



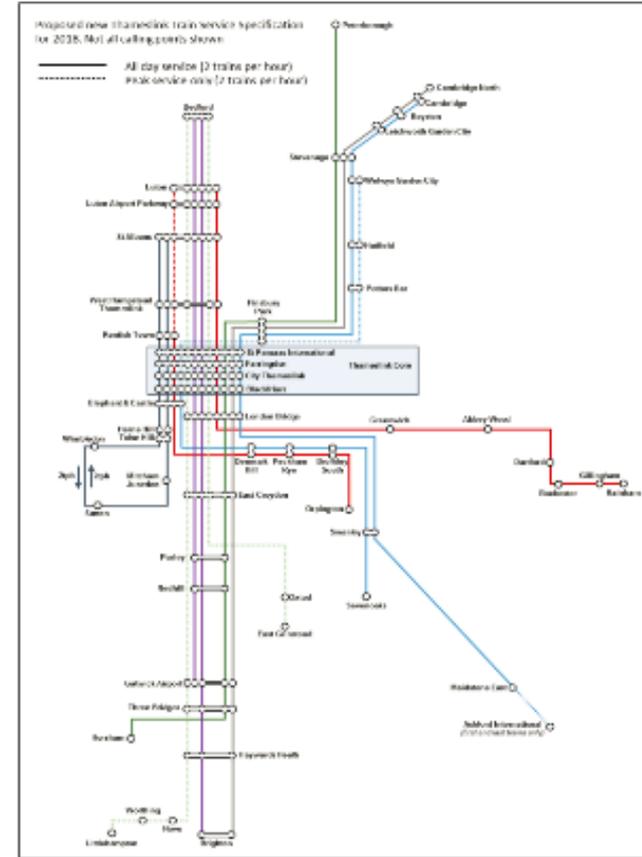
# Brighton Main Line Improvement Project Update

07 February 2019

# Overview of works

# Improving Resilience

- Thameslink Resilience Programme - a £300m programme to improve reliability for passengers on key routes both north and south of the Thameslink 'core' through central London, cutting delays by up to 15% ahead of expanded Thameslink timetables
- Additionally the programme will boost reliability and resilience of most other Southern and Southeastern services on South East route
- Using a performance data-driven approach, we are targeting those areas where the most significant asset-related delays currently originate
- £205m is being spent on the railway in Sussex and Kent.
- £67m is being spent on the Brighton Main Line



# Three Bridges to Brighton

- £67m programme of improvement works between Three Bridges and Brighton and Three Bridges and Lewes
- Works delivered over 9-day blockade over February half term, supported by 15 weekends September 2018 – May 2019
  - Balcombe Tunnel Junction Renewal, including signalling track release
  - Keymer Junction Power Supply Upgrade
  - Track Renewals –Clayton & Patcham Tunnels & Haywards Heath Tunnel South,
  - Signalling works –Reed / AC track circuits conversion;
  - LED signal-heads between Croydon & Brighton; signal controls Keymer & P/Park Jct,
  - E&P Resilience works – LUG Replacement;
  - Conrail renewal, ramp shrouding & cable doubling,
  - Signalling electric supply change over,
  - Veg Clearance, trespass fencing & platform end protection,
  - Balcombe Tunnel - Shaft water management and Track Drainage
  - Haywards Heath cutting drainage
  - Minor station refurbishments
  - Resolving wet bed issues and refurbishing points on diversionary read in advance of these works
- The closures directly impacts all stations between Three Bridges and Brighton and between Wivelsfield and Lewes.
- The closures will indirectly affect the timetable for both the West and East Coastway lines.



