

August / September 2011

## Recognising our employees: 'Stars & Tsars' take the honours at awards



Four Southern stations, a Traincare Depot and a Conductors' Depot have picked up awards at the 2011 Southern 'Stars and Tsars' award ceremony.

Stars and Tsars celebrates the best in service quality within Southern and every year, an award ceremony is held to recognise team contributions to making every journey better for our passengers.

The nominees for this year's awards were shortlisted from a combination of service quality results, staff commitment and a judging panel formed of Stakeholder Advisory Board members, Southern managers and customer-facing staff. The judging panel toured the Southern network over a two-day period riding trains and arriving unannounced at stations, looking through passengers' eyes for things like cleanliness, availability of information and helpfulness of staff. On the 18 August, this year's contenders gathered at an awards lunch in Lewes to see the following winners crowned Stars & Tsars 2011:

The winning stations each received £1,000 to spend on something to benefit passengers. Stations and depots also received a cash prize to fund something to benefit the staff.

Best large station	Purley
Best small / medium station	Bexhill
Most improved station	Arundel
Best community station	Plumpton
Best Traincare depot	Littlehampton
Best Conductors' depot	Eastbourne (for the second year running)

"I am particularly proud of our winners as they, like many of our individuals and teams, have dug deep and gone above and beyond the call of duty to keep our passengers moving and informed when faced with some very challenging circumstances."

*Chris Burchell, Managing Director, Southern.*

# 5,000 EXTRA PEAK SEATS FOR DECEMBER

We will be introducing longer trains on three key routes when the new winter timetable comes into effect on 11 December. Platform extensions and power supply upgrades will enable us to increase the number of seats on the East Grinstead and Sydenham routes and we will also be strengthening two services on the Redhill route.

## Longer Trains

On the Sydenham route, we will be running longer peak time trains, with the **0632, 0702, 0802** and **0832** Norwood Junction to London Bridge and **1636, 1705, 1736, 1806** and **1836** London Bridge to West Croydon services being lengthened from 8 to 10 cars.

Following platform lengthening and power supply improvements, we will also be running longer trains on the East Grinstead line. The **0649, 0719** and **0749** East Grinstead to London Bridge and the **0558, 0707, 0737** and **0907** East Grinstead to Victoria services will be lengthened from 8 to 10 / 12 cars. The **1715, 1744** and **1816** London Bridge to East Grinstead services and the **1623, 1753, 1823** and **1853** Victoria to East Grinstead services will also be lengthened from 8 to 10 / 12 cars. The Redhill route also sees two longer trains. The **0638** Horsham to London Bridge service will be strengthened to 12 coaches, as will the **1732** London Bridge to Tonbridge / Horsham services. A long standing aspiration for Redhill line stakeholders will be met through an additional **1933** London Bridge to Horsham service, extending the current service pattern from London Bridge by thirty minutes thereby giving improved shoulder peak opportunities for Redhill line passengers.

## Other key changes

- An additional **1623** London Victoria to Selhurst service calling at all stations (except Battersea Park) will be introduced. This extends the 10 minute frequency on the Norbury route by filling the present gap between **1613** and **1633**.
- An additional **0936** Crystal Palace to London Bridge service calling at all stations will be introduced. This fills a 17 minute gap in the shoulder peak towards London Bridge on the Sydenham route.
- On the Brighton Mainline, the **0733** Brighton to London Bridge will now be operated with 10 coach class 442 trains, as will the **1757** London Bridge to Brighton service. This will release class 377 Electrostar carriages to bolster services within the metro area.
- On the Coastway West, the **0610** Southampton Central to Brighton service will operate with 4 coaches (instead of 3 coaches) and more Class 313 trains will operate between Brighton and Portsmouth Harbour trains during the day.
- The existing **1725** and **1824** London Bridge to Crystal Palace trains will be withdrawn due to low passenger numbers. The **1719** and **1819** London Bridge to London Victoria via Crystal Palace service will continue to operate as now as will the **1736** and **1836** London Bridge to West Croydon services which will be increased to run with 10 coaches. Coaches released from the withdrawn services have been redeployed to reduce overcrowding on other services on the Redhill route.
- On the West London Line, the existing **1004** Kensington Olympia to Wandsworth Road service and will depart slightly earlier at **1002** and will call additionally at West Brompton and Imperial Wharf. The existing **1612** Wandsworth Road to Kensington Olympia service will now start from Clapham High Street at **1611** and

The introduction of additional class 313 trains on the south coast, and efficiencies at our Traincare depots which improve the availability of rolling stock for service mean that we will have more class 377 trains available to use on these routes. The result being an overall increase in capacity of 3,000 and 2,000 seats in the morning and evening peaks respectively.

will call additionally at Imperial Wharf and West Brompton.

