

Southern / GTR issues – Operational (version 2)

Prioritisation (new)

1. Getting **peak travel** times right for the majority of passengers, but with the caution to still pay attention to the needs of passengers in the shoulders (i.e. before and after the times below) of the peak:-
 - a. Weekday am peak
 - b. Weekday pm peak
 - c. Friday and Saturday late evenings and
 - d. Sunday late afternoons / early evenings
2. Maximising right time departure at key stations (London Victoria, London Bridge, Clapham Junction, East Croydon, Gatwick Airport, Brighton) and minimising dwell times at others by improved focus on customer service:-
 - e.g. - London Underground style tailored announcements on platforms:
 - directing passengers to correct parts of the platform for Selective Door Operation at other stations, particularly via moveable signboards at Victoria and London Bridge:
 - abolishing separate 'brand' fares
3. Demonstrating to passengers that someone is in control and cares
 - e.g. - deep cleaning stations such as East Croydon:
 - clearing trackside litter and graffiti.
4. Creating transparent common goals and priorities between Network Rail, GTR and other operators
5. Minimising and understanding the impact between operators of delays and disruption caused by GTR on London Overground, Great Western, South West Trains, Southeastern, East Midlands Trains and London Midland

Fares and Ticketing (new)

1. Competitive fare flows

There is a connection with performance as the competitive fare flows are all between stations with high passenger volumes and service frequencies e.g. East Croydon to Gatwick or Brighton. The competitive fares effectively half train frequencies for passengers and so the benefit of shifting large numbers of people by regular frequency trains is lost. This gets compounded at the beginning of disruption before ticket acceptance is declared – passenger numbers build up on platforms and then dwell times increase, when you really want people just to be moved. Observation shows that passengers can also be unsure whose service it is and therefore can dither on getting on.

Therefore, we recommend abolishing all Southern and Thameslink only fares and replace them with one 'Any Permitted but not Gatwick Express' fare that is a median of the three current fare levels. Gatwick Express could be kept as a separate brand, if the service can offer the premium quality of service that the price should command. If not, then abolish the premium fare until such time as it does get back to that standard.

2. First Class

Passengers who pay for this 'premium' service currently are not getting the value for money that they are paying for. Disruption and consequent crowding issues mean space at peak times is at a premium, and the need is to move passengers in volume rather than by class.

We recommend the abolition of First Class on all services until such time as reliability has improved consistently and the 'premium' nature of such pricing can be justified.

A blanket abolition with appropriate compensation for existing first class ticket holders would be clearer to passengers than the current ad hoc system of declassifying first class and the discretion of the guard often when the train has left or is about to leave the station.

Dwell times (expanded)

Short term

1. Improve dispatch and platform management
2. Software fixes to address issues of unnecessary announcements about Selective Door Opening (SDO) on trains
3. Clear mobile signage at London Victoria and London Bridge platforms of where passengers need to board for stations where SDO is required
4. On board staff to pro-actively ensure passengers travelling in the right part of trains
5. Revise sectional running times
6. Abolish separate 'brand' tickets for Thameslink and Southern

Long term

1. Reduce stepping gaps
2. Reduce the need for Selective Door Opening
3. Additional station entrances to spread loads

Dispatch and Platform management (expanded)

Main stations

1. London Victoria
2. London Bridge
3. Clapham Junction
4. East Croydon
5. Gatwick Airport
6. Brighton

Smaller stations – but at critical points for peak loading and train dispatch

1. Tulse Hill platform 1 (no staff here presently)
2. Herne Hill (platforms 3 and 4 evening peak not currently staffed)
3. Peckham Rye (Catford Loop platforms)
4. Denmark Hill (all platforms)
5. Nunhead
6. Norwood Junction
7. Wimbledon
8. Streatham
9. Epsom
10. Redhill and connectivity to Reigate and Tonbridge
11. Knock on impact at Herne Hill etc of Southeastern delays - Orpington, Sevenoaks and Bromley South (Southeastern) to start right time.
12. Streatham Common

Track layout and defects

Short term improvements in maintenance and abolition of temporary speed restrictions

1. Norwood Junction turnouts (Bromley Junctions) to Crystal Palace
2. Herne Hill
3. Tulse Hill
4. West Norwood junctions
5. West Norwood – wet track bed and embankment damage
6. South Croydon junctions – grade separation
7. Crystal Palace to Sydenham up and down
8. Streatham junctions

Signalling

1. Make full use of four tracks between Blackfriars and Loughborough Junction?
Signallers not making best use of capacity or ability to reduce or minimise delays

Rolling stock (expanded)

Short term improvements

1. Class 319 reliability
2. Class 377 GPS accuracy – the current system tells passengers that there are short platforms at New Cross Gate and Sydenham (Southbound), Battersea Park (Southbound), Streatham Hill (Southbound) when in fact these are the correct length. This causes confusion and increases dwell times unnecessarily.

Reduce use of SDO

Long term improvements

1. Lengthen platforms at selective locations to reduce the need for SDO – New Cross Gate and Norwood Junction fast line, Sydenham up, Penge West and Anerley both directions, Streatham Hill up, West Norwood both platforms by bridge replacement, Mitcham Junction and Hackbridge
2. Consider whether 10 cars is too long for suburban operation – more frequent 8 cars

Bridge strikes (expanded)

Short term

1. Improve response times to incidents
2. Improve signage and warnings to over height vehicles

Long term

1. Thurlow Park Road Bridge at Tulse Hill – TfL and Lambeth are designing a scheme for the adjacent Tulse Hill gyratory now would be a good time to approach them for a scheme to lower the roadway.
2. Stoats Nest Bridge worth investigating

Additional station entrances

Medium term priority to ensure the 2018 timetable is workable

Impact will be critical when 2018 timetable is introduced – such that minor delays at Tulse Hill for example could lead to late running into Aberdeen

1. Crystal Palace Orchard estate / Anerley Hill to platforms 1 and 2
2. Reedham reinstate (planned)
3. Waddon north side
4. Penge West east side and west side steps reopening
5. Gipsy Hill platform 1

Trespass

Short term

Evidence of graffiti implies that still more needs to be done to reduce trespass. Removal of trackside graffiti, rubbish and excess vegetation should be prioritised to signal to passengers that someone is in control of the network and cares about it.