

## Railfuture in London and the South East

quarterly branch newsletter

Campaigning by the Railway Development Society in London and the Home Counties - Kent, Surrey, Sussex, south Hertfordshire, south Essex, Bedfordshire, and Greater London

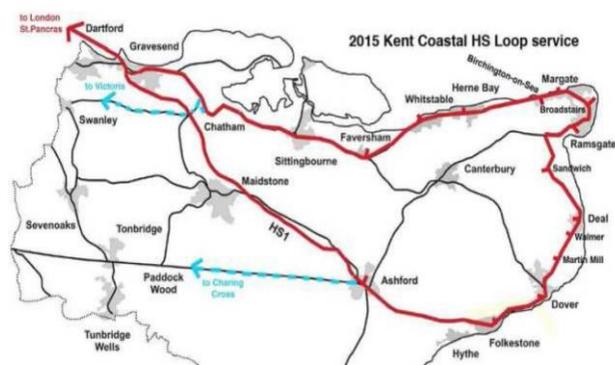
The *independent* campaign for a better passenger and freight rail network

### Highspeed Deal for Sandwich

Making a virtue out of necessity, East Kent Coast rail user group Trains4Deal [www.trains4deal.com](http://www.trains4deal.com) are capitalising on Southeastern's January 2015 timetable change to promote **Trains4KentCoast**. On the back of Thameslink works at London Bridge station, Southeastern's new timetable introduces something Trains4Deal have been campaigning for ever since the full Javelin services started five years ago: regular all-day/every-day HS1 services around all the East Kent coastal communities such as Whitstable, Birchington, Herne Bay, Margate, Broadstairs, Ramsgate, Sandwich, Deal, Dover, and Folkestone.

### Trains4KentCoast

Promoting The New High Speed Loop Trains Between London And East Kent, Starting In 2015



[www.trains4kentcoast.co.uk](http://www.trains4kentcoast.co.uk)

Overseen by the Department for Communities and Local Government, the Big Lottery supports a Coastal Communities Fund. Previous beneficiaries have included the Swanage Railway [£1,469k to reinstate Swanage-Wareham services] and North Yorkshire Moors Railway [£800k towards a second track and platform in Whitby station]. In March a £64m third round of CCF was announced, to be spread across three years; in July Trains4Deal heard that their bid for c.£200k, to support promoting use of the new High-speed Loop services, had cleared stage one – entitling them to complete more and bigger forms for stage two!

### Crossrail > Crossrail 2 by 2029

When Transport for London launched their latest consultation on 9 June they confirmed the resolve of the Mayor of London and the Greater London Authority to secure delivery of the project in 2029. This reinstated the timing of the project ever since the first Safeguarding Directions for the Chelsea-Hackney Line in 1991, and revised in 2008 – always 15 years ahead!

Last year a consultation had shown strongest support for a 'regional' option, essentially a mainline operation similar to Crossrail, on a broadly north-east/south-west alignment via a new 'Euston St. Pancras' to serve HS2.

Next steps include a statutory consultation this autumn to update the Safeguarding Directions, with the possibility that an eastern branch from Hackney via Stratford International and Barking to Grays may be included. This would meet one of Crossrail 2's key objectives – boosting economic growth and regeneration – by supporting London's long-term growth in the Thames Gateway, as well as improving transport by reducing crowding and providing greater connectivity. See <http://crossrail2.co.uk>

### The 39 LEPs - a 21<sup>st</sup> century tale

Local Enterprise Partnerships, of which there are 39 in England, are the new conduit through which central government now devolves much funding for local infrastructure projects, including and mainly transport. In July they were awarded the first tranche of £12bn Growth Deal funding for 2015/16 to 2020/21. Their bids were backed by Strategic Economic Plans. The four LEPs of greatest significance for us are the South East LEP [www.southeastlep.com](http://www.southeastlep.com) for Kent, Essex and East Sussex plus three unitaries; the Coast to Capital LEP [C2C] [www.coast2capital.org.uk](http://www.coast2capital.org.uk) for Croydon, the Gatwick Diamond, Coastal and Rural West Sussex, and Brighton-Hove-Lewes; the London Enterprise Panel [www.london.gov.uk/londonenterprisepanel](http://www.london.gov.uk/londonenterprisepanel) and the Hertfordshire LEP [www.hertfordshirelep.com](http://www.hertfordshirelep.com)

Of all their transport schemes only two are directly rail-related: a contribution to the **Croxley Rail Link**, and a provisional allocation in 2016/17 for a new **Thanet Parkway** station. However, every LEP "agrees to take a more proactive role in consultation on long-term rail planning and franchise specification, and provide a co-ordinating role between constituent local authorities."

## Investing in rail infrastructure: planning now for CP6, 2019-24

The long and winding road that is our railway business's route to securing the investment funding it needs to grow and improve turns to the next stepping-stone this autumn. Network Rail are due to publish for consultation drafts of five **Route Studies** of direct interest to our regional branch - for the Anglia, East Midlands, Sussex, Wessex, and Western Routes. All five are programmed to be published in final form by mid-2015. That is also the time when another of interest to our branch, for West Midlands and Chilterns [excluding the West Coast main line] is likely to be published in draft for consultation.

