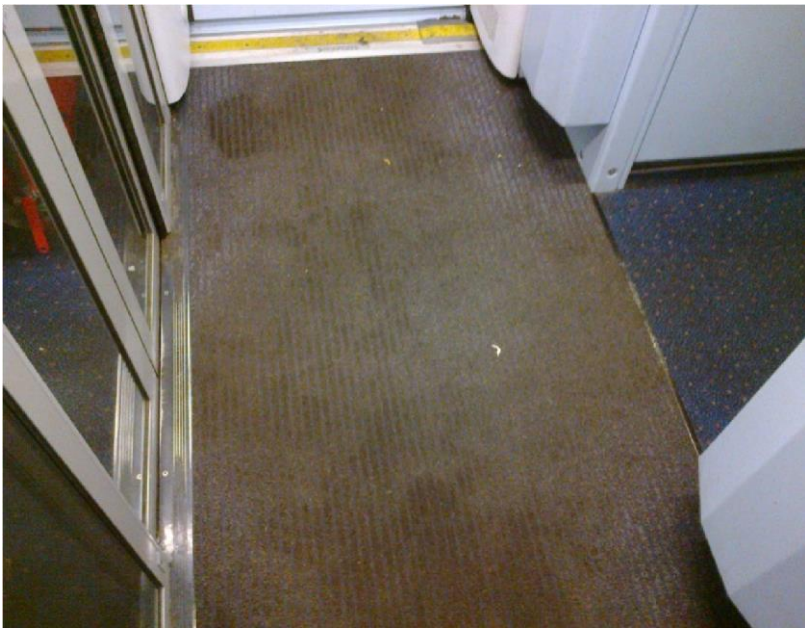


**SOUTH WEST TRAINS –
Always downgrading the passenger experience**

Recent SWT photos by Jeremy Varns

Soiled carpets now very much the norm





Sick-covered bin



Urine-soaked carpet from overflowing toilet



Woking main ticket office closed during advertised opening hours – not an uncommon event and rarely reported on Journey Check. How is compliance measured? Using SWT's own self-reporting system? Station staffed as and when company chooses to.



Defibrillator missing at Woking on 24th June 2016 – over 7 months after company made aware and several incidents reported in media where its use was required. I was challenged by a member of staff when taking this photo.



Condition of carriages on the outside similar to those inside



Leaking toilets at Woking and Basingstoke



Disabled facilities out of use for months at Basingstoke (since at least December 2015) photo taken 26th June 2016 – when asking how much longer they would be out of use I was called a c**t by a member of staff on social media.



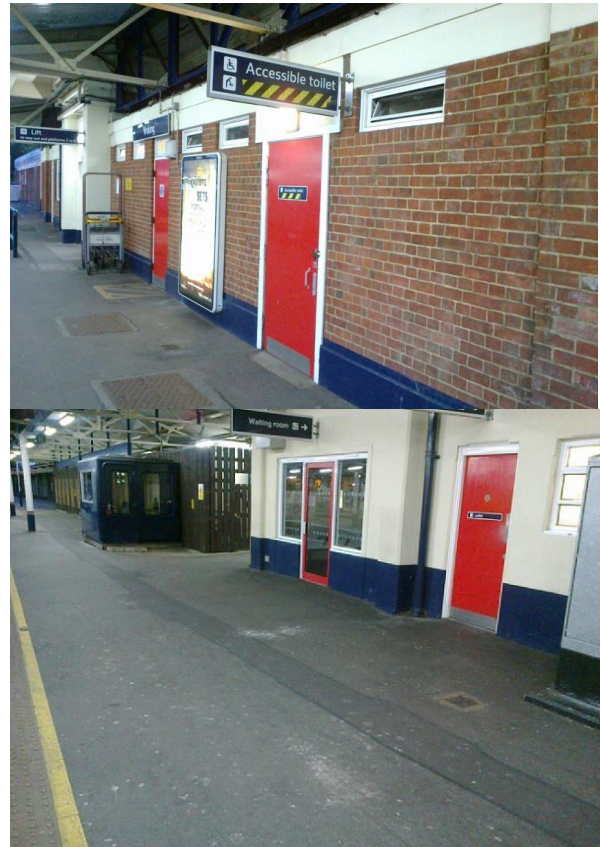
Barriers open at Basingstoke (image taken at 20:50 26th June 2016) – usually free to travel across the network at weekends after 6pm at this station.



