

# southeastern

Developments since March

# Direct Award Contract and Emergency Measures Agreement

- The **Direct Award Contract** (DAC) commenced 1 April 2020 and runs until 16 October 2021, with the DfT having an option to extend until 31 March 2022.
- Like other TOCs, Southeastern is under an **Emergency Measures Agreement** (EMA) which overlay the franchise contract, placing revenue and cost risk with the DfT and converting our franchise agreement into a management contract.
- As a result it means greater oversight by the DfT and a new commercial environment within which we operate the franchise.
- Decisions, policies and regulations are therefore being increasingly made on a national basis.
- However, we have succeeded in retaining, as part of the DAC obligations, a range of customer improvements.



# Our priorities

## Respond:

- Working in partnership with DfT and the rail industry to respond to the COVID-19 crisis

## Recover:

- Recover the railway as quickly and safely as possible, maintain strong operational performance, support national efforts to rebuild the economy

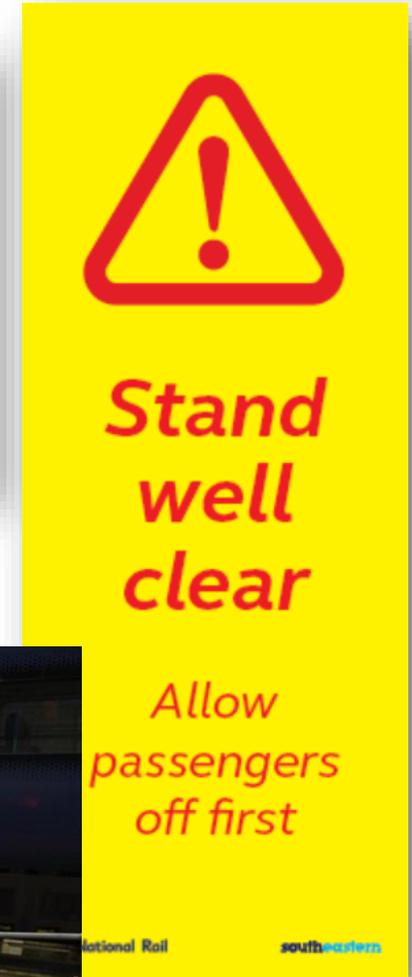
## Improve:

- Deliver improvements to build on our work to-date

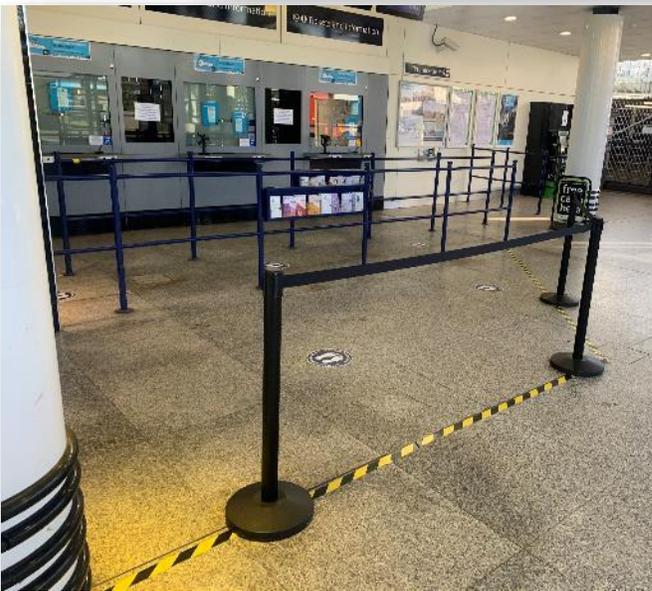


# Respond - Safety on board

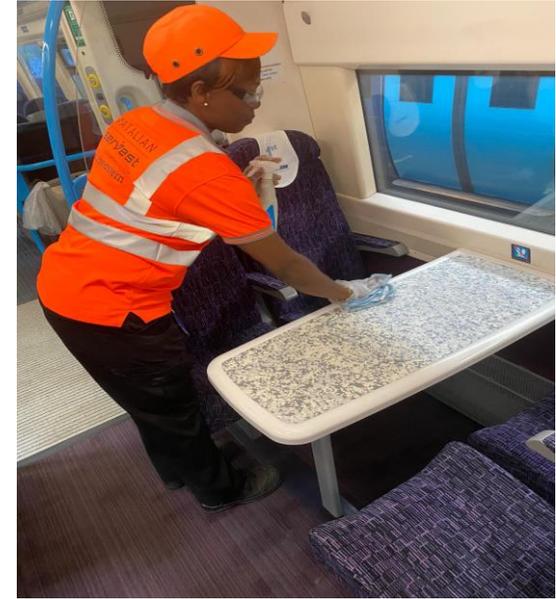
- Deployment of stickers on every bodyside door – stand back to let passengers off first
- Social distancing reminder posters
- Maintaining toilet facility availability of around 97-98% to ensure wash facilities are available
- Enhanced sanitation of our trains every night – all touchpoints in cabs and saloon areas (handrails, armrests, table tops, pushbuttons, cab controls, toilet areas) cleaned
- Additional rolling deep-cleaning programme of all cab areas – on top of daily sanitation (sanitised every night, deep clean periodically)



