



# Epsom Ranks Among Surrey's Best for Train Punctuality

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Epsom railway station has emerged as one of Surrey's most reliable stations for punctuality and service, faring significantly better than many other locations across the county. Despite serving three major London terminals—Victoria, Waterloo, and London Bridge—Epsom's train services remain relatively efficient, avoiding the severe delays and cancellations plaguing other areas.

## Government Push for Greater Transparency

The government has announced plans to improve transparency in railway punctuality by introducing live data screens at major stations across the country, including in Surrey. These digital screens will display real-time statistics on train cancellations and punctuality, offering commuters a clearer picture of service reliability. Data will also be made available online.

The latest figures highlight significant differences in performance across Surrey's rail network. While some stations suffer from frequent delays and cancellations, Epsom continues to provide a more dependable service for its passengers.

## Surrey's Worst-Offending Stations for Delays and Cancellations

Several stations in Surrey have been identified as the worst performers for punctuality and cancellations, frustrating thousands of daily commuters. At the bottom of the list is Woking, where only 72.2% of non-cancelled trains arrive 'on time'—defined as arriving within three minutes of schedule. Just above it, Guildford fares only slightly better at 74.2%.

Other stations in the lowest 10 for punctuality include:

- **Guildford** - 74.2%
- **Horley** - 74.8%
- **Gomshall** - 74.8%
- **Haslemere** - 75.2%
- **Reigate** - 75.6%
- **Dorking (Deepdene)** - 76.4%
- **Byfleet and New Haw** - 76.6%
- **Earlswood** - 76.7%
- **Redhill** - 77%

Some of these stations also struggle with cancellations, with Earlswood topping the list, where 11.7% of all scheduled trains simply do not arrive. This is followed by Salfords (11.7%) and Horley (8.4%). The full list of worst stations for cancellations is as follows:

- **Earlswood** - 11.7%
- **Salfords** - 11.7%
- **Horley** - 8.4%
- **Kempton Park Racecourse** - 7.4%
- **Sunbury** - 7.3%
- **Upper Halliford** - 7.3%
- **Chilworth** - 6.8%
- **Redhill** - 6.6%
- **Shepperton** - 6.6%

- **Gomshall** - 6.5%

### **Epsom's Strong Performance**

If Epsom were included in these rankings, it would rank significantly higher in reliability. The latest figures show that **87.7%** of its non-cancelled trains arrive on time or within three minutes, a notably strong performance compared to its Surrey counterparts. Additionally, the station has a low cancellation rate of just **1.6%**, offering passengers greater confidence in their daily commutes.

Natasha Grice, Director at Transport Focus, welcomed the initiative to improve the transparency of service reliability, stating: "Passengers tell us they want a reliable, on-time train service and will welcome improvements to information about the punctuality of their service and cancellations being shared more transparently. It's important that the industry uses this information to drive up performance."

Meanwhile, Woking MP Will Forster has launched a new cross-party group aimed at holding South Western Railway accountable for poor performance. "I'm disappointed but sadly not surprised Woking suffers from more delays than any other station in Surrey," he said. "My constituents in Woking, and passengers right across the South Western Railway network, deserve a fair deal as they travel by train. We should expect cheaper and more reliable services."

### **A Positive Outlook for Epsom Commuters**

While many Surrey stations struggle with delays and cancellations, Epsom's strong performance provides a welcome relief for local commuters. The government's move to display live data at stations will allow passengers to make more informed travel choices and hold operators accountable. As the debate around rail service reliability continues, Epsom's efficiency stands out as a positive example in an otherwise challenging landscape for rail users across Surrey.