

An aerial photograph of London, England, featuring The Shard skyscraper and a large railway station with multiple tracks. The city is densely packed with buildings, and the River Thames is visible in the distance under a blue sky with light clouds.

# **Southeastern May 2018 Timetable Public Consultation**

**Our response  
April 2018**

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# Foreword

I'm pleased to say that in May 2018 we'll be introducing a new timetable designed to capitalise on the network investment that has been underway, improve connectivity for passengers and integrate with the new Elizabeth Line and Thameslink services.

In June last year, we began a consultation process to share proposals that would significantly change our timetable. These proposals allowed the integration of new Thameslink services across the network, including new routes into Kent. The revised timetable provided better connections and new journey opportunities for passengers, with faster services on some routes, enhanced capacity on others, and more frequent trains at many stations.

In response to our consultation, we received hundreds of pieces of feedback and constructive suggestions. The vast majority were from individual passengers, but we also received feedback from Parish, Borough, District and County Councils, Members of Parliament, and rail user groups.

We've considered all of the feedback in finalising our new timetable. As far as possible, we've provided a response directly to the people who took the time to contact us. This document summarises that feedback and how we've acted on it.

The new timetable includes significant improvements for many passengers. There is extra capacity on Highspeed services in the morning peak, more frequent trains on the Greenwich line, and new off-peak services on the Woolwich and Sidcup lines. There are extra services to and from Orpington, faster journeys from Gravesend and Dartford into Charing Cross, and earlier direct services into the City. This is all in addition to new Thameslink services from Orpington and Rainham through Central London to Luton.

Designing a timetable that works for the majority of our passengers is something we take very seriously, and we know that changes to our train service can have a direct impact on people's lives. We believe that our new timetable will better meet the overall needs of our passengers. It's considered, robust and well-integrated with other rail services, including newly-introduced Thameslink services.

We're committed to open and transparent engagement with all of our passengers and stakeholders. I'd like to thank everyone involved with this consultation and look forward to the successful introduction of our new timetable from Sunday 20 May.

**David Statham**

Managing Director, Southeastern



# 2

## Highlights



- **Nearly 700 extra seats on Highspeed services** from Ashford to St Pancras in the morning peak, with two trains doubled in length to 12 cars
- **Earlier direct Highspeed service** from Ramsgate to St Pancras (via Herne Bay)
- **Earlier direct service to the City**, from Broadstairs to Blackfriars (via Herne Bay)
- **Increased frequency to six peak-time trains per hour** from Deptford, Greenwich, Maze Hill and Westcombe Park
- **New Thameslink service from Luton to Rainham** (via Blackfriars, Greenwich and Dartford) which replaces the Southeastern service from Charing Cross to Gillingham (via Lewisham and Woolwich)
- **New off-peak service on the Woolwich Line**, from Dartford to Charing Cross (via Lewisham)
- **New off-peak service on the Sidcup Line**, from Dartford to Charing Cross, increasing off-peak service on this route to six trains per hour
- **Reduced off-peak journey times from Gravesend and Dartford to Charing Cross (via Sidcup)**. Trains will run fast from London Bridge to New Eltham, reducing the journey time to Dartford to just 38 minutes – seven minutes less than today.
- **Two extra trains from Orpington to Charing Cross** (via Grove Park) in the morning peak
- **An extra service from Charing Cross to Orpington** (via Grove Park) in the evening peak
- **More frequent services between Beckenham Junction and Blackfriars** at peak times
- **Bexleyheath line services between Victoria and Dartford are extended to Gravesend**, off-peak
- **Improved peak-time service between Denmark Hill and Victoria**, and more peak-time trains between Denmark Hill and the Medway towns
- **Enhanced Sunday service** on the Woolwich and Sidcup lines

# 3

## Why is our timetable changing?

### Performance, capacity and connectivity

On 26th June 2017, we set out proposed changes to our timetable that would take effect between 20th May and 8th December 2018. This public consultation invited any interested parties to provide us with feedback.

We devised the proposed changes working with the Department for Transport to ensure our new timetable would be sufficiently robust to provide the capacity and performance required. While improvements can always be made by making small changes in response to passenger needs, the proposed changes are largely driven by completion of the Thameslink Programme.

The Government-sponsored £7 billion Thameslink Programme is an ambitious 10-year programme of extensive infrastructure enhancements and the delivery of 115 new trains that will bring faster, more frequent, more reliable, better connected journeys for passengers – transforming north-south travel through London. The Programme is delivering new infrastructure, better stations, new technology and new trains on an expanded Thameslink network to deliver significant improvements that respond to the growth in passenger demand now and into the future.

The new timetable will feature additional Thameslink services, enhancing frequency and replacing Southeastern services on some routes. As we said in our original consultation document, beyond the integration with Thameslink, we're not proposing significant changes to the timetable structure so our level of service will remain broadly what it is today.

We widely publicised the consultation, with posters at stations, information on Twitter, and with full details on our website. We wrote to MPs in London, Kent and East Sussex, local authorities across our region, community groups, parish councils and a broad range of other stakeholders – including statutory consumer bodies Transport Focus and London TravelWatch. We were delighted by the response, and received hundreds of individual pieces of feedback and constructive suggestions.

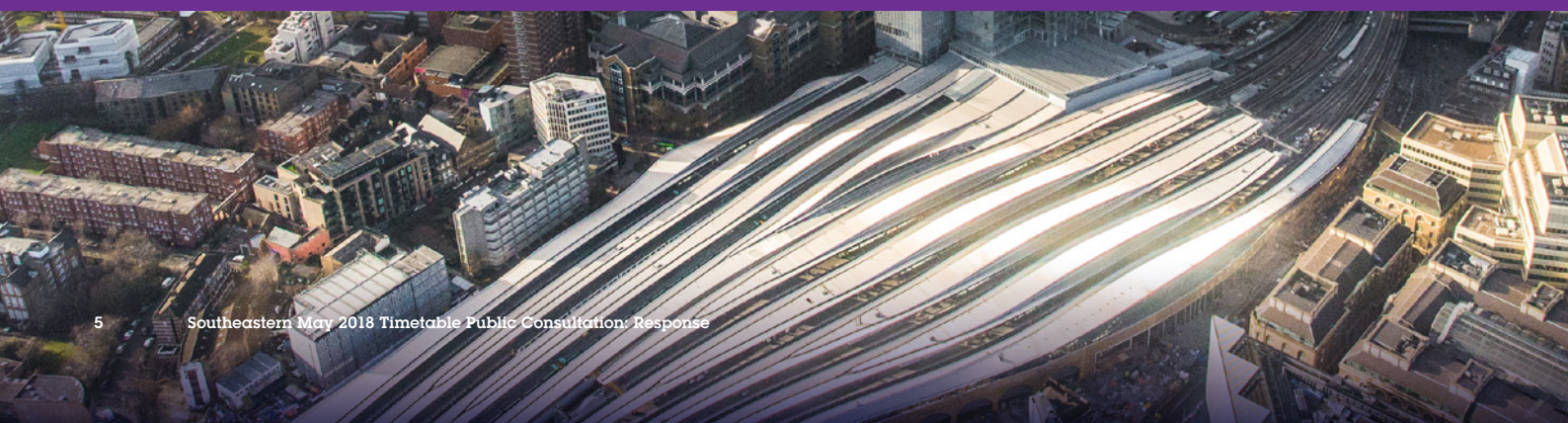
To make this document easier to read, we've set out the changes line-by-line starting with what we proposed, the feedback received, how it was considered and what action has been taken.

We know that any changes to our timetable will have an impact on our passengers and require some adjustment. Overall, across the south east region we hope passengers will recognise the benefits of:

- Extra capacity
- New routes and improved connections
- More frequent services
- Better utilisation of the rail network

### Improved passenger experience

Over 640,000 passenger journeys are made on our network each weekday. The people who travel with us reflect the diversity of our region. The way they use our services varies greatly. To help give a sense of how timetable changes might affect some passengers, we've provided some illustrations in this section. These aren't real people, but they are based on actual examples.