# Full works programme

2019	Saturday	Sunday
<b>January</b>		
5 & 6		✘
12 & 13		
19 & 20	!	!
26 & 27		!
<b>February</b>		
2 & 3		!
9 & 10	✘	✘
16 to 24		Nine-day closure period

2019	Saturday	Sunday
<b>March</b>		
2 & 3	✘	✘
7 to 10	! Four-day closure period (routes via Lewes)	
16 & 17		!
23 & 24	✘	✘
30 & 31	✘	✘
<b>April</b>		
6 & 7	✘	✘
13 & 14		
20 & 21		
27 & 28		
<b>May</b>		
4 & 5		✘

**✘** No trains between Three Bridges and Brighton, or between Three Bridges and Lewes.

Normal weekend service between Three Bridges and Brighton/Lewes. Other engineering work may be taking place elsewhere on the network, please check before you travel.

**!** No trains between Gatwick and Redhill and no direct trains between Gatwick and London. Services will operate between Gatwick and London but diverted via Horsham with much longer journey times than normal.

**!** Routes via Lewes closed. Buses will replace trains. For more information visit [southernrailway.com](http://southernrailway.com)



# Engineering Overview

- Blockade between Three Bridges and Brighton/Lewes from 0110hr 16th to 0400hr 25th February, covering 30 Miles.
- Team have already successfully managed 9 possessions of same area (5x52hrs, 4x27hrs) with no overruns. Key works: *track renewals, high output ballast cleaning, con rail renewals, signalling prep works and BAU renewals.*
- Collaboration through weekly integration and deconfliction meetings with core delivery teams.
- Continuity of contractor teams allows for better familiarity and cohesion.



# Communications & Engagement

# Communications Strategy

## NR/GTR working together to:

- ▶ Encourage passenger behaviour change in support of Travel Demand Management requirements of the operational train / bus plan
- ▶ Manage the impact on passengers, employers and businesses
- ▶ Keep stakeholders informed and provide assurance that our plans are robust and that we're working together to manage impacts on the public
- ▶ Promote the scale, complexity and longer term benefits of the work we are doing

## Developed with passengers and stakeholders:

- ▶ Five years of insight/experience around planned work communications. Insight driven collateral - rigorously tested at regular stages
- ▶ Clear and consistent messaging will be developed, tailored to segmented audiences (passenger, stakeholder, media, internal, online, community)
- ▶ Personalised passenger impact data on a station-by-station basis and their available alternative travel options will be available.

## Our targets

- ▶ To achieve 25% behaviour change from passengers in the affected areas during the blockade.  
(Noting seasonal reduction for Feb is already c.10%)
- ▶ To deliver 80%+ levels of awareness – and some advocacy for – the work being carried out, the reasons for doing so and the benefits it will bring.



# Campaign Plan

3B2B Campaign Plan																	
Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18		Jan-19	Feb-19	Mar-19	Apr-19	May-19
	Phase 1 - Delivered		Phase 2 - Partially delivered (due to Timetable change)				Revisited Phase 3 - Weekends, Date Change, February Blockade advance warning	8/9 First Weekend Closure	Revisited Phase 4 - Weekends, Feb Advance Warning 'No Trains'		Phase 5 - Detailed Travel Advice (and Busy Stations)		Phase 6 - Action	February Blockade 16/2 to 24/2	Interim Phase (remaining weekends)		4/5 May Final Weekend Closure (Sunday)
	12/2 to 9/3		23/4 to 18/5				1/8 to 9/9		1/10 to 14/10		1/12 to 14/12		7/1 to 15/2		11/3 - 23/3		

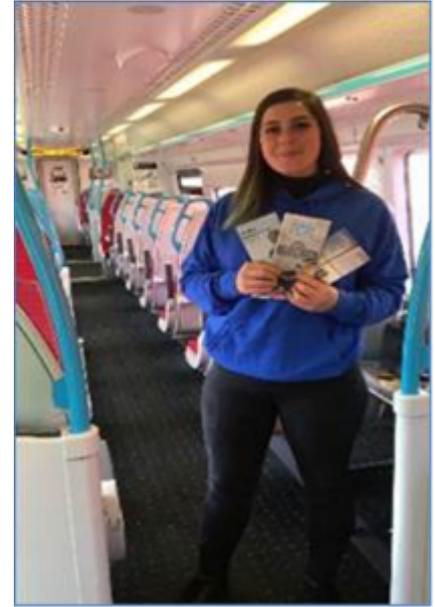
...multi phased approach, awareness to activation