Where do Route Studies fit into the overall sequence? Network Rail's new Long-Term Planning Process [LTTP] is the over-arching context. Its first product was a group of Market Studies, the core reference-point for us being the 2013 **London & South East Passenger Market Study**. Full details can be viewed/downloaded at [www.networkrail.co.uk/Long-Term-Planning-Process](http://www.networkrail.co.uk/Long-Term-Planning-Process)

There are four strategic goals in the L&SE PMS. They are split by the overall goals for transport (**in bold**) and the subsequent goals for rail (*in italics*):

**Enabling economic growth** *by providing sufficient capacity for people travelling to take part in economically productive activities;*

*by improving business to business connectivity.*

**Reducing carbon and the transport sector's impact on the environment** *by directly reducing the environmental impact of rail;*

*by reducing the use of less carbon-efficient modes of transport.*

**Improving the quality of life for communities and individuals** *by connecting communities;*

*by providing access to social infrastructure such as educational establishments and major leisure venues;*  
*by reducing road congestion.*

**Improving affordability** *by meeting other outputs in an affordable way;*

*by directly reducing whole-industry subsidy.*

As we shape our thinking for Route Studies responses we bear in mind the nine themes in the L&SE PMS:

1. Sufficient passenger capacity to accommodate demand.
2. Improved connectivity to central London.
3. Improved connectivity within the Market Study area, other than to central London.
4. Improved access to international gateways.
5. Improved connectivity to centres of service provision including retail, tourism and higher education.
6. Competitive services to abstract trips from congested roads.
7. Improved access to the rail network.
8. Improved passenger satisfaction.
9. Competitive prices compared with other modes and improved pricing and ticketing, in terms of both new rail ticket products and ease of purchase.

Think not of 'what can be achieved given existing constraints', think of 'what should be achieved to deliver the desired outcome' [= conditional output].

## Refranchising: franchise award by DfT/concession award by TfL

The present Transport Secretary's March 2013 launch of his '**Fresh start for franchising**' bore its second fruit on 27 June. The DfT announced its intention to award the 15-year **Essex Thameside** franchise to the current operator, trading as c2c, National Express Essex Thameside Trains [NXET Trains] Ltd. On 30 June statements were made in both Houses of Parliament, and after the required 10-day formal standstill period further statements on 16 July confirmed that the deal was done. Unsuccessful short-listed bidders were Abellio, First Group, and MTR.

The new franchise will start on Sunday 9 November. The existing fleet of 46 trains will be augmented with 17 new 4-car trains to boost capacity. Other notable features include regular weekend services between Liverpool Street and Barking via Stratford [a service enhancement we have advocated] from December 2015, complete step-free access at all stations including lifts at Barking, 446 sheltered secure cycle spaces, and a punctuality regime requiring 90% of services to reach their destination in no more than 'just a minute' over their booked time by December 2018. For an interactive route diagram of individual station benefits see <http://maps.dft.gov.uk/essex-thameside/>

Then on 18 July Transport for London announced its intention to award the contract, signed on 30 July, to operate **Crossrail** services to MTR Corporation (Crossrail) limited. It will be for eight years, extendable to ten. MTR are already a partner with Arriva UK Trains - who bid separately as Arriva Crossrail Limited - in London Overground Rail Operations Ltd (LOROL) who have operated TfL's high-performing and widely-respected London Overground network since November 2007. Two other unsuccessful bidders were National Express Group PLC and Keolis/Go Ahead.

MTR expects to employ around 1,100 staff with up to 850 new posts, creating hundreds of jobs for local people. This will include almost 400 drivers and over 50 apprenticeships for people from communities along the Shenfield/Abbey Wood-Heathrow/Reading route.

MTR will start running the services between Liverpool Street and Shenfield from 31 May 2015, taking over the stopping services currently operated by Abellio Greater Anglia. They will initially be using the existing class 315 trains which operate on the route. When MTR takes over the Liverpool Street to Shenfield services all stations along that route will for the first time be staffed every day from first to last train. New class 345 nine-car trains will begin entering service from 2017.

Crossrail services will be introduced as follows:

- > May 2018 - Paddington (mainline platforms) to Heathrow, when MTR take over Heathrow Connect
- > December 2018 - Paddington (Crossrail platforms) to Abbey Wood via Canary Wharf
- > May 2019 - Paddington (Crossrail platforms) to Shenfield via Stratford
- > December 2019 - full through services between Reading/Heathrow and Abbey Wood/Shenfield.

## Refranchising – tick-TOC

As the second anniversary of the abrupt end to the previous attempt to rebrand **InterCity West Coast** now approaches, DfT announced on 19 June a two years and 9 months direct award to West Coast Trains Limited (Virgin) until April 2017. One notable feature is the conversion of a first-class carriage in the nine-car Pendolinos to standard accommodation. An interactive map <http://maps.dft.gov.uk/west-coast/> shows the passenger benefits for the six service corridors, only one of which (Chester-Holyhead) does not show calls at Watford Junction. From as early as this December there may be, subject to ORR approval, new Virgin services for Shrewsbury and Blackpool North.

Thursday 19 June also happened to be the final date for the three short-listed bidders to submit their proposals for the **InterCity East Coast** franchise. East Coast Trains Ltd [First Group], Keolis/Eurostar East Coast Ltd, and Inter City Railways Ltd [Virgin and Stagecoach] should hear in November which of them has won the contract to start the eight-year franchise from 1 March next year.



Class 800 in Paddington

[www.hitachirail-eu.com](http://www.hitachirail-eu.com)

A week later on 26 June the DfT's consultation closed on a **Great Western** specification for five years from the end of the current direct award next September. The bulk of the changes from electrification, new and cascaded rolling stock, the InterCity Express Programme, Crossrail and HS2 infrastructure will occur pre-2020, together with the transfer to TfL's Crossrail concession of Heathrow Connect in May 2018 and Great Western suburban services in December 2019. Consultation results and an announcement might reasonably be expected before next Spring, the time when an ITT is expected following the OJEU Notice the DfT published in March this year.

Sunday 14 September marked the start of the new seven-year **Govia Thameslink Railway** management contract. By mid-August GTR had updated their website [www.govia.info/gtr](http://www.govia.info/gtr) and the DfT's interactive map is at <http://maps.dft.gov.uk/tsgn/index.html>. Due in September was a consultation for the December 2015 timetable for all services using the Brighton main line.