## Passenger Profiles

Here are some examples of passengers and how our May 2018 timetable changes will affect them. These profiles are based on real-life examples, and actual feedback we received during the consultation.

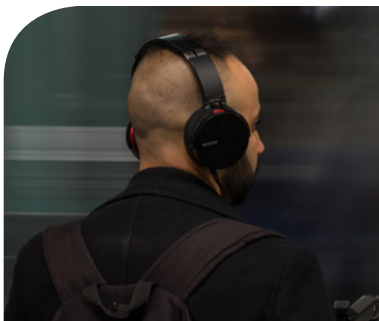


### Student

#### living in Sole Street

Theo Morrison lives in Sole Street and attends school in Chatham. He usually travels to and from school during the peak periods along the Mainline through the Medway towns. His parents were concerned when the proposed May 2018 timetable was published, because the train services Theo takes to school in the morning would either arrive too early – before the school opened – or too late – meaning that he would miss registration and be late for his first class.

Now the timetable has been published, Theo's parents are pleased that their feedback has been taken on board, and morning services have been amended to better align with the school day.



### Commuter

#### living in East Malling

Gareth Austin commutes from East Malling along the Maidstone East line to work at a financial services company near London Victoria. He wants to see the frequency of services from East Malling in the morning rush hour maintained through any timetable change. If frequency is reduced, he might have to catch a much earlier train or travel to a different station to make work on time.

Along with fellow commuters, Gareth provided feedback to Southeastern on changes proposed to the service frequency from his station. He's pleased to hear that by adjusting departure times by a few minutes, the new timetable actually allows him more flexibility in choosing the best service for his morning commute.



### New resident

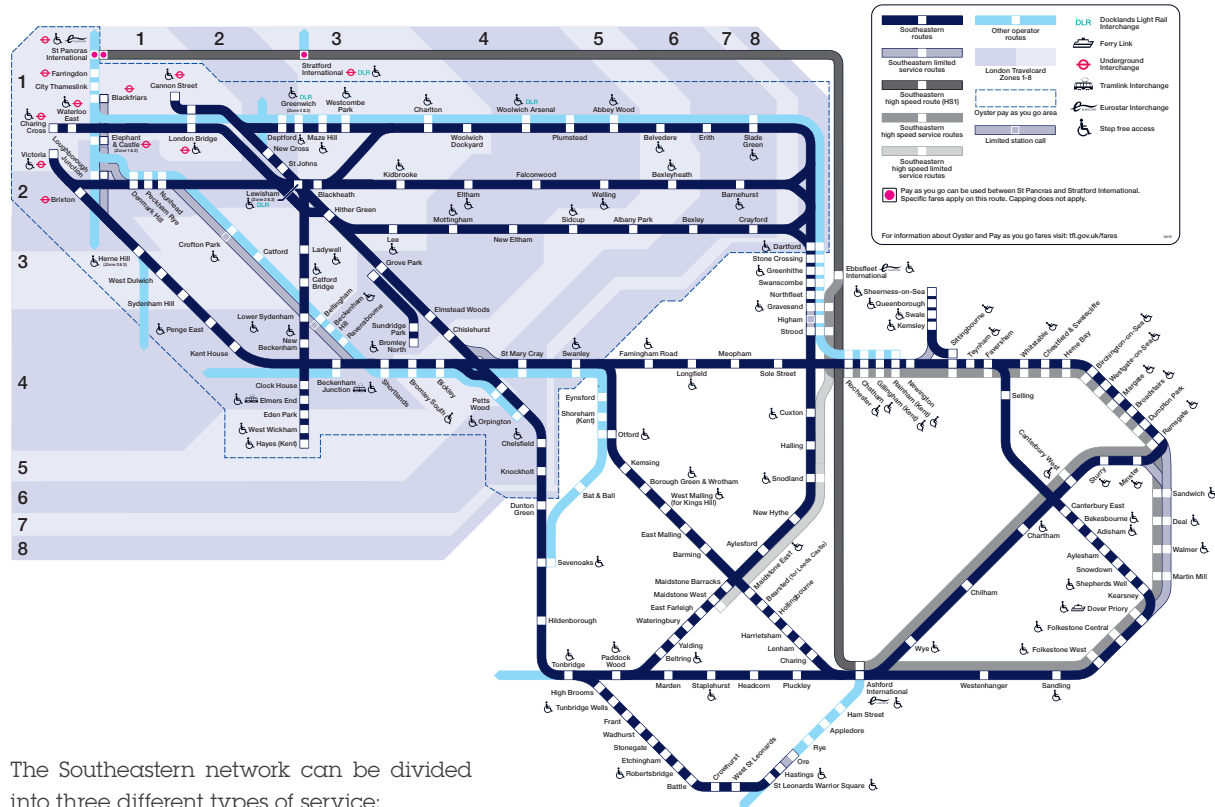
#### living in Woolwich

Lisa Strickland recently moved into her first flat in a new development. She works as a freelance designer, often from home, but also a couple of days each week in Central London. She regularly travels along the Greenwich line, when meeting clients at their offices. She has noticed a rise in passenger numbers at her local station due to new residential developments in her area, so would like to see more trains stopping at Woolwich Arsenal.

The new timetable introduces additional train services for Lisa that are more evenly spaced, and new direct trains through Central London. The re-opening of London Bridge has improved her connectivity and she's also looking forward to an easier journey when she travels to London Luton Airport for future business trips and holidays.

# 4 Our network explained

We provide train services to destinations across south east London, Kent and parts of East Sussex. We manage 164 stations and run trains over 1,000 miles of track – one of the busiest rail networks in the country.



The Southeastern network can be divided into three different types of service:

## Metro

Our metropolitan (Metro) services serve south east London plus the connecting suburban areas. We link these communities with a wide range of London terminals, including Charing Cross, Victoria, Blackfriars, Cannon Street and London Bridge and Waterloo East.

With the completion of London Bridge and the Thameslink Programme, our May timetable will offer Metro passengers better integrated services and more options to interchange with new services running through Central London, to destinations including Luton and Bedford.

## Mainline

We operate services along two key Mainline routes – through the Medway towns and Tonbridge – with other lines serving a wide range of destinations across Kent and East Sussex, including Maidstone East, Hastings, the north Kent coast and the Medway Valley.

The May timetable will offer a greater range of journey options for mainline passengers directly between London and Kent, and more interchanges on to other parts of the Southeastern network or Thameslink.

## Highspeed

Our high speed services run on the 68-mile track linking London to the Channel Tunnel. Since 2009, we've provided domestic high speed services from St Pancras International to stations including Maidstone West, Canterbury West, Ramsgate, Dover Priory and Ashford International.

We're proud to be the UK's first and only train operating company to offer passengers domestic high speed services.

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## Changes to our **Metro services**

