



Department
for Transport

The Combined Thameslink, Southern and Great Northern Franchise

Stakeholder Briefing Document and Consultation Response

September 2013

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Department for Transport
Great Minster House
33 Horseferry Road
London SW1P 4DR
Telephone 0300 330 3000
Website www.gov.uk/dft
General email enquiries FAX9643@dft.gsi.gov.uk

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Foreword

The purpose of this Stakeholder Briefing Document is to provide stakeholders with a summary of the consultation process and responses concerning the proposed new Combined Thameslink, Southern and Great Northern (TSGN) franchise, to respond to the views expressed, and to summarise the specification for the TSGN franchise outlined in the Invitation to Tender (ITT) that was issued to shortlisted bidders on 24 September 2013. It is not intended to replace the ITT, which in the case of inconsistencies, takes precedence.

It should be considered alongside the consultation document (<https://www.gov.uk/government/consultations/consultation-on-the-combined-thameslink-southern-and-great-northern-franchise>), and the specification for the TSGN franchise outlined in the ITT (<https://www.gov.uk/government/organisations/department-for-transport/series/rail-franchising>).

The Department is grateful to all the organisations and individuals who took the time and effort to respond to this consultation, and to those who attended the consultation events. Their valuable comments and suggestions have been considered and used to inform the development of the specification for the TSGN Franchise. The Department has endeavoured, in good faith, to produce a summary of the responses to each of the 33 questions asked in the consultation document.

Introduction

1. The proposed new Thameslink, Southern and Great Northern (TSGN) rail franchise is planned to run for a seven-year period from September 2014. It will encompass the separate Thameslink/Great Northern franchise currently operated by First Capital Connect (FCC) and the South Central franchise currently operated by Southern and incorporating the Gatwick Express branded services. It will also fully incorporate some services that are currently run jointly by FCC and Southeastern (SE). See Annex F for a full map of the combined franchise network.
2. Alongside the re-letting of the Essex Thameside franchise and the other forthcoming franchise competitions, the TSGN franchise is part of the Coalition Government's wider commitment to delivering an efficient, reliable, sustainable and customer-focused railway, at a reduced cost to the taxpayer. It is the first stage in the realisation of the Government's long-term plans for rail franchising, putting passengers at the heart of decision-making in a revitalised programme of franchise competitions and direct awards.
3. The new franchise will facilitate the Government's major investment in infrastructure, through the Thameslink Programme (TLP) of works, and in rolling stock, through the introduction of 1140 new Thameslink carriages built by Siemens.
4. It will build upon the peak rail capacity increases into and out of London set out in the Government's Rail Investment Strategy, and the 286 additional carriages procured by Southern from Bombardier for phased introduction on the south London network until the introduction of the new Thameslink carriages, when some or all of the 286 new carriages will be cascaded to other parts of the national rail network.
5. The TSGN franchise will be the single largest rail franchise in Great Britain. Once it is combined, it is expected to carry over 280 million passengers in 2015/16 generating combined annual revenues of at least £1.2 billion, with substantial growth expected in subsequent years.

Figure 0.1 Siemens Desiro City (Class 700)



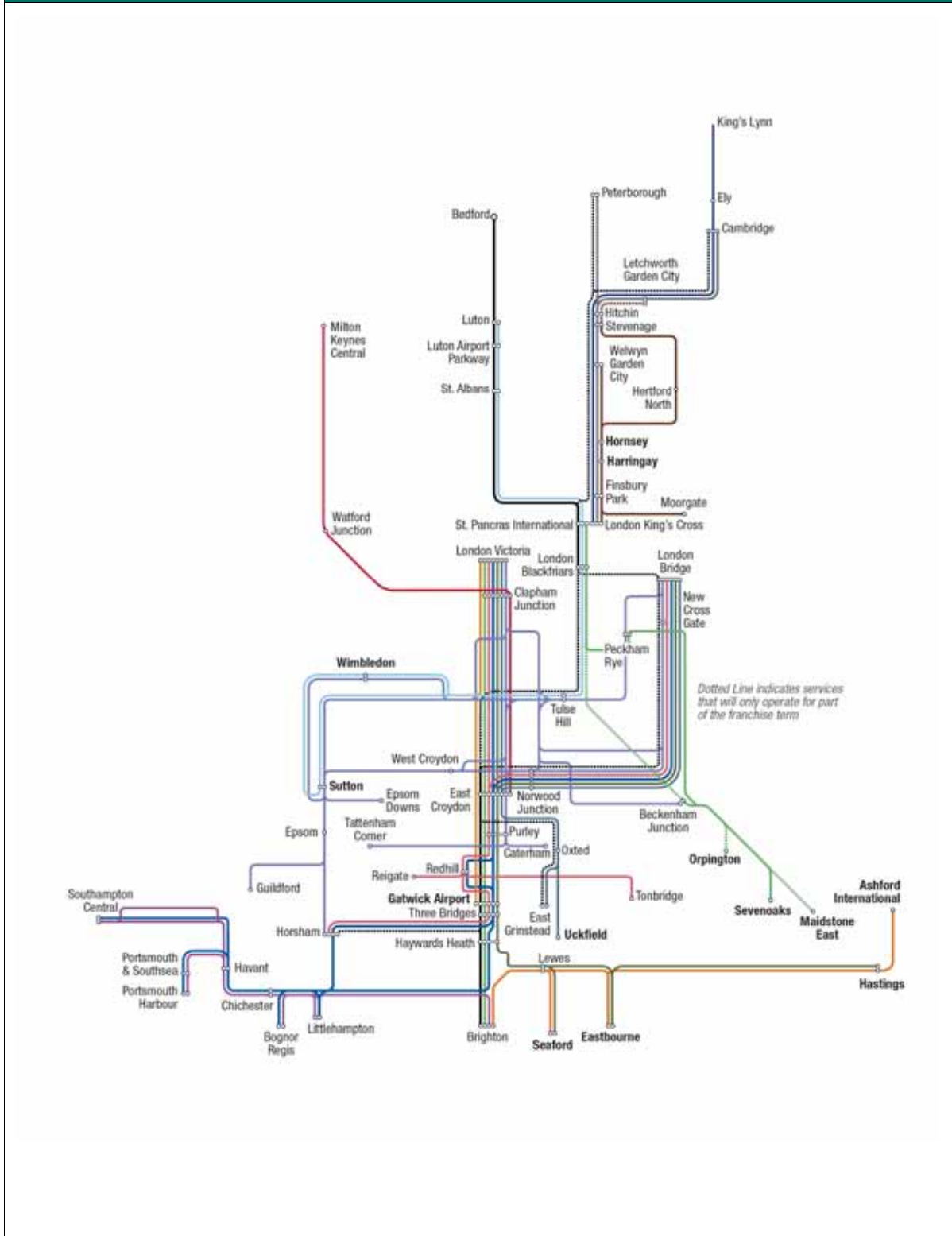
6. The franchise is crucial to economic growth. It will serve London and a number of important regional centres, including Cambridge, Luton and Peterborough to the north of the region, and Brighton, Portsmouth and Southampton in the south. As a primarily commuter network, it will play a key role in connecting people with jobs across and within London, south-east England and East Anglia. Better connectivity will mean individuals can access a wider range of employment opportunities, while employers can tap into a wider pool of labour which will, along with the major investment in Crossrail, support the growing London and wider south-east economy.
7. The franchise will also provide and enhance direct rail links to two major airports and St Pancras International, playing an important role in connecting London and the south east with destinations in Europe and beyond, so supporting the region's international competitiveness.
8. Rail has an important role to play in building a stronger society, by providing connections to family and friends. This franchise will provide a sustainable and attractive alternative to road transport, helping to alleviate congestion for road users. It is almost entirely electrified, which limits the environmental impact of travel.
9. The objectives for the franchise are set out in full in Chapter 4, but fall under three main themes. These are:
 - a. to deliver the third and final stage of the Thameslink Programme. This will see the achievement of increased service frequency

through the 'core' corridor between north and south London, and the redevelopment of London Bridge Station, with enhanced capacity for through traffic. The franchise specification includes an ambitious requirement, from December 2018, to operate 24 trains per hour in each direction at the busiest times of the day through the heart of London on the upgraded route between Blackfriars and St Pancras International.

- b. capitalising on the infrastructure capacity enhancement, to bring into service 1140 new, high capacity Class 700 carriages. This will boost capacity on the TSGN franchise while allowing significant numbers of other vehicles to be released for use on other franchises, including on newly-electrified routes.
- c. to deliver these improvements for customers as part of a wider effort to enhance their experience of rail travel across the network, which stretches from the south coast to the northern Home Counties and East Anglia. Whilst delivery of the Thameslink Programme is of key importance, the franchisee must deliver for all its customers including those using trains and stations in the large parts of the franchise that will be unaffected by TLP. Improving the customer experience is at the core of the way in which bids for the franchise will be evaluated; customer satisfaction and quality of service will continue to be monitored throughout the franchise period, and financial incentive payments will be paid to, or by, the franchisee depending on whether they achieve challenging benchmarks for train service performance, customer satisfaction and service quality.

- 10.** The TSGN franchise will be let as a 'management contract', where ticket revenues are passed to the Government, rather than retained by the train operator. This is because the scale and complexity of the planned changes to services and infrastructure means that train operator will need to focus on delivering these changes and managing their impact on customers. Additionally the change in travel patterns during and after the Thameslink Programme makes future revenues more difficult to predict and bid. Therefore for this franchise at this particular time of change this is considered to be the more cost-effective approach. More detail can be found on this in Chapter 4.

Figure 0.2 High level TSGN network map (July 2015)



1. Background

- 1.1** The Department for Transport invited organisations to express an interest in bidding for the new TSGN franchise in December 2011, following a decision in March 2011 to merge the current Thameslink and South Central franchises, which expire in April 2014 and July 2015 respectively.
- 1.2** Following an evaluation of the expressions of interest received, the Department announced in March 2012 that five companies had pre-qualified to bid for the franchise:
- Abellio Thameslink Limited
 - First Thameslink Limited
 - Govia Thameslink Railway Limited
 - MTR Corporation Thameslink Limited
 - Stagecoach Thameslink Trains Limited
- 1.3** Contact details for these companies are set out in Annex D.
- 1.4** Following the cancellation of the Intercity West Coast franchising process on 3 October 2012, the TSGN franchise competition and other live competitions were put on hold, pending the outcome of two independent reviews. The reports of the inquiries led by Sam Laidlaw and Richard Brown are available on the DfT website:
<https://www.gov.uk/government/publications/report-of-the-laidlaw-inquiry>
and <https://www.gov.uk/government/publications/the-brown-review-of-the-rail-franchising-programme>
- 1.5** The Government response to Laidlaw was published in December 2012:
https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/16894/response-to-the-report-of-laidlaw-review.pdf
- 1.6** The response to Brown was published in July 2013:
https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/211639/brown-government-response.pdf
- 1.7** The Rail Franchise Schedule was published in March 2013, setting out the Department's intention to let the TSGN franchise from September 2014, with Southern services being incorporated on expiry of the latter's existing franchise in July 2015. The TSGN franchise will also take over full responsibility for nearly all of the Thameslink services that are currently jointly operated by FCC and Southeastern, with effect from December 2014. A short interim franchise will be let to bridge the gap between the current FCC franchise, which expires in April 2014, until the start of the new TSGN franchise.

Figure 1.1 High level timeline of merger of existing franchises

July 2013:	South Central Franchise	Thameslink Great Northern (TGN)	Joint Southeastern / TGN services	Southeastern Franchise
From Sept 2014: New TSGN franchise takes over TGN services.		New TSGN Franchise	Joint Southeastern / TSGN services	
From Dec 2014: Most joint SE/FCC services transferred to TSGN, some return to SE.				
From July 2015: TSGN franchise takes over South Central				
From Jan 2018: Some TSGN services passed back to Southeastern				

1.8 The Department’s analysis has concluded that the combination of these franchises provides the most effective way of:

- introducing the new Class 700 train sets
- implementing the timetable changes that increase the range of destinations served by trains through the Thameslink core
- realising the benefits of the TLP, and
- providing the opportunity for cost savings and efficiencies

1.9 Delivering these outcomes efficiently, cost-effectively and in a way that maximises passenger benefit is more likely to be secured with a single operator in place, rather than multiple operators that would need to coordinate their respective activities.

1.10 The phased start also avoids the challenges and risks that would result from seeking to mobilise the new TSGN franchise and incorporate the Southern franchise at the same time; each of these is a substantial endeavour in its own right.

1.11 Given the focus on customer experience, alongside the need to deliver the required infrastructure improvements and incorporate the new rolling stock, the TSGN consultation invited respondents’ views both on how to improve on the status quo, and also how best the franchisee should employ the Thameslink Programme enhancements to deliver better railway services to its customers and stakeholders. The responses have been helpful to the Department in establishing the requirements for the future franchise which are set out in the ITT and summarised in section 3 and Annex A.

1.12 The ITT has been sent out to the five shortlisted bidders. It sets out the bidding process and the specification for the franchise along with the scope of the issues bidders will need to consider when formulating their responses. Bidders are required to submit their final bids to the Department on 24 December 2013, and it is expected that the Department will make an announcement of the preferred bidder to operate the franchise in May 2014.

2. The Consultation Process

- 2.1** The TSGN Franchise Replacement Consultation Document (the consultation document) was issued by the Department for Transport on 31 May 2012. The 13 week consultation period was scheduled to close on 23 August 2012 but, due to the general high level of interest in this particular consultation, the Department agreed to accept responses up to 1700 on Friday 14 September.
- 2.2** The consultation document outlined our proposals for the specification that will be provided to bidders for the TSGN franchise. It asked 33 questions seeking views on the proposed specification, the vision for the franchise and priorities for passengers, in order to inform development of the final specification.
- 2.3** The consultation document was posted on the Department's website for the duration of the consultation period, to enable members of the public and other interested parties to make their views known. A copy of the consultation document was also placed in the House of Commons library. In line with the Department's overall drive for efficiency savings, no formal 'hard copy' version was produced for this consultation exercise.
- 2.4** A consultation on the next Integrated Kent franchise (currently operated by Southeastern) was held concurrently. The competition to operate that franchise has been re-scheduled to later in the franchising programme. The Department will publish a response to that consultation in due course.
- 2.5** The consultation process included a series of local events, held during June and July 2012, in Gillingham, Worthing, Bedford, Ashford, Brighton, Stevenage and London. Record of these events is contained within Appendix E.
- 2.6** We received 3535 responses. 92% of these were received from individuals and the remainder from organisations such as rail industry stakeholders, government authorities, special interest groups and passenger interest groups. Further information about the organisations that responded to the consultation can be found in Table 2.1 overleaf and in Annexes B (those formally consulted) and C to this document.
- 2.7** A summary of the key issues raised has been provided in Chapter 3.
- 2.8** Having considered the responses to the consultation and the views of the shortlisted bidders for the TSGN franchise, the Department has now finalised its requirements for the franchise which are issued to bidders as

part of the Invitation to Tender (ITT). Bidders are expected to have considered in their bids the proposals and suggestions that respondents have made and, subject to value for money and affordability considerations, have the flexibility to offer enhancements that go beyond the Department's specified requirements. They can expect positive credit in the evaluation process for doing so. Stakeholders wishing to pursue particular aspirations that are not fully met by the specification in the franchise ITT should therefore engage with the bidders to make their case. Contact details for the bidders can be found in Annex D.

2.9 The franchisee will be expected to continue to work with stakeholders throughout the duration of the franchise to facilitate the development and delivery of any changes.

2.10 The percentage breakdown of the 3535 records on the database is shown in Table 2.1 below.

Table 2.1 Consultation response by type	
Respondent type	%
Member of the Public (individuals)	92
Passenger Interest Group	1
Local Business	1
District, Town or Parish Council	1
London Borough	1
Local Society	1
County and Unitary Authorities	1
Parliamentary	<1
Councillor	<1
Non-sectoral business association	<1
London Assembly	<1
Industry Association	<1
Watchdog	<1
Airline	<1
Freight Operator	<1
Other	<1
Petition	<1

Trade Union	<1
Airport	<1
Charity	<1
Educational Establishment	<1
Cycling Group	<1
LEP	<1
National Business	<1
Infrastructure Manager	<1
NHS Hospital/ Trust	<1
Professional Body/ Institute	<1
Political Party	<1

2.11 The percentage breakdown of responses to each of the 33 questions is shown in Table 2.2. Questions with a significant response rate of 6 per cent or more (of the 3535 responses) are shown in bold.

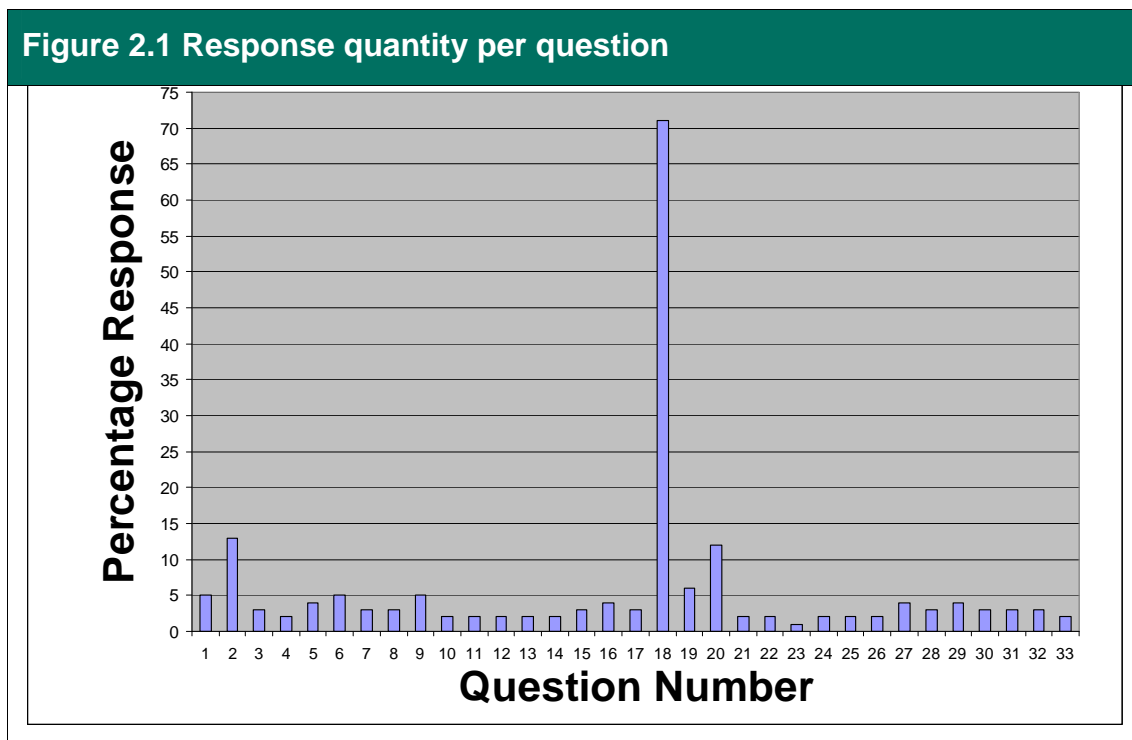
Table 2.2 Response Quantity per Question

Consultation question	%
Q1 What improvements do stakeholders believe could be made on the combined franchise through partnership working between Network Rail and the new operator?	5
Q2 Do respondents have any other specific aspirations for the new franchise that they wish to bring to the Department's attention?	13
Q3 Are respondents aware of any other rail or non-rail development schemes that might affect the new franchise?	3
Q4 What increments or decrements to the specification would stakeholders wish to see and how would these be funded?	2
Q5 Which aspects of the specification, other than for those services operating through the Thameslink core route, would stakeholders wish to see mandated and which aspects of the specification could be left to the discretion of the operator?	4
Q6 Are there other approaches to train service specification which you would prefer?	5
Q7 What changes to services would stakeholders propose, what is the rationale for them and would these provide economic benefit?	3

Q8 How might better use be made of the capacity currently available?	3
Q9 What steps might bidders be expected to take to meet passenger demand and what might be the most appropriate mechanisms for managing demand?	5
Q10 What destinations on the current Southeastern network do respondents think should be served by the combined franchise's services and what is the rationale for such proposals?	2
Q11 How might better use be made of the capacity available on the Brighton Main Line?	2
Q12 What steps should bidders be expected to take to improve performance on the route?	2
Q13 What destinations on the Great Northern route do respondents consider would be appropriate to become destinations for trains which serve the core Thameslink route?	2
Q14 Do respondents believe Great Northern trains which do not serve the Thameslink core route should remain as part of this franchise or be transferred to the new Inter City East Coast franchise?	2
Q15 What improvements would respondents like to see made to Great Northern services as part of the combined franchise and what is the rationale for this?	3
Q16 What services would be appropriate to serve the Airport market?	4
Q17 What improvements could be made without adversely affecting the service provision on the remainder of the franchise?	3
Q18 What services that run via Elephant & Castle do respondents think should run via the Thameslink core route?	71
Q19 Recognising that not all of these services can run via the Thameslink core route, what would be the most satisfactory way of managing the interchange at Blackfriars?	6
Q20 What improvements would respondents like to see made to Coastway East and West services, the rationale for such proposals and the economic benefit expected to be delivered from these changes?	12
Q21 What improvements would respondents like to see made to other Southern services as part of the combined franchise from 2015, what is the rationale for such proposals and the economic benefit expected to be delivered from these changes?	2
Q22 What are respondents' views on the practice of splitting trains at stations such as Haywards Heath?	2
Q23 Do respondents feel that the Newhaven Marine branch line and station should be kept open and maintained or should the rail industry deploy the relevant funding elsewhere on the rail network?	1
Q24 How would you like to see performance information published?	2
Q25 How frequent should its publication be?	2

Q26 What level of disaggregation of performance do you believe is reasonable?	2
Q27 What are the priorities that respondents consider should be taken into account to improve the passenger experience of using these services?	4
Q28 What do stakeholders see as the most important factors in improving security (actual or perceived) and addressing any gap between the two?	3
Q29 What is important to stakeholders in the future use and improvements in stations?	4
Q30 What priorities would respondents give to car parking and cycling facilities at locations where these are fully used?	3
Q31 What sort of ticketing products and services would you expect to see delivered through 'smart' technology on this franchise?	3
Q32 What local accessibility and mobility issues do stakeholders see and how they might be addressed?	3
Q33 What environmental targets would stakeholders like to see within the franchise specification?	2

2.12 Figure 2.1 provides a visual representation of table 2.2.



2.13 The four questions with the greatest response rate related to whether Wimbledon Loop or Kent services should be run via the Thameslink core

route, the future of Sussex Coastway services and other service improvements and aspirations.