23rd June – Woking 21:40

After almost a day of a severely limited service due to some rain and lightning plunging the network into chaos

Both waiting rooms closed and toilets out of use

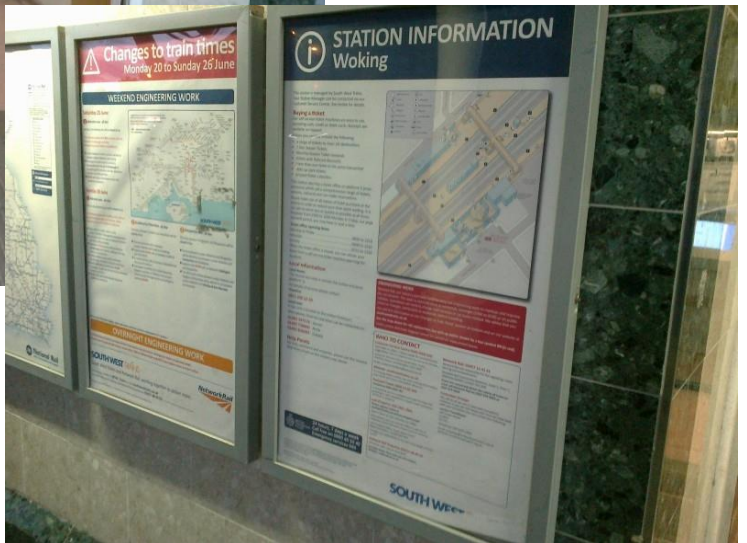
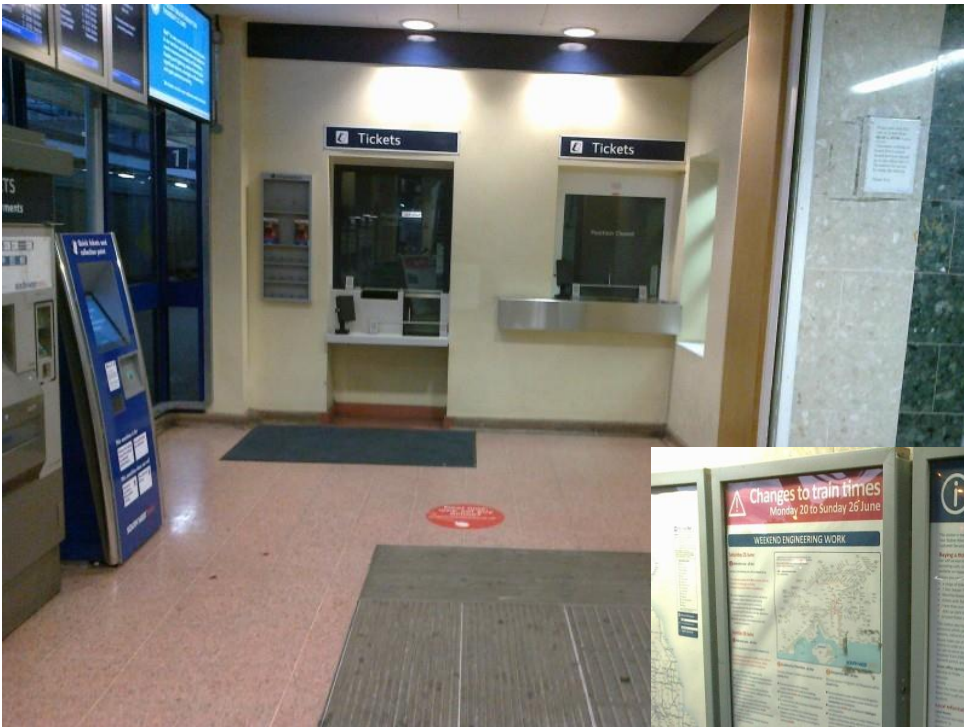


Bird excrement covering the platforms >

Four of the five ticket machines (town entrance) out of use – one with non-responsive touchscreen, others blank or showing a fault message



No information for passengers at Woking with the town centre office closed and information screens blank – just around the corner opening hours displayed and no reference to the fact that the busy town centre ticket office opens and closes at the company's convenience despite being a transport hub with buses stopping outside. Disabled passengers told to use the other side of the station.



Run-down and dangerous conditions on board with trip hazards and control panels unlocked and accessible to anyone