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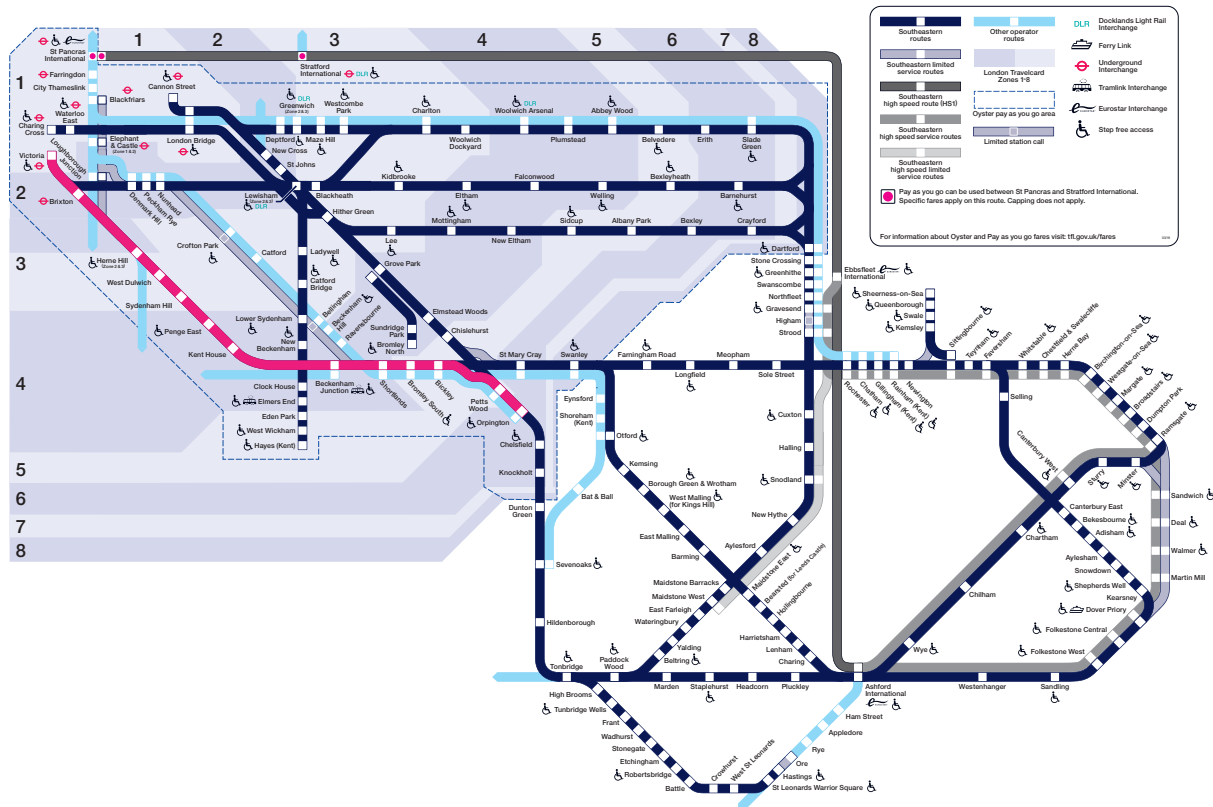


# 5 Summary of changes to our Metro services



- **Increased frequency to six peak-time trains per hour** from Deptford, Greenwich, Maze Hill and Westcombe Park
- **New Thameslink service from Luton to Rainham** (via Blackfriars, Greenwich and Dartford) which replaces the Southeastern service from Charing Cross to Gillingham (via Lewisham and Woolwich)
- **New off-peak service on the Woolwich Line**, from Dartford to Charing Cross (via Lewisham)
- **New off-peak service on the Sidcup Line**, from Dartford to Charing Cross, increasing off-peak service on this route to six trains per hour
- **Reduced off-peak journey times from Gravesend and Dartford to Charing Cross (via Sidcup)**. Trains will run fast from London Bridge to New Eltham, reducing the journey time to Dartford to just 38 minutes - seven minutes less than today.
- **Two extra trains from Orpington to Charing Cross** (via Grove Park) in the morning peak
- **An extra service from Charing Cross to Orpington** (via Grove Park) in the evening peak
- **More frequent services between Beckenham Junction and Blackfriars** at peak times
- **Enhanced Sunday service** on the Woolwich and Sidcup lines

# 5.1 London Victoria to Orpington (via Herne Hill)



## Timetable changes

In our consultation we proposed several changes to better integrate our services with new Thameslink services:

- Two trains per hour from London Victoria to Orpington, calling at all stations via Herne Hill
- Two trains per hour from London Victoria to Bromley South, calling at all stations via Herne Hill. Previously these trains ran through to Orpington.
- To increase service frequency and capacity, some mainline services to London Victoria will call at Kent House, Penge East, Sydenham Hill and West Dulwich during morning peak.

## Consultation feedback and response

We received a range of feedback from passengers, including a request for shorter interchange times at Herne Hill. Unfortunately, we are limited by the physical capacity of the rail network and the need to integrate with Thameslink services. This has resulted in some increases in interchange and journey times which we couldn't resolve without removing some services from the timetable entirely – something which would be very unpopular.

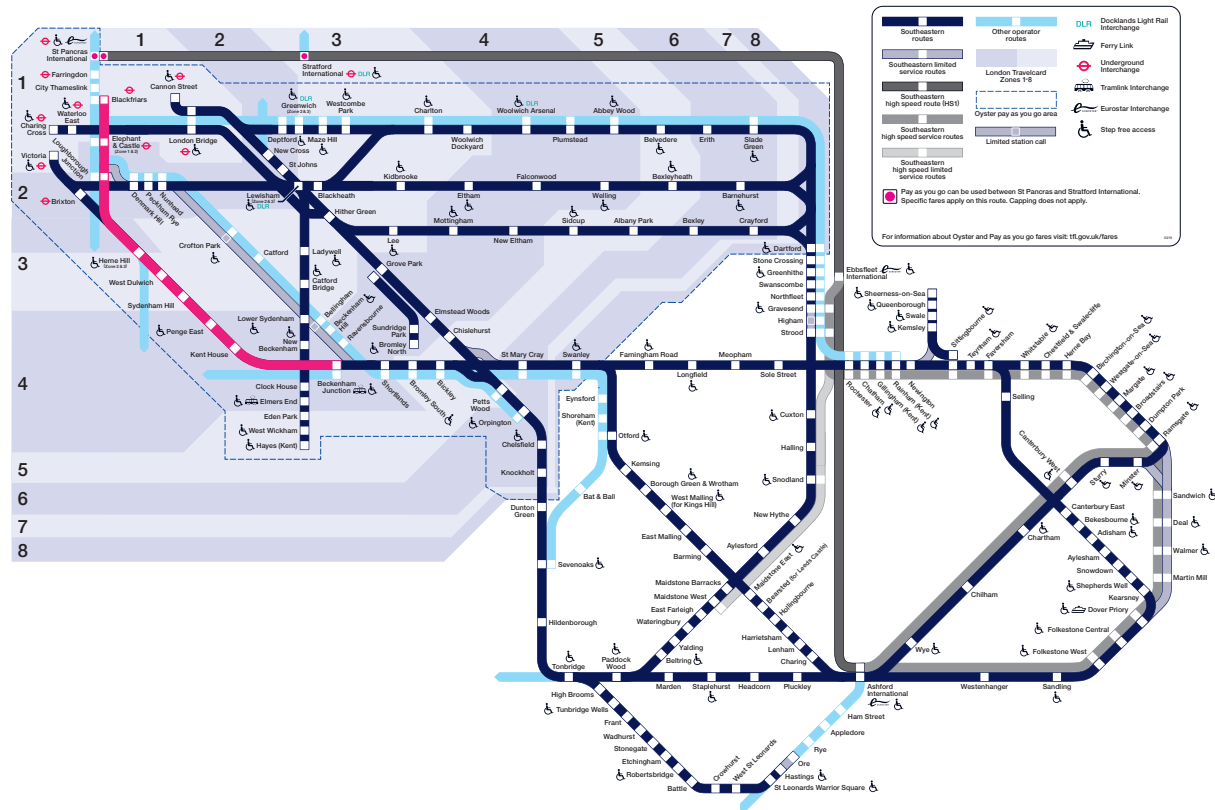
Passengers also requested longer interchange times between services at Bromley South, and raised concerns about the frequency of services between Orpington and Bromley South. We are not changing any 'all stations' services on these routes within our new timetable. This ensures that links for local and school traffic are maintained between Bromley South and the Medway towns. From 20 May 2018, a new Thameslink service will be introduced from Kentish Town to Orpington via Catford. Between Orpington and Bromley South there will continue to be four trains per hour, two of which will be operated by Thameslink.

Some journey times in the morning peak between Bromley South and London Victoria have been slightly extended to introduce extra stops and allow integration of new Thameslink services.

In our original proposals we planned to withdraw the 0845 service between Bromley South and London Victoria. However, following consideration of passenger feedback, this service has been retained, but will run at 0846.

We also received a request from Transport for London to increase peak services on this route from four trains to six. The provision of peak time train services is part of the timetable specification for our franchise from the Department for Transport, and we've been unable to meet this request in our May timetable.