2.14 These issues are explored more in Chapter 3.

3. Respondents' Views: Key Themes

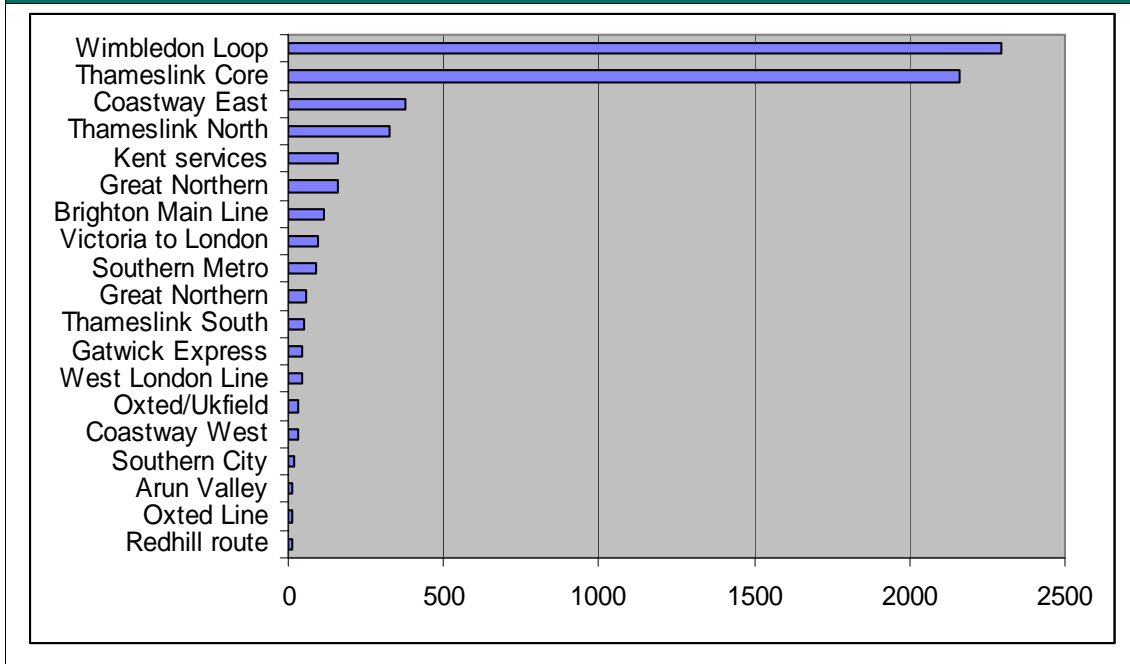
- 3.1** The responses to each of the 33 consultation questions within the Consultation document are summarised in Annex A.
- 3.2** As can be seen from Table 2.1 and Figure 2.1 in Chapter 2, four questions, each of which had a response rate of 6% or more, attracted the majority of responses. These responses can be corralled into five main themes, set out in Table 3.1 below.

Table 3.1 Four questions with highest response rate by theme

Theme	Q2	Q18	Q19	Q20
Theme A: 'Harringay & Hornsey'	X			
Theme B: 'Eastbourne Services'	X			X
Theme C: 'BML2'	X			
Theme D: 'Wimbledon Loop'		X	X	
Theme E: 'Kent Services'		X	X	

- 3.3** A separate analysis of which routes were the subject of the most responses confirms that these five themes cover the services stakeholders are most concerned about. See figure 3.1 for the number of responses concerned with each main route to be included in the franchise.

Figure 3.1 Number of responses by service aspiration



3.4 A summary assessment of these five themes and a brief response to each concern is set out below. Given its national and regional importance, and the strength of feeling amongst stakeholders, responses related to access to Gatwick Airport, in particular the concerns of major stakeholders over the future of the Gatwick Express, are also reviewed below.

Theme A: Improvements to Harringay and Hornsey services

3.5 Respondents in this theme wished to see services from Hornsey and Harringay stations on the inner Great Northern line maintained and improved as a result of the infrastructure improvements, such as the Thameslink Programme, that have been provided or planned. There was concern that these stations could have a reduced service in terms of frequency. There were also concerns that detrimental changes in service patterns to and from the Hertford Loop could result from the new franchise and the Thameslink Programme.

3.6 Many responses used standard wording as part of what appeared to be an organised campaign in support of improvements to Hornsey and Harringay services. A typical example can be found at Annex E.

Government Response

It can now be confirmed that customers using Harringay and Hornsey will see the number of services to central London maintained at least at their current level under the TSGN franchise. More detail on the train service requirements for the Great Northern line can be found in Chapter 4.

Theme B: Faster Services between Eastbourne and London, with at least one train per hour and a maximum journey time of 72 minutes

- 3.7** Many responses to the consultation appeared to be part of a campaign to secure the provision of improved and faster services between London and Eastbourne. The current service was generally described as slow and over-crowded. A typical example of the standard letter template used by respondents appeared to be used can be found in Annex D.
- 3.8** Better off-peak and peak services were also requested to directly benefit passengers from Ore, Hastings, Bexhill and Seaford.

Government Response

Under the TSGN franchise, the flexibility to review service patterns may enable bidders to propose services that achieve the Government's aspiration for journey time savings (for instance by reducing the number of trains that split and join at Haywards Heath) and/or reducing crowding during the high peak between London and Coastway destinations, including Eastbourne.

More detail on the train service requirements for Coastway services to and from London can be found in Chapter 4.

Theme C: Support Development of Brighton Mainline 2 (Reconnect Uckfield and Lewes)

- 3.9** The Department received a strong response calling for the reconnection of infrastructure between Uckfield and the coastal network at Lewes, and asking the Department to consider a long standing proposal for an associated large scale investment to create a 'Brighton Mainline 2' electrified link to London.
- 3.10** Other solutions suggested to ease over-crowding (for instance to reduce the standing time between Haywards Heath and London) included longer

trains and changes to rolling stock configuration as well as infrastructure improvements.

Government Response

The Secretary of State announced in May that he has asked Network Rail to look at the potential for reopening the Lewes-Uckfield line and to assess whether it could help to increase capacity from London to Brighton.

More detail on the train service requirements for the Brighton Mainline and the Oxted Line can be found in Chapter 4.

Theme D: Wimbledon Loop services

3.11 The issue that provoked by far the largest response from consultees was the proposal to terminate some current Thameslink trains at London Blackfriars, rather than continuing them through the Thameslink core. Of those that responded to the issue, the majority related to the proposed termination at Blackfriars of current FCC services from Sutton to Luton and St Albans via Wimbledon or Mitcham Junction round the Wimbledon Loop, and the minority related to the proposed termination of current joint Southeastern/FCC services from Kent at Blackfriars.

3.12 Annex E provides for information an example of the standard letter template used by respondents as part of what appeared to be an organised campaign in opposition to the proposal to terminate Wimbledon Loop services at Blackfriars.

Government Response

Having listened carefully to people's concerns, Rail Minister Simon Burns announced in January his decision to safeguard the link between Wimbledon Loop and the City and St Pancras International. As he set out then, the current service frequencies will be retained throughout the length of the franchise, seven days a week.

More detail on Wimbledon Loop services can be found in Chapter 4.

Theme E: Kent Line services

- 3.13** These responses supported the proposal for the termination of Wimbledon Loop services at Blackfriars, in order to enable services from Kent to run through the Thameslink core. Some suggest that a mixture of Wimbledon Loop and Kent services should run through the core. Some suggestions were provided to increase peak services at Nunhead via both Blackfriars and Victoria.

Government Response

The vast majority of the services between Kent and London that are currently jointly operated by FCC and Southeastern will be incorporated into the new TSGN franchise.

However, some Thameslink services will at various points be curtailed at Blackfriars and instead be operated wholly by the Southeastern franchise, including those to and from Ashford International and Rochester (from December 2014) and Beckenham Junction and Orpington (from January 2018).

Thameslink services between Sevenoaks and Blackfriars will be extended through to St Pancras International and potentially beyond. There will be a more consistent service from Maidstone East into St Pancras International and the City of London.

More detail is provided in Chapter 4.

Access to Gatwick Airport

- 3.14** In addition to the five themes identified above, access to Gatwick Airport proved to be an important issue. There was a strong view from stakeholders with an interest in the Gatwick Express that it should be operated as a premium, dedicated non-stop service from Gatwick Airport to London Victoria, and that through running to Brighton and the south coast should be discouraged to varying extents. Meanwhile, stakeholders in south London were keen that links from main interchanges such as East Croydon and Clapham Junction be maintained and expanded.
- 3.15** There was also some concern that the existing rolling stock is not well suited to a premium express service, and that the installation of ticket barriers at Gatwick Airport and Victoria has made the service less attractive.
- 3.16** In addition, it was suggested that new destinations from Gatwick on non-dedicated services be explored, including destinations in Kent and the West Midlands.

3.17 Other respondents emphasised the need to strike an appropriate balance between the interests of airport passengers and other users of the busy Brighton Mainline. In that context it was noted that Gatwick Express services use a significant proportion of available capacity on the Brighton Mainline, while often being less well used than some other services on the route. Some respondents therefore advocated a ‘clean sheet’ approach to service planning on the Brighton Main Line, with airport services developed in the wider context of overall passenger demand along the route.

Government Response

The new TSGN franchisee will be required to provide a four train per hour premium service between London Victoria and Gatwick Airport. However, bidders for the franchise are being given the flexibility to propose changes to current Gatwick rail services, which could include changes to current Gatwick Express service patterns. Although not a requirement, bidders also may choose to use different rolling stock that is better suited to the needs of airport passengers.

Airport passengers will certainly benefit from the introduction of new Class 700 Thameslink trains and from new direct Thameslink services to the East Coast Main Line.

Overall, bidders are being asked to ensure that the proportion of airport customers using rail to get to Gatwick Airport, compared with other methods of surface access, will increase under the TSGN franchise. How they achieve that efficiently and effectively is for them to determine.

4. Government Response to the Consultation

Objectives for the franchise

4.1 There are six key objectives for the franchise, endorsed by the Secretary of State and set out in the consultation document. They are repeated below for ease of reference.

4.2 The franchisee will be required to:

- take a leading role in enabling the successful delivery of the Thameslink Programme, and work collaboratively with the franchising authority (in this case, the DfT) and other industry partners to ensure that the envisaged programme benefits are fully realised on time. This will include but not be limited to: the introduction into service of new trains and depots; managing the return of displaced stock to the owning rolling stock operating company; proactively supporting the integration of operations and new infrastructure and train control systems to deliver an enhanced train service;
- have an effective change management organisation for the Thameslink Programme, implementation of any rail value for money study recommendations and any other industry initiatives that may be required to enable successful delivery of this franchise;
- support the creation of the future long term franchise that will operate when the Government's investment in the Thameslink Programme has been delivered;
- ensure the overall passenger experience improves through the life of the franchise subject to value for money and affordability. This will include, but not be limited to, improvements in: service quality; retailing; provision of information to customers particularly during times of planned and unplanned disruption; implementing 'smart' technology and integrated ticketing throughout the franchise on an interoperable basis; improving accessibility (including disabled access) and access to all stations and services; passenger security and improving the transparency of information about the franchise;
- ensure that train services perform to the highest practicable reliability and punctuality standards and continue to be amongst the most reliable and punctual services on the network; benchmark and optimise the overall environmental performance and minimise the carbon footprint for the franchise; and

- deliver services in the most cost-effective and efficient manner possible and where appropriate, consider improving alignment and better collaboration between Network Rail and other relevant industry partners

Figure 4.1 Siemens Desiro City (Class 700)



Overall approach to the franchise

- 4.3** TSGN is a very complex franchise, with significant changes during the franchise term and a major investment in the form of the Thameslink Programme (TLP). Whilst delivery of the TLP is an important part of the TSGN franchise, the network serves a variety of passengers including commuting, business and leisure traffic across a wide geographical area. A high quality passenger experience across the whole network is therefore a key focus.
- 4.4** The Department has therefore spent a significant amount of effort in considering contracting approaches that have been used elsewhere, and has consulted extensively with the pre-qualified bidders and various industry and stakeholder parties in order to arrive at an appropriate approach for TSGN.
- 4.5** As highlighted in the Brown Review (4.42), where there is,

“...major and sustained disruption.....This situation requires the franchisee to be more of a delivery partner, working closely with Network Rail and others to minimise the impact of the disruption on passengers, and helping ensure on-time and within budget delivery of the investment programme.”

4.6 Brown suggested that TSGN,

“...is likely to be most suitable for such a management contract arrangement.”

4.7 This franchise approach has been developed in order to keep it as close to a typical franchise as possible, whilst ensuring that the operator is focused on delivering the enhanced capacity resulting from the TLP, and driving up the quality of the customer experience during the franchise term.

Revenue Risk

4.8 The Brown Review also suggested that train operators should not be asked to bear risks that are difficult to price. On this franchise the Department wants the operator to focus on managing the costs of delivering the Thameslink Programme enhancements and improving the travel experience for customers.

4.9 The Department has therefore decided that revenues from fares will pass through to Government, rather than be retained by the franchisee, under a 'management contract'. As a result, the risk resulting from the difficulty of forecasting farebox revenues in the context of a prolonged period of significant change will lie with the Department, not the operator. The Department's analysis shows that this is the more cost effective approach for the particular circumstances of this franchise, and it will do most to reduce the risk of operator failure which would clearly be undesirable in the middle of such a complex programme.

4.10 However, the Department is mindful that, without mitigating actions, the operator's commercial interest in generating and protecting farebox revenue and providing a high quality passenger experience would be much reduced under this new model.

4.11 Throughout the length of the franchise, key performance indicators with associated financial incentives and penalties will therefore be used to drive quality of service, protect passengers' interests, and increase revenues. These will incentivise the franchisee to focus on:

- Franchise wide train service performance during the franchise term, in terms of reducing delays, cancellations and short-formed peak trains; and
- Enhancing the passenger experience across the franchise area, both in terms of passenger satisfaction (as measured by the National

Passenger Survey) and the quality of station and train facilities and services to be carried out by survey known as 'QuEST' (Quality Experience on Stations and Trains).

- 4.12** The franchisee will also be incentivised to limit ticketless travel, which costs farepayers and taxpayers alike.
- 4.13** In addition to improving train service quality and performance and the passenger experience, the Department recognises the important role the franchisee must play in delivering the Thameslink Programme improvements. One-off incentive payments for successful implementation of 20 trains per hour through the Thameslink core route by May 2018, and then 24 trains per hour by December 2018, and for meeting the key target configuration dates for introduction of the technology that enable these frequencies to be achieved have therefore been put in place.

Approach to specification and evaluation

- 4.14** The Brown Review highlighted the challenge of encouraging innovative bids that can be evaluated with a degree of confidence. In line with its recommendations and feedback from the pre-qualified bidders, the Department has sought to keep the specification as flexible as possible, such that the bidders are able to provide innovative ideas to enhance services to passengers, but in a way which is consistent with the level of services the Department has specified.
- 4.15** The evaluation of bids to operate the TSGN franchise will place a much stronger emphasis on the quality of bidders' proposals, alongside their cost. This is a substantial departure from past franchise competitions where, although quality has been assessed as part of the evaluation process, cost has typically been the determining factor.
- 4.16** The specification provides bidders with a statement of the Department's requirements. Evaluation of the bids will take into account the extent to which bidders meet or exceed these requirements. High quality proposals that go above and beyond these requirements may result in a higher score, and the ITT gives an indication to bidders of examples of how the specified requirements might be exceeded such that a higher quality score may be awarded. This gives bidders a clear incentive to offer high-quality proposals that go beyond the requirements specified in the ITT. Subject to value for money and affordability considerations, it is expected that significant bidder initiatives that exceed the minimum requirements will be incorporated into the franchise agreement to ensure they are implemented.

Improving the customer experience

- 4.17** High passenger satisfaction is the mark of a successful railway and should be at the heart of every franchise. Passenger satisfaction with the current First Capital Connect and Southern franchises is below average for London and the South East commuter franchises in many areas, and a number of responses to the consultation highlighted areas where passengers feel there is a need for improvement. The Department is therefore placing substantial emphasis on improving the customer experience as part of the TSGN franchise competition.
- 4.18** 22.5% of the overall quality score in the evaluation process will be based on the extent to which bidders meet or exceed the Department's requirements to improve the customer experience in areas such as engagement with passengers, the measurement of service quality and implementation of clear and effective processes to address any significant shortcomings, the provision of information before and during the journey (including during disruption), access to and from stations, the quality of facilities and services at stations and on trains, high-quality customer care, equality, crime and security.
- 4.19** The Department is building upon recent findings by Passenger Focus and including in the specification a requirement to publish a regular Customer Report. This will explain to customers how it is meeting its commitments and targets, what customer engagement it has undertaken, and how customers' views are being factored into its business plans and investment priorities.
- 4.20** The franchisee must monitor and publish how it is performing against a new Passenger Experience Metric each year. The Passenger Experience Metric combines the results of Passenger Focus' National Passenger Survey of satisfaction, and an independently audited assessment of the standard of facilities and services provided by the operator. The set of indicators used to measure the quality of facilities and services onboard trains and at stations (called QuEST) has been drawn up with the help of Passenger Focus and is a modification of the tried-and-tested SQUIRE (Service Quality Incentive Regime) process used by Transport Scotland for the ScotRail franchise.
- 4.21** The Department has set a rising target trajectory for the Passenger Experience Metric, and the franchise agreement will include financial incentives to encourage the franchisee to meet or exceed these performance targets throughout the length of the franchise.
- 4.22** The franchisee will also have to continue to measure and report on its train service performance for each four-week railway period. The franchisee will be set targets to deliver an increase in performance by the end of the franchise, including targets to reduce delays, cancellations and peak short-formations (operating trains with fewer carriages than timetabled), key areas of concern for customers. Missed targets will result in additional costs being incurred by the franchisee, but

performance above and beyond the expected trajectory set out in the franchise agreement will earn additional incentive payments.

- 4.23** In addition, bidders are being asked to provide the high quality facilities and services that we know from surveys and consultation responses that passengers expect. This includes paying particular attention to cleanliness, state of repair, absence of graffiti and the availability and condition of toilet facilities. It also means ensuring staff have a positive and helpful attitude, responding promptly and constructively to issues as they occur, and encouraging complaints and customer feedback.
- 4.24** Staff will continue to be on hand where they are most needed, to aid customers as they make their journeys. Bidders have been asked to provide staff from opening until closure at stations with one million or more visitors a year (according to the latest figures), and, unless the Secretary of State consents to less than this, to maintain existing staffing hours at smaller stations. For those stations that currently have staff available all day, but which do not receive a million or more visitors, it will be up to bidders to propose the appropriate staffing hours, subject to the minimum ticket office opening hours.
- 4.25** Building on those currently in place under the FCC and Southern franchises, bidders have also been asked to implement a Passengers' Charter, including a Delay Repay scheme that applies to all ticket types (from daily through to season tickets), irrespective of the cause of the delay.
- 4.26** Rail passengers expect to be kept informed about their journeys – before they set out, at the station and once they are onboard. The franchisee is expected therefore to provide clear, accurate and useful information about their services in real time, catering for the needs of a diverse set of customers and using the full range of modern technologies. This is particularly critical during any disruption, planned or unplanned, and when passengers plan to connect to other services or modes of transport. Where onboard trains, staff will need to be as visible as possible and engage regularly with customers throughout their journey.
- 4.27** The specification requires the franchisee to work with the British Transport Police to reduce the incidence and fear of crime at stations and on trains.
- 4.28** The Government has invested heavily in access to train services and stations. Nonetheless, this remains an area for improvement, particularly for passengers with reduced mobility. Bidders are being asked to set out how they will promote the use of public transport, walking and cycling to stations and how they will provide good and relevant information about onward travel options. Stations themselves should be managed effectively to ensure passengers can navigate safely and comfortably, especially those with disabilities, heavy luggage or young children – including at busy times.