A direct award for **Southeastern** was expected in late-summer, to cover between October 2014 and June 2018 when a new franchise is expected. The latter date may also mark a franchise 'remapping' to add more inner services to TfL's jurisdiction, as another expansion of the London Overground network.

## Community Rail Awards 2014

Under the headlines 'rewarding excellence, promoting best practice' ACoRP, the Association of Community Rail Partnerships, held its annual Awards Ceremony on 2 October. In London and the South East we have five CRPs with whom we maintain close relations – Abbey line, Essex and South Suffolk, Kent, Marston Vale, and Sussex. The long list of their short-listed entries is:

**"Involving young people"**, sponsored by the EU Citizens' Rail Project – Sussex CRP and St. Philip Howard School and Partners for 'St Philip Howard Barnham & 150th Anniversary Project'.

**"Community art schemes - permanent projects"**, sponsored by First Great Western – Abbey Line CRP, St Peter's School, Groundwork Hertfordshire and Jane Visick for 'St. Albans Abbey station mosaics' project; and Essex and South Suffolk CRP, Abellio Greater Anglia, Braintree DC and Madelaine Murphy for 'Alexandra' Braintree Freeport station sculpture; and Trevor and Diane Cobb for 'Frinton station mural'.

**"Community art schemes - renewable and smaller projects"**, sponsored by First Great Western – Abbey Line CRP, Berry Grove Academy, Groundwork Hertfordshire and artist Jody Amenityro for the 'Garston community art project; and Abbey Line CRP, Watford YMCA and Eleanor Shipman for Watford Junction community art project 'A to B'.

**"Most-enhanced station buildings"**, sponsored by Railway Heritage Trust – Southern Railway and Network Rail for Ashted, Battersea Park and Hassocks station refurbishments; and Southern Railway and Emsworth Residents Association for Emsworth station's Carriages Cafe; and Marston Vale CRP and Bedfordshire Rural Communities Council for Ridgmont station Heritage Centre.

**"Small projects award (under £500)"** sponsored by Community Rail Lancashire – Kent CRP for 'Discover the Medway Valley Train; and Fenya Sharkey, Tracey Tootill and Sussex CRP for 'Bognor Regis 150th anniversary mosaic'.

**"Innovation in Community Rail"**, sponsored by Network Rail – Abbey Line CRP and Groundwork Hertfordshire for 'Garston station waiting shelter'.

**Photo competition/best 'Essence of Community Rail' image**, sponsored by Abellio – Stephen Sleight (Marston Vale CRP) for 'Tickets Please!'

**Best marketing campaign**, sponsored by Rail Media – Sussex CRP for 'Time for a new look' campaign.

**Outstanding teamwork** award, sponsored by Network Rail – Abellio Greater Anglia, Suffolk CC, and East Suffolk Line CRP for 'Developing the East Suffolk Line'

**Passengers matter**, sponsored by Northern Rail – Abellio Greater Anglia, Suffolk CC and East Suffolk Line CRP for 'Developing the East Suffolk Line'; and Abbey Line CRP and Groundwork Hertfordshire for Garston waiting shelter anti-vandalism improvements.

## Bridge the gap: connect East Sussex (the west of)

As we approach the first anniversary of East Sussex County Council's formal adoption of a Rail Strategy "Shaping Rail in East Sussex" and Action Plan, following stakeholder consultations in which we took an active part, it is worth taking stock. The RSAP itself says it will be reviewed on an annual basis. Such a review is also especially timely as the consultation on Network Rail's draft Sussex Route Study approaches. This should see follow-through application of their new approach to planning rail investment, set out in last year's Passenger Market Study for London and the South East, as referred to on p.2 of this newsletter.

In identifying just two top priorities the Rail Strategy's Action Plan sees each as a bridge-head to realising other aspirations for improvements. Both priorities involve upgrading the infrastructure on the only two Southern routes still operated with diesel trains, to improve journey times and thereby support economic growth in the county by enabling better access to jobs, education and training opportunities.

Building on what the County Council foresees as the consequential increase in patronage and demand on the Uckfield line supporting the business case for further improvements, we can look at the prospect for Uckfield line services being extended through Lewes to Sussex coast destinations – Brighton and Seaford-Newhaven – in the context of Network Rail's new strategic goals, themes, and in particular connectivity-based conditional outputs for reduced journey-times.

Network Rail's Passenger Market Study notes that in the market for shorter-distance [c.30 miles] journeys within the South East, for large regional centres [such as Brighton, also Tunbridge Wells with a population of c.77,000 and just 33 miles away?] significant economic benefits arise from increased business interaction when total journey times are under 60 minutes.

See [www.railfuture.org.uk/Uckfield+Lewes](http://www.railfuture.org.uk/Uckfield+Lewes)

It also speaks of the benefits particularly for quality of life and environmental impact of travel being significant. These benefits are comparable to, or even more than, the economic benefit of business activity and commuting. For both of these, the biggest impact is from better connecting large population centres where the current service is slow, indirect [Tunbridge Wells-Brighton currently via Tonbridge and Redhill, or via St. Leonards Warrior Square!] or infrequent. In quality of life terms, this is where most people save a significant amount of time. In environmental terms, these are the conditions under which significant abstraction from car journeys is achieved. Therefore the conditional outputs for this market segment are to:

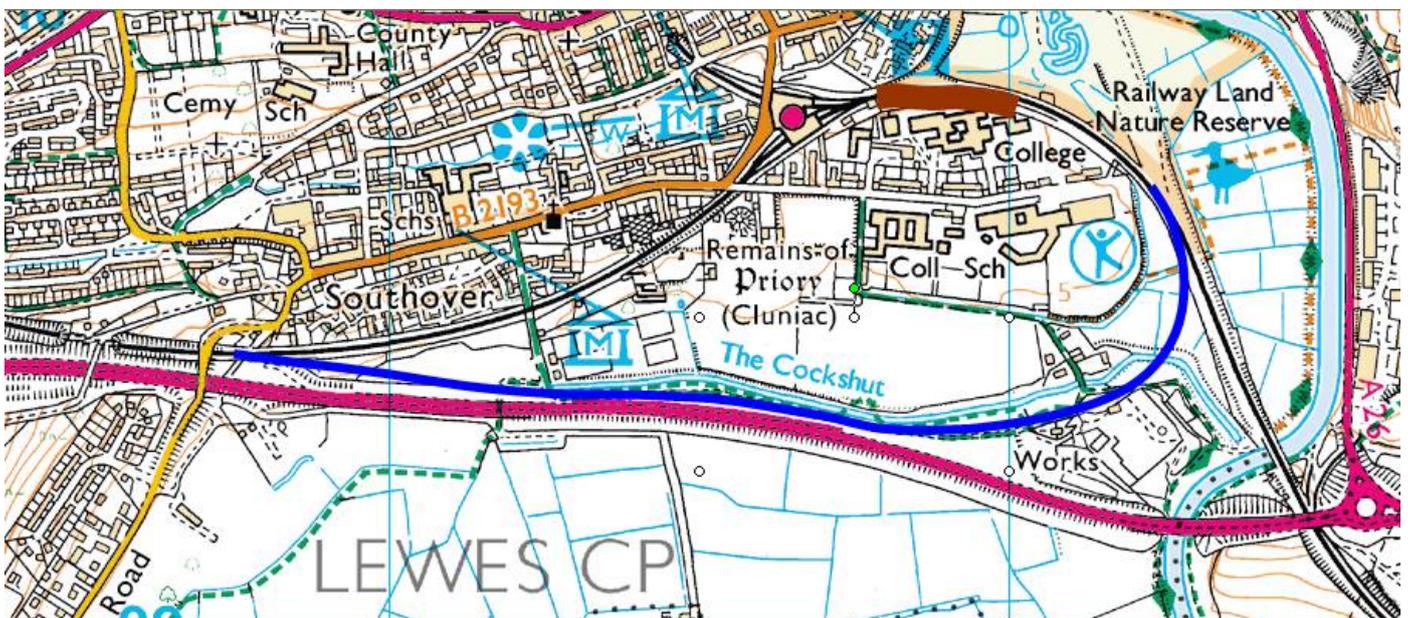
- 1 – accommodate peak demand
- 2 – provide incremental journey time improvements
- 3 – provide a total journey time of less than 60 minutes

Taking Tunbridge Wells as an example, direct rail links with Brighton via Eridge-Uckfield-Lewes are potentially achievable in under an hour, compared with anything between 100 and 250 minutes via either of the two roundabout routes, which also involve an interchange.

## Through trains for Brighton

A successful business case for extending Uckfield line services to Lewes and beyond has to include direct links with the economic magnet that is the Brighton and Hove conurbation. Its population of 560,000 is similar to three national capitals of the UK! While there are various ways this link could be secured, our preference is for the Lewes Loop to provide the through route between the East Coastway route to/from Brighton and the Haywards Heath route's connection with the Wealden line near Hamsey, just south of Cooksbridge.

This will need legal powers and these need to be supported with the scheme in local development plans. To that end we took up an invitation to engage in the preparation of Lewes Town Council's Neighbourhood Plan, which although very local is just such a plan. We shall also be seeking inclusion of the Lewes Loop in District, County and National Park development plans.



The Lewes Loop is the blue line on the map above

## Electrify Uckfield!

One of East Sussex County Council's two priorities in its Rail Strategy Action Plan is to upgrade the Wealden line. Govia Thameslink Railway cannot say when, or from where, 14 extra diesel carriages will come by December 2016 to boost capacity and meet the DfT requirement to lengthen weekday peak services on the Uckfield branch from eight to ten-car formations. Network Rail's response to meet the need to take longer trains is to extend station platforms; our campaign is to extend electric power to Uckfield!

We have advocated electrification of this peninsula of diesel in an ocean of electric power as the higher-value long-term investment, in responding to consultations on the Office of Rail Regulation's Determinations of Network Rail's Delivery Plan for 2014-19. We fear the DfT are dithering over how to electrify the branch, by third rail or overhead wires. The latter would be at the back of a long queue of schemes, the former would match the rest of the network, and more quickly.

As the new operator, GTR can only say "Additional capacity will be provided as soon as possible" and that "Timing will depend on when suitable diesel rolling stock becomes available (likely to be after electrification elsewhere in the UK)." After the protests when Chiltern took 18 Turbostar carriages from Trans-Pennine Express, GTR look like taking a further 14 from CrossCountry's 26, London Midland's 34, or Greater Anglia's 8; they are the only franchises with 'suitable diesel rolling stock' ie 2-car class 170s. Is it just coincidence that all three are in the bottom half of the satisfaction scores for 'Sufficient room for all passengers to sit/stand' according to the latest National Rail Passenger Survey from Passenger Focus?

Three DfT Ministers with northern constituencies cannot fail to be aware of the sensitivity of such a controversial move, compared with the attractions of announcing electrification to Uckfield and cascading up to 32 recently-refurbished Turbostar carriages north around the time the new Northern and TransPennine Express franchises start.