# 5.2 London Blackfriars to Beckenham Junction (via Herne Hill)



## Timetable changes

A number of services on this route are currently operated by Thameslink, and will be run by Southeastern from 20 May 2018:

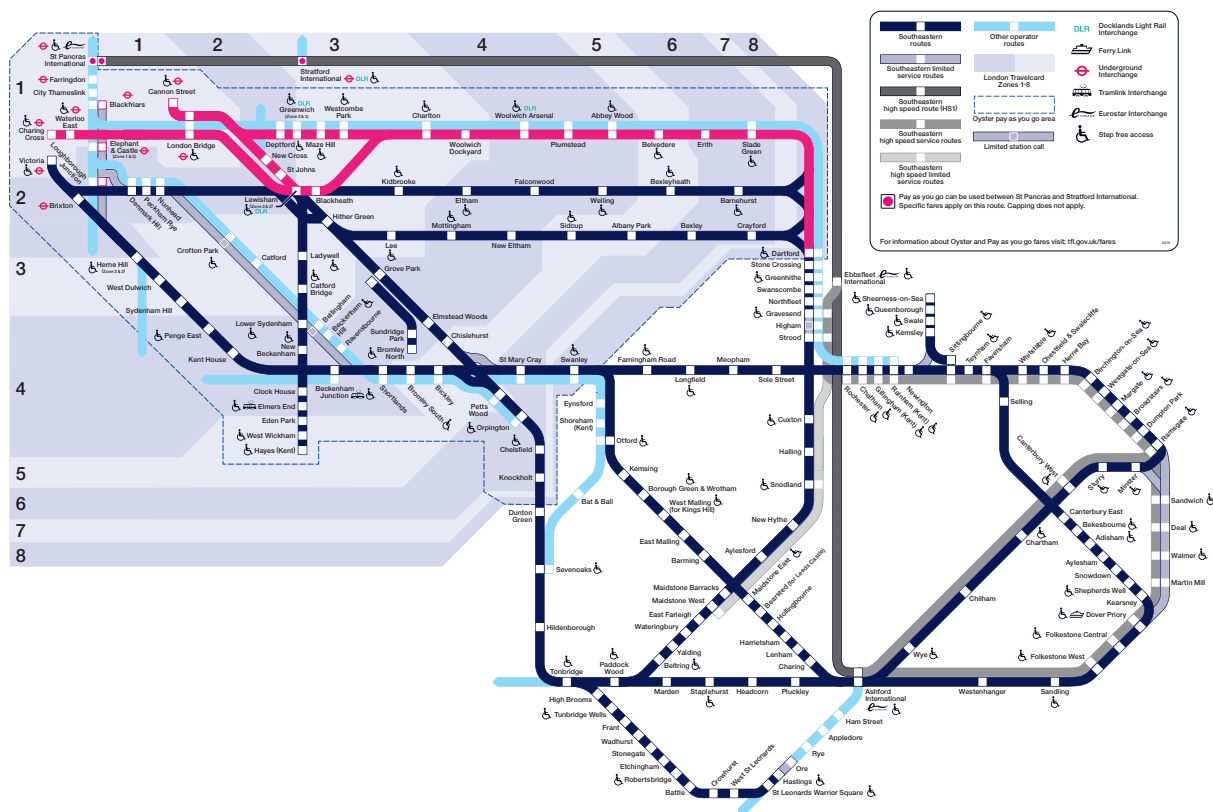
- Five morning peak services will run from Beckenham Junction to London Blackfriars, calling at all stations via Herne Hill. Three morning contra peak services will run in the opposite direction via Herne Hill.
- Five afternoon peak services will run from Beckenham Junction to London Blackfriars, calling at all stations via Herne Hill. Three afternoon contra peak services will run in the opposite direction via Herne Hill.

## Consultation feedback and response

During the consultation, we received passenger comments on the withdrawal of direct services from Kent House to Farringdon. From 20 May 2018, Kent House will be served by five Southeastern trains per hour to and from London Blackfriars during peak hours, where there is an easy cross-platform connection onto Thameslink services to City Thameslink, Farringdon and St Pancras International.

We will run one additional service from Beckenham Junction to Blackfriars in the morning peak, and two additional services from Blackfriars to Beckenham Junction in the evening peak – an increase in both capacity and frequency compared to today.

## 5.3 Greenwich and Woolwich lines



### Timetable changes

Now that the Thameslink Programme is nearly complete, our May 2018 timetable will restore six peak time trains per hour from London Bridge to Deptford, Greenwich, Maze Hill and Westcombe Park.

These peak hour services were proposed:

- Two new Thameslink trains per hour from Luton to Rainham via Greenwich calling at all stops except Woolwich Dockyard, Erith and Belvedere.
- Two trains per hour from London Cannon Street to Dartford via Greenwich.
- Two trains per hour from London Cannon Street to London Cannon Street on a circular service via Greenwich and Sidcup.

The following changes were also proposed:

- No direct off-peak services from London Cannon Street to Dartford. Passengers will be able to interchange at London Bridge.
- Two trains per hour from London Charing Cross to Dartford via Lewisham and Woolwich, calling at all stations.
- Some changes were proposed to Sunday services, extending the current London Cannon Street to Plumstead service:
  - Two trains per hour from London Charing Cross to Dartford via Lewisham and Charlton, calling at all stations.
  - Two trains per hour from London Cannon Street to London Cannon Street on a circular service via Greenwich and Sidcup.
  - Two new Thameslink trains per hour from Luton to Rainham.

Times and services on this route have been amended to integrate new Thameslink services between Luton and Rainham. This new Thameslink service via Greenwich will replace the current Southeastern service from London Charing Cross to Gillingham via Lewisham and Woolwich.

## Consultation feedback and response

We received a large number of comments in response to proposed changes on this line. This included positive feedback from passengers and the Greenwich Line Users Group. These comments welcomed more late-evening trains, the reinstatement of stops at London Bridge and new Thameslink services through Central London to Luton.

A south east London MP shared concerns received from a number of constituents that we planned to reduce services from Erith and Belvedere, increase journey times, stops would be missed out and services to some London stations would be lost. We also received a number of requests for more services to stop at Woolwich Dockyard.

In response, there will still be six off peak services stopping at Erith and Belvedere, and the new Southeastern timetable includes more stops at Woolwich Dockyard than previously.

The Greenwich Line Users Group also provided us with comments on the lack of services to London after 11pm, the desire for more frequent services to London during peak evening hours and the reduced frequency of post-peak services from Greenwich. The new Southeastern timetable offers the same service frequency from Greenwich to London after 11pm. The frequency of journey times during evening peak hours and frequency of post-peak services on this route will be reviewed further in the December 2018 timetable, based on an assessment of passenger demand following these changes in May.

The Royal Borough of Greenwich raised concerns about the loss of a peak time afternoon service to London and the ten-minute frequency of services at off-peak times. Our new timetable maintains six trains per hour during the afternoon peak until 9pm, after which time the service is reduced in line with passenger demand.

We also received passenger comments about the loss of peak services to and from Abbey Wood. From May 2018, new Thameslink services to Luton, interchanging at London Bridge, will make-up for any loss of services to and from Abbey Wood.