- The existing **1903** London Bridge to Horsham service will be retimed to depart at **1859** and stop additionally at New Cross Gate enabling further connection opportunities for passengers interchanging with London Overground services.
- The **1808** London Bridge to Uckfield service will call additionally at Cowden.
- The **2147** Victoria to Hastings service will call additionally at Cooksbridge in response to stakeholder requests.

There are also a number of other minor changes on our network which will be publicised on station posters & leaflets ahead of the new timetable. If you have any comments or would like more information on the timetable changes, please contact Antony via the contact details below.

## Autumn leaf fall timetable

The autumn brings its usual problems such as slippery rails. This is caused by leaf mulch being crushed by train wheels, leaving behind a 'Teflon' type of coating. Southern and Network Rail are working on plans to prevent the mulch from reaching the rails in the first place, but inevitably there are some rural lines which connect to the Brighton Main Line (BML) which have the potential

to produce poor rail-head conditions despite efforts to prevent it from happening.

This year, Southern is introducing a leaf-fall timetable on a small number of routes to take into account the possibility of traction wheels slipping under acceleration and braking, which could lead to extended journey times and ultimately, to trains arriving late at their final destinations.

From Monday 3 October, a small

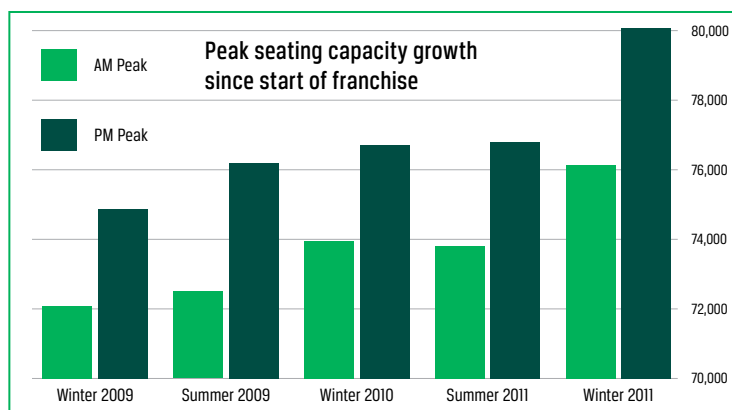
number of weekday morning peak services will start their journeys a few minutes earlier to ensure that they arrive at their final destinations on time. As a rule of thumb, these trains will also depart from stations leading up to the BML a few minutes early. Once they reach the BML, any late running caused by slippery rails should be negated and they will be departing from BML stations at the usual time. This should allow the train to reach its final destination on time.

The timetable will be in place until Friday 9 December. Some changes will be made to the following weekday morning routes:

- Tattenham Corner to London Bridge
- Caterham to London Bridge
- Horsham (via Dorking) to London Victoria
- East Grinstead to London Bridge
- Redhill to Tonbridge
- Tattenham Corner to London Victoria
- Caterham to London Victoria
- East Grinstead to London Victoria
- Uckfield to London Bridge
- Tonbridge to Redhill

We are fully aware just how important it is for our passengers to have confidence that they will arrive at work on time during the autumn period, and by starting these trains a little earlier, we should be able to achieve this.

We will be communicating these changes to our passengers via posters, leaflets and press releases, and on our website at [southernrailway.com](http://southernrailway.com)



## Brighton - Seaford line gets smartcard technology

**Southern is to pilot a new smartcard technology - an alternative to paper tickets - making it easier and quicker for passengers to buy and use tickets.**

Called 'the key', the new smartcard is reusable and can be recharged again and again with various types of ticket including seasons, singles and returns.