...strong brand to increase recognition/engagement



# Stakeholder & Community Engagement

- Full stakeholder database and business toolkit
- Joint weekly newsletters to line of route MPs, CRMs to businesses
- Regular engagement with 400 local stakeholders with an engagement rate of 69% and over 200 in-depth conversations to date
- Monthly updates to 7,500 lineside neighbours directly impacted
- Communicated to 307 local and parish councils
- Joint communications with local businesses and business organisations
- Collaboration with business and local communities



# Passenger communications



**Update**

## New dates for line closures

The Brighton Main Line Improvement Project

Saturday 16 to Sunday 24 February 2019 and several weekends from September 2018 to May 2019

The Brighton Main Line Improvement Project is focussing on the southern end of the Brighton Main Line between Three Bridges and Brighton. Major engineering work is being carried out in the Victorian-era tunnels and the railway which runs through them.

**Why do we need to do this?**

The Brighton Main Line is a key rail route connecting London with the South Coast. It is used by over 300,000 passengers each day. This section of the line is the cause of many delays and without this work the line will deteriorate even more.

The completed work will improve reliability and punctuality on the Brighton Main Line.

**The work will:**

- Renew and upgrade track junctions and signalling.
- Improve drainage to prevent water damage to electrical equipment.
- Shore up cuttings and embankments to reduce the risk of landslides.
- Introduce new technology that detects problems quicker to enable them to be resolved from incidents.

**February half term**

There will be no trains between Three Bridges and Brighton, or Three Bridges and Lewes for nine days in February 2019, along with several weekends up to May 2019.

During the nine-day closure buses will replace trains. At Three Bridges, the bus hub has limited capacity and the number of buses required for other routes means that the 'last bus' to Brighton will not be available. Passengers are advised to use direct train services via Uxbridge instead.

**No trains between Three Bridges and Brighton, or between Three Bridges and Lewes.**

Normal weekend services between Three Bridges and Brighton/Lewes. Other engineering work may be taking place elsewhere on the network, please check before you travel.

**No trains between Gatwick and Scales and no direct trains between Gatwick and London.** Services will operate between Gatwick and London but diverted via Horsham with much longer journey times than normal.

**Routes via Lewes closed.** Buses will replace trains. For more information visit [southernrailway.com](http://southernrailway.com)

2019	Saturday	Sunday
<b>January</b>		
5 & 6		X
12 & 13		
19 & 20	I	I
26 & 27		I
<b>February</b>		
2 & 3		I
9 & 10	X	X
<b>16 to 24</b>	<b>Nine-day closure period</b>	
<b>March</b>		
2 & 3	X	X
<b>7 to 10</b>	<b>Four-day closure period (train via Lewes)</b>	
14 & 15		I
21 & 22	X	X
28 & 29	X	X
<b>April</b>		
6 & 7	X	X
13 & 14		
20 & 21		
27 & 28		
<b>May</b>		
4 & 5		X

For further information visit [www.southernrailway.com](http://www.southernrailway.com) or sign up for free alerts visit [BrightonMainLine.co.uk](http://BrightonMainLine.co.uk)

# Passenger Management



ThamesLink/



# Demand Forecasting – what we can use

- ▶ Approximately 15,000 journeys towards London made in the morning peak to & from the affected area vital we get our numbers right to plan our response using the following data sets:
  - ▶ Train Loading Data
  - ▶ Ticket Sales Data
  - ▶ Passenger Count Validation - manual counts

## Demand Forecasting – shaping the strategy

- ▶ Providing capacity for up to 5,000 passenger journeys southbound per hour in the morning peak between a mix of rail replacement and diverted services.
- ▶ Enable use of alternative routes via ticket acceptance.
- ▶ Encouraging demand suppression is vital through high quality communications.