We're not alone in our train of thought! In the August issue of a widely-respected professional rail journal, a regular columnist said "Meanwhile, electrification of such lines as Wokingham-Redhill, Oxted-Uckfield and Hastings-Ashford, all of which would release much-needed modern diesel units for use elsewhere, is notably absent from DfT electrification plans. And they are presumably likely to remain so for several years to come if the Department insists on embarking on a trial conversion [from 3<sup>rd</sup> rail to 25kV overhead wires] project first." "Interestingly, those studying the possible electrification of the Ashford to Hastings line so that Javelins could reach Hastings [and Bexhill] suggest that a decision to use the local workforce familiar with third rail could allow the project to be slotted into the work programme fairly soon – whereas a choice of 25kV could put it on the backburner for years, as the electrification teams skilled with overhead catenary are tied up on big projects elsewhere in the country."

Add your support to 'Electrify Uckfield!' now at [www.railfuture.org.uk/article1495-Electrify-Uckfield](http://www.railfuture.org.uk/article1495-Electrify-Uckfield)

## Bridge the gap: connect East Sussex (the east of)

Since the Hastings Rail Summit in March, initiated by Hastings and Rye MP Amber Rudd and attended by Transport Secretary Patrick McLoughlin MP, she has convened two 'Continuing the Momentum' gatherings of key stakeholders, in May and July. Participants have included representatives from Network Rail, the Chair of the South East Local Enterprise Partnership, Hastings Chamber of Commerce, Hastings Borough and Rother District Councils, East Sussex County Council, Railfuture and our two affiliated local rail user groups MarshLink Action Group [www.mlag.org.uk](http://www.mlag.org.uk) and SHRIMP <http://1066shrimprail.org.uk> plus the East Sussex Rail Alliance ESRA [www.eastsussexrail.org.uk](http://www.eastsussexrail.org.uk)



Hastings & Rye MP Amber Rudd with Javelin donated by Hornby, presented at Rail Summit by Roger Blake

Network Rail's Senior Development Manager outlined nine programme elements in the July meeting, leading to the potential birth of **Highspeed Hastings** early in Control Period 6 [2019-24]. Those elements are:

- Power supply modelling
- Power supply design
- Signalling design
- Track design: raise linespeed, extend Rye loop
- Third rail delivery [cheaper/quicker] or
- Overhead wires delivery
- Ashford Western Junction access to platform 2
- Rye and Hastings re-signalling
- Rolling stock compatible with HS1

Meanwhile Network Rail are seeking funding for the current Control Period 5 delivery of an increased line speed of 60 mph between Ore and Doleham, up from the present 40 mph. This could be key to securing all-day Sunday services for Three Oaks and Winchelsea.

Noting that in the summer months Southern have allocated some 4-car Turbostars to weekend MarshLink services, early electrification of the Uckfield branch could release the six 4-car Turbostars to boost capacity on East Coastway services, replacing the 2-car units pending electrification of MarshLink in CP6.

Finally, want to own a Turner painting? Yours for £24 by visiting [www.railfuture.org.uk/shop](http://www.railfuture.org.uk/shop) Painted by local Railfuture member and freelance professional artist Mike Turner, also a member of the Guild of Railway Artists, 'Shock and Ore' depicts a Javelin about to leave his Hastings station for St. Pancras International.

# Passengers' satisfaction stable

New Year format repeated. The twice-yearly **National Rail Passenger Survey** undertaken by Passenger Focus, as it relates to our region, is again shown first by operator, in alphabetical order, then by indicator.

The Spring 2014 survey results were published in June: [www.passengerfocus.org.uk/rail-passengers](http://www.passengerfocus.org.uk/rail-passengers)  
There was a general stabilisation across the 'satisfied or good' categories in the six key indicators at national and London & South East levels, and across the 23 national and 12 L&SE operators, compared with the Spring 2013 results. Southeastern was 'excused' by "several incidents, in particular closure of the Hastings mainline, Canterbury West and multiple landslips."

First the national: London and South East comparisons.

**Overall satisfaction** – national 82%, no change; London & South East 80%, down 1%.

**Overall satisfaction with station** – national 78%, up 2%; London & South East 77%, up 2%.

**Punctuality/reliability** – national 77%, down 1%; London & South East 75%, down 2%.

**Value for money for price of ticket** – national 45%, up 3%; London & South East 41%, up 3%.

**Sufficient room for all to sit/stand** – national 65%, down 2%; London & South East 62%, down 2%.

**Dealing with delays** – national 38%, no change; London & South East 35%, no change.

On to the individual train operating companies [TOCs], with their national [out of 23] and then L&SE [out of 12] rankings by 'overall satisfaction' as well as their other five key performance indicators [KPIs] and % changes.

## Abellio Greater Anglia

Overall satisfaction 17<sup>th</sup>/7<sup>th</sup> – 81%, up 4%  
Overall station satisfaction 18<sup>th</sup>/7<sup>th</sup> – 75%, no change  
Punctuality/reliability 16<sup>th</sup>/5<sup>th</sup> – 77%, up 3%  
Value-for-money of ticket 22<sup>nd</sup>/11<sup>th</sup> – 35%, no change  
Sufficient room to sit/stand 14<sup>th</sup>/5<sup>th</sup> – 68%, up 5%  
Dealing with delays 13<sup>th</sup>/5<sup>th</sup> – 40%, up 12%

## c2c

Overall satisfaction 10<sup>th</sup>/4<sup>th</sup> – 89%, down 3%  
Overall station satisfaction 11<sup>th</sup>/4<sup>th</sup> – 81%, down 3%  
Punctuality/reliability 4<sup>th</sup>/2<sup>nd</sup> – 91%, down 3%  
Value-for-money of ticket 18<sup>th</sup>/7<sup>th</sup> – 44%, down 2%  
Sufficient room to sit/stand 20<sup>th</sup>/10<sup>th</sup> – 58%, down 6%  
Dealing with delays 14<sup>th</sup>/6<sup>th</sup> – 37%, down 25%