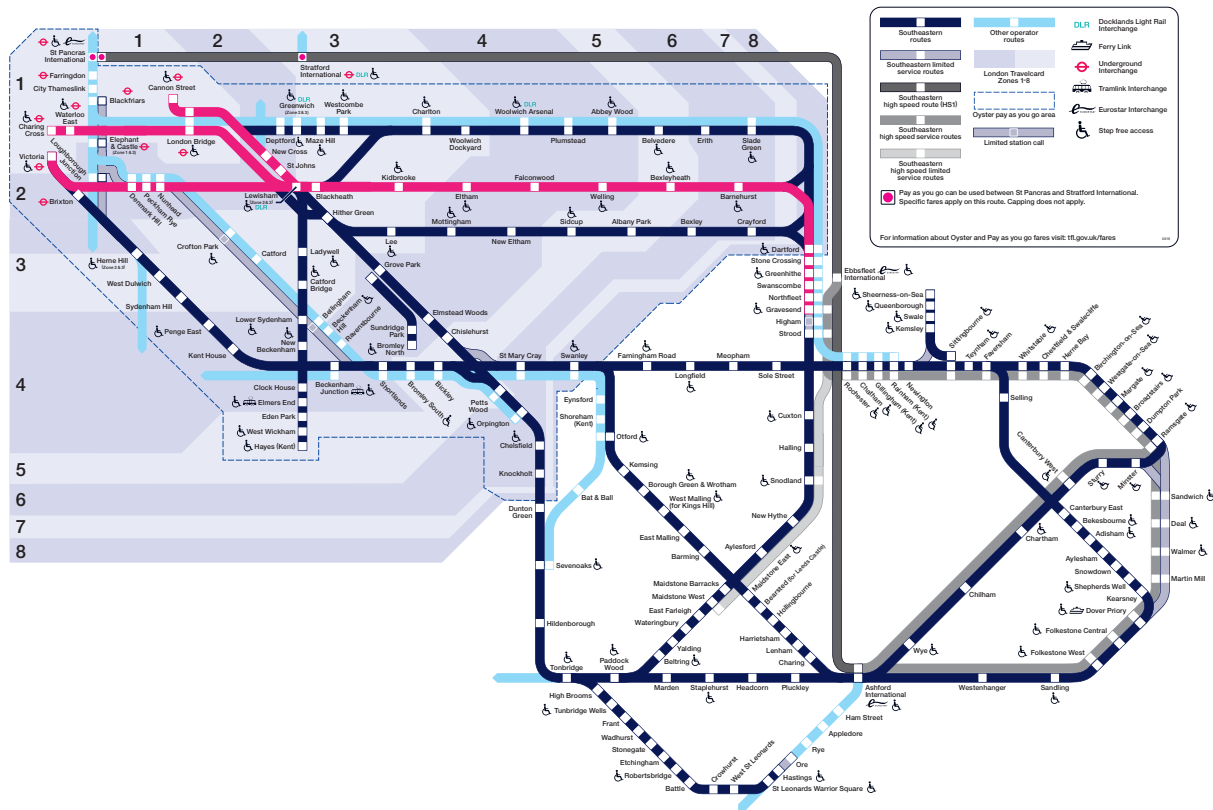
Gravesham District Council requested more evenly-spaced services operated by Southeastern and Thameslink calling at Northfleet. Service timing at Northfleet is dependent on the starting point of trains. From May 2018, the station will be served by two additional Thameslink trains per hour, starting at Rainham.

A Kent MP asked for Northfleet services to be more evenly-spaced out between Southeastern and Thameslink. These are proposed to run at 10-minute intervals during off peak, but during peak times an exact 10-minute interval isn't possible because of interaction with other services at London Bridge.

We received requests from passengers to reduce journey times by removing stops on some of our services at Deptford, Maze Hill, Westcombe Park, Stone Crossing, Swanscombe and Northfleet. These stops are popular with passengers at these stations, and required by the Department for Transport within our franchise agreement, so it's not possible for us to change them.

A passenger queried why journey times between Medway towns and London in the proposed new timetable had increased. This is because Thameslink services to the Medway towns now call at more stops along their route.

# 5.4 Bexleyheath line



## Timetable changes

Our peak time services on this line will be broadly similar to the current timetable. However, some off-peak timing changes are needed to integrate our services with the new Thameslink timetable and to offer passengers more interchange opportunities:

- Two trains per hour will run from London Charing Cross to Dartford via Bexleyheath.
- Two trains per hour will run from London Victoria to Gravesend via Bexleyheath, calling at all stations to Dartford and Greenhithe (an extension of the previous services that terminated at Dartford).
- Two trains per hour will run from London Cannon Street to London Cannon Street as a circular service via Bexleyheath and Greenwich.
- On a Sunday, two trains per hour will run from London Victoria to Dartford calling at all stations.

## Consultation feedback and response

We received passenger feedback requesting an improved service from London Cannon Street to Blackheath in the evening, with the Bexleyheath line service running after 9pm.

The provision of evening train services from Cannon Street along the Bexleyheath Line is specified by the Department for Transport, and there is insufficient demand to put on additional evening services on this route. However, Cannon Street passengers can interchange at London Bridge for Bexleyheath Line services that run later into the evening.

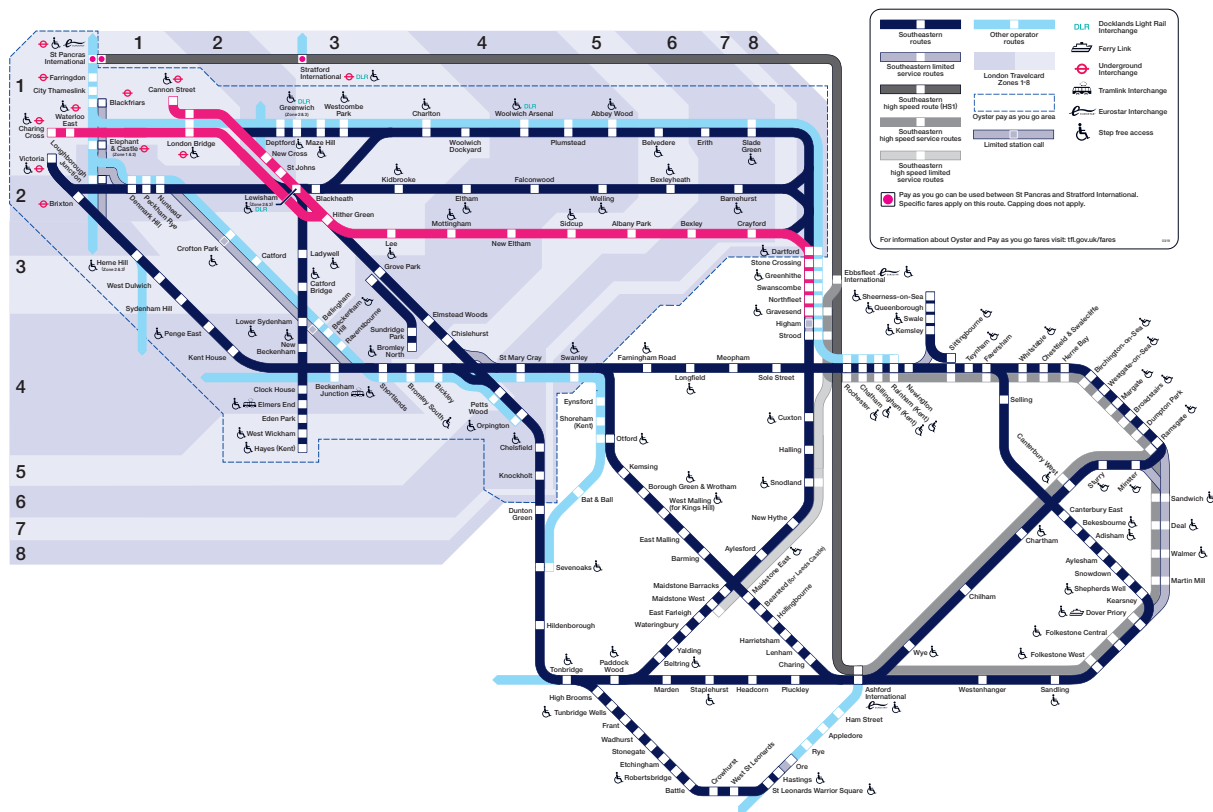
Some passengers requested a non-stopping service from Gravesend to London Charing Cross, with additional stopping services from Gravesend to London Victoria. The new services proposed in our timetable create new through-journey opportunities, with a direct service from Gravesend and Greenhithe to Denmark Hill and London Victoria.

We received comments about the change in intervals between services from London Victoria and Dartford calling at Nunhead. In the new timetable, Southeastern services are scheduled to best fill intervals between regular Thameslink services carefully timed to run through the Central London "core" between Blackfriars and St Pancras International, so unfortunately we don't have the flexibility to resolve this.