- 4.29** More widely, bidders are being asked to set out how they will promote equality and serve the particular needs of passengers with disabilities, ensuring continuous compliance with their duties under the Equalities Act 2010 and the Disabled People's Protection Policy. This includes providing a free-of-charge assisted person's helpline, appropriately trained staff and participation in the Passenger Assist scheme. By 2020, all vehicles will have to comply with regulations about accessibility for persons with reduced mobility.

Working with stakeholders

- 4.30** Understanding and acting upon stakeholders' perception of the franchise, their priorities for improvements, and their feedback on performance form an important part of the management of the franchise. Bidders are being asked to set out how they will work with passenger representative bodies, local authorities, Network Rail, Transport for London, other station facility owners (including London Underground), airports, freight operators and their customers, ATOC/Rail Settlement Plan and the operator's wider supply chain.
- 4.31** This is critical to achieving the level of industry cost efficiencies identified by Sir Roy McNulty, to improving services for customers and to delivering the Thameslink Programme.

The Thameslink Programme (TLP)

- 4.32** Along with Network Rail and other industry partners, the Department is implementing the £6 billion Thameslink Programme (TLP), which will transform the frequency and quality of cross-London rail services that operate through the Thameslink core between Blackfriars and St Pancras International stations.
- 4.33** On completion of the TLP, trains will run every two to three minutes in each direction through central London via the core at the busiest times. Many of the trains will be longer with more space for passengers and many more stations outside London will be connected to the Thameslink route, from both the north and the south. A number of locations will, for the first time, have direct links into the City of London and in some instances London Bridge, including those on the East Coast Mainline. There will be interchange with Crossrail at Farringdon, and direct access to the Eurostar and High Speed services at St Pancras International as well as to Gatwick and Luton Airports. This will increase travel and employment options across London and relieve congestion in places like the central sections of the Northern Line.
- 4.34** The Programme has already delivered the new St Pancras International low level station, a rebuild of Blackfriars and Farringdon stations and other extensive infrastructure work to accommodate longer 12-car trains, providing additional capacity for passengers. Further major work is

planned to deliver a step-change in Thameslink service frequencies from 2018, including:

- the reconstruction of London Bridge station and its approaches, reconfiguring track and platform layouts to enable a high-frequency service of up to 24 trains per hour to operate reliably through the Thameslink core: up to 16 trains per hour via London Bridge and up to 8 trains per hour via Elephant and Castle;
- a new rolling stock fleet, comprising 1140 new-build Class 700 vehicles, designed and built by Siemens specifically for use on Thameslink services, which are due to be delivered and accepted into passenger service on a phased basis between 2016 and 2018. The operator will be required to ensure that 95 per cent of all services (and all peak services) through the Thameslink core are operated using these new vehicles from May 2018 onwards;
- construction and commissioning of new depots at Hornsey and Three Bridges, where these new train sets will be maintained;
- implementation of Automatic Train Operation (ATO), European Train Control System (ETCS – a form of in-cab signalling) and a Driver Advisory System (DAS), which together will enable operation of 24 trains per hour through the ‘core’ at the busiest times of day. This will be the first deployment of ATO on a main-line railway in Britain.

4.35 More information on the benefits of the TLP can be found at:

<http://www.thameslinkprogramme.co.uk/about>

4.36 Successful delivery of the TLP and realisation of its anticipated benefits will depend upon close partnership working between Network Rail, the train operator and Siemens, the manufacturer and maintainer of the Class 700 fleet. Among other things, the train operator will be responsible for:

- testing, acceptance and entry into passenger service of the new Class 700 rolling stock;
- training of drivers on this new fleet, and the systems to achieve 20 trains per hour by May 2018 and then, by December 2018, 24 trains per hour through the Thameslink core at the busiest times;
- developing and implementing new working practices and systems to achieve the short station dwell times that are needed to achieve 24 trains per hour through the Thameslink core;
- supporting Network Rail in developing and testing the deployment and integration of the key systems described above.

4.37 All of this will involve a strong element of partnership working with Network Rail, both during the Thameslink Programme works and throughout the ongoing operation of services once the works are complete. This reflects the comments of a number of respondents to the consultation, who suggested that partnership working between Network Rail and the franchisee should form part of the arrangements for the new franchise.

Figure 4.2 Siemens Desiro City (Class 700)



4.38 The period of works will also mean some ongoing disruption to normal service patterns for passengers, including those on some Southeastern services to Cannon Street and Charing Cross, which will not be able to stop at London Bridge for a period during the works. Thameslink passengers will be affected by the diversion of Bedford-Brighton services away from London Bridge throughout 2015, 2016 and 2017 as the through route between London Bridge and Blackfriars will be unavailable during the works. Bedford-Brighton services will instead operate on alternative routes through south London (as most peak Bedford-Brighton services already do).

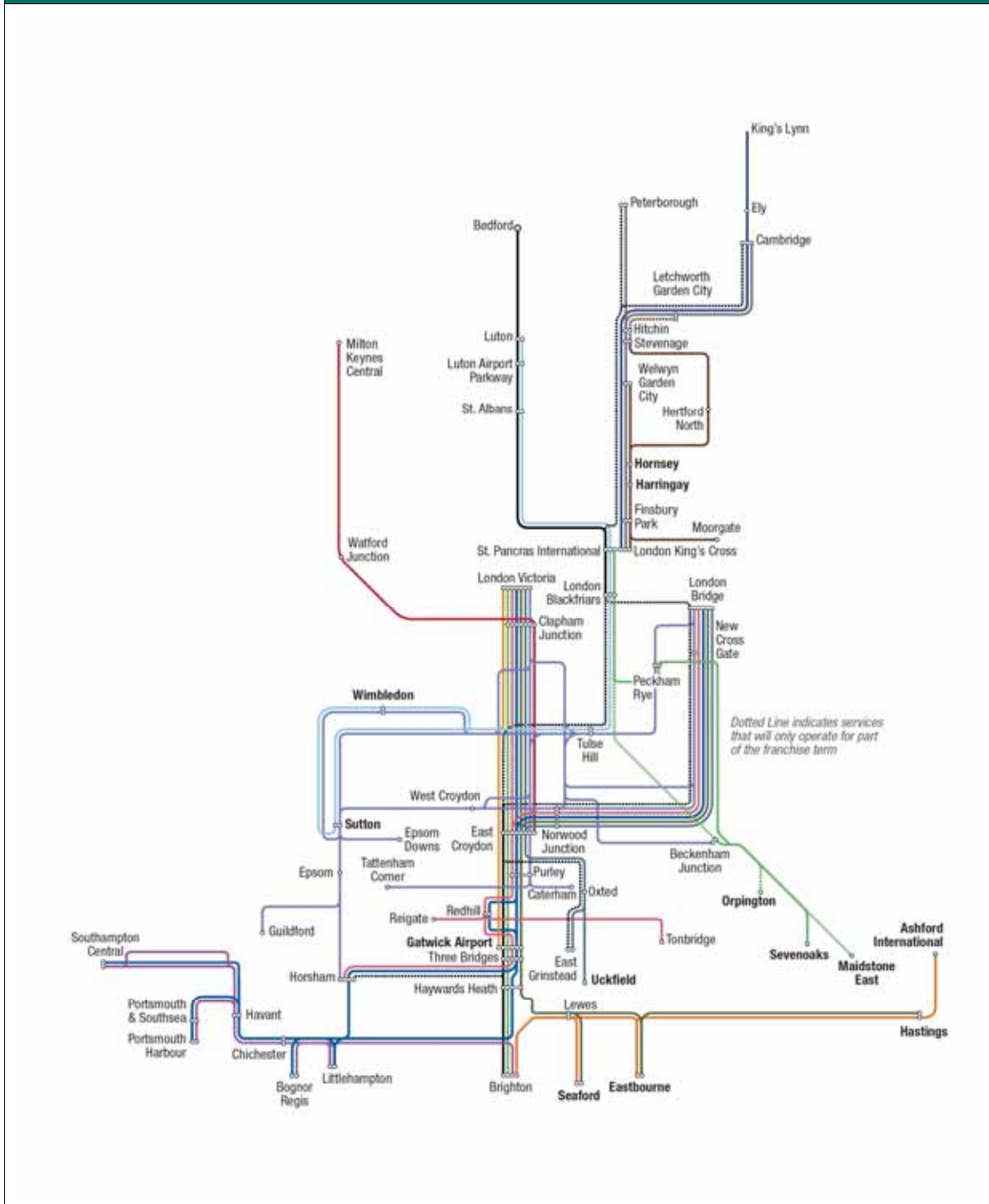
4.39 Some other timetable alterations and diversions, and the possible withdrawal of some existing Southern services into London Bridge, are anticipated as a result of reduced capacity into the low level station during the period of works, and as a consequence of planned blockades of London Bridge station which will affect both services that normally terminate at London Bridge as well as those that pass through. Some further indications are provided in the description of the train service requirements overleaf, but the timetable that will operate during this period has not yet been determined. The existing operators are working to develop a timetable that keeps the adverse impact on customers to the minimum necessary while the London Bridge works are in progress. Customers will be advised of the exact changes well before they come into effect.

4.40 Key priorities regarding TLP will include:

- working with Network Rail and other partners to ensure successful delivery of the TLP and subsequent achievement of the anticipated benefits; and
- minimising the adverse impact on passengers of the ongoing programme of works, for example by providing provision of high-quality information and by working to improve reliability and other aspects of service quality. Maintaining and improving the passenger experience will be important in its own right, but also in preserving and then growing the overall value of the franchise for when it is re-let in the early 2020s after completion of the TLP.

Train service requirement (TSR)

Figure 4.3 High level TSGN network map (July 2015)



4.41 While the Department is rightly placing substantial emphasis on the franchisee's role in delivering the Thameslink Programme, to protect the taxpayer's multi-billion-pound investment in this programme, the ongoing day-to-day delivery of high-quality train services is the core purpose of

any rail franchise. This is reflected in the 40% weighting given to it in the evaluation of bids.

4.42 As part of the Invitation to Tender (ITT) issued to shortlisted bidders, the Department has included a Train Service Requirement (TSR) which sets out the Department's requirements for the level of service to be provided, with bids to be evaluated based on the extent to which they meet or exceed this. Should there be any inconsistencies between this document and the ITT, the requirements in the ITT prevail. The TSR is expressed in terms of:

- minimum frequencies of service from each station served by the franchise;
- the minimum level of peak capacity to be provided, expressed in terms of the minimum number of vehicles to operate in the peaks into and out of central London terminals; on West London Line services via Kensington Olympia; and on the Sussex Coastway (i.e. non-London) trains to/from Brighton, taking account of the capacity increases already in place and the further increases set out in the Government's most recent Rail Investment Strategy; and
- the latest permissible times for first trains, and the earliest permissible times for last trains (encompassing the new late evening services on Friday and Saturday nights implemented in 2010 in the current Southern franchise).

4.43 The TSR has been set to reflect broadly today's level of service at each station, but adapted in order to:

- secure additional services or capacity that, in light of the consultation responses, the Department has decided to specify in order to alleviate overcrowding and/or enhance service frequencies;
- reflect changes that will be necessary as a consequence of the infrastructure works at London Bridge (for example, Bedford-Brighton services will need to be diverted away from London Bridge and through south London);
- specify the Department's minimum requirements for the increase in services to be operated through the Thameslink core from 2018 when the London Bridge infrastructure works are complete;
- reflect the extra capacity that will shortly be available as a result of investment in new rolling stock and platform lengthening on Southern routes and, further ahead, as a result of the delivery of the new Class 700 Thameslink rolling stock and plans to accommodate longer trains on the Uckfield line;
- reflect the scope to reconfigure the pattern of services on the Brighton Main Line, allowing the needs of passengers to be met more efficiently and with a better level of train service punctuality and reliability; and

- avoid specification of existing services which are considered to be there primarily for operational purposes (e.g. rolling stock moves back to a depot).
- 4.44** From December 2018, 24 new-build Thameslink trains per hour will travel through central London in each direction via the Thameslink core, linking destinations to the north and south of London during the peak hours. Many services which currently operate on the East Coast Mainline route into Kings Cross on the Thameslink Great Northern franchise will be linked with other services on the South Central franchise which currently terminate at London Bridge. Similarly, a small number of other current jointly operated Thameslink/Southeastern services will be transferred to be operated solely by the new TSGN franchise to ensure a single provider of services between Blackfriars and St Pancras International.
- 4.45** The merger of the franchises both facilitates delivery of the Thameslink Programme, by ensuring that a single train operator is responsible for activities such as the introduction of new trains and the training of drivers to operate those trains, and also provides the opportunity to make efficiencies in the provision of services operated by First Capital Connect and Southern on the shared Brighton Main Line route.
- 4.46** The ITT makes clear that, on each route covered by the franchise, the franchisee should operate trains of comparable or better quality to the trains currently in operation, as viewed by its customers. In many cases, customers will experience a substantial improvement as new trains are introduced.
- 4.47** Bidders are being asked to set out how they would deploy their rolling stock fleet in a way that, so far as possible, provides sufficient capacity on off-peak services to ensure customers have a reasonable expectation of getting a seat on boarding. This is to address the concerns of many respondents to the consultation about overcrowding and poor quality services.
- 4.48** They will also need to ensure that as new rolling stock is deployed, trains from within the existing fleet are made available by certain specified dates to cater for the needs of other areas of the national rail network where lines are being electrified, or existing electrified routes are increasing in capacity. That will include some of the 286 new Bombardier carriages secured by Southern, which are being phased in during 2013, 2014 and 2015. Within these requirements bidders will have flexibility to optimise the rolling stock fleet.
- 4.49** The actual timetable and train plan will be dependent upon the winning bidder's proposal; this must have been developed following meaningful consultation with passenger representative bodies, local authorities, business communities (including airports and their customers) and other interested parties. Bidders have already been provided with a summary of the views of respondents to the consultation, as set out in this document.

- 4.50** Bidders will also need to consider the constraints presented by other operators, both passenger and freight, using the East Coast Main Line (ECML) between King's Cross and Peterborough, and the Midland Main Line (MML) between St Pancras and Bedford, and elsewhere.
- 4.51** Driver only operation (DOO) is already in place on FCC, on those Southeastern services that are transferring into the TSGN franchise and on many Southern services. Services operated under DOO do not require a conductor or guard to operate the doors, or for train despatch. Everything is controlled by the driver. The ITT specifies a requirement for DOO on all Thameslink services operating through central London, and on all other services where it is currently in place.
- 4.52** Given the unknown nature of the changes to travelling patterns during and after the TLP, it is likely that other changes to the planned service patterns will be needed. The ITT specifies a requirement for the franchisee to seek continual improvements to the service patterns set out below in response to market conditions and in order to alleviate any overcrowding, and, if necessary, propose improvements to the Department. A 'management-style' contract makes such changes easier to negotiate and implement.

Key timetable changes

- 4.53** There will be a number of substantial changes to train services over the lifetime of the franchise.
- 4.54** The majority of these are consequences of the Thameslink Programme itself, but the Department has also taken the opportunity to look at service patterns more widely and is specifying other changes – most notably an increase in service frequency on some of the Great Northern routes.
- 4.55** The first of these timetable changes will occur in December 2014, when London Bridge closes to through Thameslink services. The December 2014 timetable is currently being drawn up by FCC and Southern, as the incumbent operators, in conjunction with Network Rail and the Department, and will be settled before the new TSGN franchisee takes over. Then in July 2015 the South Central franchise, currently operated by Southern, will be incorporated into the new franchise.
- 4.56** In both cases the franchisee will inherit a timetable from the incumbents. It will not be until December 2015 that the TSGN franchisee can take advantage of the opportunity for improvements and efficiencies in the timetable as a result of the incorporation of Southern services.
- 4.57** In January 2018 the infrastructure works at London Bridge station are due to be completed, and Thameslink services will be able to run through the station once more. There will then be a transition to a peak service of 20 trains per hour through central London, to be achieved by May 2018 at the latest. By December 2018, Automatic Train Operation will be in

place to enable 24 trains per hour in the peak hours, for which a new timetable will need to be prepared.

- 4.58** Bidders are being asked to set out their plans for managing the increase in the number of services once the link between London Bridge and Blackfriars is reopened and their plans for managing the transition to 20 and then 24 trains per hour. Bidders will need to balance the benefits of increasing core frequency as early as possible with the potential risks to punctuality and reliability of doing so too quickly. So although bidders are being asked to set out in their bids how they will meet the minimum train service requirements to 2018 and beyond, it may be that they come forward with proposals for meeting those requirements to an earlier deadline.
- 4.59** Developing the timetables that will operate from 2018 will be a highly complex task. The increase in the number of services operating through the core means that there will be much greater inter-dependency between services operating north of London and those operating south of London. For example, decisions about the timetable for the East Coast Main Line will now affect, and be constrained by, the timetable decisions that are taken for the Brighton Main Line. This means that, if the Department specifies highly detailed requirements about the future Thameslink service pattern (for example specifying exactly how many trains must run from each potential origin north of London to each potential destination south of London, or specifying detailed calling patterns for each service), bidders would have little or no meaningful flexibility to develop a set of timetables that maximises overall passenger benefits. On the other hand, too loose a specification presents the risk of not fully securing the anticipated benefits of the TLP.
- 4.60** In the ITT and TSR, the Department has therefore sought to strike an appropriate balance – specifying many of the key locations that must receive Thameslink services following completion of the Thameslink Programme, but leaving a reasonable degree of flexibility for bidders to determine the detailed service patterns. It is important to recognise that the requirements specified for Thameslink services can be met in a number of ways, so that a requirement to operate a Thameslink service to Three Bridges, for example, could be met by a service that calls at Three Bridges but continues all the way to the South Coast.
- 4.61** While some firm decisions have been taken about origins and destinations, especially north of London, some others are left to the franchise bidders so that they can plan the best overall level of service for each route. The firm decisions are set out below.

Overall

- 4.62** Paragraphs 4.63 to 4.157 summarise the changes to train services set out in the specification included in the Train Service Requirement.

Thameslink services

- 4.63** As shown in figure 4.4, at the busiest times of day 24 trains will run through the Thameslink core in each direction every hour. Of these 24 peak trains per hour
- 16 will run to and from the Midland Main Line
 - 8 will run to and from the East Coast Main Line
 - 16 will run via London Bridge
 - 8 will run via Elephant & Castle
- 4.64** Bidders will be free to propose which north of the river routes link with which south of the river routes, except that there is a definite requirement to maintain the link between Bedford and Brighton and to provide at least two trains per hour between Gatwick Airport and the East Coast Main Line.
- 4.65** The following sections summarise the minimum requirements in high level terms for where trains need to operate to. Where feasible, bidders will be free to operate trains beyond those destinations within the overall franchise geography.

Thameslink - North of London

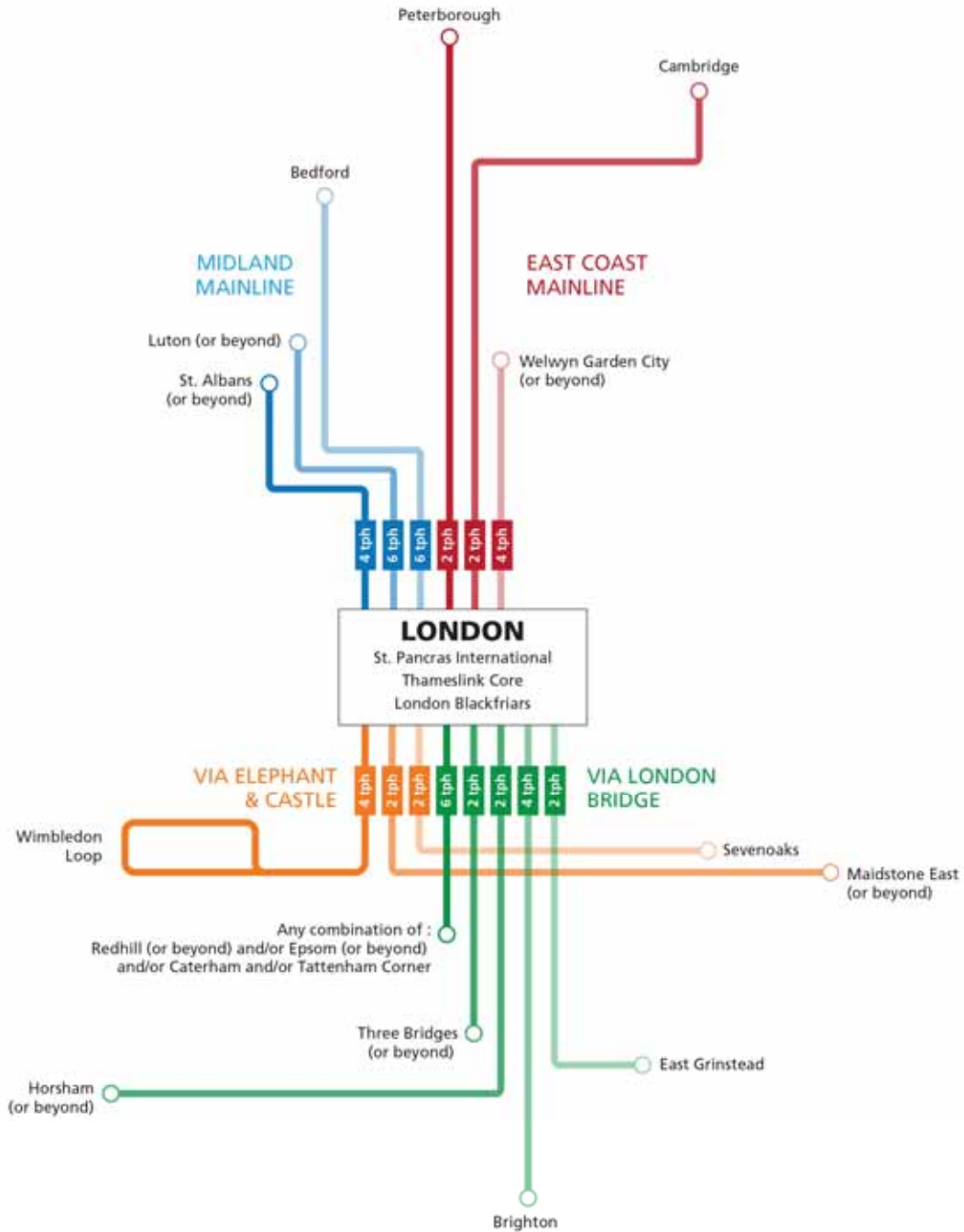
- 4.66** Of the 16 Midland Main Line peak trains per hour at least 6 will run all the way to and from Bedford. The remainder will run at least as far as St Albans, with most continuing at least to Luton.
- 4.67** Off-peak on the Midland Main Line, at least 8 trains per hour will operate as far as St Albans, including at least 4 to Bedford.
- 4.68** Of the 8 East Coast Main Line peak trains per hour
- 2 will serve Peterborough
 - 2 will serve Cambridge
 - 4 will serve Welwyn Garden City (or beyond)
- 4.69** Off-peak on the East Coast Main Line there will be at least 6 trains per hour, two each to Peterborough, Cambridge and Letchworth.

