

### July 2010

For more information on any of the topics included contact Yvonne Leslie on 020 8929 8674 or at [yvonne.leslie@southernrailway.com](mailto:yvonne.leslie@southernrailway.com).

### Deep Clean programme

Our 'deep clean' programme at all our stations has been in full swing through this summer and the following stations are now complete or near completion: North Dulwich, Tulse Hill, Sanderstead, Riddlesdown, Woodmansterne, Birkbeck, Reedham, West Norwood, Carshalton, East Dulwich, Queens Road Peckham, East Grinstead, Dormans, Lingfield, Edenbridge Town, Hurst Green, Tattenham Corner, Chipstead, Whyteleafe South, Waddon, Kenley, Belmont, Battersea Park and Clapham High Street (before and after photos pictured right).



Many others are in progress and the aim is to have all our stations 'deep cleaned' by March 2011. The 'deep cleans' include a heavy clean of the stations as well as repairs and painting wherever necessary. Feedback from stakeholders has been good – if you have any further feedback on your station(s) this would be welcome.



### Loco Toledo is a winner

Our own Mexican wrestler Loco Toledo won the 'Travel Information and Marketing' title at the recent National Transport Awards. To mark the start of the new franchise last September, we launched a new website and developed Loco, a flamboyant wrestler determined to make people appreciate the train service. Since then, of those purchasing their tickets online with Southern, 31% were brand new customers and 5% were customers that hadn't used Southern for over a year.

Look out soon for Loco in the London area where he is yet to be featured.

### 25% off at southernrailway.com

Our latest online saving is a 25% discount online. This fantastic offer is available on selected routes across the Southern network. For example, London Victoria to Brighton is as little as £3.75 each way, or Milton Keynes to Southampton from just £5.65. As an added benefit Railcard discounts are also available giving an even greater saving. Standard or First Class Advance single tickets can be bought at local Southern ticket offices of course, but the 25% discount is only available online (on selected journeys).

To book online, it just takes a few clicks and passengers won't pay a penny extra for booking fees, credit charges or postage. They just decide when and where to travel and click to get tickets today. Just visit [www.southernrailway.com/offers](http://www.southernrailway.com/offers) for details and terms and conditions.

Here are some examples of the amazing savings available:

From	To	Fare Available One Way	From	To	Fare Available One Way
London Victoria	Brighton	from £3.75	London Victoria	Brighton	from £3.75
Milton Keynes	Southampton	from £5.65	Milton Keynes	Southampton	from £5.65
Watford Junction	Eastbourne	from £5.65	Watford Junction	Eastbourne	from £5.65
Portsmouth	London Victoria	from £3.75	Portsmouth	London Victoria	from £3.75
London Metro area	Brighton	from £3.75	London Metro area	Brighton	from £3.75
Hastings	London Victoria	from £3.75	Hastings	London Victoria	from £3.75

## One million extra journeys with Oyster pay as you go on National Rail

A million extra journeys are being made each week using Oyster pay as you go on National Rail after it was extended to all 350 National Rail stations in Greater London at the start of the year. The roll-out doubled the number of stations where Transport for London's (TfL) Oyster is accepted and increased the number of National Rail journeys using Oyster pay as you go from 800,000 to 1.8 million each week.

Extending Oyster pay as you go was achieved by close working between TfL, Department for Transport (DfT), the Association of Train Operating Companies (ATOC) and train companies which run commuter services in Greater London: Chiltern, National Express East Anglia, London Midland, First Great Western, First Capital Connect, Southern, Southeastern, South West Trains and c2c.

ATOC Commercial Director David Mapp said: "Six months on from the launch, everyone involved has been very pleased with how well the Oyster PAYG roll-out has worked. The aim was to make public transport around the capital easier and quicker for thousands of rail passengers every day. An added bonus for many passengers is that they save money too. This was a project that took a great deal of joint work between train companies, TfL and DfT, and it is great news that it has proved to be so successful."

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## Access for All at Horley station

The DfT's Access for All project which is being delivered by Network Rail is on site at Horley with three lifts planned on the existing bridge. There will also be additional CCTV, a power upgrade and resurfacing with tactile installation to both platforms. The lifts are planned to be open in December this year.

Lifts have already been completed at Streatham Hill, Streatham Common and Three Bridges stations earlier this year.



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## Ticket Gates

To reduce the number of people travelling without a ticket we are increasing the number of ticket gates at stations on our network. Gates have recently been installed at Dorking, Bognor Regis, Three Bridges and Angmering. Work is underway at Crawley, Polegate, Hassocks, Falmer and Shoreham by Sea. Future stations to get gates are Portslade, Burgess Hill, Haywards Heath, Ashtead, Leatherhead, Coulsdon South, Horley, Merstham, Reigate and Oxted.

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## Consultation on rail franchise reform

Rail Minister Theresa Villiers this month set out proposals which could provide for franchises to run for 15 years as standard, so long as performance levels are maintained. In return for more private investment in the railways, operators would get greater commercial freedom to innovate in the way they deliver services. The reforms will also set tough requirements for train operators to deliver on passenger satisfaction. Operators could face being stripped of their contracts if they fail to meet those requirements.

The consultation document is available on the DfT website at <http://www.dft.gov.uk/consultations/> with a closing date of 18 October.

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## What do passengers want at these stations - Brighton, Hove, Lewes, Haywards Heath, Redhill, Three Bridges and Worthing?

Passengers at Brighton, Hove, Lewes, Haywards Heath, Redhill, Three Bridges and Worthing stations are being given the opportunity to say what they would most like to see happen from a list of proposed improvements. This will help us to prioritise changes due to start towards the end of the year. We need as many views as possible and the survey can be completed at [southernrailway.com/survey](http://southernrailway.com/survey) in just five minutes.

Southern's Programme Manager, Corinne Sharpe said: "This is a great opportunity for our passengers to have a say in what and how they would like their stations to be improved. We have a number of proposals for each station and, although we won't be able to do everything, we will try to take account of what our passengers tell us they want the most."

Among the choices for improvements are improved layout of booking halls, improved waiting rooms, better lighting, relocation and improvement of seating, upgrading of toilets, additional cycle spaces, improved pedestrian routes. Each station has its own unique list of improvements for passengers to choose from, and the survey closes on Monday 16 August.

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**Meet the Southern management team:** Our next regular Meet the Manager session is on Thursday 29 July at London Bridge between 0730 and 0930 then at London Victoria on 19 August between 0800 and 1000.