## Chiltern Railways

Overall satisfaction 5<sup>th</sup>/2<sup>nd</sup> – 92%, up 2%  
Overall station satisfaction 3<sup>rd</sup>/2<sup>nd</sup> – 88%, up 3%  
Punctuality/reliability 5<sup>th</sup>/3<sup>rd</sup> – 90%, no change  
Value-for-money of ticket 14<sup>th</sup>/4<sup>th</sup> – 49%, up 4%  
Sufficient room to sit/stand 10<sup>th</sup>/3<sup>rd</sup> – 74%, down 1%  
Dealing with delays 10<sup>th</sup>/3<sup>rd</sup> – 43%, down 3%

## First Capital Connect

Overall satisfaction 22<sup>nd</sup>/11<sup>th</sup> – 77%, up 1%  
Overall station satisfaction 15<sup>th</sup>/6<sup>th</sup> – 77%, up 2%  
Punctuality/reliability 21<sup>st</sup>/10<sup>th</sup> – 72%, up 1%  
Value-for-money of ticket 20<sup>th</sup>/9<sup>th</sup> – 38%, up 6%  
Sufficient room to sit/stand 21<sup>st</sup>/11<sup>th</sup> – 57%, down 1%  
Dealing with delays 15<sup>th</sup>/7<sup>th</sup> – 35%, up 7%

## First Great Western

Overall satisfaction 18<sup>th</sup> – 80%, no change  
Overall station satisfaction 14<sup>th</sup>/5<sup>th</sup> – 78%, up 2%  
Punctuality/reliability 20<sup>th</sup>/9<sup>th</sup> – 73%, down 4%  
Value-for-money of ticket 16<sup>th</sup>/5<sup>th</sup> – 48%, no change  
Sufficient room to sit/stand 16<sup>th</sup>/6<sup>th</sup> – 66%, down 2%  
Dealing with delays 8<sup>th</sup>/2<sup>nd</sup> – 44%, no change

## Heathrow Connect

Overall satisfaction 11<sup>th</sup>/5<sup>th</sup> – 88%, down 3%  
Overall station satisfaction 21<sup>st</sup>/10<sup>th</sup> – 74%, down 3%  
Punctuality/reliability 18<sup>th</sup>/7<sup>th</sup> – 76%, down 1%  
Value-for-money of ticket 8<sup>th</sup>/2<sup>nd</sup> – 54%, up 1%  
Sufficient room to sit/stand 5<sup>th</sup>/2<sup>nd</sup> – 80%, down 3%  
Dealing with delays 12<sup>th</sup>/4<sup>th</sup> – 42%, up 8%

## Heathrow Express

Overall satisfaction 2<sup>nd</sup>/1<sup>st</sup> – 94%, no change  
Overall station satisfaction 1<sup>st</sup>/1<sup>st</sup> – 92%, up 3%  
Punctuality/reliability 2<sup>nd</sup>/1<sup>st</sup> – 92%, no change  
Value-for-money of ticket 17<sup>th</sup>/6<sup>th</sup> – 45%, up 4%  
Sufficient room to sit/stand 2<sup>nd</sup>/1<sup>st</sup> – 90%, down 5%  
Dealing with delays – no data, sample too small

## London Midland

Overall satisfaction 15<sup>th</sup>/6<sup>th</sup> – 82%, up 2%  
Overall station satisfaction 18<sup>th</sup>/7<sup>th</sup> – 75%, up 1%  
Punctuality/reliability 19<sup>th</sup>/8<sup>th</sup> – 74%, up 4%  
Value-for-money of ticket 13<sup>th</sup>/3<sup>rd</sup> – 50%, down 1%  
Sufficient room to sit/stand 16<sup>th</sup>/6<sup>th</sup> – 66% no change  
Dealing with delays 15<sup>th</sup>/7<sup>th</sup> – 35%, up 3%

## London Overground

Overall satisfaction 6<sup>th</sup>/3<sup>rd</sup> – 91%, down 1%  
Overall station satisfaction 8<sup>th</sup>/3<sup>rd</sup> – 85%, up 6%  
Punctuality/reliability 7<sup>th</sup>/4<sup>th</sup> – 87%, no change  
Value-for-money of ticket 6<sup>th</sup>/1<sup>st</sup> – 56%, up 8%  
Sufficient room to sit/stand 12<sup>th</sup>/4<sup>th</sup> – 70%, down 2%  
Dealing with delays 7<sup>th</sup>/1<sup>st</sup> – 48%, up 12%

## South West Trains

Overall satisfaction 20<sup>th</sup>/9<sup>th</sup> – 79%, down 1%  
Overall station satisfaction 18<sup>th</sup>/7<sup>th</sup> – 75%, up 1%  
Punctuality/reliability 16<sup>th</sup>/5<sup>th</sup> – 77%, no change  
Value-for-money of ticket 21<sup>st</sup>/10<sup>th</sup> – 37%, up 3%  
Sufficient room to sit/stand 19<sup>th</sup>/9<sup>th</sup> – 60%, down 3%  
Dealing with delays 15<sup>th</sup>/7<sup>th</sup> – 35%, down 9%

## Southeastern

Overall satisfaction 23<sup>rd</sup>/12<sup>th</sup> – 72%, down 6%  
Overall station satisfaction 23<sup>rd</sup>/12<sup>th</sup> – 73%, no change  
Punctuality/reliability 22<sup>nd</sup>/11<sup>th</sup> – 68%, down 8%  
Value-for-money of ticket 23<sup>rd</sup>/12<sup>th</sup> – 30%, down 1%  
Sufficient room to sit/stand 22<sup>nd</sup>/12<sup>th</sup> – 56%, down 8%  
Dealing with delays 20<sup>th</sup>/11<sup>th</sup> – 27%, down 5%