Figure 4.4 December 2018 onwards Thameslink peak service patterns

Thameslink Core - December 2018

Peak Timetable

Services originating from each station



Thameslink - South of London

- 4.70** Of the 8 peak trains per hour via Elephant & Castle:
- 4 will serve the Wimbledon Loop
 - 2 will serve the Catford Loop through to Sevenoaks
 - 2 will serve Maidstone East (or beyond) as limited stop services via Bromley South
- 4.71** The Wimbledon and Sevenoaks trains will also run to the same frequencies off-peak. The Maidstone East trains will also operate in some off-peak hours, but not for the rest of the day.
- 4.72** Of the 16 peak trains per hour via London Bridge:
- 4 will serve Brighton
 - 2 will serve Horsham (or beyond)
 - 2 will serve East Grinstead
 - 2 will serve Three Bridges (or beyond)
- 4.73** The other 6 trains per hour, at bidders' discretion, will serve a combination of Redhill (or beyond), Epsom (or beyond), Caterham and/or Tattenham Corner.
- 4.74** Off-peak, 4 trains per hour will run to and from Brighton, 2 will run to and from Horsham or beyond and 4 will run to and from East Croydon or beyond.
- 4.75** Further detail on how the routes and lines that make up the new TSGN network will be affected by the planned changes over the course of the franchise are set out below. South of London, bidders have the flexibility to determine whether services terminate at London Bridge or Victoria. Those that continue to serve Victoria are likely to be largely unaffected by the planned changes, and bidders will need to justify any significant changes to long established patterns of service destination and structure.

Midland Mainline

4.76 First Capital Connect Thameslink trains currently link the regional centres of Luton, St Albans and Bedford on the Midland Main Line with stations in London, Kent and Sussex. These services will form part of the new TSGN network.

Figure 4.5 Midland Mainline (July 2015)



Summary

Under the TSGN franchise new, higher-capacity trains will be introduced on services from Bedford, Luton and St Albans into St Pancras and the City of London. This will substantially increase the capacity available for customers.

From December 2014 until the completion in 2018 of the improvement works at London Bridge, the link between Bedford and Brighton will be reduced to two trains per hour in each direction outside of the busier periods, with the remaining two trains per hour from Bedford terminating at Elephant & Castle rather than continuing on to Brighton.

December 2015 onwards

- 4.77** In the high peak the following minimum requirements will operate:
- 6 trains per hour between Bedford and London; plus
 - another 5 to and from Luton (or further north if bidders propose); plus
 - another 4 to and from St Albans (or further north if bidders propose).
- 4.78** Peak services between Bedford and Brighton via Herne Hill will continue as they are today. Off-peak, Bedford services will be affected by the London Bridge works until 2018; only two per hour will continue to Brighton, with the remaining two per hour terminating at Elephant & Castle instead. Other off-peak services will continue as they are today.

December 2018 onwards

- 4.79** The number of Thameslink services will be increased during 2018, such that by December 2018, there will be a minimum of 16 trains between London and key Midland Mainline stations in the high peak:
- 4 Thameslink trains per hour between St Albans and London, plus
 - another 6 per hour to and from Luton; plus
 - another 6 per hour to and from Bedford.
- 4.80** Northbound this will only apply between 1700 and 1900 with a total of 12 trains per hour in the shoulder peak periods of 1600 to 1700 and 1900 to 2000. This pattern will better reflect the needs of customers, evening peak demand being spread over a longer period than morning peak demand.
- 4.81** Off-peak minimum service requirements will be as they are today:
- 4 trains per hour between Bedford and Gatwick Airport via London (with at least 2 per hour continuing through to Brighton)
 - another 2 per hour to and from Luton, plus
 - another 2 per hour to and from St Albans.
 -

London Luton Airport

- 4.82** London Luton Airport is a growing and successful airport, served by a frequent bus connection from Luton Airport Parkway station. The station has a frequent service of Thameslink trains and is also served by East Midlands Trains. Rail connectivity will increase with a greater range of direct destinations south of London likely to be accessible and passengers will also benefit from the introduction of the new Class 700 trains.
- 4.83** Currently, the station also has an hourly service through the night. However, the peak time for outbound passengers to arrive at the airport is actually in the hours before 6.00 am. London Luton Airport has therefore asked that in order to better serve this peak of demand, the night-time service is increased to half hourly.

4.84 The Department has agreed to include three additional overnight services from central London to Luton Airport for three years from December 2015 in the Train Service Requirement, and will require the franchisee to monitor and report on usage. This will enable an informed decision to be made as to whether the additional services should continue in the long term.

Great Northern Route Inner Stations

Figure 4.6 Great Northern Inner Route Network (July 2015)



Summary

As part of the TSGN franchise requirements, more capacity will be introduced on Great Northern Line services into London terminals from Hertford North, Welwyn Garden City, Hatfield and Potters Bar. There will be additional services into Moorgate at busy times, evenings and weekends. Frequencies between central London and Harringay and Hornsey, key areas of concern during the consultation, will be maintained at least at their current service levels.

From 2018, new high-capacity Thameslink trains will link Welwyn Garden City to the City of London and destinations further south. The lines to Welwyn Garden City and Hertford North will also enjoy more frequent off-peak services from 2018.

4.85 The inner section of the Great Northern Line serves a number of busy commuter stations in North London and Hertfordshire. Many respondents

to the consultation were concerned about the impact of the Thameslink Programme and the new TSGN franchise on services to Haringay and Hornsey and on destinations on the Hertford Loop. There were also calls for increased frequency into Moorgate in the off-peak, and for services later into the evenings, and at weekends, to serve Moorgate rather than diverting to King's Cross.

- 4.86** The Department took careful account of the concerns raised during the consultation in putting together the train service requirements for the franchise, which offer significant benefits to customers using inner stations on the Great Northern line.

December 2015 onwards

- 4.87** From December 2015, trains running via Finsbury Park will no longer be diverted to King's Cross at certain times but terminate at Moorgate, where the extended opening times will broadly match those at London Overground stations. This recognises the increased activity late at night and at weekends in the Old Street / Moorgate area, and allows customers to take advantage of the improved interchange with the London Overground services at Highbury & Islington.

2018 onwards

- 4.88** From May 2018 customers using inner stations on the Great Northern Line will benefit from additional services.
- 4.89** On the Hertford Loop:
- 3 additional southbound services will be offered in the morning peak into Moorgate,
 - 3 additional northbound services will be offered in the evening peak from Moorgate.
 - Off-peak Monday to Friday and all day Saturdays and Sundays, there will be an increase of frequency from 3 to 4 trains per hour between Hertford North and Moorgate.
- 4.90** Bidders will no longer be required to operate Hertford Loop services north of Stevenage, taking advantage of a new terminating platform to be provided by Network Rail at Stevenage station for these services. This is designed to improve service performance on the Hertford Loop and for mainline services, and to enable an increase in fast off-peak services from Letchworth, Stevenage and Hitchin to London and more trains from stations on the Hertford Loop to Moorgate.
- 4.91** From Welwyn Garden City into London:
- increased peak services, including 4 Thameslink trains per hour in the peak through to Blackfriars and beyond
 - off-peak Monday to Friday and all day Saturday local services on the Welwyn line will increase from 3 to 4 trains per hour.
- 4.92** Welwyn Garden City will also be served in the off-peak by a minimum of two Thameslink trains per hour, most likely originating from Letchworth or

Cambridge. There will also be extra capacity into London from Hatfield and Potters Bar in peak periods.

4.93 Customers using Haringay and Hornsey, who have been concerned about the potential for a reduction in their services under the TSGN franchise, will see them maintained at least at their current level.

Great Northern Outer Stations (beyond Welwyn Garden City)

4.94 North of the Hertford Loop, the Great Northern Line serves the growing regional centres of Peterborough and Cambridge, and significant intermediate stations. As well as being commuter destinations in their own right, they provide large numbers of commuters travelling into and out of London.

Figure 4.7 Great Northern Outer Route Network (July 2015)



Summary

Under the TSGN franchise, Peterborough, Letchworth Garden City and Cambridge will be directly connected to the City of London and stations further south as new high-capacity trains are introduced onto the Great Northern Line as part of the Thameslink network. More passengers will be able to travel to and from London and intermediate stations in the busiest periods.

May 2017 onwards

- 4.95** There will be no changes to the existing train service requirement until May 2017, when investment by Network Rail in improvements to Ely North Junction should facilitate an increase in the service between King's Lynn and Cambridge to provide 2 trains per hour all day, Monday to Saturday (except in those hours where existing freight train paths prevent this).
- 4.96** The future of the occasional extensions to King's Lynn of Liverpool Street to Cambridge services will be considered as part of the future of the Greater Anglia franchise.

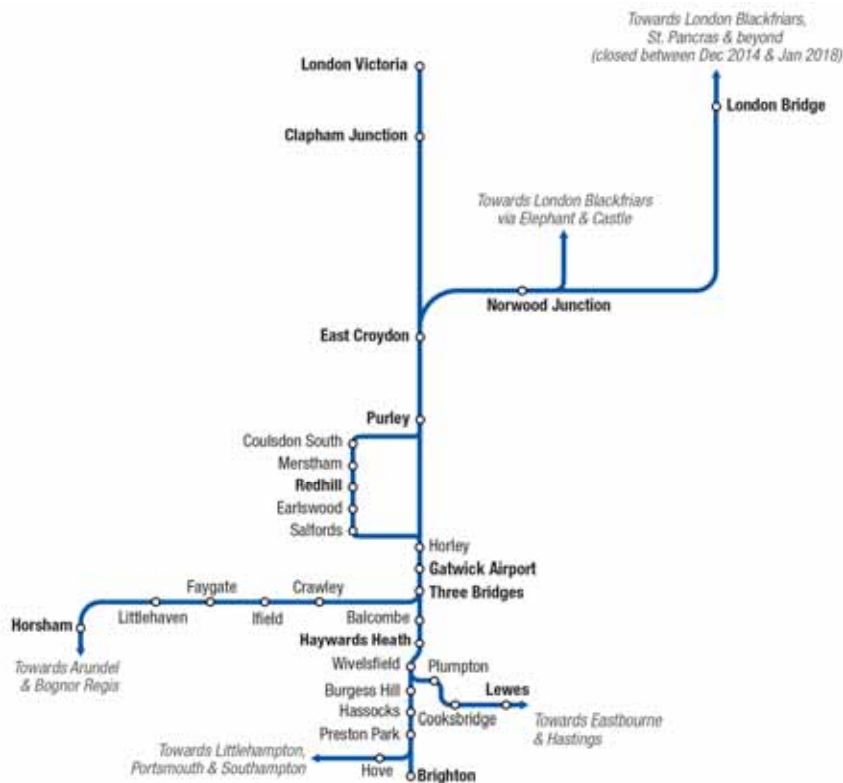
December 2018 onwards

- 4.97** Thameslink services using the new Class 700 rolling stock will be introduced to the Great Northern route in 2018, directly linking customers to the City of London and destinations beyond.
- 4.98** In the peak, as well as the four trains per hour to and from Welwyn Garden City, there will be the following trains through the Thameslink core:
- 2 trains per hour to and from Peterborough, plus
 - 2 trains per hour to and from Cambridge.
- 4.99** These services will replace some of the existing FCC services into King's Cross.
- 4.100** In the morning peak, one fast peak Peterborough/Huntingdon/St Neots to King's Cross service will be replaced by an InterCity service, calling at those stations.
- 4.101** In the off-peak, Thameslink trains will operate as follows
- 2 trains per hour will run to and from Peterborough, plus
 - 2 trains per hour will run to and from Cambridge, plus
 - 2 trains per hour will run to and from Letchworth (or beyond) (Monday to Saturday only).
- 4.102** These trains will be in addition to the fast King's Cross trains to and from Cambridge and King's Lynn. Overall, this will provide an extra two trains per hour into central London off-peak.

Brighton Mainline

- 4.103** The Brighton Mainline serves a number of important regional centres and commuter towns, including East Croydon, Redhill and Brighton. It is a heavily congested route, which makes it challenging for train operators to deliver consistently high standards of punctuality and reliability. Train services on the Brighton Mainline are currently operated by two separate operators; the new TSGN franchise will enable the franchisee to deliver the optimal overall solution to the competing demands on capacity on this congested corridor, with a single operator responsible for reliability.

Figure 4.8 Brighton Mainline Route Network (July 2015)



Summary

Under the TSGN franchise, new high-capacity Thameslink trains will enable more customers to travel on the Brighton Mainline in both peak and off-peak periods as they are introduced from 2016 onwards.

Bidders may propose a slight reduction in off-peak frequency between Brighton and London (currently seven trains per hour), enabling them to propose a more coherent and reliable timetable than today.

Until their completion in 2018, there will be some disruption during the period of improvement works at London Bridge. In particular, the link between Brighton and Bedford will be reduced to two trains per hour in each direction outside the busiest periods, with the remaining two trains per hour from Bedford terminating at Elephant & Castle, and from Brighton at London Bridge.

Network Rail is currently assessing how network capacity on the route might be increased, including an assessment of the potential for the reopening of the Lewes-Uckfield Line beyond 2019.

4.104 To achieve these improvements, the TSR allows the bidders to reduce the current frequency between Brighton and London from 7 trains per hour to 6. This will provide bidders with the opportunity to propose alternative service patterns that might improve services for other

destinations and also enable the TSGN franchise to operate a more reliable timetable to a better standard.

- 4.105** Many respondents to the consultation called for the creation of an electrified Brighton Mainline 2 using a reopened Lewes-Uckfield line to ease overcrowding on trains using the Brighton Main Line in the long term. In response, the Secretary of State announced in May that he has asked Network Rail to look at the potential for reopening the Lewes-Uckfield line and to assess whether it could help to increase capacity from London to Brighton.
- 4.106** The Brighton Mainline also serves Gatwick Airport, for which rail is an important mode of access. Bidders will therefore need to show how they plan to strike an appropriate balance between the needs of those living and working along the line and the destinations it serves, and the needs of Gatwick Airport's customers and employees.
- 4.107** Use of the Brighton Main Line will change significantly over the course of the franchise as the Southern and FCC networks are merged and consolidated, and increased capacity becomes available through the Thameslink core. Bidders have been given a basic set of requirements for the line, beyond which they have the flexibility to tailor services and timetables as they see fit. This, and the large number of new Class 700 trains brought into service between 2016 and 2018, will help to address some of the crowding currently experienced on the Southern network.
- 4.108** The key changes on the Brighton Main Line concern Thameslink services between Brighton and Bedford.

December 2014 to December 2017

- 4.109** Between December 2014 and December 2017, off-peak Brighton to Bedford Thameslink trains will not call at London Bridge due to the infrastructure improvements taking place, but will instead operate via Herne Hill and Elephant & Castle (as they do today in the peak).
- 4.110** Due to the capacity constraints on this diversionary route, and the limited supply of rolling stock that is capable of operating on both third rail and overhead electric supplies, the number of through trains per hour in each direction between Bedford and Brighton in the off-peak will reduce from four to two.
- 4.111** The remaining two Thameslink trains per hour will split into distinct services: there will be two trains per hour between Bedford and Elephant & Castle and two trains per hour between Brighton and London Bridge.
- 4.112** Therefore, in summary, in the December 2014 timetable there will be seven trains an hour from Brighton to London:
- 3 will serve Victoria (although as mentioned above, bidders may propose to reduce these to two per hour once the franchises are merged);
 - 2 will serve London Bridge; and

- 2 will run via Elephant & Castle (avoiding London Bridge) through the Thameslink core to Bedford.

4.113 Customers will benefit from the new high-capacity Class 700 trains as they are gradually introduced from 2016 onwards.

December 2018 onwards

4.114 In the peak, the current requirements for peak trains from Coastway and Brighton Main Line destinations into London Bridge and Victoria will continue to be retained, with at least eight trains per peak hour extended from London Bridge into the Thameslink core.

4.115 Off-peak, there will be a minimum of ten trains an hour between the Thameslink core and East Croydon or destinations further south as proposed by bidders of which:

- 4 trains per hour will serve Brighton;
- 2 trains per hour will serve Horsham or destinations further south;
- The remaining 4 destinations are for bidders to determine.

4.116 Bidders will put forward their proposals for services to destinations north of London of these services, which will be operated using the new Class 700s.

Gatwick Airport

Summary

The new TSGN franchisee will be required to provide a four train per hour premium service between London Victoria and Gatwick Airport. However, bidders for the franchise are being given the flexibility to propose changes to current Gatwick rail services, which could include changes to current Gatwick Express service patterns. This could include insertion of stops at East Croydon and/or Clapham Junction, but only if Gatwick Airport Limited support the proposal. Bidders also have the opportunity to use alternative, more suitable, rolling stock on Gatwick Express services, redeploying the current Gatwick Express stock elsewhere on the franchise.

Airport passengers will certainly benefit from the introduction of new Class 700 Thameslink trains and from new direct Thameslink services to the East Coast Main Line.

Overall, bidders are being asked to ensure that the proportion of airport customers using rail to get to Gatwick Airport, compared with other methods of surface access, will increase under the TSGN franchise. How they achieve that has been left to them to determine.

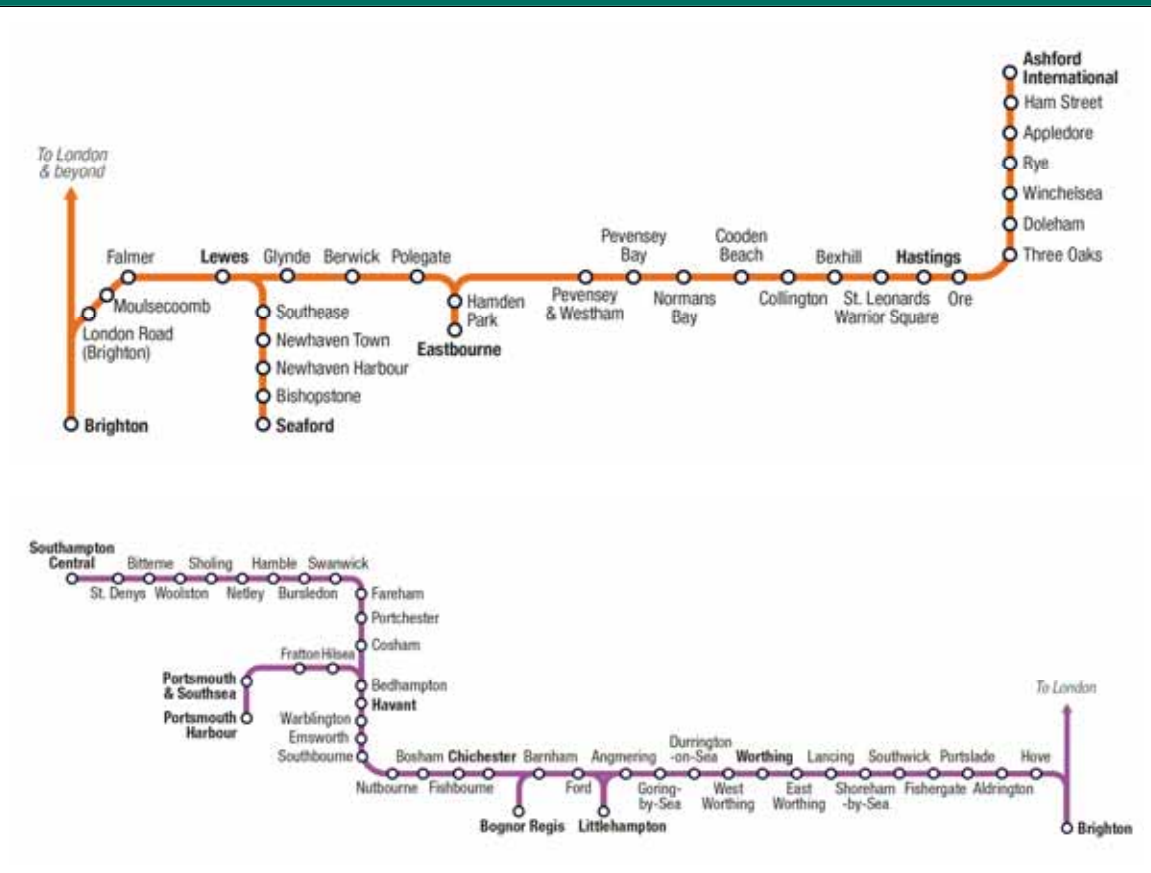
4.117 Rail is an important mode of access to Gatwick Airport and highly valued by both passengers and airlines, as indicated in consultation responses.

