

# Progress Update

<b>SWALE JOINT TRANSPORTATION BOARD</b>	<b>Tabled Report</b>
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<b>Meeting Date</b>	Monday 9 <sup>th</sup> September 2013
<b>Report Title</b>	Southeastern franchise extension - consultation
<b>Cabinet Member</b>	Cllr Mike Whiting
<b>SMT Lead</b>	Brian Planner
<b>Head of Service</b>	Brian Planner
<b>Lead Officer</b>	Brian Planner
<b>Classification</b>	Open

<b>Recommendations</b>	Members views are sought for inclusion as a response to the consultation
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## Purpose of Report and Executive Summary

1. A consultation letter has recently been received from Southeastern trains regarding a new contract for the operation of the train service in our area from November 2014 to June 2018. This report seeks Members views on a consultation response which is required to be returned by 4 October 2013. A copy of the consultation letter is attached as Appendix 1.

## 2 Background

- 2.1 A response to the Department for Transport's consultation on the 2014 rail franchise was considered by this Transportation Board in September 2012. The report also includes the consultation response from Kent County Council which Members agreed to endorse and in addition to include the following:
  - (a) The new franchise specification should require reduced journey times on the North Kent Line, via Sittingbourne and Faversham to Victoria/Cannon Street.
  - (b) The connectivity at Sittingbourne between the Sheerness branch and High Speed/Mainline services should be improved to remove the existing long connection periods.
  - (c) The new franchise operator should be required to continue the support for Community Rail Partnerships to substantially improve the quality and appearance of the stations on these lines, the cleanliness of the trains and the presence of staff to check ticket and charge fares for passengers who board at the majority of unstaffed stations along the Swale line.

# southeastern.

5 September 2013

Dear stakeholder

**Re: Southeastern franchise extension – Tell us what you want**

As you may know, once the six month extension period of our current franchise ends in November 2014, we move into what is called the Direct Award period with the Department for Transport (DfT) which would continue until June 2018

The Direct Award contract will be based upon a specification published by the DfT.

The DfT is responsible for specifying what services will operate and to help with their planning, Southeastern will prepare a proposal to submit to its officials which meets their requirements for service, access, station quality, ticketing and other improvements. The DfT will have the final say, but we would like to ask stakeholders what they would wish to see in the coming four years so we can factor these in to our submission to the DfT.

The timescale is fairly tight with proposals needing to be submitted by March 2014 with a view to the DfT letting the contracts in October 2014.

To make sure our proposals are in line with what you and those you represent want from Southeastern services over the next four years, we would like your input into this process. We're particularly interested in your ideas and suggestions on:

- Customer service -- how can we improve the journey experience with us?
- Ticketing including fares, promotions and the use of "smart cards"
- Community and passenger engagement
- How best to manage crowding on peak services
- Transport integration – how might we work better with bus companies and cyclists?
- Station car parking
- Accessibility – how can we make it easier for the elderly and mobility impaired to use our services?
- Managing disruption, during both weather-related infrastructure problems in autumn and winter and Network Rail major projects such as Thameslink, the London Bridge re-build and Crossrail. How should we manage this disruption and keep passengers informed?

We look forward to hearing from you by close of business on Friday, 4 October 2013, but if you'd like to discuss further before responding, please give me a call.

Yours sincerely

Mike Gibson  
Public Affairs Manager  
Southeastern  
Friars Bridge Court  
41-45 Blackfriars Road  
London

## **Swale Joint Transportation Board - 9 September 2013**

### **Progress Update Tabled Paper - Mill Way update to traffic light phasing**

The MOVA unit was commissioned and it is being monitored for its operation for a period to assess its impact on traffic flows.

Remote alterations that have been made to the Morrison exit are the following:

1. Reducing down the green times for the exit from the Morrison's exit, this is to reduce the delays they cause on the main road approaches;
2. We have also increased the green time for the phase heading south (towards the roundabout) this is to avoid any unnecessary stacking between the junctions which causes exit blocking for the 3 other arms at the Eurolink junction;
3. Revise the timetable for the Morrison's junction, this will allow a specific set of timings to run at different times.

The hatching lines on the exit from the retail park have been blacked out again and I will continue to monitor these and black out as necessary.

I have contacted RG Group again regarding the state of the landscaping and I'm awaiting their response.

We have received from Virgin Media the cost of diverting their plant which can now be incorporated into the design/order of the widening works.