## Southern

Overall satisfaction 21<sup>st</sup>/10<sup>th</sup> – 78%, down 1%  
Overall station satisfaction 21<sup>st</sup>/10<sup>th</sup> – 74%, up 2%  
Punctuality/reliability 23<sup>rd</sup>/12<sup>th</sup> – 65%, down 6%  
Value-for-money of ticket 19<sup>th</sup>/8<sup>th</sup> – 39%, up 3%  
Sufficient room to sit/stand 18<sup>th</sup>/8<sup>th</sup> – 62%, down 1%  
Dealing with delays 19<sup>th</sup>/10<sup>th</sup> – 34%, up 4%

The biggest impact - 38% - on overall satisfaction is punctuality/reliability; the biggest impact - 50% - on overall dissatisfaction is how TOCs deal with delays.

## Campaigns calendar

This time we shall close with a quarterly review of some of our key campaign activities, since June's newsletter, and a preview of forthcoming events dates. Further details always available in our branch website at [www.raifuture.org.uk/London+and+South+East](http://www.raifuture.org.uk/London+and+South+East)

Our 'Bridge the gap' campaign was represented at the annual **Lewes Hike and Bike Festival** in May. On the same day we took part in the AGM of our new affiliated member the **West Sussex Rail Users' Association**.

'Bridge the gap' marked **Sussex Day** in June, and was at Wealden District Council's July Planning Committee to speak in support of Network Rail's application for planning permission for the new station car park in Uckfield, which was agreed unanimously.

New Thameslink/Southern/Great Northern franchise operator **Govia Thameslink Railway** [GTR] gave their first public presentation to our Surrey Division in July. See [www.govia.info/gtr/](http://www.govia.info/gtr/) for the presentation.

We participated in a MarshLink CRP Steering Group, a Brighton and Hove Transport Partnership, the Uckfield Railway Line Parishes Committee, and the Uckfield Transport Hub Working Group.

'Bridge the gap' was at the annual **Uckfield Festival's Big Day** for the third year, gathering more supporters.

Following government announcements on Growth Deal funding for 2015-21 we attended the **South East Local Enterprise Partnership's** AGM, and later took part in the local MP's second '**Highspeed Hastings**' progress meeting since March's Hastings Rail Summit.

Just before summer holidays our '**Electrify Uckfield!**' leaflet was handed out to morning commuters at Edenbridge Town station seeking their support. See [www.raifuture.org.uk/article1495-Electrify-Uckfield](http://www.raifuture.org.uk/article1495-Electrify-Uckfield)

We responded to TfL's latest consultation on sub-options for **Crossrail 2**, now planned to open in 2029.

'Bridge the gap' took part in Lewes Town Council's Open Day for "**Lewes for all**", their **Neighbourhood Plan**, at which we advocated inclusion of our 'Lewes Loop' for through Wealden line trains to/from Brighton. We also responded to Uckfield Town Council's consultation on their Neighbourhood Plan, and had a stall at Lewes Racecourse's 50<sup>th</sup> anniversary event.

Our Herts & Beds Division welcomed re-affiliated member **ABFLY** and discussed their aspirations.

We took part in a Tunbridge Wells Public Transport Forum, and Gatwick Airport's annual Transport Forum.

We participated in **Stakeholder Forums** and **Passenger Groups** run by train operators such as First Capital Connect, London Overground and Southern, and in various **CRP line partnerships**. Note that Sussex Community Rail Partnership has revamped its website at [www.sussexcrp.org](http://www.sussexcrp.org)

**Forthcoming dates for your calendars and diaries.**  
Further details always in [www.raifuture.org.uk/events](http://www.raifuture.org.uk/events)

**Sunday 19 October** Close of consultation on London Overground extension to Barking Riverside. See <https://consultations.tfl.gov.uk/london-overground/gobe>

**Tuesday 21 October** "Rail links to airports worldwide" talk at CILT (UK) Gatwick Group, Redhill. All welcome to book for this evening meeting, free to attend.

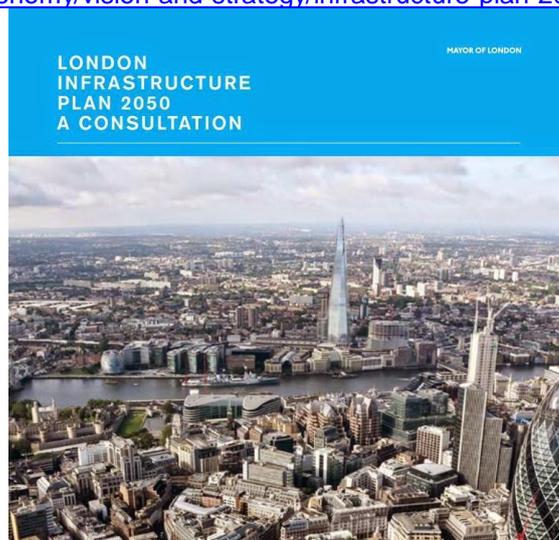
**Wednesday 22 October** "London Infrastructure Plan 2050" with London's Deputy Mayor for Transport Isabel Dedring at City Hall. Register your wish to attend via Roger Blake [see back page].