The airport is currently served by the Gatwick Express, by Southern commuter trains and by cross-London FCC services

- 4.118** Under the new TSGN franchise, patterns of rail use to Gatwick are likely to change as new high frequency, high-capacity Thameslink trains are introduced serving central London stations (including the new interchange with Crossrail at Farringdon) and the City of London via London Bridge - with eight trains per hour in the peak and six off-peak. There will continue to be direct trains from Bedford to Gatwick, and there will be new links to the East Coast Main Line. Bidders have the flexibility to add other destinations, taking into account the views of stakeholders and respondents to the consultation
- 4.119** The balance of demand may therefore shift away from Victoria over the course of the franchise. Nonetheless, the Government recognises that links to Victoria, including the Gatwick Express, are highly valued by the Airport and its customers; this was clear from the responses to the consultation. The Gatwick Express will therefore continue to operate four trains per hour, non-stop, between Victoria and Gatwick Airport, unless support is provided from Gatwick Airport Limited for an intermediate stop at Clapham Junction and/or East Croydon as part of a wider package of enhancements to Gatwick Airport services.
- 4.120** In addition, given the need to balance the competing needs of airport users with the wider Brighton Main Line customer base, there will be no restriction on Gatwick Express services being extended to/from destinations further away from London (as they already are in the peaks) to maximise the use of limited capacity into Victoria. Bidders proposing further extensions of Gatwick Express will need to show how they will continue to meet the needs of airport users, for example by ensuring sufficient seating capacity is available for passengers boarding London-bound trains when they arrive at Gatwick from the south.
- 4.121** The Class 442 rolling stock currently used on Gatwick Express services remain some way short of the end of its useful life, and would be expensive to replace. The Department has therefore decided against making replacement a requirement. Continued use of the Class 442s on Gatwick Express services is not being mandated, so bidders can propose to use alternative rolling stock on Gatwick Express and to redeploy the Class 442s to other routes served by the franchise. Bidders also have the opportunity to propose enhancements to the Class 442s to increase their suitability for use on premium airport services. The ITT signals that bidders may receive additional credit in the evaluation for proposing to use rolling stock that is better suited to the needs of airport passengers.

Coastway Routes (East, West and to London)

Figure 4.9 Coastway Route Network (East and West - July 2015)



Summary

Today's services from Coastway destinations east and west of Brighton will be maintained for the duration of the franchise.

It has been left to bidders to determine if any of the current Coastway services into London Bridge should be extended further north through London as part of the new Thameslink network.

The ITT signals the Department's aspiration, shared by many stakeholders and customers, to see a reduction in journey times between Coastway destinations and central London. Bidders may receive evaluation credit for proposals that will achieve this.

4.122 Services to and from Coastway stations, including Bexhill, Bognor Regis, Chichester, Eastbourne, Hastings, Lewes, Littlehampton, Portsmouth, Seaford, Southampton and Worthing will become part of the TSGN franchise from July 2015. The current service levels, as a minimum, will be maintained throughout the franchise period.

4.123 There is no specific requirement to operate any Thameslink core services to destinations on the Coastways, but bidders are able to

propose this if they believe there is a case for doing so, when compared to other possible destinations. If peak Thameslink trains extend to Coastway destinations they would be expected to be extensions of current trains to/from London Bridge.

Eastbourne

4.124 There were many consultation responses calling for improvements in frequency, speed and capacity of the services to several Coastway towns, but to and from Eastbourne in particular. The flexibility to review the service patterns enabled by the potential reduction in Brighton services may enable bidders to propose timetable changes that achieve journey time savings (for instance by reducing the number of trains that split/join at Haywards Heath) and/or reducing crowding during the high peak between London and Coastway destinations.

Marshlink Line

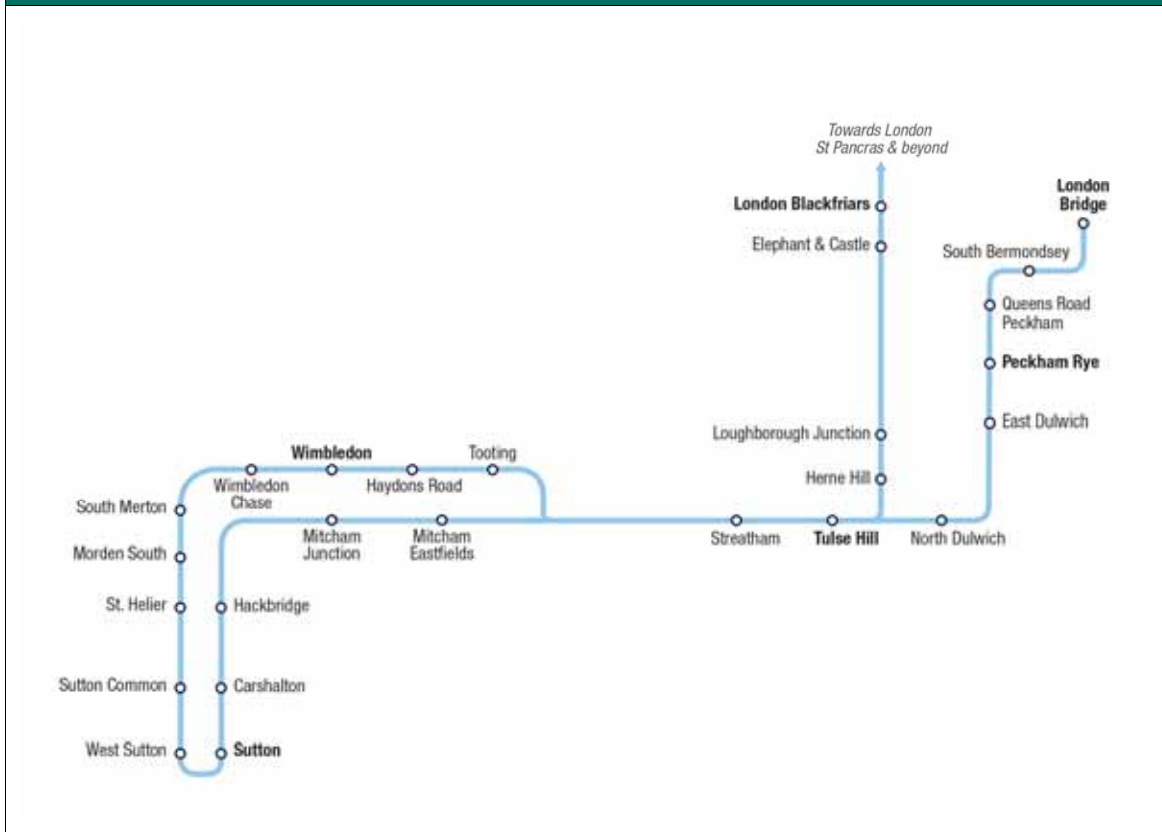
4.125 Based on the views of stakeholders, bidders are being asked to retain in their current form direct services from Ashford International to Brighton via Hastings on the non-electrified Marshlink Line. As a result, the option to curtail Ashford services at Hastings or Eastbourne in order to facilitate greater capacity on the Uckfield line and other Coastway services is not being pursued. Bidders may propose other timetabling solutions that will better match capacity to demand, taking into account the views of customers and other stakeholders.

Wimbledon Loop

4.126 In the consultation the Department asked which services approaching Blackfriars from the south via Elephant & Castle should terminate there, and which should continue through the Thameslink core.

4.127 As set out in Chapter 3, the proposal to terminate existing FCC Wimbledon Loop services at Blackfriars drew the largest number of responses in the consultation, with the overwhelming majority of respondents in favour of retaining a direct link to the City of London and beyond. Having listened carefully to people's concerns, Rail Minister Simon Burns announced in January his decision to safeguard the link between Wimbledon Loop and the City and St Pancras International. As he set out then, the current service frequencies will be retained throughout the length of the franchise, seven days a week.

Figure 4.10 Wimbledon Loop Route (July 2015)



Summary

Following strong support from customers and stakeholders, links from stations on the Wimbledon Loop to St Pancras International and the City of London will be retained as part of the TSGN franchise. From 2018 onwards, extra services to London Bridge may be provided at the busiest times.

From December 2018

4.128 The Department hopes to secure additional peak services to operate between Wimbledon and London Bridge in the high peak from 2018 (two in the morning and two in the evening) to address crowding, and to provide additional capacity on the stopping services to London Bridge via Peckham Rye. Bidders will need to work with Network Rail to determine if this is possible, given the constraints on the rail network.

Kent services

Figure 4.11 TSGN network serving Kent (July 2015)



Summary

The vast majority of the services between Kent and London that are currently jointly operated by FCC and Southeastern will be incorporated into the new TSGN franchise.

From January 2018, stations on the Maidstone East route will benefit from a new, more regular pattern of Thameslink services. However, some other Thameslink services will at various points be curtailed at Blackfriars and instead operated wholly by the Southeastern franchise, including those to and from Ashford International and Rochester (from December 2014), Orpington and Beckenham Junction (from January 2018).

Late evening weekday services between Sevenoaks and Blackfriars will be extended through to St Pancras International and potentially beyond, enhancing late night frequencies through the core.

4.129 Thameslink services, jointly operated by Southeastern and FCC, currently link Ashford International, Orpington, Rochester and Sevenoaks with Bedford via Blackfriars and St Pancras International in the peak.

December 2014 onwards

4.130 Peak services between Blackfriars and each of Ashford and Rochester, currently jointly operated by FCC and Southeastern, will transfer fully to

Southeastern in December 2014 and will not be required to operate north of Blackfriars through the Thameslink core.

December 2014 to December 2017

4.131 The remaining trains which are jointly operated, i.e. those that operate through the Thameslink core and serve the Orpington routes via both Catford and via Penge East, will transfer fully into the TSGN network from December 2014 until December 2017 (see below).

December 2015 onwards

4.132 Weekday late evening services to/from Sevenoaks, which currently terminate at Blackfriars, will be extended to serve the Thameslink core and beyond from December 2015 to provide a direct link to the City of London and St Pancras International.

January 2018 onwards

4.133 From January 2018, the following long term service pattern is planned to operate between Kent and the Thameslink core via Elephant & Castle:

- 2 trains per hour stopping service to and from Sevenoaks via the Catford Loop on Monday to Friday. The weekend service from Sevenoaks may continue to terminate and originate at Blackfriars;
- 2 trains per hour to and from Maidstone East arriving in London between 0700 and 1200, and departing London in a five-hour period between 1400 and 2100 (precise hours to be determined by bidders) on Mondays to Fridays. Bidders may opt to extend some of these trains through to Ashford International.

4.134 Those destinations no longer served by Thameslink services, such as Orpington, will be transferred back into the Southeastern network; services will be curtailed and run only to and from Blackfriars. Additional peak services between the Catford Loop and Blackfriars will also be provided by Southeastern.

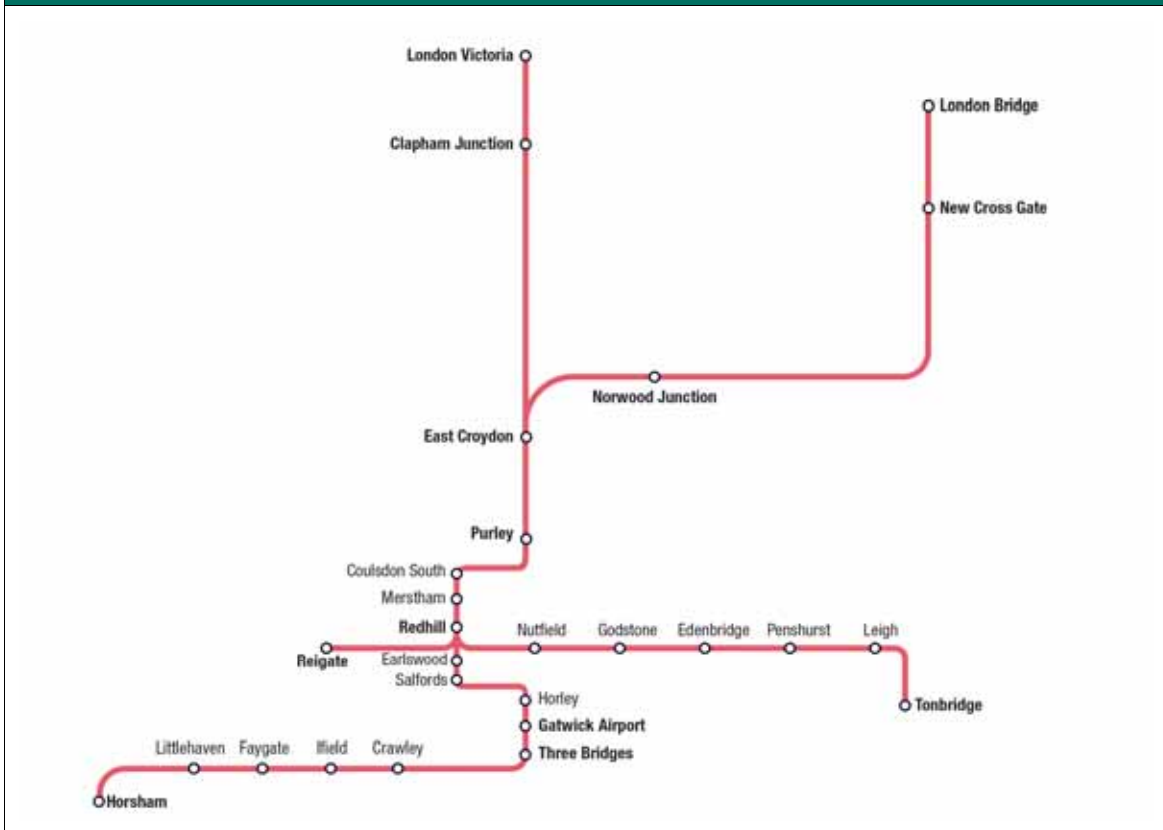
Redhill Route

4.135 Services on the Redhill route linking Reigate, Horsham and Tonbridge with Victoria and London Bridge stations will become part of the TSGN franchise from July 2015.

December 2014 to December 2017

4.136 Some services between these destinations and London Bridge may be affected by the TLP infrastructure works. This will be clarified when the December 2014 timetable has been completed.

Figure 4.12 Redhill Route Network (July 2015)



Summary

The TSGN franchise will provide customers with more regular services from Redhill and Horsham to London Bridge and the City of London, and potentially to and from further afield.

December 2018 onwards

4.137 The Train Service Requirement signals the Department's aspiration for an additional two trains per hour at peak times between Redhill and central London. As they develop their proposed timetables, bidders will need to consider, together with Network Rail, whether these can be accommodated reliably on the network without compromising other train service requirements.

4.138 By December 2018, Redhill will be served by a minimum of two Thameslink services per hour, peak and off-peak. Horsham will also be served by a minimum of two Thameslink services per hour, with bidders to determine whether these will serve the Redhill corridor or run on the fast lines north of Horley (which avoid Redhill).

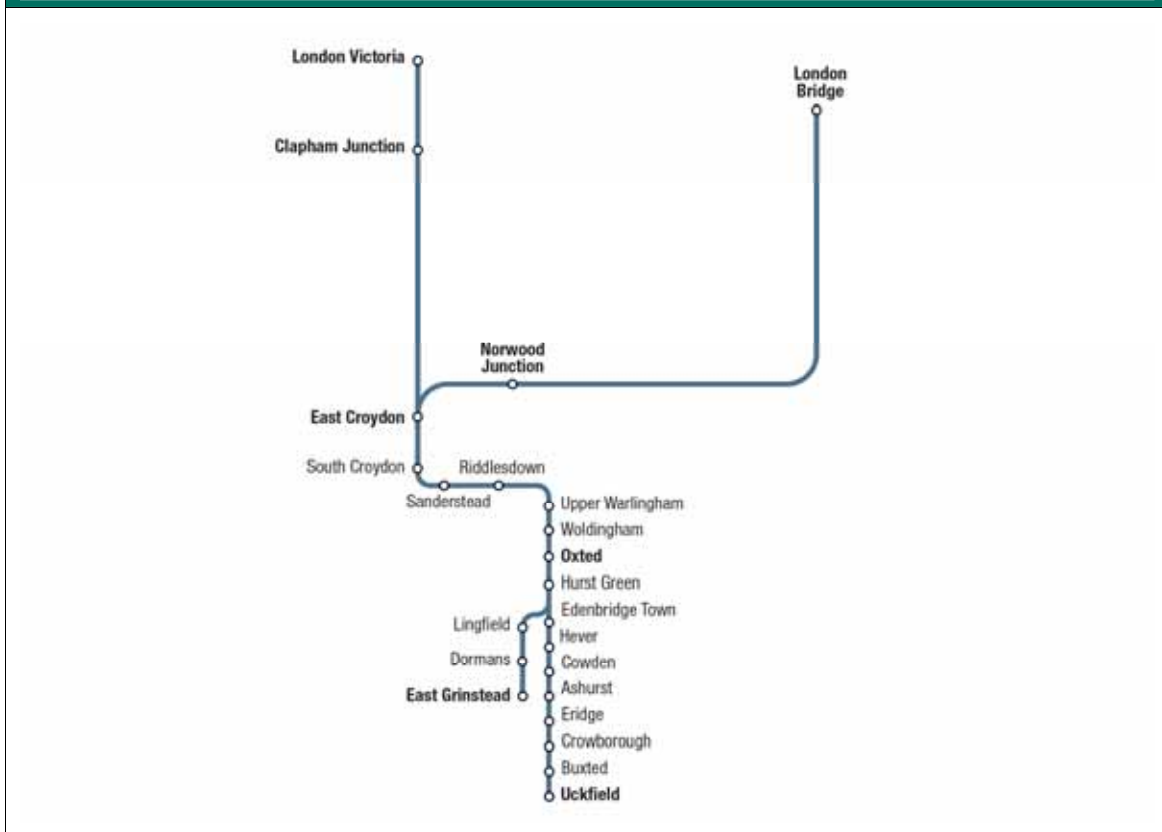
4.139 In addition to these, in the peak bidders have the flexibility to propose extra Thameslink services for the Redhill route by extending existing services into London Bridge to St Pancras International and potentially beyond. This forms part of the discretion they have to decide how the extra peak capacity available through the Thameslink core from

December 2018 might be used. The other possible destinations for the extra services are Epsom (or destinations further south), Caterham and Tattenham Corner.

4.140 In the off-peak, there will be four trains per hour to Brighton and two trains per hour to Horsham, On top of this, bidders will have discretion as to which of the services using the Brighton Mainline will operate through the Thameslink core via London Bridge. As shown in Figure 4.3, there is the capacity for up to four trains per hour to serve destinations south of East Croydon which could include additional destinations on the Redhill route.

Oxted Line (including East Grinstead and Uckfield)

Figure 4.13 Oxted Route Network (July 2015)



Summary

For customers using the Oxted Line, the TSGN franchise will provide new connections from East Grinstead into the City of London and St Pancras International, as well as increased capacity on services to and from Uckfield. Crowding on peak services to and from Uckfield was the subject of a number of responses to the consultation, which the Department considered carefully.

4.141 As with Redhill and other Southern routes, the Oxted line, which diverges from the Brighton Main Line at South Croydon and links East Grinstead

and Uckfield with London stations, will become part of the TSGN franchise from July 2015 onwards.

December 2016 onwards

4.142 The Government has recognised that the level of crowding in the peak on the non-electrified Uckfield line is a particular challenge, and this was reflected in the responses received to the consultation. Plans are already underway to increase the length of platforms along the route and put in the other infrastructure necessary for ten-car trains, which will deliver the peak capacity requirements set out in the Government's rail investment strategy.

