



Stakeholder newsletter April 2014

Direct Award Contract proposal submitted

Many of you responded to our Direct Award Contract (DAC) consultation giving your views about what you wished to see from Southeastern services over the next four years. All views were considered by the bid team and after months of planning and preparation last week we submitted Southeastern's four year Direct Award proposal to the Department for Transport.

The submission comprises more than 450 pages of plans and initiatives, including many of your suggestions, to guide Southeastern through the franchise until June 2018. You'll appreciate that details of the bid are commercially confidential but we believe it's a proposal that meets the Department's criteria of value for money, improved customer service, managing the changes and challenges of the rebuild of London Bridge while meeting your aspirations.

DfT officials will now consider our proposal and detailed negotiations will shortly commence.

The new Direct Award Contract is due to start in October 2014.

Why is my train late?

There is no shortage of explanations from the rail industry as to the reasons for trains being cancelled or delayed.

We are always interested in the views of those from outside the industry and here is a link to an interesting post on the Ethos blog from Tom Edwards, BBC transport correspondent, regarding train delays. <http://www.ethosjournal.com/topics/transport/item/502-why-are-trains-late>

May Timetable Changes

There will be some minor changes to the Southeastern timetable effective from Sunday, 18 May.

Details are attached but the main features are

- The 0607 Victoria to Ashford service will start earlier at 0555 to improve connections with high-speed services
- An additional Sunday service from St. Pancras to Faversham departing St. Pancras at 0825.
- Additional weekday services to and from Victoria to Bromley South. These are timed at 2137, 2237 and 2337 from Victoria to Bromley South and 2205, 2305 and 0005 from Bromley South to Victoria.

These should be both welcome and uncontroversial, but if you have any queries please get in touch.

25% Fares discount!

We are urging passengers to make the most of the spring sunshine on with the latest 25 per cent discount from Southeastern.

We're offering 25 per cent off many off-peak single, day return and open return tickets on our network, alongside 2-for-1 entry to some attractions.

The offer applies for travel on all Southeastern mainline and high speed services throughout Kent, East Sussex and into London. The discounted tickets can be bought online at www.southeasternrailway.co.uk/railsale for travel until Monday 21 April.

So why not have a day out in Margate, Hastings, Canterbury, Folkestone, Whitstable or anywhere else on our network while saving money as well?

Don't forget either that children under 16 can also travel off peak for just one pound if accompanied an adult holding a valid ticket.

The 2-for-1 entry at a range of attractions in Kent and London will also help to cut the cost of days out this spring. We've teamed up with many attractions, eateries and museums in London to offer special deals and out in Kent there's reduced entry to Canterbury Cathedral, Leeds Castle and Howletts Wild Animal Park.

Hastings Line re-opened.

After almost two months of round-the-clock work, Network Rail engineers reopened the Hastings to Tonbridge railway line to passengers on Monday, 31 March and the attached pictures give some idea of the scale of the work.

As long-suffering commuters will know, there have been three serious embankment slips on the Hastings to Tonbridge line causing major considerable disruption to passengers' journeys.

Network Rail had hoped to fully reopen the route in early March, but the Whatlington slip moved again, despite considerable work having taken place to fix it.

Managing Director Charles Horton, told passengers "It's been a trying time for everyone on the Hastings line, and we're relieved the work is now finished and we can start running normal services again. We want to thank our customers for bearing with us – we're now focused on returning to normal and providing a good service."

More Trains for London Marathon

With the event beginning in Southeastern's patch at Greenwich, we're the operator most affected by the event and we're offering runners extra train services into the capital.

We'll be operating up to 50 extra services through Greenwich, Blackheath and Maze Hill to help thousands of fundraising runners and their supporters to get to the start

line on Sunday 13 April. For those travelling from further afield, there will be additional trains operating from Kent into Charing Cross, London Bridge and St Pancras.

There will also be a strengthened service on Metro routes with trains departing every fifteen minutes from Charing Cross or London Bridge into Greenwich and Blackheath. For more information about the timetable changes or to plan a journey visit www.southeasternrailway.co.uk.

Runners and spectators booking with Southeastern for the marathon can also take advantage of the company's current deal offering 25 per cent off many off-peak single, day return and open return fares. The offer applies for travel on all Southeastern mainline and high speed services and should be booked online at www.southeasternrailway.co.uk/railsale.

Runners are entitled to free travel from London terminals to the start at Greenwich.

Hold that date

Our next stakeholder forum will be at London's Mermaid Theatre on 21 May between 1800 and 2000. Invitations will be sent out shortly.

Easter Engineering works

Over the Easter weekend Network Rail will be carrying out maintenance and renewal works, so if you intend travelling by train, do check first, follow us on Twitter and sign up to our free App.

Is my train on time?

Results for Railway Period 10, 2 February – 1 March

Another poor period for train performance, primarily due to adverse weather conditions and landslip problems on the Hastings Line.

To give some idea of the scale of the disruption, in the 16 weeks to 1 March 2013, we paid out around £152,000 in compensation to passengers for delayed trains. In the 16 weeks to 1 March this year, we have paid approximately £1.6M

Our passengers deserve better and we are working hard with Network Rail to ensure performance returns to the levels seen last year.

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| Performance average this period | on | 83.2% | Performance average over the last year | on | 89.2% |
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