**Thursday 23 October** "The Croyley Rail Link" talk at CILT (UK) Hertfordshire Group, St. Albans. Book, free.

**Tuesday 28 October** Final copy date for your letters and articles to appear in December's Railwatch 142. Send them to [editor@railwatch.org.uk](mailto:editor@railwatch.org.uk)

**Friday 31 October** Final copy date for *railse* 126, and London & SE branch Local Action in Railwatch 142. Send campaign news to [rf-southeast@raifuture.org.uk](mailto:rf-southeast@raifuture.org.uk)

**Friday 31 October** Close of consultation on LIP 2050. See <https://www.london.gov.uk/priorities/business-economy/vision-and-strategy/infrastructure-plan-2050>



**Saturday 1 November** National conference in London: "On track for success: the challenges ahead", including presentation of Rail User Group Awards 2014. See [www.raifuture.org.uk/conferences](http://www.raifuture.org.uk/conferences) and for the RUG Awards [www.raifuture.org.uk/Rail+User+Groups](http://www.raifuture.org.uk/Rail+User+Groups)

**Thursday 6 November** Sussex & Coastway Division.

**Wednesday 12 November** Eastern Division.

**Saturday 15 November** Kent Division, Canterbury.

**Tuesday 2 December** "Highspeed Hastings – a new 'Brede' of total route modernisation" Talk at CILT (UK) Sussex Group, Lewes, by Roger Blake. All welcome to book for this evening meeting, free to attend.

**Thursday 4 December** Sussex & Coastway Division.

## Branch divisions' meetings – open to all branch members, and visitors

**Eastern [s. Essex and n. & e. London]** – meets on the second Wednesday of odd-numbered months, at 18.30 in **Stratford** – next on **12 November**. Contact Division Convener Howard Thomas [opposite] for details. See [www.railfuture.org.uk/Eastern](http://www.railfuture.org.uk/Eastern)

**Herts & Beds** – for next meeting contact Division Convener Keith Dyall [opposite] for details. See [www.railfuture.org.uk/Herts+and+Beds](http://www.railfuture.org.uk/Herts+and+Beds)

**Kent** – meets quarterly on the third Saturday, in varying Kent venues – next at 14.00 on **15 November** in **Canterbury**. Contact joint Division Conveners Chris Fribbins at [chris.fribbins@railfuture.org.uk](mailto:chris.fribbins@railfuture.org.uk) or at 42 Quickrells Avenue, Cliffe, Rochester, Kent, ME3 7RB, or tel: 01634 566256; and Ian Killbery at [ian.killbery@railfuture.org.uk](mailto:ian.killbery@railfuture.org.uk) or at 11 Western Road, Deal, Kent, CT14 6RX, or tel: 01304 362569. See [www.railfuture.org.uk/Kent](http://www.railfuture.org.uk/Kent)

**Surrey** – meets twice-yearly, next probably in Staines in **December**. Contact Division Convener Chris Page [opposite] for details. See [www.railfuture.org.uk/Surrey](http://www.railfuture.org.uk/Surrey)

Eastbourne Pier fire which devastated Grade-II-listed landmark was sparked by electoral fault



**Sussex & Coastway** – meets monthly on the first Thursday at 18.00, in varying Sussex venues. Next on **6 November** in Lewes, and **4 December**. Contact Division Minutes Secretary Rev. Michael Davies at [michael.j.davies21@btinternet.com](mailto:michael.j.davies21@btinternet.com) or at 13 Savill Road, Lindfield, Haywards Heath, West Sussex, RH16 2NY, or phone 01444 482024. See [www.railfuture.org.uk/Sussex+and+Coastway](http://www.railfuture.org.uk/Sussex+and+Coastway)

This branch newsletter is free, published quarterly and usually distributed with each edition of the national **railwatch**

The copy deadline for **railse** issue 126, due to be published in December 2014, will be Friday 31 October 2014  
Items for this newsletter and the branch Local Action column in **railwatch** to be sent to [rf-southeast@railfuture.org.uk](mailto:rf-southeast@railfuture.org.uk)



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## Our neighbouring branches

See these, and all other branches' websites, including their newsletters, in [www.railfuture.org.uk/branches](http://www.railfuture.org.uk/branches)

**East Anglia** – contact Secretary Paul Hollinghurst – [eastanglia@railfuture.org.uk](mailto:eastanglia@railfuture.org.uk)

Board liaison is via Director Jerry Alderson.

**East Midlands** – contact is Secretary Roger Bacon – [eastmidlands@railfuture.org.uk](mailto:eastmidlands@railfuture.org.uk)

Board liaison via national Finance Officer David Harby.

**Thames Valley** – contact is Branch Secretary Andrew McCallum – [thamesvalley@railfuture.org.uk](mailto:thamesvalley@railfuture.org.uk)

Board liaison is via Director Roger Blake [below].

**Wessex** – contact is Branch Secretary Charles Burns – [wessex@railfuture.org.uk](mailto:wessex@railfuture.org.uk)

Board liaison is via Director Chris Fribbins [opposite].

## Branch committee meetings

Open for our members as observers, held at 14.00 on the fourth Tuesday of odd-numbered months, next on **25 November**. Advance notice to our Secretary, below.

## London and SE Branch officers

**Branch Chairman:** Keith Dyall, 26 Millway, Mill Hill, London, NW7 3RB.  
tel: 020 8959 7147; [keith.dyall@railfuture.org.uk](mailto:keith.dyall@railfuture.org.uk)

**Vice-Chairman:** Roger Blake, 70 Dynevor Road, Stoke Newington, London, N16 0DX.  
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**Secretary:** Graham Morrison, 13 Listria Park, Stoke Newington, London, N16 5SW.  
tel: 020 7502 1062; [graham.morrison@railfuture.org.uk](mailto:graham.morrison@railfuture.org.uk)

**Treasurer:** Howard Thomas, 24 South Primrose Hill, Chelmsford, Essex, CM1 2RG.  
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**Membership Secretary:** Chris Page, 'Clara Vale', Thibet Road, Sandhurst, Berkshire, GU47 9AR.  
tel: 01344 778643; [chris.page@railfuture.org.uk](mailto:chris.page@railfuture.org.uk)