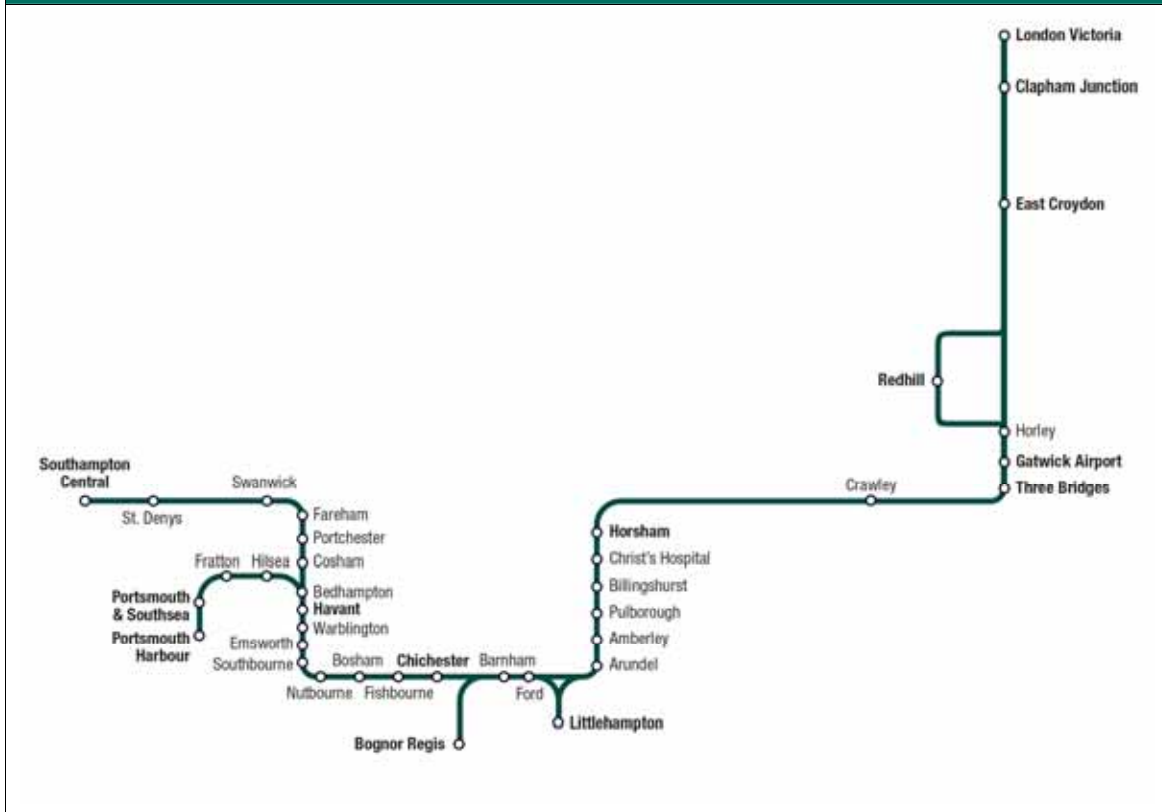
4.143 The Train Service Requirement includes lengthening of peak services to and from Uckfield, including the use of ten-car trains (rather than six or eight as currently) for at least three trains in the morning peak and two in the evening peak. This will require a larger fleet of diesel vehicles for use on the Uckfield line than at present, and the franchisee will be required to use all of these trains in the morning and evening peaks (subject to reasonable needs, e.g. for maintenance).

December 2018 onwards

4.144 In the peak, two trains per hour that today operate between East Grinstead and London Bridge will be extended through the Thameslink core to St Pancras International and beyond. These trains will run for a full three hour period in each of the morning and evening weekday peaks.

Arun Valley

Figure 4.14 Arun Valley Line (July 2015)



Summary

Service levels along the Arun Valley Line will be maintained under the TSGN franchise, with the potential introduction of new Thameslink services, linking stations along the line with St Pancras International and the City of London via London Bridge and East Croydon, left to the discretion of bidders.

4.145 Southern services between London Victoria and Barnham, Bognor Regis, Chichester, Portsmouth Harbour and Southampton Central (all via Horsham) will also become part of the TSGN franchise from July 2015.

December 2018 onwards

4.146 As already stated, two trains per hour from Horsham (or further south) to London Bridge will be extended to St Pancras International and beyond in both the peak and the off-peak, forming part of the core Thameslink network. Bidders have flexibility to determine which services are extended, which may or may not include those travelling through the Arun Valley.

West London Line

Figure 4.15 West London Line (July 2015)



Summary

The extra capacity provided on the West London Line under the current Southern franchise will be retained under the TSGN franchise. New destinations may be introduced at the discretion of bidders.

- 4.147** The current Southern service via the West London line from East Croydon to Milton Keynes Central (where a range of connections can be made with West Coast main line services) will become part of the TSGN franchise from July 2015 and will continue throughout the franchise.
- 4.148** Southern will already have extended most trains to five carriages, and some to eight carriages before that time, as provided for in the Government's rail investment strategy. To the south, bidders have the flexibility to extend services beyond Croydon to other destinations within the franchise area if they believe there is a case for doing so.

Southern Metro

Summary

Under the TSGN franchise, customers will be provided with new connections on high-capacity, new-build trains to the City of London, St Pancras International and beyond as a number of services to and from London Bridge are extended and incorporated into the core Thameslink network.

The off-peak, hourly two-carriage service linking Tattenham Corner and Purley may be discontinued as it is little used.

4.149 The inner suburban network operated by Southern will become part of the TSGN franchise from July 2015. By this time it is expected that the full complement of new ten-car Metro carriages from Bombardier will have been introduced onto the busiest services, including those to/from Victoria via Norbury, Streatham Hill and Hackbridge, increasing capacity on these routes by ten per cent. The specification will include the additional late evening services on Friday and Saturday nights introduced in 2010.

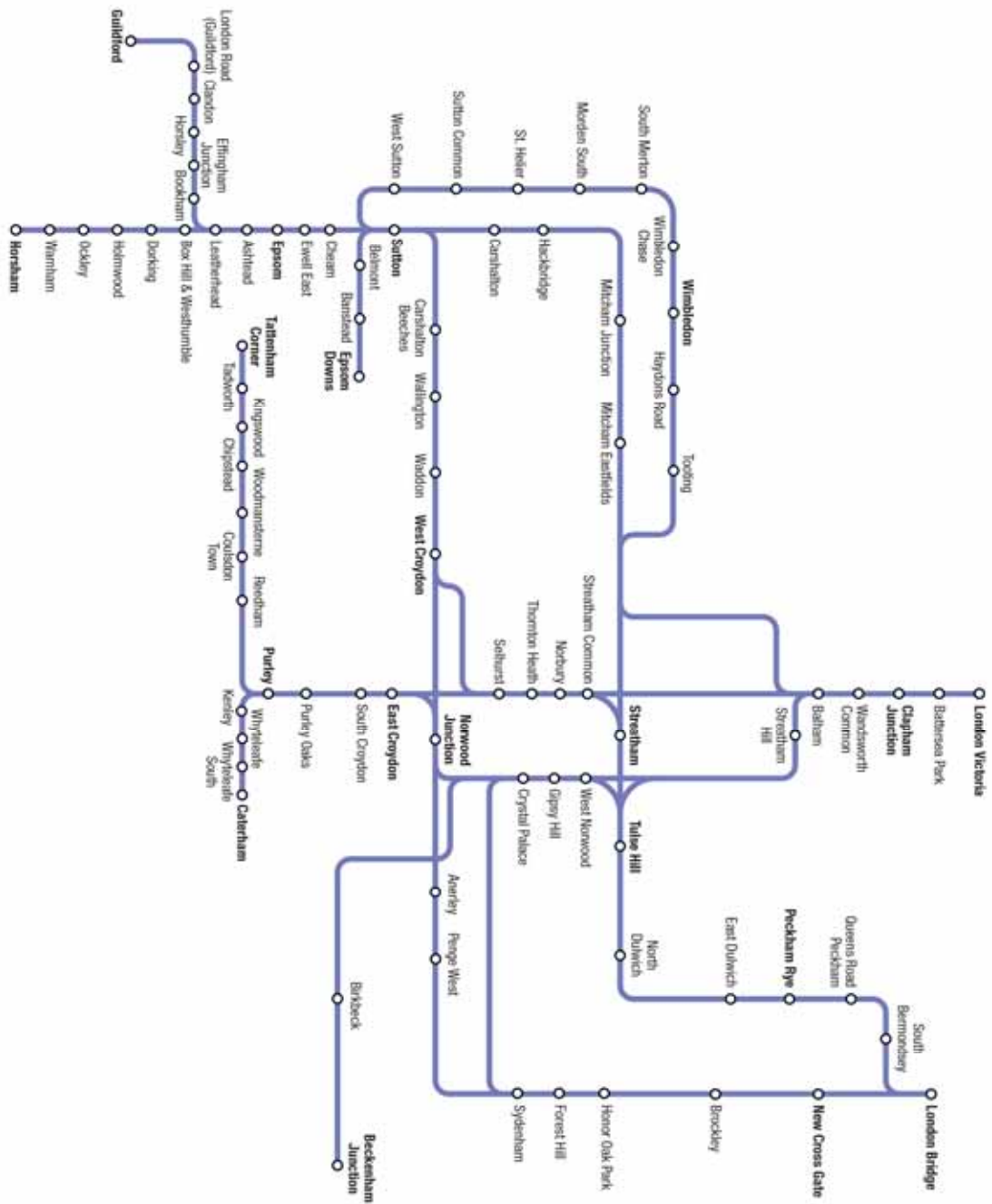
December 2014 to December 2017

4.150 There will be a reduction in the number of trains able to serve London Bridge in the high peak from December 2014, due to infrastructure improvement works as part of the Thameslink Programme. The December 2014 timetable will clarify how services into London Bridge currently operated by Southern will be affected.

December 2015 onwards

4.151 Almost all customers on the Tattenham Corner route travel north of Purley. The franchisee will therefore not be required to offer the current off-peak shuttle services between Tattenham Corner and Purley, which is little used and therefore difficult to justify. However, the two trains per hour from Tattenham Corner to London Bridge will continue to run. There are no other changes to the off-peak service requirements.

Figure 4.16 Southern Metro Network (July 2015)

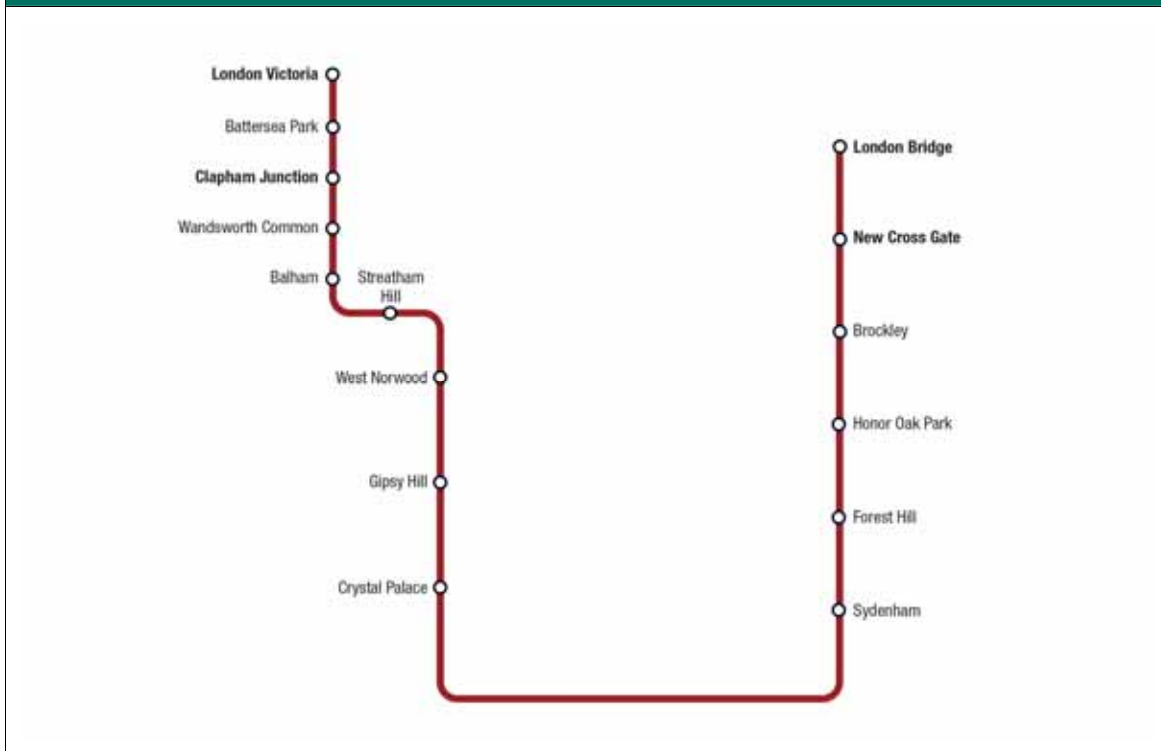


December 2018 onwards

- 4.152** By December 2018, the two trains per hour peak services from Caterham and Tattenham Corner, which currently join at Purley and continue to London Bridge, could be separated to provide two services of two trains per hour. This separation could increase capacity and service frequency at intermediate stations, and reduce journey times. These services may be extended through the Thameslink core using the new high-capacity Class 700 trains, or they may terminate at London terminals.
- 4.153** This potential change in services is one of the options already described which bidders may choose when considering from which directions the extra six peak Thameslink trains per hour will come. This could include any combination of
- Epsom (or destinations further south);
 - Caterham;
 - Tattenham Corner; and/or
 - extra trains from Redhill (or further south).
- 4.154** Should Epsom be chosen, these trains will be extensions of the current peak limited-stop services to London Bridge via West Croydon.
- 4.155** In the off-peak, at least four trains per hour will travel through the Thameslink core from East Croydon (or from further south) via London Bridge, in addition to the Brighton and Horsham services mentioned above. This may or may not include destinations in the Southern Metro area, depending on the winning bidder's proposed timetable.

Victoria to London Bridge services

Figure 4.17 London Bridge to Victoria Line (July 2015)



4.156 Commuter services on the loop between Victoria and London Bridge via Crystal Palace will continue after they become part of the franchise from July 2015, although there may be a reduction in the number of trains able to serve London Bridge in the high peak from December 2014 until 2018, due to infrastructure improvement works as part of the Thameslink Programme.

4.157 The Crystal Palace to New Cross Gate section of this route is paralleled by the London Overground's East London Line; it is Transport for London's plan to lengthen these services from four to five-carriage by April 2015, which may help to offset any loss of capacity on that section.

Marketing and reducing fare evasion

4.158 In recent years there have been increasingly innovative approaches to ticketing and fares in public transport, with the use of smartcard technology in particular on the rise. Effective marketing campaigns have also been used to attract customers onto the trains in off-peak periods and from private modes of transport, with more use made of social media and other modern marketing tools.

4.159 As ticket revenues from this franchise will pass through to Government, the new franchisee will not have the usual level of financial incentive to attract customers onto the network and prevent fare evasion. This has implications for both customers, in terms of benefitting from good deals,

and taxpayers, in terms of maximising revenue and safeguarding the future value of the franchise. Each bidder is therefore being asked to set out how they will make use of a fixed marketing budget to attract new custom and promote the new opportunities afforded by the amalgamation of the Thameslink and Southern networks and, from January 2018, the increased frequencies and enhanced capacity delivered by the Thameslink Programme infrastructure improvements. These marketing plans may then be adjusted annually through the Franchise Term.

- 4.160** Bidders are required to demonstrate how they will monitor and reduce fare evasion. Independent surveys will be undertaken throughout the franchise period to assess whether the target for ticketless travel specified in the franchise agreement is met, and the franchise agreement will include financial incentives to reward (or penalise) the operator for exceeding (or falling short of) the targets to reduce ticketless travel. It will be for bidders to determine how best to achieve their targets for ticketless travel, including the balance between the use of ticket gates at stations and on-train revenue protection staff.

Fares

- 4.161** The merging of two franchises, and the changes to service patterns resulting from the Thameslink programme, both have important ramifications for fares under the new TSGN franchise. The Department has also taken into consideration that, because the Government is retaining revenue risk, the normal commercial incentives under which a TOC would operate will not apply to the new franchise.
- 4.162** Accordingly, the Department has carefully considered how to manage the arrangements for the setting of regulated and unregulated fares and also how best to secure a new franchisee who, where possible, will take advantage of the opportunity created by the combination of the two existing franchises to simplify the fares and restrictions which operate on the franchise and communicate this clearly to passengers.
- 4.163** In addition, a number of initiatives which harness the capability of new 'smart ticketing' technology are expected to become operational early in the new franchise and the Department and the franchisee will need to be fully conversant with the new technology and involved in its implementation.

Regulated Fares

- 4.164** The current fares baskets for Southern and FCC, which are used to help calculate the maximum level of regulated fares, will continue to be used for fares regulation until the combined franchise comes into effect. New fares baskets¹ will be created so that there is only one 'Commuter' and

¹ A 'fares basket' describes an average of the relevant fares on each train, taking into account how many tickets are bought under each fare.

one 'Protected' fares basket for the combined franchise, to be used for fares regulation from July 2015.

4.165 However the Department recognises that one consequence of the combination of franchises and the resultant creation of new fares baskets would be to remove the current cheaper, FCC-only fare from some stations between Brighton and London. Accordingly, bidders have been asked to propose how they will mitigate the impact of such changes, so that the relatively small numbers of existing users of 'FCC-only' season tickets are not faced with undue hardship through sudden sharp increases in their season ticket prices.

4.166 Regulated fares are now capped to an annual increase of RPI +1% in line with current Government policy. The fares policy for the new franchise may be revised to reflect the outcome of the Fares and Ticketing Review, the conclusion to which is expected later this year, as well as future changes in fares policy.

Unregulated Fares

4.167 In order to protect the value of the franchise, and the revenues for which the Government will bear the risk, bidders will be required to propose a Bid Fares Policy including a structure of unregulated fares for the life of the franchise consistent with a 'Good Operator' standard in the Franchise Agreement. The 'Good Operator' standard is designed to ensure that the new train operator sets unregulated fares in keeping with the way in which a normally incentivised operator would do so.

Smart ticketing and new technologies

4.168 Stations within London will continue to be part of the Oyster Pay As You Go scheme, and further development of zonal fare schemes may be proposed by the new operator.

4.169 A pilot of the 'South East Flexible Ticketing' (SEFT) programme, which aims to introduce smart ticketing across rail franchises in the south east by the end of 2015, is currently underway on the Essex Thameside franchise operated by c2c. If successful, the SEFT programme is expected to be expanded to the TSGN franchise area early in the new franchise term. The new train operator will therefore be required to operate a fully interoperable smart and integrated ticketing scheme for the duration of the franchise where already in operation, and to be introduced onto the remainder of the TSGN network as soon as possible.

4.170 Once the SEFT programme has been completed, customers will be able to use a single smart ticket or token across the TSGN network and other SEFT train operator and Transport for London networks.

Environmental responsibility

- 4.171** The Government is committed to building a more sustainable transport system. The aim for this franchise is to achieve improvements in environmental performance, including (as far as is possible on a network with increasing demand) reductions in carbon emissions and increases in energy efficiency.
- 4.172** Bidders will set out as part of their bids targets for reducing the impact of the network on the environment (both direct and indirect), and to measure and monitor progress against those targets.
- 4.173** The specification requires the franchisee to comply with the carbon management framework set by the Sustainable Rail Programme.

Annex A: Summary of responses to the consultation questions

- A.1** This chapter summarises the consultation responses provided for each of the 33 questions asked in the TSGN consultation document.
- A.2** A summary of the responses for each question is provided. This encapsulates the full range of views, which reflect the interests of the broad spectrum of stakeholders consulted.

1. What improvements do stakeholders believe could be made on the combined franchise through partnership working between Network Rail and the new operator?

Percentage Response: 5%

Key Responses

Many respondents stated that they felt that close partnership working between Network Rail and the new operator should form part of the arrangements for the combined franchise, to deal with future operational challenges.

More specifically, the following improvements were suggested under this question, which reflect some of the common themes stated in Chapter 3 of this document:

Theme A: Improvements to Harringay and Hornsey services.

Theme B: Faster Services between Eastbourne and London.

Theme C: Support development of BML2. Reconnect Uckfield and Lewes.

Specific issues raised by respondents included:

- Kensington Olympia improvements.
- Platform extensions at Shepherds Bush, Kensington Olympia, West Brompton and Imperial Wharf for 8 car trains.
- Open a new station at Battersea Park.
- Timetable improvements to coincide with station interchanges at Streatham between Thameslink services and East Croydon services
- Concentration of resources on maintaining services in the double track core between St Pancras and Blackfriars.

- Seven day railway including during Bank Holidays.
- Quicker journey times between Southampton and Brighton.
- Increased luggage space.
- Predominantly electrified lines.
- Direct link between West Coastway and Brighton.
- Sevenoaks services should be provided by Southeastern.
- Better late night and weekend services.
- Demonstration by bidders on how they would partner with NR.
- Work closely with the councils.
- Minimise disruption by integrated control centres.
- Direct service from Horsham to Guildford and faster Horsham to London services.
- Increase capacity at East Croydon.
- Enhance facilities at Streatham station.

2. Do respondents have any other specific aspirations for the new franchise that they wish to bring to the Department's attention?

Percentage Response: 13%

Key Responses

Within the generally held view that the proposed new franchise was an opportunity to improve services for passengers, the following specific aspirations were stated, again with the recurring themes set out in Section 3:

Theme A: Improvements to Harringay and Hornsey services.

Theme B: Faster Services between Eastbourne and London.

Theme C: Support development of BML2. Reconnect Uckfield and Lewes.

Specific issues raised by respondents included:

- Accessibility.
- Safe stepping distances.
- Penalisation of franchisees for poor service.
- London/Brighton trains every half hour.
- Class 313s withdrawn from Coastway Brighton to Portsmouth.
- New rolling stock should be placed where it suits the service group, in

terms of future capacity requirements.