# Britain's Largest Rail Replacement Operation

- 536 Drivers Every Weekday
- 9 Core Routes
- Up to 45 Individual Coach & Bus Suppliers



- Over 250 Buses & Coaches with accessible vehicles on every route.
- 50 controllers & support staff



# Passenger Movements – Diverted Trains

- ▶ 2 Trains Per Hour between Brighton & London via Horsham – capacity for up to 2,400 people per hour.
- ▶ Looking at incentives to use the diverted train service.
- ▶ Provides core service for Brighton and West Coastway to Gatwick, Croydon and London

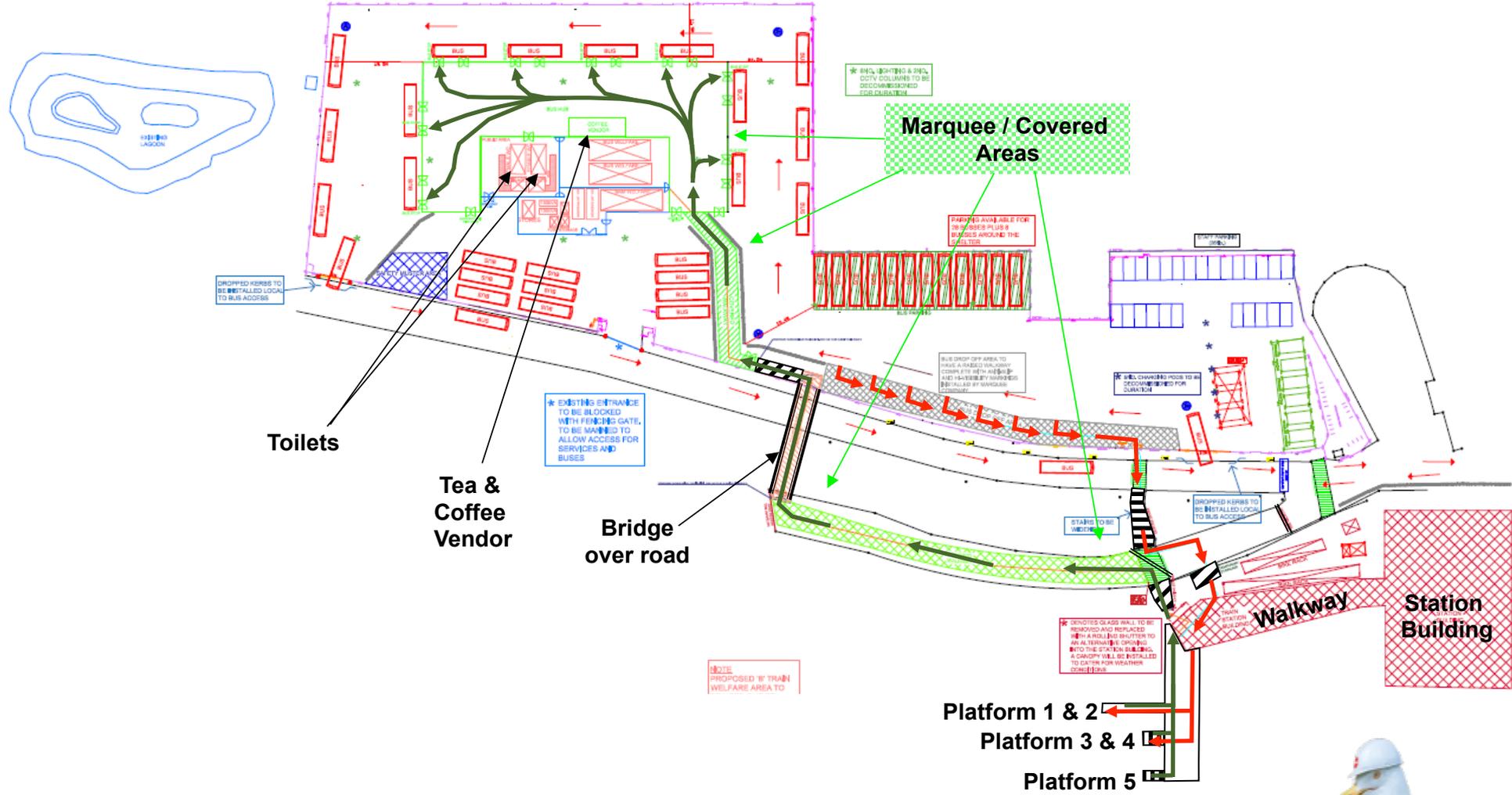
# Passenger Movements – Rail Replacement Bus Service