We received a passenger request for the London Charing Cross to Dartford Sunday services to be reinstated rather than retaining the service to London Victoria. Following consideration, we've decided the London Victoria to Dartford service should be retained, as this provides direct journey opportunities to Denmark Hill (for King's College Hospital) and London Victoria. Passengers are able to travel to Charing Cross on Sundays by changing at Lewisham.



# 5.5 Sidcup line



## Timetable changes

Our May 2018 timetable includes following changes:

- Two semi-fast trains per hour from London Charing Cross to Gravesend, running fast from London Bridge to New Eltham, then Sidcup, Bexley and Crayford, then all stations to Gravesend.
- Two additional trains per hour from London Charing Cross to Dartford, calling at Waterloo East, London Bridge, Hither Green and all stations to Dartford.
- Two trains per hour from London Cannon Street to London Cannon Barracks Street, via Lewisham, Sidcup and Greenwich.
- On a Sunday, two trains per hour from London Charing Cross to Gravesend, calling at Waterloo East, London Bridge, Hither Green and all subsequent stations.
- On a Sunday, two trains per hour from London Cannon Street to London Cannon Barracks Street via Lewisham, Sidcup and Greenwich.

## Consultation feedback and response

We received positive feedback from passengers on our plans to increase off-peak services on the Sidcup line.

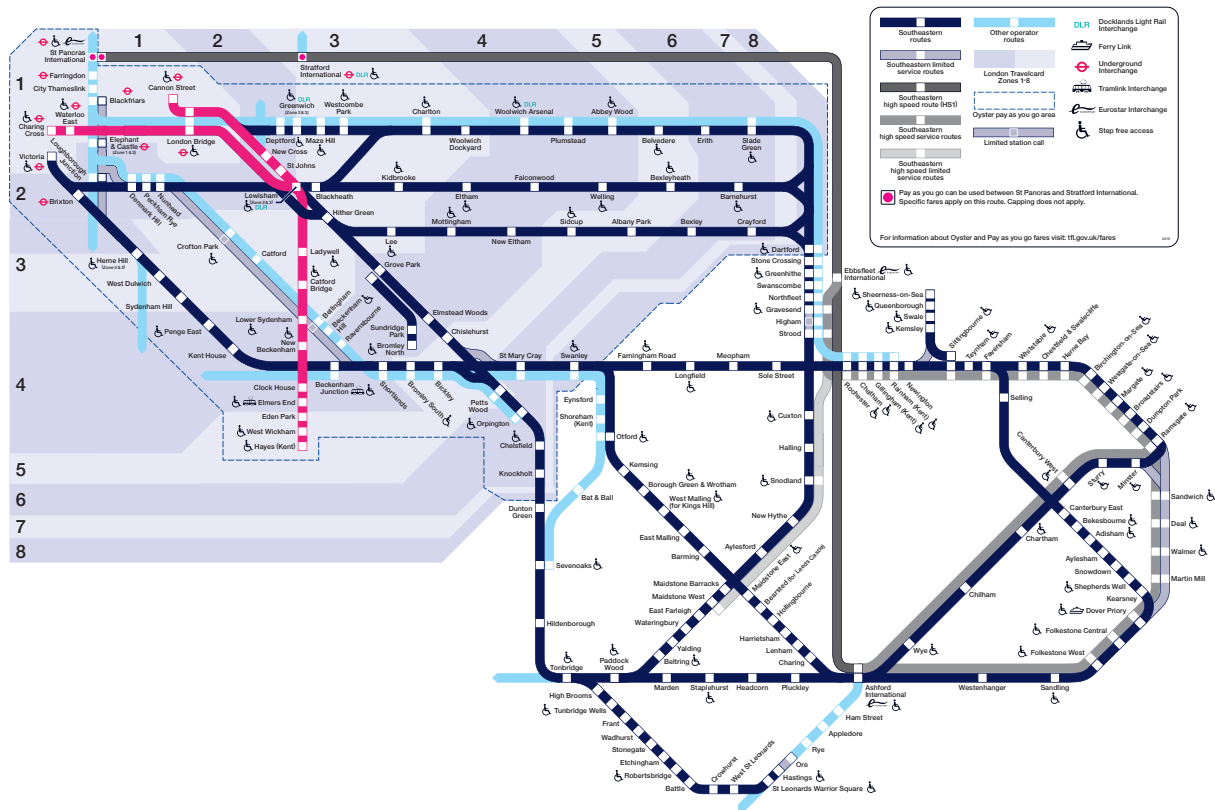
Some passengers and a local MP called for the fast off-peak service to stop at Albany Park. Unfortunately, it's not possible to call at Albany Park without causing longer journey times from Dartford on this fast service.

We also received requests for more even timetabling of trains from Gravesend to Gillingham. This is not possible because the introduction of new Thameslink services means there's no additional capacity for Southeastern services to directly serve Gillingham. Instead, Gillingham passengers are able to change at Dartford to pick up services on the Sidcup line.

Some passengers requested an increase in early-morning (5am – 8am) Lewisham services. Unfortunately, capacity constraints at this very busy station prevent further trains calling at Lewisham during this time.

Transport for London also requested more even off-peak service intervals between Lee, Mottingham and Albany Park. Changing intervals on these off-peak Metro services would lead to increased journey times from Dartford and Albany Park, so the current service level will be maintained.

# 5.6 Hayes line



## Timetable changes

Hayes line services will remain broadly similar to today.

From May 2018, our service will be:

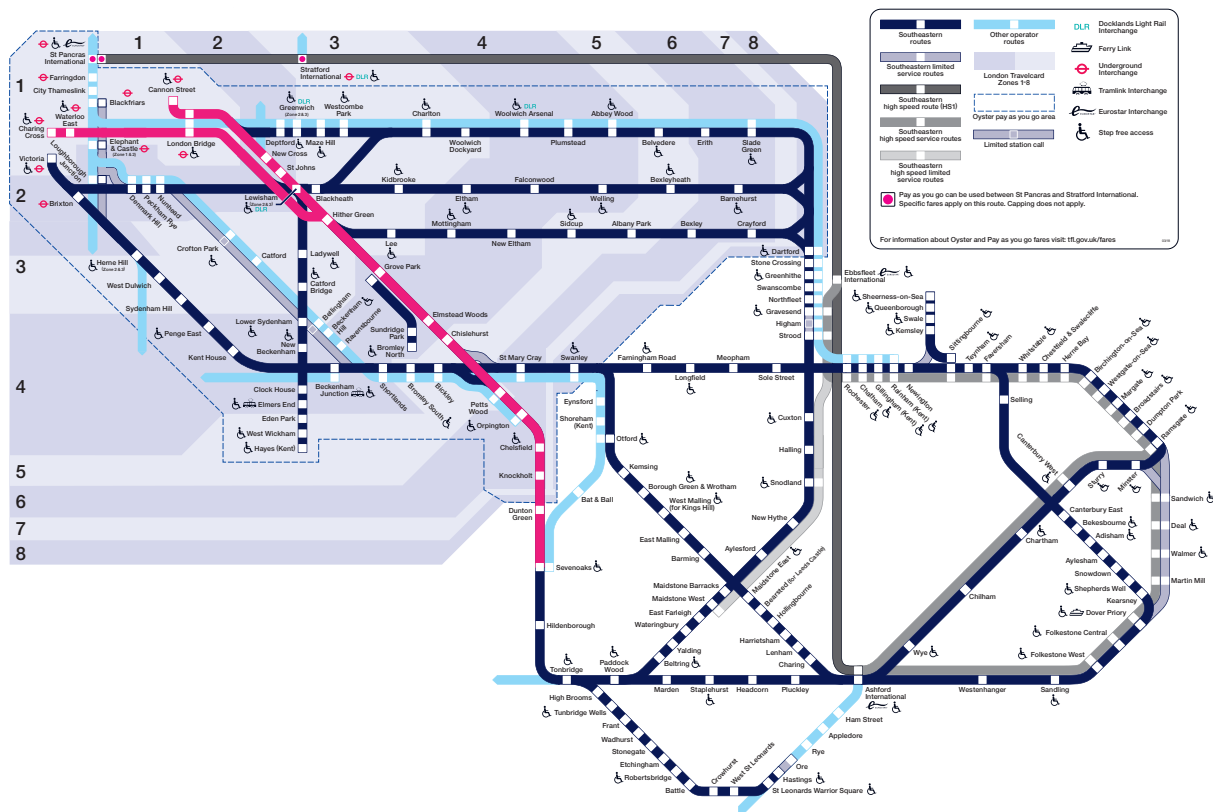
- Two trains per hour from London Charing Cross to Hayes, running fast from London Bridge to Ladywell.
- Two trains per hour from London Cannon Street to Hayes via Lewisham, calling at all stations.
- On a Sunday, two trains per hour from London Cannon Street to Hayes via Lewisham.