- Construct Arundel Chord.
- More services in the peak between West Dulwich and the Thameslink route.
- Mechanisms to ensure franchisees invest.
- Reduction of carbon emissions.
- Maintain Southern services in south London.
- Welwyn and Hertford local services run by LOROL.
- Better communication and information to passengers.
- Merge Dorking and Deepdene stations.
- A new Interchange and new platforms to link Chiltern services and London Overground services at West Hampstead should be adopted. (This is Chiltern train proposal).
- Better timetabling for Three Bridges.
- Improve train frequency at Royston station.
- Retain Downham Market ticket office.
- Improve services to Downham Market.
- Increase luggage space.
- Improve services to Collington station.
- Fair Trade foods on the railway.
- New station between Loughborough Junction and Elephant & Castle.
- Improved Bexhill to Victoria services.
- Toilets on all trains.
- Station at Ampthill.
- Station at Groombridge.
- New and improved links to Gatwick Airport.
- 10 car trains for the Uckfield line.
- Reintroduce London Bridge to Victoria via Tulse Hill.
- Half-hour frequency King's Cross-Cambridge-King's Lynn.
- Encourage cycling and walking to stations.
- Maintain Hitchin station services.

3. Are respondents aware of any other rail or non-rail development schemes that might affect the new franchise?

Percentage Response: 3%

Key Responses

- Among the many current and future developments stated by respondents that may influence future levels of passenger demand, the more commonly stated included:
- Luton Airport Expansion
- 250 new homes and mixed use development near Streatham station (Streatham Hub)
- Rail freight development at Radlett

Other less frequently stated but relevant developments include:

- Proposed tram link extension to Crystal Palace.
- Development in Hackbridge.
- Residential and commercial development along the GN route.
- Western section of the East-West rail project to Streatham from 2017 onwards.
- 400 new homes on Keymer Tile site.
- More homes to be built between Burgess Hill and Haywards Heath.
- Development near Ore station.
- Residential development near Sutton station.
- Alconbury enterprise zone close to Huntingdon.
- Ruskin Square close to East Croydon station and Chelsea Creek adjacent Imperial Wharf.
- Redevelopment of Earls Court Centre and Seagrave Road car park at West Brompton station.
- The Westfield extension at Wembley City development.
- Waterside enterprise zone near Towcester.
- Link road between Bexhill and Hastings.
- Lydd Airport expansion

4. What increments or decrements to the specification would stakeholders wish to see and how would these be funded?

Percentage Response: 2%

Key Responses

A common theme in the responses to this question was the request for the provision of good information to passengers, so that they are provided with early warning of the changes being executed. Respondents used this question to set out their views to question 18, however the following specific changes to the specification were suggested:

- Rail Action Plan recommendations for Kent by Kent CC.
- Kent to Gatwick services.
- Improved late night and weekend services.
- Improvements to Uckfield/Lewes line.
- InterCity Express to Kings Lynn.
- Improve passenger transfer to West and North West London
- Rolling stock design for air travellers.
- Services aligned to airport times.

5. Which aspects of the specification, other than for those services operating through the Thameslink core route, would stakeholders wish to see mandated and which aspects of the specification could be left to the discretion of the operator?

Percentage Response: 4%

Key Responses

Generally, the responses to this question focussed on train service levels, with some respondents suggesting flexibility for the operator and others promoting a prescriptive specification. For example, the following statements give a flavour of the view resulting from the consultation:

“Mandate at least the current level of service.”

“Mandated services within London.”

“Specify with some flexibility.”

“Do not leave any aspects of the specification out and no discretion to be left to bidders.”

“Should not be over prescriptive in order to allow flexibility.”

“First and last trains and Trains Per Hour in the peak to be mandated.”

“Times of last trains on all routes to be fixed and to be at least at current times.”

Many respondents used this question in order to provide their views on Harringay and Hornsey Sservices. (Theme A)

Some respondents used this question in order to provide their views on Eastbourne/London services. (Theme B)

Some respondents took the opportunity to provide specific specification aspirations for the Department to consider:

- A solution to overcrowding on the Brighton mainline is essential.
- Peak services to Herne Hill should be more structured.
- Rail replacement should go to other places, such as town centres.
- Retention of direct services, seven days per week, between Hastings and Gatwick Airport, East Croydon and Victoria and between Hastings and Brighton.
- Frequency and pattern of services.
- Franchisees' periodic performance reviews.
- Journey times.
- Provision of rolling stock.
- Services to the terminal ends such as Bedford should have the same mandated specification requirements as those through the core.
- No reduction in the current services should be mandated.
- King's Cross-Cambridge-King's Lynn mandated services.
- Performance targets to be mandated.
- Keep the routes via Clapham Junction to Victoria and London Bridge.
- Consider servicing communities of different levels of socio-economic prosperity.
- Regular Denmark Hill, Peckham Rye, Loughborough Junction, Wimbledon and Sutton services.
- Avoid rebranding of stations and focus on services.
- Specify minimum services for each route including first and last trains and minimum calls at stations.
- Maintain weekend services at Moorgate.

- Premium dedicated non-stop services to Gatwick.
- 7 day per week services.
- Toilets on all rolling stock.
- Consult freight companies in the timetable options considered by bidders.
- Clock-face 15 minute interval non-stopping service London to Gatwick during London Bridge closure.

6. Are there other approaches to train service specification which you would prefer?

Percentage Response: 5%

Key Responses

Many respondents used this question in order to provide their views on Harringay and Hornsey Services. (Theme A)

Many of the responses provided for Question 5 were also provided for this question. The following bullet points demonstrate the typical issues raised:

- Initial baseline to the existing services; first and last trains, calling patterns and train frequency to be specified.
- Detailed specification in terms of Trains per Hour.
- Performance Indicators proposed for measures such as punctuality, seating availability and general performance.
- Proposal that bidders should be asked to provide options for enhancements to specification if they were offered a 20 year franchise.
- Preference for electric trains on environmental grounds.
- Suggestion to allow the franchisee to adjust the journey opportunities whilst maintaining frequency on key routes.
- Stakeholders to be consulted on the contents of the base specification for the franchise.
- 7 days a week services to be mandated.
- A wish to see potential operators offer innovative service proposals.
- Less control by the DfT over franchise details (i.e. not dictating on rolling stock type and distribution, timetable changes etc.).
- Request for a mechanism for stakeholders to have visibility on how aspirations will be taken forward that do not exist in the base specification.
- Devolution of decision-making at a more local level.
- The specification should set out that last trains should run later. The

necessity for a summer and winter timetable should be reviewed as part of the franchise specification as this can be confusing to passengers.

7. What changes to services would stakeholders propose, what is the rationale for them and would these provide economic benefit?

Percentage Response: 3%

Key Responses

Many respondents used this question in order to provide their views on Lewes/Uckfield Line reinstatement or to refer to their responses to other questions.

The level of detail provided within responses varied from one sentence suggestions to detailed, rationalised and explanatory proposals. Below is a list of the topics and themes:

- General request to increase train lengths or number of carriages in order to increase capacity.
- Splitting and joining at Haywards Heath should stop, releasing more capacity and providing more seats.
- More fast trains from Bedford, thereby reducing the number of passengers on East Midlands Trains.
- Economic benefit would be derived by better linking south London with south London's airport at Gatwick resulting in improved trade and communications.
- Explore potential for early morning and late evening services to match departures at Gatwick Airport.
- More services to and from Southampton Airport, reducing congestion on the M27.
- A full description and justification provided for regular peak mainline services from Kent/Medway to Charing Cross or Victoria and to Blackfriars or Cannon Street.
- Information on station displays for the carriages that have spare capacity.
- Fast services from Southampton/Portsmouth via Horsham to London Bridge.
- Fast trains from East Grinstead to Oxted and then to East Croydon and London Bridge or Victoria at peak times.
- Ashford-Tonbridge, Edenbridge, Redhill to Gatwick service should be arranged, Kent is the only county in the South East without a link to Gatwick and such a link will reduce car journeys.

- Increase frequency to half-hourly throughout the day on King's Lynn to King's Cross line.
- Operate Moorgate branch all day every day at four trains per hour since Moorgate will be a significant Crossrail interchange.
- Direct service from Milton Keynes to East Croydon to be extended to Gatwick Airport.
- Greater use of the Wimbledon Loop by higher train frequency.
- During London Bridge blockade, continue some services to East Croydon and Gatwick Airport to avoid central London interchange.

8. How might better use be made of the capacity currently available?

Percentage Response: 3%

Key Responses

Many respondents used this question in order to inform their views on Lewes/Uckfield Line reinstatement.

Longer and more frequent trains are a recurring theme, along with making better use of off-peak capacity.

Other less frequently stated developments include:

- Increase 8 and 10 car trains to 12 car, reinstate seats and reduce luggage space.
- Removal of first class.
- Reduce standing time from Haywards Heath to London.
- Selective rolling stock internal reconfiguration.
- Peak spreading through a wider range of fares and ticket products.
- Splitting and joining at Haywards Heath should stop, releasing more capacity, providing more seats.
- The Brighton and Gatwick Express services should be more integrated.
- Better use should be made of all trains calling at Gatwick in the peak.
- Use of selective door operation to allow longer trains to stop at the shorter platform stations.
- Remove fixed block signalling and move to rolling block.
- Do not change the fare structure to price people off peak period trains.
- Longer trains with more passenger space.
- Link Luton to western half of SE Midlands: 3 paths per hour can be found. Additional platform at Gatwick must be built and the differential pricing

abolished.

- Innovative pricing and marketing initiatives to attract less time sensitive trips at less busy times, for example, to allow growing peak trip demand to be met with limited resources
- Encourage passengers and employers to introduce flexible working to reduce passenger travelling at the peak.
- The case for electrification of residual diesel areas which currently constrain optimisation of train paths between South Croydon and London Bridge. Electrify Hastings/Ore to enable access to HS1 for Hastings to London services.
- Future timetabling to take cognisance of strategic capacity statement.
- Easement of Schedule 5 journey time protection in access contracts.
- No 8-12 car stopping at Meldreth, Shepreth or Foxton.
- Double decker trains.
- Franchise merger allows a rearrangement of calling patterns.
- More splitting and joining of train services.

9. What steps might bidders be expected to take to meet passenger demand and what might be the most appropriate mechanisms for managing demand?

Percentage Response: 5%

Some respondents used this question in order to inform the Department of their views on Harringay and Hornsey Services. (Theme A)

Many respondents used this question in order to inform the Department of their views on Eastbourne/London Services and some respondents used this question in order to inform the Department of their views on Lewes/Uckfield Line reinstatement. (Theme B)

Key Responses

The main themes arising from responses to this question were:

- Increase frequency.
- Not using fares to manage demand.
- Increases in rolling stock.

Other less frequently stated responses include:

- Resolution of the Marshlink overcrowding issue.
- Fares utilised to better manage demand.
- Train lengthening and an understandable fares system.

- Double Decker trains.
- Rolling stock requirements should be reviewed to match demand.
- Passenger demand for travel to and from Gatwick is only going to increase with the investment being made by the airport operator.
- Inappropriate mechanism is to price passengers off the railway with above inflation fare increases or peak pricing.
- Bidders should outline how they are going to safeguard the interests of passengers.
- Increasing the capacity of trains between south London and the City beyond.
- Increasing the frequency of services.
- Against making the fares structure more complex than what it is.
- Set the requirement for a certain capacity plus a minimum number of trains per hour, distinct from capacity per hour only, e.g. six 8-car trains are more useful than four 12-car trains.
- Land use planning system.
- Invest in additional trains, bus to station schemes, and station improvements in exchange for a pre-agreed franchise extension; and agree to provide train services on a seven day railway.
- Support for Brighton Mainline 2.
- Educate off-peak travellers about interchange to London Underground other than Blackfriars.

10. What destinations on the current Southeastern network do respondents think should be served by the combined franchise's services and what is the rationale for such proposals?

Percentage Response: 2%

Key Responses

There was a general call for all jointly operated FCC and Southeastern services to be incorporated into a combined franchise.

Below are a selection of common responses regarding specific routes and destinations concerning frequency and quality of service:

- Services to Sevenoaks via Catford, Bromley South, Swanley and Otford, Epsom via Herne Hill, Streatham, Mitcham Junction and Sutton should be included in the TSGN franchise.
- Dartford via Bexleyheath line should serve Farringdon allowing Crossrail

connections to other parts of London and the South East.

- Tonbridge to Redhill services should be included in the TSGN franchise
- Southeastern services serving Balham with services to Blackfriars or Cannon Street during the peak would provide more connections
- Orpington, Sevenoaks (via Bat and Ball), Tunbridge Wells and Ashford would provide better connectivity across the franchise area.
- Retention of 7 direct trains each day from and to Southeastern stations (on the Orpington line) which serve the Thameslink core route.
- Maidstone East should be served from Thameslink core as well as existing services to Victoria.
- Services Tonbridge to Orpington, then fast to London.
- Sevenoaks services should be provided by Southeastern for a seamless service.
- Charing Cross to Hastings and Charing Cross to Ashford International lines.
- Direct connection from Gatwick to Ashford enabling use of the Eurostar service.
- Hastings should be served by the combined franchise.
- Keep existing Southeastern services into London Bridge and Blackfriars.

Some comments were received suggested that that no Southeastern services should be transferred to Transport for London.

11. How might better use be made of the capacity available on the Brighton Mainline?

Percentage Response: 2%

Key Responses

The main theme in responses to this question was the proposal for a new electrified "Brighton Main Line 2" rail connection, using a reopened Lewes-Uckfield line.

Below are a selection of common responses regarding specific issues for the Brighton Mainline:

- Double Decker trains suggested.
- Combining Brighton and Gatwick services will provide more seats south of Gatwick.

- More trains to stop at Clapham to/from Brighton in the peak.
- Appears to be duplication of services to East Croydon with Southern going to Victoria and London Bridge and Thameslink services also going to London Bridge.
- Replace Gatwick Express trains with stock that loads and unloads quickly.
- More fast trains, overtaking those stopping at Haywards Heath.
- Make off-peak travel more attractive.
- End splitting and joining of trains at Haywards Heath and instead carry this out at Worthing.
- Introduction of a Kent Medway/Gatwick link via Tonbridge.
- Some calling for the current Brighton to London frequency to be reduced as not required.
- Suggestions that the Milton Keynes to East Croydon service should be extended to Brighton.
- Platform blocking at Gatwick: move empty trains out to Three Bridges until needed for pick up at Gatwick.
- New rolling stock to have better acceleration than 377s.

12. What steps should bidders be expected to take to improve performance on the route?

Percentage Response: 2%

Key Responses

A wide spectrum of responses was received on this subject. A list of headings for the most common type of response is set out below:

- Support “Brighton Main Line 2.”
- Close working with NR to improve infrastructure, minimise failures and work in an integrated manner.
- Overcrowding mentioned a lot and the wish for more and longer trains.
- Quite a few comments on the lack of toilet facilities on trains and poor toilet facilities at stations.
- Requests for better management and facilities during service failure.
- Better information during disruption.
- Penalties and incentives within the franchise contract.
- Priority to be provided to Gatwick Express but with equitable treatment to other services.

- Snow and leaf clearing equipment must be available based on the worst case scenario.

13. What destinations on the Great Northern route do respondents consider would be appropriate to become destinations for trains which serve the core Thameslink route?

Percentage Response: 2%

Key Responses

The following destinations were suggested, listed by indicative level of response:

- 1 Peterborough
- 2 Cambridge
- 3 Welwyn Garden City
- 4 King's Lynn
- 5 Stevenage
- 6 Ely
- 7 Letchworth
- 8 Hertford North
- 9 Hornsey and Harringay
- 10 Newmarket

Some proposed all stations to Welwyn Garden City; others all destinations.

Many respondents called for Great Northern routes to extend through the core to stations in the south such as Gatwick and East Croydon.

There was some suggestion that a link onto the West Coast Mainline at Watford would be useful.

14. Do respondents believe Great Northern trains which do not serve the Thameslink Core route should remain as part of this franchise or be transferred to the new Inter City East Coast franchise?

Percentage Response: 2%

Key Responses

There was a general consensus from those that responded that such trains should remain as part of the franchise and should not transfer to East Coast. A minority felt that King's Cross to Cambridge and King's Lynn should be part of the East Coast franchise. One of the arguments put forward as part of the campaign to retain the current level of service to Haringay and Hornsey stations was that Moorgate services should transfer to Transport for London.

15. What improvements would respondents like to see made to Great Northern services as part of the combined franchise and what is the rationale for this?

Percentage Response: 3%

Key Responses

The majority of respondents indicated a desire to retain Hornsey and Haringay services to Moorgate and some suggested frequency, capacity and performance be improved.

Other common responses include:

- Additional capacity for Cambridge to London.
- New station at Chesterton.
- Increase services to Welwyn Garden City.
- Fast peak services King's Cross to Cambridge, King's Lynn and Peterborough.
- Improved interchange at Finsbury Park.

16. What services would be appropriate to serve the Airport market?

Percentage Response: 4%

Key Responses

Common responses centred on the upkeep and repair of trains, space for luggage and interchange with other forms of public transport.

Of the other responses, many proposed Luton to Gatwick as a key service requirement and some suggested an all night hourly service.

London to Gatwick dedicated non-stop express services were proposed with different suggested levels of frequency such as at every 15 minutes, every 30 minutes and every hour.

London Luton Airport have developed two case studies which outline the changes that they suggest are required to the existing train service provision, including an increased service frequency in the early hours of the morning (reflecting the high concentration of flight departures in the early morning).

Many responses suggested Kent services be required to link to Gatwick Airport, with services proposed from Ashford International.

Some request that this question should also consider St Pancras International for Eurostar and Southampton for Southampton Airport.

A few responses suggested that the Department should consider a long term aim of linking the four London airports with direct train services.

Some responses linked the Wimbledon Loop issue (Theme D) to this question and pointed out that travel to Luton and Gatwick would prove more difficult under the proposed changes to services.

A few respondents proposed that the franchisee should look toward integration with airports and airlines such as booking, check-in, timetable etc. and that timetables should be compatible to suit first departures and last arrivals at airports.

Some suggested the extension of Gatwick Express services to Brighton in the off-peak and some suggest that the current service level should be reviewed and re-evaluated.

Some maintained that existing services are indeed adequate but others called for faster services to Luton Airport Parkway.

It was stated by some that a franchise should have the flexibility to respond to aviation policy changes.

The Airports Consultative Committee proposed that bidders should consider predicted growth in air passengers at both Gatwick and Luton Airports.

17. What improvements could be made without adversely affecting the service provision on the remainder of the franchise?

Percentage Response: 3%

Key Responses

Common themes include reliability and frequency of services and better information to passengers when delays occur.

Many respondents used this question to provide answers to questions 16 and 18.

18. What services that run via Elephant & Castle do respondents think should run via the Thameslink core route?

Percentage Response: 71%

Key Responses

The prospect of the loss of services through the core proved very contentious and attracted by far the majority of responses to the consultation document. Of the responses received, the dominant proposal is that Wimbledon Loop services should run through the core.

A significant minority called for Kent services to run through the core.

The maintenance of current services through the core is also a common message.

Some proposed sharing of services through the core between Wimbledon and Kent services, based upon a review of origin and destination data rather than operational suitability.

19. Recognising that not all of these services can run via the Thameslink core route, what would be the most satisfactory way of managing the interchange at Blackfriars?

Percentage Response: 6%

Key Responses

Respondents predominantly utilised this question to reiterate the concerns and proposals set out for Question 18.

Specific to this question, concerns and proposals for improved interchange at Blackfriars were emphasised as important in order to mitigate the impact on passengers of the proposed services through the core. It was again proposed that the Wimbledon Loop service be retained.

20. What improvements would respondents like to see made to Coastway East and West services, the rationale for such proposals and the economic benefit expected to be delivered from these changes?

Percentage Response: 12%

Key Responses

The majority of responses to this question used the opportunity to express their wish for faster services between Eastbourne and London, with at least 1tph and a maximum journey time of 72 minutes. (Theme B)

Other improvements suggested by respondents included:

- Later trains on Coastway West.
- Two track railway in each direction.
- Improved service to Southampton Parkway for the airport.
- Maintain the route between Hastings and Brighton.
- Better links to Ashford and Dover.
- A franchise that benefits passengers at Ore, Hastings, Bexhill and Seaford.
- Faster service between London and Bexhill.
- Restore fast service between Portsmouth, Southampton and Brighton.
- Reduction in journey times from Eastbourne to London.

21. What improvements would respondents like to see made to other Southern services as part of the combined franchise from 2015, what is the rationale for such proposals and the economic benefit expected to be delivered from these changes?

Percentage Response: 2%

Key Responses

Many responses provided that are covered within questions 1-20 and centre around reliability, value for money, overcrowding and punctuality.

Some examples of the type of specific proposals provided are set out below:

- Once London Bridge has been rebuilt, the South London Line service between London Bridge and Victoria via Denmark Hill should be restored and be included in this franchise.
- Maintain fast frequent service from London Bridge to East Croydon was a common response.
- Milton Keynes to East Croydon service to be extended to Gatwick Airport.
- Longer trains.

22. What are respondents' views on the practice of splitting trains at stations such as Haywards Heath?

Percentage Response: 2%

Key Responses

The majority of those who answered this question directly indicated that the practice is effective and should continue. However, some responses stated that it is not acceptable and propose alternative arrangements.