- ▶ Established early relationship with supplier – hand-in-hand approach.
  - Route Learning for Drivers.
  - Mix of coaches & buses to meet customer expectation.
  - Accessible vehicles
- ▶ Targeted series of non-advertised relief routes
- ▶ Evening peak buses to be matched to train arrivals
- ▶ Fitters, spares and recovery vehicles on site at Three Bridges with mobile response
- ▶ 3,000 seated capacity per hour peak
- ▶ 1,600 seated capacity per hour off peak
- ▶ 2,200 standby capacity



# 3B2B - Three Bridges Bus

## Hub



Toilets

Tea & Coffee Vendor

Bridge over road

Marquee / Covered Areas

Station Building

Walkway

Platform 1 & 2

Platform 3 & 4

Platform 5



# Passenger Movements – Parking Options

- ▶ Gatwick Self Drive option – 2,800 capacity for certain car park season ticket holders. Managed by GTR, buses and staffing
- ▶ Three Bridges Enabling works to be done hand in hand between GTR and NR.
- ▶ ANPR will not be enforced, enabling Self Drive via Car Park Ticket Acceptance (Horsham, Crawley and East Grinstead)

# Passenger Movements – Ticket Acceptance

- ▶ Southeastern Railway via Hastings for customers from East Coastway.
- ▶ Local journeys with Metrobus & Brighton & Hove to provide additional capacity for West Coastway and between Three Bridges and Crawley





# The final push



- **Currently in Phase 6 – started 7<sup>th</sup> Jan, passengers take action**
  - High intensity final push using all available external, stakeholder and internal channels (joint briefings)
  - Finalising signage and wayfinding
  - Detailed contingency messaging/collateral
- **During the blockade, continuing to put our passengers first**
  - Full support to passenger management workstream
  - Duty comms/on call will be available at TBROC
  - Surprise and delight elements – water bottles, thermos cups, kids packs, hub entertainment
  - NR/GTR volunteers at stations to help passengers
  - Plans in place for capturing content to showcase works
  - Mystery shoppers
  - Enhanced media/social media coverage/monitoring, using smart camera technology
- **Post blockade, showcase/remind about the benefits**