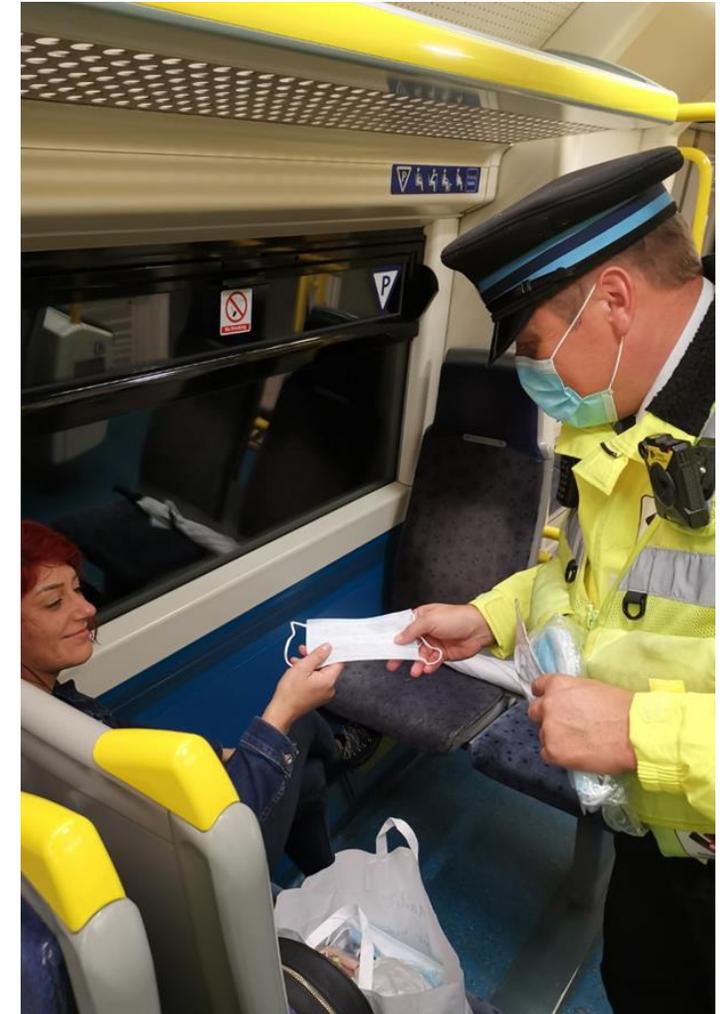
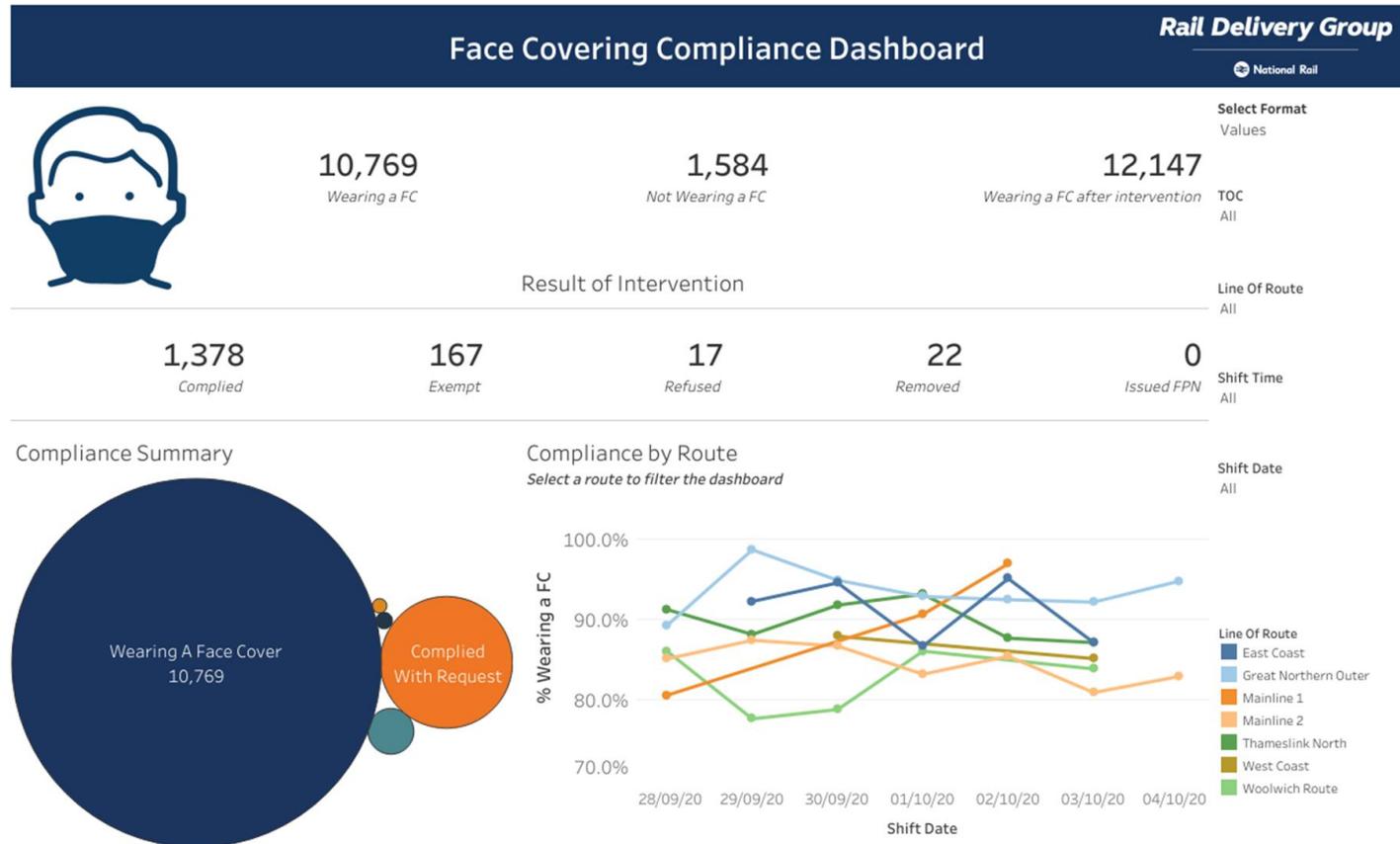
# Social distancing measures on stations



# Train and station sanitisation



# Passenger Face Coverings Enforcement



- 8 week operation with SER, GTR, BTP and RDG
- Communications by RDG supported by SER & GTR – VIP invites to keep profile raised
- Trial findings report back to TOC MD group

# Recover – Our new timetable from 7 September

The new amended timetable we recently introduced brings services back to 98% of pre-Covid levels.