The pilot will be at all stations on the line from Brighton to Seaford where work has started on installing the equipment required to support the smartcard system. Up to 100 passengers will take part, reporting back on their experience of the system so that Southern can refine it before rolling it out elsewhere. The pilot is due to start this autumn. The key smartcard system will provide passengers with quicker and easier ticket purchase online or via ticket machines at Southern stations in a one-

touch transaction, and they will be able to store and manage different ticket products through their personal online account.

### Put simply, the benefits of the key are:

<b>Simple</b>	easier to use
<b>Save</b>	smarter tickets, smarter fares
<b>Speedy</b>	avoid the queues
<b>Safe</b>	your tickets are protected

The key smartcard will evolve over time with many possibilities for the future. For example in time we will be able to tailor ticket products such as 'early bird' season tickets for those who travel earlier than the morning rush hour, or perhaps a carnet-style season ticket for less frequent travellers. There will also be opportunities for integrated travel tickets such as rail-bus tickets.

## August challenges

Early August provided some unique challenges. Services were severely disrupted on Monday 1 August 2011 from around 0945 and part of Tuesday 2 August due to a landslip at South Croydon. The landslip was caused by a burst Thames water main, which resulted in water and mud pouring onto the tracks for around three hours.

This prevented us running any services between East Croydon and Oxted/ Three Bridges / Redhill, with all lines blocked until 1800 Monday. From 1800 we started to operate services on the fast lines only, though capacity remained limited whilst Network Rail worked to clear the slow lines, moving some 2,500 tonnes of mud and silt in the process, and this work continued into Tuesday. This proved to be a very difficult period for our passengers. We maintained a shuttle service between London Bridge / Victoria and East Croydon, but whilst we could not run south deployed management staff to assist passengers and issued water to waiting passengers, of whom there were many, particularly at East Croydon. We deployed around 100 buses to move people to/from Gatwick, Oxted, Three Bridges, Redhill and Brighton, where rail connections could be made. We also arranged ticket acceptance on alternative operators' services, including London buses, Croydon Tramlink and Southeastern. By 1930 Monday we had cleared the vast majority of waiting passengers. We put in place an emergency timetable for the Tuesday morning, designed to make best use of the available network, and buses remained in place on some routes.

**London riots** - The following week, several parts of South London including Croydon, Clapham, and Peckham experienced riots during the night of Monday 8 August. This was an anxious period for our staff and passengers alike and did necessitate closing several ticket offices early. Thankfully however, this had only a minimal impact on our services.



Landslide at South Croydon

### Station improvements progress:

**Eastbourne:** We have just completed the refurbishment of the toilets at Eastbourne station. **Norbury:** At Norbury work is underway to extensively deep clean and refurbish the station. The project includes refurbishing floors, replacement of windows, resurfacing platform 1, repairing the lighting and roof of the ramps, and refurbishing the toilets and waiting room. Work starts over the next few months on improving accessibility at the station, including provision of an automatic door and height adjustable ticket office window, and an accessible toilet on Platform 2 / 3.

**Selhurst:** Network Rail is currently renewing the canopy and platform surfaces. **Horsham:** Contractors are now on site at Horsham, with the first

phase of work being focussed on the renewal of the platform canopies which is due for completion in April 2012. Work has also started on the renewal of the station building, the first phase being construction of the temporary Ticket Office and access to the overbridge/platforms. This project remains on programme for completion in June 2012.

**Access Improvements:** New DDA compliant ramps have been installed at Carshalton and Carshalton Beeches. We will also be providing new DDA compliant toilets at both Hampden Park and Polegate before the end of 2011 - watch this space for further details.



### **Inspiring artwork for Worthing station subway** **Southern, Northbrook College and the West Sussex Community Rail Partnership (CRP) have got together to brighten up the subway at Worthing station with a series of brightly coloured posters reflecting life in Worthing, Brighton and Bognor Regis.**

The Deputy Mayor of Worthing, Councillor Charles James, teachers and Southern staff gathered at the station to unveil the posters to the public. The posters contain artwork by students at the college who were inspired

by the piers and railway stations at each of the two Sussex coastal towns and Sussex's city. The art has been deliberately designed to be bright and colourful to enhance the subway. At the ceremony, Mary Bleasdale, Pre-Vocational Lecturer at Northbrook College said: "Typically, artists with learning difficulties are often overlooked when it comes to having their work seen by the general public. This initiative bucks the trend and it makes me proud to see work by students of Northbrook College on show for all to see.

