



LONDON & SOUTH EAST BRANCH - KENT DIVISION

## Division Members' Meeting

Welcome to  
Maidstone Community Support Centre

## Agenda

- Railfuture L&SE/National Update and Events
- Any events and Campaigns Updates
- South Eastern Rail Franchise – ITT
- South East Route - Kent Area Study – No current progress
- Community Rail Update
- Around the County
- Date and Location of Future Meetings

## Who we are

- The UK's leading independent organisation campaigning for better rail services for passengers and freight.
- Over the past 50 years we have played a part in over 370 new and re-opened stations and over 500 miles of route.
- Membership across UK. Organised into regional and national (Scotland/Wales) branches
- London & SE Branch c. 25% of total membership – divided into 'county' divisions—e.g. Kent Division
- Railwatch Magazine, Branch Newsletter *railse*

[www.railfuture.org.uk](http://www.railfuture.org.uk)

## Events and Campaigns Update

- Division meetings (Kent, Sussex & Coastway, Herts and Beds, Surrey, **METRO**, Eastern + Joint, L&SE + Thames Valley)
- **Local Campaigns –**
  - Uckfield/Lewes (and broader East Sussex/Kent issues),
  - Highspeed to Hastings/Bexhill
  - Deal/Sandwich (led by Trains4Deal)
  - Hoo Peninsula

**[www.railfuture.org.uk](http://www.railfuture.org.uk)**

# South Eastern Franchise April 2019 ITT Review

## Rail Minister Speech (1)

- plans unveiled to boost capacity with space for at least an extra 40,000 passengers per day
- improved, longer, more comfortable trains and fast wifi connectivity by 2022
- region will become the first in the country to have a new joint team running day to day operations for track and train to cut delays and improve performance
- next operator required to remove first-class accommodation on all services within 18 months of taking over the franchise to increase space for all commuters

## Rail Minister Speech (2)

- The next operator must:
  - provide longer trains and upgrade or replace older trains, creating space for at least an extra 40,000 passengers
  - introduce fast wifi on all services, making journeys more productive and enjoyable for passengers
  - bring in improved compensation with a simple, easy to claim system that will provide a refund after 15 minutes
  - introduce new smart ticketing systems, including a pilot for pay-as-you-go
  - improve customer service, with staff better able to respond quickly to passenger's needs
  - deliver significantly enhanced cooperation between Network Rail and operator through a new
- structure designed to increase the reliability of the railway and put the passenger first in all decision making

## ITT

- ITT:

“1.3 Exceeding the Department’s requirements The Department is seeking ambitious and innovative Bids which are also deliverable. The competition evaluates and values quality in two ways:

By offering Bidders the opportunity to meet (and, where appropriate, exceed) the Department's minimum requirements for the South Eastern Franchise ("South Eastern", "SEF" or "Franchise") set out in this ITT;  
and By assessing the deliverability of the proposals put forward by Bidders based on the evidence they have provided.”

# ITT Main Customer Areas

- Thameslink Programme
- GTR Cascade
- Train Services & Performance
  - Train Services
  - Rolling Stock
  - Performance
- Revenue
  - Marketing and Branding
  - Fares, Ticketing & Revenue Protection
- Customer Experience and stations

# ITT Main Customer Areas

- **Thameslink Programme**
- The implementation of the next phase of the Thameslink Programme is due to take place prior to the Start Date and is likely to have impacts on the Timetable at (or prior to) the Start Date. Unless otherwise instructed in this paragraph 5.3.1, Bidders are expected to use the draft Timetable for the Passenger Change Date in May 2018 which has been made available to Bidders on the Data Site (titled the 'D26' timetable offer from Network Rail) (the “Draft Thameslink Timetable”) to form the basis of their timetabling assumptions in respect of the Thameslink Programme.