The timetable has been reworked to passengers more space, with more than 50,000 extra seats each weekday.

## Summary of changes in Kent

### *High speed*

- More frequent services between London St Pancras and Faversham
- London St Pancras to Ebbsfleet service frequency increases to 4 trains per hour
- Reintroduction of full High Speed service frequency between Dover and Ramsgate

### *Mainline routes via Ashford*

- London to Ramsgate (via AFK) services will terminate at Dover, but will be replaced by High Speed services between Dover and Ramsgate

### *Mainline routes via Chatham*

- London Victoria to Dover services (via CBE) increase to 2 trains per hour
- Gillingham to Faversham service frequency increases to 3 trains per hour
- Sittingbourne to Sheerness frequency increases to 2 trains per hour

### *Medway Valley line*

- Strood to Maidstone West service frequency increases to 2 trains per hour

### *Metro routes*

- Dartford to Gravesend service frequency increases to 4 trains per hour
- Semi fast trains between London Charing Cross and Gravesend are reintroduced



# We've listened to feedback to reduce crowding

We have listened to feedback and made changes to reduce the potential for overcrowding

We've been in liaison with more than 100 schools on our network over the Summer and after the timetable change, to ease congestion during school runs

## Summary of changes made on 5<sup>th</sup> October

- An additional service at 0738 from Strood to Tonbridge calling at all stations via Maidstone West
- 2U09 0723 Faversham to Ramsgate formed of 8 cars instead of 4
- 2R06 0530 CX to Ramsgate via Deal formed of 8 cars (between Tonbridge and Ramsgate) instead of 4
- 1H40 1345 CX to Hastings will call additionally at West St Leonards at 1510

### Medway Valley Line

- 0738 Strood to Tonbridge additional service calling at all stations
- 0750 Strood to Tonbridge will now recess at Maidstone West and arrive later into Tonbridge at 0850

### Sandwich Schools

The 0530 from Charing Cross to Ramsgate via Deal has been strengthened with 4 additional carriages between Tonbridge and Ramsgate, due to the high number of schoolchildren using this service.



**southeastern**

:Looking ahead

# Improve - SeatFinder

The new SeatFinder service uses train loading information from the previous week to show how busy services are likely to be at each stop.

The data is gathered by technology, built into many carriages in the Southeastern fleet, predicting the number of passengers by analysing weight.

Southeastern is the first train operator in the UK to collate its train capacity information in this way and share it directly with passengers, and the first to make this data available to third parties.

Due	Destination	Platform	Expected	Usual seat availability	Coaches
06:41	London Charing Cross	1	On time		<a href="#">See details</a>
06:51	London Charing Cross	1	On time		 <a href="#">See details</a>
07:11	London Charing Cross	1	On time		 <a href="#">See details</a>
07:21	London Charing Cross		On time		 <a href="#">See details</a>
07:41	London Charing Cross		On time		 <a href="#">See details</a>

# Community Rail

- As part of the new Direct Award, Southeastern is significantly increasing its funding for Community Rail Partnerships
- In May and June, we ran a bidding process inviting current and aspiring CRPs to put forward proposals for funding
- We have since awarded expanded funding to three current CRPs on our network and funding for two prospective CRPs – the Thanet CRP and the White Cliffs CRP
- New Community Rail Partnerships and new community rail lines will be launching over the next few months, helping support communities and drive more leisure travellers onto the network



# Improving capacity and future timetable

- As part of our new contract we are working on solutions to increase capacity on the Southeastern network
- Planning for transfer of 30 x 5 car Class 707s, currently in service with South Western Railway, only when they become available
- Working in partnership with Network Rail to develop proposals for longer-term capacity, rolling stock and timetable improvements from 2022 onwards.