Worthing Deputy Mayor Charles James said at the event: "This is an excellent example of what can be achieved when communities and the railway work in partnership. It's a win-win for all concerned and not only gives the artists a sense of achievement, but also no small amount of pride and another step towards independence." Six artists contributed to the posters. They used photos on acetate, tissue paper, doilies, buttons, sequins, and pegs to make the artwork. Network Rail also contributed to the project by providing vandal-proof poster frames for the artwork.

### **Southern gets ready for the Olympics with the London to Surrey Cycle Classic event at Boxhill**

**The London-Surrey Cycle Classic - a preparation event for the 2012 Olympics was held on Sunday 14 August 2011. The 140km race started - as will next year's Olympic race - at The Mall in Central London and the riders raced through South West London and through the Surrey Hills around Guildford and Dorking before returning to London and the finish on The Mall.**

26 teams of 5 riders including the world's top cyclists contested this event as part of their Olympic preparations - and the racing was free for

spectators to enjoy around the course. For the riders' safety there were road closures and parking restrictions along the route, so the best way to travel to see the action was by taking a Southern train. The race passed by Box Hill & Westhumble and Leatherhead stations on both the outward and return legs. To enable spectators to see the circuit section at Box Hill, services to and from Dorking made half hourly stops at Boxhill and Westhumble station on the day. All went smoothly on the day, which bodes well for the real event, which will take place on 28 and 29 July 2012.

**Extra trains for the Seagulls** Saturday 16 July saw the opening of Brighton and Hove Albion's brand new stadium at Falmer. To ensure that fans can travel to and from the stadium in safety and comfort, we are providing additional trains calling at Falmer station. This strengthening of services includes additional trains for Saturday, Sunday, Weekday evening and cup games. Saturdays alone see the introduction of 36 extra carriages and between 1300 and 1730, all scheduled services calling at Falmer will have an extra carriage.

**Fundraising at Littlehampton:** Staff at Littlehampton have been baking cakes and selling jam to raise money for Breast Cancer Care. The team raised £200 and were visited by the Mayor of Littlehampton, Alan Hammond as well as other members of staff and the public.

**Fundraising at Preston Park:** Congratulations to Lesley Yates, Preston Park Sales, who took part in the recent Midnight Walk for Martlet's Hospice, for the second year in a row. Lesley completed the 13 mile walk in four and a half hours and raised over £800 for the hospice, including a £50 donation from Southern.

### **Meet the Southern Management Team**

Our next regular Meet the Manager session is at London Bridge on 11 October 2011 between 0730 and 0930. The next is on 8 November at London Victoria between 0800 and 1000.

**East Grinstead improvements** The Mayor of East Grinstead, Cllr John Saull joined Network Rail, Southern, East Grinstead town councillors and other members of the local community at East Grinstead Station at the end of July to mark the start of a major upgrade of the station.

First up is upgrading the tracks and lengthening the platforms so they can handle 12-car trains, rather than the current 8-car, in time for the December 2011 timetable change. This will provide more seats for thousands of passengers who travel on the busy route to Victoria every day.

The station improvement work, funded by the National Stations Improvement Programme (NSIP) will include a new station building with improved layout; bigger and brighter booking hall with fully accessible ticket office window; new passenger toilets; improved CCTV coverage; new ticket gates and platform waiting shelters; and enhanced cycle parking facilities. The work will start in September and is due to complete next summer.

### **Update on Area Manager organisation**

Martin McGowan, Area Manager Brighton has left Southern after almost a year to pursue other opportunities.

The following changes have been announced on an interim basis to ensure continuity in these areas:

- Hannah Watson, currently Area Manager High Weald, will take over the position of Area Manager Brighton.
- David Coates will be looking after the Metro area (both Metro East and Metro West)
- Barry Jones, Area Manager Metro East will take over the position of Area Manager High Weald

For more information on any of the topics included here contact:

Stakeholder Relations Manager Antony Merlyn on 020 8929 8674 or [antony.merlyn@southernrailway.com](mailto:antony.merlyn@southernrailway.com)