

>> **Issue – 4**

**February 2010**

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### **Autumn 2009 National Passenger Survey Results**

Published this month, the autumn 2009 Passenger Focus National Passenger Survey report shows that of the 31 individual train and station categories, Southern achieved improved scores in 20 of them, with seven remaining the same as autumn 2008. Satisfaction reduced in four categories.

Most pleasing was the fact that in 14 of the 31 categories, we achieved our best scores since autumn 2005. Our overall satisfaction rating was 82%, which was 1% down on autumn 2008, but equal with the London and South East region score.

Although our performance this time around is extremely good for the most part, there is still more work to be done to improve. For example, only 33% of passengers were satisfied with the way we dealt with delays. There will be projects at stations and on board trains in the coming years that should help improve our passengers' perceptions of the service we provide.

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### **May 2010 timetable and rolling stock changes**

The next set of timetable changes will be introduced from Sunday 23 May 2010. There will be significant changes on several routes, including South London Metro services, West London Line, East Grinstead and Uckfield lines, Tattenham Corner and Caterham lines.

We will be providing a 10 per cent increase in passenger capacity on our trains during this franchise. In order to do this we are putting together a rolling stock plan which includes additional trains and a consequential rolling stock cascade on our network. The first phase of this increase in capacity will take place at the timetable change in May 2010. We will be bringing class 313 units, currently used in North London, into our fleet. They are compatible with our network and there are sufficient numbers of them available to help meet the capacity obligations. We will also receive some additional class 442 units, currently used on our peak Gatwick Express services.

From the May timetable change we plan to use four class 313s units on the Brighton - Seaford route and on the Brighton – Hove route with a few going to West Worthing and Littlehampton. Class 377 units, and occasional class 442 units, will continue to operate services to and from London. Two additional class 442 units will also be used between London and the Coastway. This additional rolling stock will allow us to strengthen some of our busiest services.

We will have two additional four-carriage trains available at the timetable change. We have closely monitored passenger numbers in the evening peak, taking particular account of the changes to First Capital Connect evening services from London Bridge in December 2009. This analysis has informed our decision to add four carriages to the 1723 London Bridge to Eastbourne and four carriages to the 1617 London Victoria to Coastway (West Coastway portion) trains. This is in addition to the 1759 London Bridge via Redhill to Horsham train which we strengthened last December.

More details on the planned May timetable are available and you can contact Yvonne on her details above for the full document.

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### **Southern and Seltrans awarded at National Cycle Awards**

South Croydon station was highly commended in the Station of the Year category at the recent ATOC National Cycle Awards. Together with Seltrans (South East London Transport Strategy), Southern delivered improvements to pedestrian and cycle access to the station. Building better links between the station and the main A-road close to the station, providing secure cycle parking and improving safety were all objectives of the project. A pathway adjacent to the station was widened, tarmaced and fenced, and blind corners were removed. Now the new station access is well-lit and fully covered by CCTV cameras – to the delight of station users and local residents. The benefit to station users and the heightened security on the approach to the station caught the judges' eye, and the commendation was well deserved by all those who contributed to the project.

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## Committed Obligations

We have many targets to deliver as part of our franchise contract with the Department for Transport and some of these are known as committed obligations. These are due to be delivered throughout the franchise and we have already delivered 39 of them on, or ahead of time. These include maintaining park mark accreditation, providing Oyster pay as you go and facilities for top ups, making calls to our assisted booking line free, extending PLUSBUS, providing meet the managers sessions on stations and trains, making all the class 377 fleet capable of regenerative braking, consulting on potential changes to the East Coastway timetable, surveying stations to provide zoning of information, installing 'meeting point' signage at 16 stations and providing ticket on departure facilities at stations on the self service ticket machines.

There are 40 more obligations to deliver this year as well as a lot of work to be done this year to deliver commitments that are due later in the franchise.

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## More cycle facilities

Phase one of our plan to install 1500 additional cycling parking spaces has started. The stations to benefit are as follows: 60 spaces at Three Bridges, 20 at Burgess Hill, 14 at Tattenham Corner, eight at Tadworth, 20 at Arundel, 10 at Nutfield and 20 at Merstham. These projects are either on site already or will be next month.

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## Southern wins at the Rail Business awards

Southern won the Information Technology Excellence award at the prestigious Rail Business Awards, held in London recently, for the innovative Real Time Display system deployed at the Selhurst Fleet depot.

Selhurst Depot typically deals with around 120 trains each weekday, at the 38-acre site. Like many depots, Selhurst had an antiquated means of managing the berthing location and status of each train and its subsequent allocation to the next service. At Selhurst, this relied on faxes, phone calls, pencils, paper and rubbers. This inefficient system led to mistakes and at times, delays in getting trains out on time for service. The solution was to get rid of all the paperwork and replace it with a computer based real time information system that could be updated when required with the correct information reaching the right people at the same time.

Southern now benefits from a technologically advanced system to organise trains at the depot, and ten other rail operators across the UK and Europe are queuing up to reproduce this important innovation in train maintenance.

There was also high commendation for Mitcham Eastfields station and a finalist position for Worthing station in the Station Excellence category. Horley's Integrated Transport Excellence was highly commended as was our integrated CCTV project in Safety and Security Excellence.

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## Skills for Life

Last year, Southern was approached by the London Borough of Sutton to help with a scheme called the Sutton Life Centre. The new centre will have 'Life Skills Zones' where children in London and the South East can learn about right and wrong behaviours in everyday situations such as taking the train to school or being out and about in town.



We are committed to improving safety and the passenger experience so when we were asked to help produce the Public Transport Zone we jumped at the chance. Firstly, we helped define the content of the zone such as safety on the platform and anti-social behaviour on trains. We also arranged for filming at some of our stations including Wandsworth Road, South Croydon and Tattenham Corner where children from Sutton's Glenthorne High School acted out different behaviours on the platform and on trains.

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## Paying the price

A passenger recently received a community punishment order for 120 hours unpaid work and ordered to pay £5000 compensation to Southern for fraudulent use of scanned and fake season tickets in London last year.

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## Meet the Southern management team

Our next regular Meet the Manager session is at London Victoria on Thursday 4 March between 0800 and 1000.