# ITT Main Customer Areas

- **GTR Cascade**
- The existing Train Fleet includes the GTR Units which have been cascaded from the Thameslink Operator to the South Eastern Franchise by virtue of a sub-lease between the Thameslink Operator and LSER. Unless, the Franchisee makes an alternative proposal to accommodate the GTR Units as part of its Bid

# ITT Main Customer Areas

- **Train Services and Performance**

The Department requires a Franchisee who will plan and operate train services that meet the needs of passengers across the Suburban, Main Line, High Speed, Non-London and East Kent services (as such are defined in the TSR). Bidders will achieve this by meeting the minimum capacity, train service and first and last trains requirements as described in the Train Service Requirements TSR1 from the Start Date, and TSR2 no later than the Passenger Change Date in December 2022 contained in Attachment (A) to Sub-Plan 2.1 (Train Services) of this ITT.4

the requirement to communicate to customers the removal of First Class accommodation on Passenger Services

Overview, Timetables, Platform Working Arrangements (major stations), Train Plan, Loading Forecasts, Rolling Stock Diagrams, Train crew diagrams, Fleet availability table, Train Fleet table, Sunday assumptions

# ITT Main Customer Areas

- **Train Services and Performance Rolling Stock**

- at least one toilet on Highspeed and Mainline (not Metro)
- Any newly built rolling stock Driver Only on Passenger Services
- Where Driver Guard Operation, equipment necessary also to be fitted
- All vehicles are assumed to have a standing density corresponding to at least 0.45m<sup>2</sup> per standing passenger, provided there are sufficient hand holds.
- To be eligible for 0.35m<sup>2</sup>, the Department would normally expect to see a layout designed for higher-density standing,
- To be eligible for 0.25m<sup>2</sup>, the Department would expect to see the above conditions met plus substantially greater aisle width and/or substantially larger vestibule areas than indicated for 0.35m<sup>2</sup> and with sufficient grab-poles, grab-handles and other hand-holds for all standing passengers.
- In any event, the higher-density (0.25m<sup>2</sup> or 0.35m<sup>2</sup>) allowances will be admissible only where the rolling stock is to be deployed on services for which such layouts are suitable, in particular shorter-distance commuting;
- For vehicles on Main line services the 0.45m<sup>2</sup> allowance is applied for all rolling stock.
- Highspeed - assume the number of seats on an existing 6-car unit inherited at the Start Date is maintained throughout the Franchise Term

# ITT Main Customer Areas

- **Performance**

- The Department requires a Franchisee who will continually improve the performance of the Franchise
- Working with Network Rail and other operators to identify the causes of poor performance & developing and implementing suitable mitigations as appropriate
- Demonstrating an understanding of the characteristics of the Suburban (Metro), Main Line and High Speed routes and the contributing factors towards achieving high performing Passenger Services on each of these
- Delivering a culture of “Right Time Railway” (where trains are on time at all stations along the route) amongst operational staff;

# ITT Main Customer Areas

- **Fares, Ticketing and Revenue Protection**
- The Department requires a Franchisee who will make rail fares easier to understand and better suited to passengers' needs in a manner which is subject to ongoing review throughout the Franchise Term. The Department requires a Franchisee who will offer product(s) that give passengers who travel fewer than 5 days a week a better value for money option than buying multiple return journeys. The Department requires a Franchisee who will communicate information about fares and tickets to current and prospective passengers (including persons with reduced mobility, cognitive impairments, hidden disabilities and persons with other protected characteristics under the Equality Act 2010) clearly and transparently
- High Quality Standard of ticket retailing service
- Improved TVMs
- Modern Smart Ticketing
- The Department requires a Franchisee who will conduct a pilot to simplify fares (such as through implementing single-leg pricing) and provide Pay-As-You-Go travel across the Medway Towns (Strood, Rochester, Chatham, Gillingham & Rainham)
- The Department requires a Franchisee who will provide a high quality experience for all customers (including persons with reduced mobility, cognitive, and mental impairments) which is subject to continuous monitoring and improvement.