## Consultation feedback and response

During the consultation, some passengers requested an increase in service frequency during peak hours to help alleviate over-crowding. The 68 extra carriages we introduced from September 2017 – following the publication of our timetable consultation – will have helped alleviate some of this concern. From February 2018, a further re-configuration of train lengths was made to better reflect passenger demand and boost capacity – with additional carriages added to 17 peak services.

A passenger expressed concern that there will be only two trains per hour on Sundays. This level of train service is the same today as in our May timetable. The provision of these services is specified by the Department for Transport, and unfortunately there isn't sufficient passenger demand to warrant the introduction of additional Sunday services.

# 5.7 Grove Park line



## Timetable changes

From May 2018, our peak timetable will remain broadly similar to the current one. There will be a few changes to reinstate services previously affected by the Thameslink Programme works at London Bridge.

Our services will be:

- Two trains per hour from London Charing Cross to Sevenoaks via Grove Park, including a fast service running non-stop from London Bridge to Hither Green.
- Two trains per hour from London Cannon Street to Orpington via Lewisham, calling at all stations.
- The 0742 and 0801 Orpington to London Blackfriars services will be diverted back to London Charing Cross, calling additionally at London Bridge and Waterloo East.
- On Sunday, two trains per hour will run from London Charing Cross to Sevenoaks via Lewisham and Grove Park.

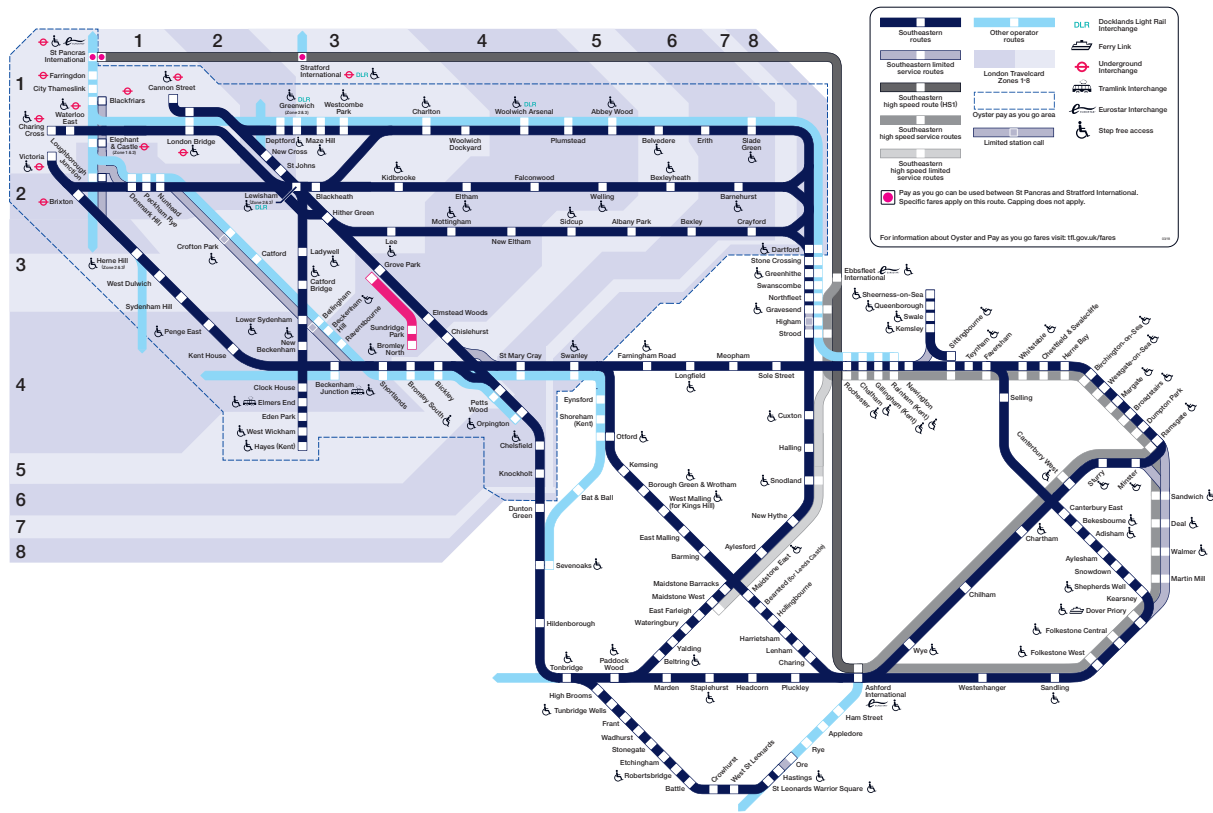
## Consultation feedback and response

During our consultation, we received a request for services to skip New Cross and stop at Hither Green instead. Some morning peak services now have stops at Hither Green included, but stopping at New Cross will continue to provide passengers with the opportunity to interchange with London Overground services. An additional service will be introduced from Charing Cross to Orpington, departing at 1848 and calling at Waterloo East, London Bridge, Hither Green and all stations to Orpington.

One passenger asked for Sunday services calling at Petts Wood to be re-timed so they are more evenly spaced. We've looked into this, but given wider capacity constraints at Orpington and the need to integrate Thameslink services, we've been unable to accommodate to this request.

Another passenger asked for the continuation of Sunday services from London Cannon Street to Orpington. Following the completion of the Thameslink Programme, this route will be diverted back to its original destination of London Charing Cross, providing passengers greater connectivity with the West End. Passengers wishing to interchange with Cannon Street services can do so at London Bridge.

# 5.8 Bromley North line



## Timetable changes

From May 2018, Bromley North line services will remain broadly consistent with the existing timetable. Some have been re-timed to provide passengers with better interchange opportunities for other London services at Grove Park.

Our services will be:

- Four trains per hour from Bromley North to Grove Park during peak hours.
- Three trains per hour from Bromley North to Grove Park during off-peak hours.