# Lewes to Seaford Re-signalling Project

February to June 2019



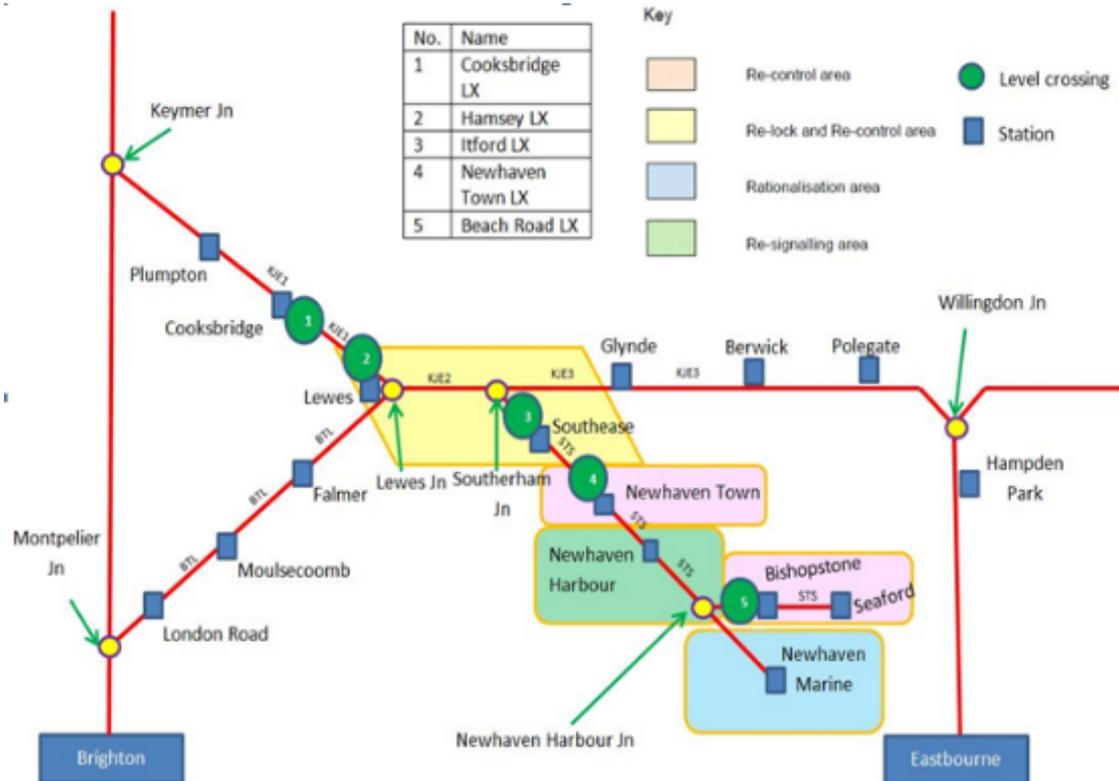
# Scheme Overview and Strategy

## Lewes and Newhaven Resignalling

The Lewes and Newhaven Scheme is a scheme to enable the replacement of infrastructure including mechanical signalling equipment and to centralise the control to Three Bridges Rail Operating Centre and be closing the Signal Boxes located at Lewes, Newhaven Town and Newhaven Harbour.

The overall scheme is due to commission in a 96 hour rail possession in March 2019.

Cooksbridge Level Crossing is a critical element of the scheme with a full renewal of equipment and new relocatable equipment building being installed.



- Improved diverse route being installed between Lewes and Southerham Junction
- Install LED signal heads throughout.
- Renewal of equipment with higher Maintenance and potential failure points.
- Full renewal of Cooksbridge Level Crossing including safety improvements for red men standing and easier fault identification.
- Installation of improved communication routes throughout the area
- New signals installed to improve driver routing and flexibility for operational rail users.
- New computer based equipment which has improved remote monitoring of equipment.

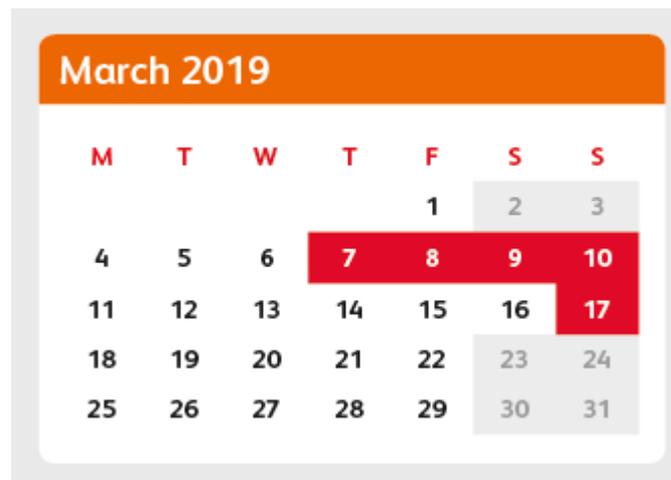
# Cooksbridge Level Crossing Alterations



- Installation of new equipment building associated footpaths and cable routes.
- Installation of new barrier machines and road traffic lights.
- Installation of red men standing.
- Alteration in positioning of barrier machines to reduce crossing area.
- New barrier machines modern equivalent with higher level of reliability.
- New picket fence to be installed on all corners of level crossing.
- New coloured cameras being installed for operators for improved visibility.
- Recovery of redundant assets on platform.
- Installation of new lighting column.
- Amendment to highways markings.