Moreover, the standard response to 'Theme B' specifically asked for an end to splitting and joining of London-to-Coastway services at Haywards Heath.

23. Do respondents feel that the Newhaven Marine branch line and station should be kept open and maintained or should the rail industry deploy the relevant funding elsewhere on the network?

Percentage Response: 1%

Key Responses

Respondents were split between those who wish to see the station closed and those who wish to see it maintained.

24. How would you like to see the performance information published?

Percentage Response: 2%

Key Responses

The common suggestion from respondents was that performance information should be published online, on station notice-boards and in leaflets at stations. The reports should provide graphical representation in varying levels of disaggregation.

A popular suggestion was that performance data should be provided for each station and by route. Some suggested that a review is required of how performance measurements are provided, with a perceived mismatch between the official public performance measure and actual performance.

25. How frequent should its publication be?

Percentage Response: 2%

Key Responses

The majority of respondents suggested a monthly frequency is appropriate, with quarterly and annual summary reports. Some suggested quarterly to cover the seasons. Others proposed that publication should match the frequency of the 13 railway periods.

26. What level of disaggregation of performance do you believe is reasonable?

Percentage Response: 2%

Key Responses

There was an overwhelming response that performance data should be published by individual service type, line of route and at the station in question. Many suggested that the information should be disaggregated at “a level that makes sense to customers” and should include reliability and punctuality. Measures of overcrowding on services were requested by some respondents.

27. What are the priorities that respondents consider should be taken into account to improve the passenger experience of using these services?

Percentage Response: 4%

Key Responses

A generally consistent message from respondents was that information and communications, during 'business as usual' and also in disruption, either at stations or onboard should be considered a priority.

An array of other priorities were also provided, including, in no specific order of priority:

- Comfort
- Reliability
- Punctuality
- Increased capacity
- Journey time
- Value for money
- Maintaining staff levels
- Toilets on trains
- Parking
- Improved station announcements and signage
- Minimisation of disruption
- Better disruption management and communication at such times

Some respondents suggested a reference to a recent Passenger Focus survey on satisfaction levels and that the bidders should put focus on aspects with low National Passenger Survey scores.

28. What do stakeholders see as the most important factors in improving security (actual or perceived) and addressing any gap between the two?

Percentage Response: 3%

Key Responses

Many proposed that staff presence at stations and on particular train services would improve actual and perceived security on the railway.

Other suggestions include:

- Open and staffed ticket offices.
- Improved CCTV and lighting in stations and onboard.
- Help points at stations.
- Secure station accreditation.
- Increased presence of British Transport Police.
- Improved cycle parking.

29. What is important to stakeholders in the future use and improvements in stations?

Percentage Response: 4%

Key Responses

Nearly all aspects of station facilities were mentioned in responses to this question. The more common aspects stated include:

- Accessibility.
- Toilets at stations.
- Cleanliness.

Other responses included:

- Ticket offices open for longer.
- Covered waiting areas.
- Platform extensions.
- Automated Ticketing Gates (ATGs).
- Lighting.
- Signage.
- Station Travel Plans.
- Information.
- Car parking.
- Cycle parking.
- Automated Ticketing Machines (ATMs).
- Wi-Fi.

Various station-specific improvements were provided for the following locations:

Elephant & Castle, Streatham, Haringay, Hornsey, Tulse Hill, New

Southgate, Loughborough Junction, Luton, Gatwick, Ashford, Rye, Meldreth, Horsham, Littlehaven, Bromley South, Clapham Junction, Victoria, Wimbledon, New Southgate, Alexandra Palace, Enfield Chase and Palmers Green.

30. What priorities would respondents give to car parking and cycling facilities at locations where these are fully used?

Percentage Response: 3%

Key Responses

Many responses proposed that bidders should do as much as possible to promote the use of public transport, walking and cycling to and from stations.

Proposals to encourage such mode of transport include

- More secure cycle parking mentioned by the majority of respondents.
- Better bus links.
- Cycles on trains - better facilities.
- Cycle hire facilities.

With regard to car journeys, many respondents suggested that more parking is required for stations in country areas in order to encourage drivers to use the railway. Free parking at weekends was suggested and changes to pricing policies were cited.

Station specific proposals or comments include:

- Secure parking at Finsbury Park.
- Ely and Cambridge parking and cycle facilities are poor.
- Herne Hill cycle facilities are inadequate.
- Leagrave cycle storage fully used.
- More parking is needed at Crowborough.

31. What sort of ticketing products and services would you expect to see delivered through 'smart' technology on this franchise?

Percentage Response: 3%

Key Responses

A common proposal is the extension of Oyster Cards, but with various suggestions regarding area to be extended, including all franchise area, within the M25 and across the South East.

Many responses argued that any technology should be compatible with the ITSO 'Key' from Southern.

Concerns were expressed by many that technology should not be used as a pretext for removing ticket offices from stations.

ITSO specification for 'pay as you go' travel was proposed by many respondents to this question.

Other concerns or proposals include:

- Concern at lack of automatic ticketing gates at some stations.
- Carnet style tickets for less regular travellers.
- Proposals for rewards for loyal travelling.
- Various specific suggestions on how technology could enhance the experience.
- Smartcard integration with bus services.
- Ticket Vending Machines that are able to deal with more ticketing possibilities than at present (e.g. from other departure points than the home station where the machine is sited).

32. What local accessibility and mobility issues do stakeholders see and how they might be addressed?

Percentage Response: 3%

Key Responses

A common theme of responses to this question was the call for the franchise specification to require the franchisee to audit stations for accessibility (through provision of station travel plans) and provide for a funded and resourced programme of works to improve accessibility. Some suggesting that a franchise commitment of a number of stations per annum to be made DDA compliant.

The need for Disabled People's Protection Policy (DPPP) was highlighted by

many.

Broadly, much emphasis was placed on the franchisee providing suitable information on facilities and signage and for information on onward journeys by local bus and taxi to be made clear to travellers.

Some proposed that onboard announcements be required that enable visually impaired people to be certain of the station being approached.

Other general aspects covered with responses include:

- Signage.
- Toilet facilities.
- Lift access.
- Staff training for clear communication.
- Priority parking.
- Gauge and stepping distances of platforms to be improved

Specific stations cited as requiring improvements for accessibility include:

- Bedford
- Elephant & Castle
- Hendon
- Huntingdon and St Neots bus timetabling
- Lifts at Streatham
- Biggleswade
- Lifts at Harringay
- Luton
- Crofton Park (the nearest station is Nunhead if customers cannot access)
- Coulsdon South, Chipstead, Reedham and Upper Warlingham
- Edenbridge Town
- Meldreth
- Crowborough
- East Grinstead
- Pedestrian crossing at Lingfield station
- Highbury and Islington

33. What environmental targets would stakeholders like to see within the franchise specification?

Percentage Response: 2%

Key Responses

In summary, the key proposals and comments provided by respondents for environmental improvements include the following:

- Carbon emission targets should be included in the contract.
- Short journey ticket prices are high and encourage car travel.
- Low-carbon powered electricity to be used and phase out of diesels.
- Electrification of all lines (Oxted-Uckfield and Ashford-Ore mentioned).
- Increase use of cycling.
- Solar/PV panels and energy controls at stations.
- Smartcards to reduce use of paper.
- Regenerative braking in rolling stock.
- Waste reduction targets.
- Fair Trade on offer on trains and at stations.
- Publish annual reports.
- Noise pollution is important for local residents groups who live near the railway
- Cleanliness and anti-graffiti measures.

Annex B: List of Formal Respondents

Association of Train Operating Companies

British Transport Police

Disabled Persons Transport Advisory Committee

Equality and Human Rights Commission

Freight Operators

Freight Transport Association

Greater London Authority

Local Government Association

Local, Metropolitan, County and Unitary Authorities (within the franchise area)

London Boroughs (within the franchise area)

London TravelWatch

Mayor of London's Office

Members of Parliament (within the franchise area)

National Rail Contractors Group

Network Rail

Office of Rail Regulation

Passenger Focus

Rail Freight Group

Rail Safety and Standards Board

Rolling Stock Leasing Companies

Train Operating Companies

Transport for London

Annex C: Responding Organisation Types

Table C.1 List of types of organisation that provided a response	
Type of organisation	
	Airline
	Airport, & Airport Consultative Committee
	Charity
	Councillor
	County or Unitary Authority
	Cycling Group
	Devolved Government
	District, Town, or Parish Council
	Educational Establishment
	Freight Operating Company
	Government Agency
	Government Department (ministerial)
	Government Department (non-ministerial)
	Individual
	Industry / Trade Association
	Infrastructure Manager
	Local Enterprise Partnership
	Local Business
	Local Society
	London Assembly
	London Borough
	National Business

NHS Hospital / Trust
Non-sectoral business association
Other
Parliamentary
Passenger Interest Group
Passenger Transport Executive
Petition
Political Party
Professional body / institute
Regulatory Body
Train Operating Company
Trade Union
Watchdog

Annex D: Shortlisted Bidder Contact Details

Table D.1 Shortlisted Bidder Contact Details	
Bidding Enterprise	Contact
Abellio Thameslink Limited (NV Nederlands Spoorwegen)	<p>Edward Funnell</p> <p>Stakeholder Relations</p> <p>Abellio</p> <p>2nd Floor</p> <p>1 Ely Place</p> <p>London EC1N 6RY</p> <p>Edward.funnell@abellio.com</p>
First Thameslink Limited (FirstGroup plc)	<p>Paul Oxley</p> <p>Stakeholder Manager</p> <p>FirstGroup plc</p> <p>50 Eastbourne Terrace</p> <p>Paddington</p> <p>London W2 6LG.</p> <p>Paul.Oxley@firstgroup.com</p>
Govia Thameslink Railway Limited (Go-Ahead group plc and Keolis SA)	<p>Gavin Bostock</p> <p>Head of Stakeholder Engagement</p> <p>The Go-Ahead Group plc</p> <p>4th Floor</p> <p>Evergreen House</p> <p>160 Euston Road</p> <p>London NW1 2DX</p> <p>gavin.bostock@go-ahead.com</p>

<p>MTR Corporation Thameslink Limited (MTR Corporation Limited)</p>	<p>Mungo Duncan Stakeholder Manager MTR Corporation Golden Cross House 8 Duncannon Street London WC2N 4JF mungo.duncan@mtruk.co.uk</p>
<p>Stagecoach Thameslink Trains Limited (Stagecoach Group plc)</p>	<p>Leo Mcallister Rail Bid Coordinator Stagecoach Rail Friars Bridge Court 41-45 Blackfriars Road London SE1 8NZ tsgnfranchise@stagecoachrail.com</p>

Annex E: Common Responses

Many responses to the consultation included identical wording, as part of organised campaigns on some of the most popular issue. These common responses are provided below for information.

Theme A: Harringay & Hornsey

Common response

As a concerned user of Harringay & Hornsey Rail ('H&H') rail stations, I would like the following to be taken into consideration when deciding on future Thameslink and Great Northern services:

Threats to current service levels

Two separate changes to the railway are underway which will affect services to Harringay & Hornsey stations: The Thameslink Programme and the segregation of Hertford Loop services. It is essential that any changes to service patterns maintain, at a minimum, the current level of service to H&H. Ideally, H&H should benefit from the increased services made possible by these changes.

H&H currently receive six-eight trains per hour at peak times. These trains run between London Moorgate and Alexandra Palace, after which the service is divided between trains towards Welwyn Garden City ('The Welwyn route') and trains towards Hertford North or Stevenage ('The Hertford Loop'). In the evenings and at weekends the trains are diverted to London King's Cross.

Because the Welwyn service and the Hertford Loop currently share track between Alexandra Palace (AP) and Finsbury Park (FP), it is not possible to increase the service beyond six trains per hour. To remedy this, work is currently under way to bring a freight-only track into passenger service for the Hertford Loop between those two stations, allowing full segregation of the two services in future. This will allow six trains per hour on the Hertford Loop (up to ten at peak times) and six trains per hour on the Welwyn Service. Stations between Alexandra Palace and Finsbury Park could, therefore, be serviced by over twice the current number of trains.

According to the 2011 Jacobs Consultancy report for the DfT, service patterns post-2018 are likely to be as follows:

Welwyn service:

- 2tph Welwyn Garden City - Moorgate 3/6 car 313

- 2tph Welwyn Garden City - Caterham 8 car 700
- 2tph Welwyn Garden City - Maidstone East 8 car 700
- *Hertford Loop:*
- 2tph Letchworth - Moorgate via Hertford North 3/6 car 313
- 2tph Hertford North - Moorgate 3/6 car 313
- 2tph Gordon Hill - Moorgate 3/6 313

However, the track currently being converted for the Hertford Loop does not have platforms at any station between Alexandra Palace and Finsbury Park. Platforms are currently being installed at FP and AP, but they are not being installed at the intermediate stations, Hornsey and Harringay. Any reference to new platforms at H&H appears to have disappeared from recent official documentation. Post-segregation, then, H&H may be reliant on the six-trains per hour on the Welwyn service. While this would not be a reduction in trains-per-hour it would be a reduction in available services, as users of H&H would need to change at Alexandra Palace if they wished to use the Hertford Loop Service. Post-Thameslink it would also often be necessary to change at Finsbury Park to get to Moorgate, as four of the six Welwyn trains are expected to be diverted to St Pancras.

A further issue is that the four Welwyn trains per hour from Thameslink will likely be eight-cars long. The platforms at H&H can currently only cater for six-car trains, and there appear to be no plans to lengthen them (as has happened at Finsbury Park). If these trains are to stop at H&H they will require Selective Door Opening (SDO). While the new Siemens Desiro trains commissioned for Thameslink are capable of this, SDO is regarded as bad practice. Nor has any guarantee been given that these trains will stop at H&H. Without this guarantee, or a guarantee of new platforms on the Hertford Loop, H&H could be reliant on the remaining two trains per hour running between Welwyn and Moorgate; rather than increasing services, services could be a reduced to a third of their current level.

Future services

Whichever franchise takes over responsibility for the Welwyn and Hertford Loop services should give a guarantee that service levels at Hornsey and Harringay will not be reduced. Ideally, any future franchise should be required to ensure that H&H receives the full benefit of the increased service levels made available by segregation and Thameslink. Together, the new franchise and the DfT should do one or more of the following:

- A1) Guarantee that the four Thameslink trains per hour will stop at H&H
- A2) Extend the Welwyn Thameslink platforms at H&H to eight-car so that SDO can be avoided

B) Build new platform faces at H&H on the new Hertford Loop line to enable access to the six+ trains per hour running on this line.

Currently, many potential passengers are dissuaded from using Haringay and Hornsey stations due to overcrowding. The potential doubling of trains per hour brought about by implementing options A & B would remedy this, inevitably easing road congestion by car & bus users.

Ensuring that users of H&H maintain access to both Welwyn and Hertford services would also have a knock-on benefit of relieving Finsbury Park station - the busiest station outside of Zone 1 - as passengers would not need to change trains there.

Any future franchise should also create an evening and weekend service to Moorgate. As well as giving passengers additional options, this would relieve Finsbury Park station by allowing passengers to take advantage of the cross-platform change to the Victoria Line at Highbury and Islington. It would also be an economic spur to areas around Drayton Park and Essex Road stations, which are currently closed in the evenings and at weekends.

Station facilities

Hornsey and Haringay stations are currently in a poor state or repair, with gloomy platforms, no cycle-parking facilities, no gate-lines or permanent staffing. Haringay is in a particularly poor state, having had its original building replaced by a 'temporary' wooden shack following a fire in the 1960s. It is a government requirement that all stations should have disabled access, e.g. lifts, by 2020. Any future franchise should guarantee to substantially upgrade facilities to London Overground-standard. Ideally the stations should be rebuilt to facilitate cross-platform transfers.

The future franchise

Of the lessons learned during First Capital Connect's current tenure over the Great Northern routes, perhaps the clearest is this: An inter-city rail franchise will not prioritise local services or stations only served by local services. Stations like Haringay and Hornsey will inevitably be neglected in favour of larger stations such as Cambridge. It is not, therefore, appropriate for the non-Thameslink Welwyn and Hertford Loop services to remain part of a wider Thameslink franchise. Nor is it appropriate for it to be transferred to another, 'Greater East Anglia' inter-city franchise.

The Hertford Loop and remaining Moorgate-Welwyn service is an excellent contender for adoption by TFL and London Overground. London Overground's commitment to local high-frequency stopping services, clean, upgraded and well maintained stations, ticket gate-lines, permanent-staffing during opening hours, etc. are precisely what is required. As demonstrated by the Overground elsewhere this would maximise the potential of these services. Merely appearing on the standard tube map would likely lead to increased usage, relieving the overcrowded Victoria Line.

If the Welwyn & Hertford Loop services cannot immediately be adopted by

London Overground they should be given their own, local franchise tasked with adopting LO standards and preparing for a future transition to TFL control.

Summary

Services:

- Absolute guarantees should be given that trains-per-hour will not be reduced at Haringay or Hornsey
- Customers at Haringay & Hornsey should have access to Thameslink and Hertford Loop services.
- The maximum number of local services should stop at Haringay and Hornsey to remedy suppressed demand on the current overcrowded trains.
- There should be an evening & weekend service to Moorgate to give customers direct access to Drayton Park, Islington and Shoreditch, and cross-platform interchange with the Victoria Line at Highbury & Islington.

Stations:

- Thameslink platforms should be extended to eight-cars. New platforms should be built on the new Hertford Loop track.
- Stations should be fully accessible, with lifts, barriers, cycle-parking facilities, and should be staffed during opening hours.
- Consideration should be given to rebuilding the stations to facilitate cross-platform interchanges.

The Franchise:

- It is not appropriate for the inner-London slow-stopping services from Moorgate to Welwyn/Hertford to be part of an intercity franchise. They should become part of London Overground, or a transitional local franchise.

Theme B: Faster Services between London and Eastbourne

Common response

We are writing in response to the public consultation and request that the Department for Transport (DfT) will include the requirement for rush hour and off-peak services from Eastbourne to London in the new franchise specification which will also directly benefit passengers from Ore, Hastings, Bexhill and Seaford.

The current service is slow, over-crowded and over-priced. Over the years this has had a significant detrimental effect on the economy of Eastbourne and surrounding Sussex towns, discouraging visitors/holiday-makers, and

causing families to relocate away from the area.

We ask that the DfT include within the specification that at least one train per hour from Eastbourne/London has a maximum journey time of 72 minutes, and that the DfT seek to eliminate the practice of decoupling trains at Lewes and Haywards Heath.

We and many others known to us both locally and in London would use the railway much more if Eastbourne had a faster London train service.

Theme D: Wimbledon Loop

Common response

I am incredibly concerned by section 7.21 and the recommendation from Network Rail to start and terminate Thameslink (Wimbledon loop) trains at Blackfriars station, rather than continuing through central London.

I therefore urge you as DfT civil servants responsible for London to recognise and support our cross-party, cross-borough campaign to save the Thameslink direct route through central London by:

1. Extending the consultation officially on the website, as agreed with Roger Jones at last Thursday's public meeting
2. Urgently ensuring the consultation has more adequate promotion to residents and commuters
3. Recognising the signatories of the number 10 Downing St petition at <http://epetitions.direct.gov.uk/petitions/36932> as individual consultation submissions objecting to the proposals.

This proposal is devastating for millions of Thameslink residents and commuters who have made significant financial and personal commitments to live by the Thameslink (Wimbledon loop) line precisely because it takes us directly into central London, particularly Farringdon, St Pancras and City Thameslink. To take this option away in order to provide new services for other parts of London, Kent, Surrey and Sussex, which already have better and less overcrowded services than the Thameslink, and whose populations are smaller than the Wimbledon loop boroughs, makes no sense and is deeply unfair.

Moreover most Thameslink (Wimbledon loop) residents and commuters have no access to the Underground. To us the Thameslink (Wimbledon loop) is absolutely vital – we have few other transport choices in this part of South London and we/they have made decisions to live and/or buy homes based solely on the Thameslink running through central London i.e. Farringdon, St Pancras and City Thameslink stations.

It is also particularly galling given that the Wimbledon loop (Thameslink) residents and commuters have suffered more than five years of poor service in the evenings and at the weekend, based on the understanding that these “vital renovations” were essential to providing us with a dramatically improved service in the future. Whereas, I am shocked to discover the complete opposite is true and appalled by the lack of communication to my fellow residents and commuters.

I therefore urgently urge you as the civil servants that influence the franchise ‘specifications’ and recommendations, along with the Wimbledon loop local councillors and MPs, Rail Minister Theresa Villiers and the Department for Transport, to do everything you can to wholeheartedly reject Network Rail’s proposals that Thameslink Wimbledon loop trains should terminate at Blackfriars station.

Annex F: Full TSGN Franchise Map

Figure F.1

TSGN Franchise Map

July 2015

Key

- Main Stations
- ∞ Interchange
- West London Line
- Southern Metro
- Oxted Line
- Redhill Line
- Thameslink Wimbledon Loop
- Kent Services
- Kent Services - for part of franchise
- Coastway
- Arun Valley
- Great Northern Inner
- Thameslink
- Thameslink - for part of franchise
- Great Northern Outer
- Cambridge Express