# ITT Main Customer Areas

- **Fares, Ticketing and Revenue Protection**
- The Department requires a Franchisee that will use current and evolving technology, as appropriate, to meet customer needs, in particular to provide both real time and integrated journey information (including during special events and planned and unplanned disruption) that is relevant, accurate, timely, simple and easy to use at all stages of the passenger journey. This should include but not be limited to: Information prior to, and where practicable, during the journey on seat availability and busy trains/carriages; and Information that allows passengers to make informed decisions about interchange opportunities, including information on services run by other operators.

# ITT Main Customer Areas

- **Stations**

- Targeting the provision of services and facilities at Stations according to the volume and characteristics of customers and the potential growth in customer usage. Investing as a minimum, £6.5 million on improving services at Stations where there is a benefit to customers, yet such benefit may not generate sufficient revenues to cover costs
- Customers' physical comfort and protection from adverse weather;
- ii) CCTV provision and methods to minimise or eliminate graffiti where this is economically viable to do so;
- iii) Ensuring the accessibility needs of customers with physical, mental and hidden disabilities, including cognitive impairments are catered for (in addition to the requirements in respect of Minor Works Budget in Schedule 4 of the Franchise Agreement);
- iv) Recognising that stations play an important role in supporting onward journeys on the wider transport network; and
- v) Initiatives that improve the passenger experience at stations that serve ongoing, special and major events,
- STATION IMPROVEMENT FUND (working with stakeholders) – Intermodal, Cycling, vehicle access and parking provision

## ITT

- After consultation in 2017, the ITT specifies the DfT response and requires bidders to demonstrate:
- Ability to meet the Train Service Requirement (initially based on Dec 2018 (Southeastern service))
- Ability to meet the modified TSR2 (2022)
- Cooperation and innovation with joint working with Network Rail
- Detailed specification
- Cost of running services (premium payment to, or subsidy from DfT)
- Little scope for additional services unless commercial case for new operator (and risk to their bid being overpriced)
- Bidders interested in how they might deliver service better (cost/effectiveness)
- Bidders demonstrate how they engage with stakeholders now and in the future
- (importance of KCC TfL – for Metro area and Transport Focus as key stakeholders)

## **Southeastern - The Next Franchise**

**Service Provision (High Level) – Crowding**

**Rolling Stock Availability**

**Bank Holidays (Boxing Day?) **NO****

**Smart Cards**

**Wireless (Trains & Stations)**

**Reliability of Service/Speed of Services**

**Disruption Handling (Planned/Unplanned)**

**Passenger Information**

**Ongoing Stakeholder Involvement (disruption)**

**Station Staff**

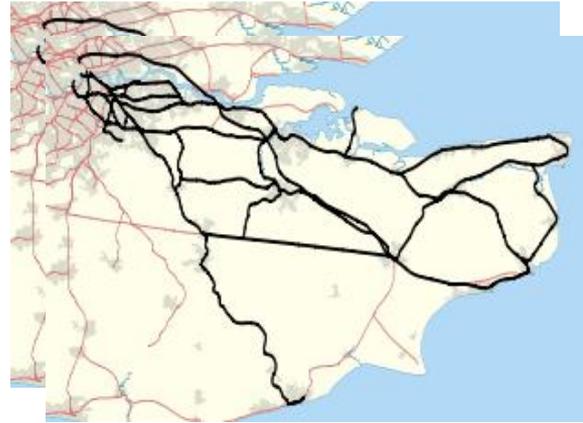
**TfL Levels of service **(MAYBE)****

**Others ?**

[www.railfuture.org.uk](http://www.railfuture.org.uk)



southeastern.



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LONDON & SOUTH EAST BRANCH

# South East Route – Kent Area Study Consultation

# Community Rail in Kent/Sussex

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# London 2050 - a Tube Map for the future