## Engineering Works:

- 03 February 2019
- 07 -10 March 2019
- 17 March 2019
- 08 – 09 June 2019
- 16 June 2019



March 2019

M	T	W	T	F	S	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

## Road Closure Dates:

Full road closure: 2-3<sup>rd</sup> March 2019 (throughout the weekend)

Traffic Management: 4<sup>th</sup> to 9<sup>th</sup> March 2019

Full road closure: 9<sup>th</sup> to 11<sup>th</sup> March (throughout the weekend)

# Campaign Plan



Lewes to Seaford / Newhaven Campaign					
Month	Nov	Dec	Jan-19	Feb	March
Dates	Phase 1 of activity	2 Dec & 15 Dec - weekend closures	Phase 2 of activity (20 Jan weekend closure)	3 Feb weekend closure	Block - 7 - 10 March 2019 & weekend closure 17 March
Activity	Launch PR activity(RB) Apology calls (JH) Stakeholder CRM (OE) Passenger CRM (LR) MP newsletter (SC) NR website page (PDJ) Leaflet?	3B2B in station (Lewes, 3B, HH and B) plus 20 stations Fabrik, Dec reminder PR, Stakeholder engagement (Plumpton, Drusillas) GTR Rail user groups, business groups (OE), MP (SC/RB)	3B2B phase 6 leaflet (7/01), Face to Face 3B2B & Lewes campaign	Reminders across channels	
	Community impact link to 3B letters				

...building on 3B2B brand and highly engaged audience

# Stakeholder & Community Engagement



- Engagement strategy mobilised
- Full stakeholder database contacted with update of works
- Joint weekly newsletters to line of route MPs, CRMs to businesses
- Regular engagement with 400 local stakeholders with an engagement rate of 69% and over 200 in-depth conversations to date. Building stakeholders in areas impacted including Eastbourne and Newhaven
- Initial letter issued to lineside neighbours directly impacted
- Communicated to 307 local and parish councils
- Postcard being issued to local community and all local business

**Engagement Strategy**

Key Stakeholders:

- 1 Local Parish Councils
- 2 Local Businesses
- 3 Local Residents
- 4 Local MPs
- 5 Local CRMs
- 6 Local Businesses

Approach:

1. Identify key stakeholders and their needs  
2. Develop a communication plan  
3. Engage stakeholders through various channels  
4. Monitor and evaluate engagement  
5. Report back to stakeholders  
6. Review and improve the strategy

**Work happening near you**

**7-10 March 2019**  
and several weekends from February to June 2019

As part of Network Rail's ongoing investment in the railway, the new overhead, air-energised, overhead contact system (OCS) signalling system on the line between Lewes and Seaford will be installed.

To find out more or to give your views, please visit [networkrail.co.uk/lewes](http://networkrail.co.uk/lewes) or call us on 08457 11 41 41.

Work happening near you is a project of Network Rail

Funded by the UK Government

ThamesLink

Network Rail

**Lewes to Seaford Resignalling Project**

**Information for passengers**

There will be no services on 7, 8, 9 and 10 March 2019. We will be working on the new OCS signalling system between Lewes and Seaford. Services will resume on 11 March 2019. We will be working on the new OCS signalling system between Lewes and Seaford.

Please allow considerably more time for your journey.

For more information, visit [networkrail.co.uk/lewes](http://networkrail.co.uk/lewes)

#NetworkRail #HeresideACC

**Closures**

**February 2019**


**March 2019**


More information: [networkrail.co.uk/lewes](http://networkrail.co.uk/lewes)

# Passenger communications



- Insight survey issued
- Leaflet published

## Planned Activity

- Vinyls at most impacted stations
- Leaflets distributed on trains
- Posters across the network
- Meet the Manager sessions
- Face-to-face engagement at affected stations
- Emails out to 80k Southern passengers
- Messages on CIS and train and station announcements to commence one month out

Thursday 7 March to Sunday 10 March 2019

### Closures affecting all trains via Lewes

<b>Bus replacement</b>	Wivelsfield	Lewes
	Falmer	Lewes
	Seaford	Lewes
	Polegate	Lewes
<b>Limited train service</b>	Brighton	Falmer

Journeys will take longer and will be busy. Please avoid travelling during peak times. Other closures will take place at weekends.

Always check before you travel:  
[southernrailway.com/lewes](http://southernrailway.com/lewes)  
 @SouthernRailUK

Thursday 7 March to Sunday 10 March 2019

### Your station will be busy

Closures will be affecting all trains via Lewes and passengers may be using this station as an alternative route.

<b>Bus replacement</b>	Wivelsfield	Lewes
	Falmer	Lewes
	Seaford	Lewes
	Polegate	Lewes
<b>Limited train service</b>	Brighton	Falmer

Journeys will take longer and will be busy. Please avoid travelling during peak times. Other closures will take place at weekends.

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[southernrailway.com/lewes](http://southernrailway.com/lewes)  
 @SouthernRailUK

Thursday 7 March to Sunday 10 March 2019

### Four day line closure affecting all trains via Lewes

Other closures will take place at weekends. Always check before you travel.

### What are we doing?

Network Rail are replacing old signalling equipment between Lewes and Seaford with modern, more reliable technology as part of a multi-million pound upgrade.

### What benefits will you see?

- Fewer delays with more reliable signalling
- Increased train capacity on London Brighton via Lewes routes, helping to more than triple the number of passengers during planned or unplanned disruption
- A new freight connection with Knebworth Harbour

### How this affects you?

For four days, from Thursday 7 March to Sunday 10 March, there are no trains between the following stations and Lewes:

Wivelsfield  
 Falmer  
 Seaford  
 Polegate

A limited train will be replacing normal services, running every 40 minutes between Brighton and Falmer.

### Brighton Main Line and Coastway Map

Closures: Thursday 7 March to Sunday 10 March

### Replacement buses

During this time, buses will replace trains. There will be:

- A stopping service between Brighton and Seaford calling at several stations
- A stopping service between Brighton and Polegate calling at Lewes
- A limited service between Haywards Heath to Polegate, calling at, Loxhill and Lewes
- A stopping service between Haywards Heath and Lewes calling at Loxhill and Polegate
- A limited stopping service between Lewes and Polegate calling at Glyde and Seabank

**Key**

- Closure to services
- Replacement bus routes
- Engineering works
- Station open for bus services
- Station open for bus services with a drop-off for passengers only
- Bus routes outside

Travel outside of the area, where possible and of course time for your journey, some stations will be busier than usual. Please check before you travel.

# Passenger Management Plan



From 07-10 March 2019, there will be no trains between Lewes and the following stations:

- Wivelsfield
- Falmer
- Seaford
- Polegate

\*Polegate Car Park and Lewes car park will be shut

## Train Service

- A shuttle service will run from **Brighton to Falmer** calling at London Road, Moulsecoomb and Falmer (shuttle service operating every 40 minutes approx. from 06.00 to 00.00)

## Rail Replacement Bus Service

- Stopping service between Brighton and Seaford calling at several stations – 2 buses every 30mins all day
- Stopping service between Brighton and Polegate calling at Lewes – 1 bus every 30 mins all day
- Limited service between Haywards Heath to Polegate, calling at Cooksbridge & Lewes – 2 buses every 30 mins all day
- Stopping service between Haywards Heath and Lewes calling at Plumpton -2 buses every 30 minutes all day
- Limited stopping service between Lewes and Polegate calling at Glynde and Berwick – every 30 minutes all day
- Direct service between East Grinstead and Polegate – 2 buses every 30 minutes all day

## Brighton Bus Ticket Acceptance

- 28 and 29 (Lewes to Brighton)
- 12 (Brighton to Eastbourne)
- 25 (University Bus to Falmer)
- 166 (Compass Bus - Haywards Heath to Lewes)
- 135 (Compass Bus - Lewes to Polegate)

# Thank You !