## Consultation feedback and response

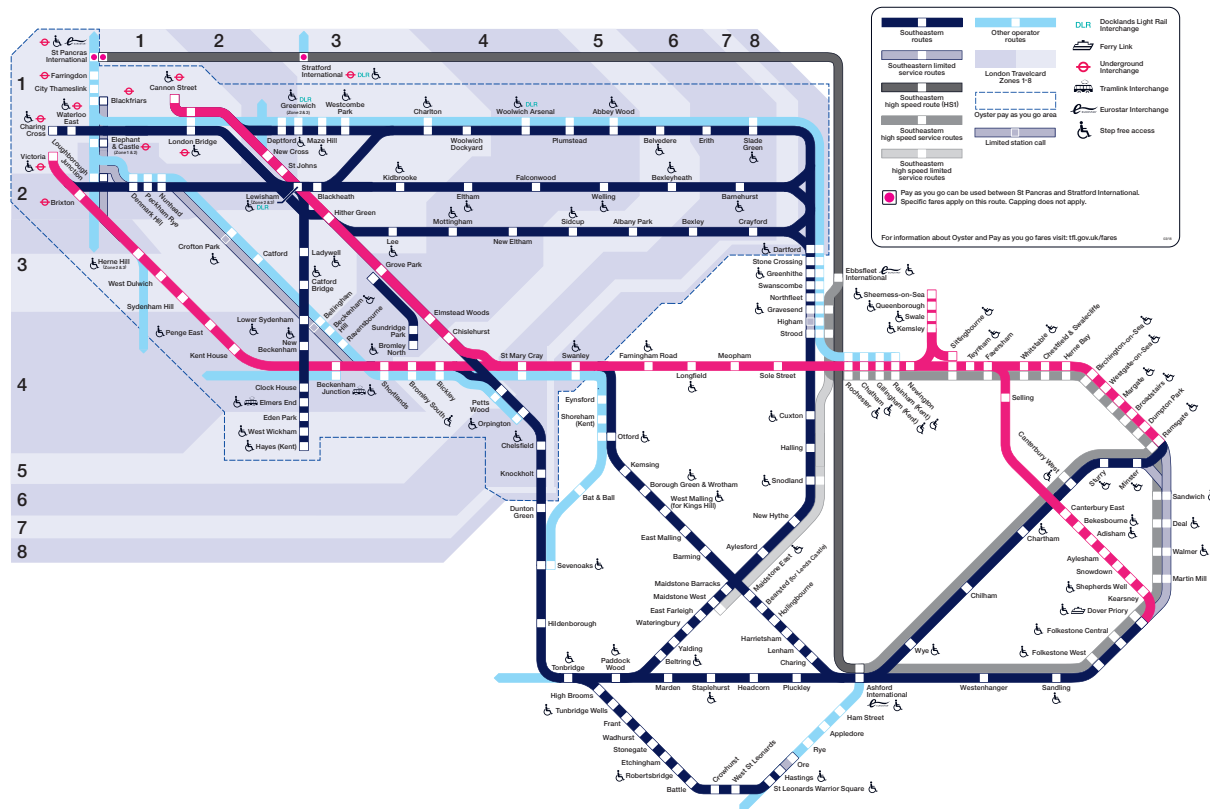
We received feedback from one passenger requesting off-peak services to be increased to four trains per hour. The provision of these services is specified by the Department for Transport, and there's insufficient passenger demand to warrant their introduction at off-peak times. As such, we've been unable to meet this request. However, re-timing of services will provide passengers with greater interchange opportunities with Mainline services.

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# Changes to our Mainline services

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# 6.1 London to Ramsgate and Dover Priory (via Medway)



## Timetable changes

We proposed significant changes to services from London Victoria, London Cannon Street and London Blackfriars. New services operated by Thameslink mean that Southeastern services to and from London Victoria and London Blackfriars need to run at different times. Here's a summary of the changes at peak times:

- Two trains per hour will run to and from London Victoria to the Medway towns and Faversham. One train per hour will run to and from Ramsgate, and one train per hour will run to and from Dover Priory. These trains will generally only call at Bromley South, then fast to Rochester. Some journey times between Bromley South and London Victoria may increase as a result of integrating new Thameslink and Southeastern services via both Cuffley and Herne Hill.
- There will be a reduction in services that split and join at Faversham to reduce journey times and improve performance. There are good interchange opportunities with alternative services at Faversham, where services will no longer split or join.
- Services to and from London Cannon Street via London Bridge will be retained at similar times and frequency to the current timetable.
- Highspeed services from St Pancras International will continue, but at different times and with amended stopping patterns. There will be an earlier direct Highspeed service from Birchington-on-Sea, Herne Bay and Whitstable to St Pancras International.
- There will be an earlier direct service from Westgate-on-Sea, Birchington-on-Sea, Herne Bay, Chestfield & Swalecliffe and Whitstable to London Blackfriars.
- There will be a half-hourly service to and from London Victoria, Denmark Hill and Bromley South to St Mary Cray, Swanley, Farningham Road, Longfield, Meopham and Sole Street.
- The number of services calling at Denmark Hill to and from the Medway towns has been increased.

- There is also an additional evening peak service from London Victoria to Rochester calling at Denmark Hill, Bromley South, St Mary Cray, Swanley, Farningham Road, Longfield, Meopham and Sole Street.
- Two through services in both directions from London Victoria to Sheerness-on-Sea will be retained.
- Services to and from London Blackfriars to St Mary Cray, Swanley, Farningham Road, Longfield, Meopham and Sole Street will be retained at the current frequency, but their timing will be different.
- The frequency of off-peak services on this line will be similar to the current timetable, but some of the timings will be adjusted. A summary of proposed services is provided below:
- One train per hour from London Victoria to Dover Priory calling at Bromley South, Longfield, Meopham, Rochester, Chatham, Gillingham, Newington, Sittingbourne, Teynham, Faversham and all stations via Canterbury East to Dover Priory.
- One train per hour from London Victoria to Dover Priory calling at Denmark Hill, Bromley South, St Mary Cray, Swanley, Farningham Road, Longfield, Meopham, Sole Street, Rochester, Chatham, Gillingham, Rainham, Sittingbourne, Faversham and Canterbury East.
- One train per hour from London Victoria to Ramsgate calling at Bromley South, Longfield, Meopham, Rochester, Chatham, Gillingham, Rainham, Sittingbourne, Faversham and all stations via Herne Bay.
- Two trains per hour from Sheerness-on-Sea to Sittingbourne.
- One train per hour from St Pancras International to Faversham, calling at Stratford International, Ebbsfleet International, Gravesend, Strood, Rochester, Chatham, Gillingham, Rainham, Sittingbourne and Faversham.
- One train per hour from St Pancras International to St Pancras International on a circular service via Faversham and Dover Priory, calling at Stratford International, Ebbsfleet International, Gravesend, Strood, Rochester, Chatham, Gillingham, Rainham, Sittingbourne, Faversham, Whitstable, Herne Bay, Birchington-on-Sea, Margate, Broadstairs & Ramsgate. The train will continue to St Pancras International via Deal, Dover Priory and Ashford.

## Consultation feedback and response

We received queries from passengers about long interchanges at Dover Priory. Unfortunately, it's difficult to avoid some long interchanges at this station because of the time required to connect Kearsney services with Highspeed routes.

A Kent MP and Gravesham District Council requested that two trains per hour call at Sole Street during the off-peak period. Unfortunately, these additional stops would increase overall journey times so they would not benefit the majority of passengers. However, we've been able to reinstate the Sole Street stop on London Victoria to Sheerness-on-Sea peak time services following passenger requests.

We also received requests for re-timed morning trains from Sole Street to Medway towns that can better serve local schools. We've been able to re-time and extend some morning services to help students travelling to these schools.

A passenger requested early morning services from Dumpton Park and Ramsgate to London Cannon Street run non-stop from Rochester to Elephant & Castle and then divert to London Blackfriars. Unfortunately, there is greater passenger demand for these trains to serve Cannon Street, and capacity constraints at London Blackfriars prevent us from being able to consider running the requested Rochester to Elephant & Castle service.

Comments were received from passengers concerned that the 0613 from Whitstable to London Victoria has been re-directed to London Blackfriars. We have made this change to provide an earlier direct service to London Blackfriars that meets the demands of commuters working in the City of London. A service to London Victoria is still available, departing slightly later at 0630 and arriving at 0809.

A Kent MP and some passengers expressed concern about the reduction of evening peak services from London stations to Herne Bay and Sheerness-on-Sea. We will review demand for these services over time and consider any further revision in consultation with the Department for Transport, but unfortunately some service and connectivity changes have been made so that new Thameslink services can be accommodated within the timetable.

We also received feedback from passengers concerned about a large gap in the peak time afternoon service from London Victoria. The 1740 service from London Victoria had previously been proposed to run to Dover Priory via



Canterbury East, however following feedback about the gap in direct service from London Victoria to Ramsgate, it has been diverted to Ramsgate via Herne Bay.

Kent County Council raised concerns about increased journey times. While some journey times have increased due to the integration with Thameslink services, this has been matched by improved interchange opportunities for passengers with Highspeed and new Thameslink services.

We received comments from passengers about journey times to Longfield increasing and less-used stations being missed during peak hours. Most of these services will now call at Denmark Hill, offering passengers the opportunity to interchange with London Blackfriars and London Overground services

An increase in journey times from Sole Street due to additional stops also generated passenger feedback. These additional stops, including Denmark Hill, will create more journey opportunities for passengers and provide improved rail access to local hospitals and colleges.

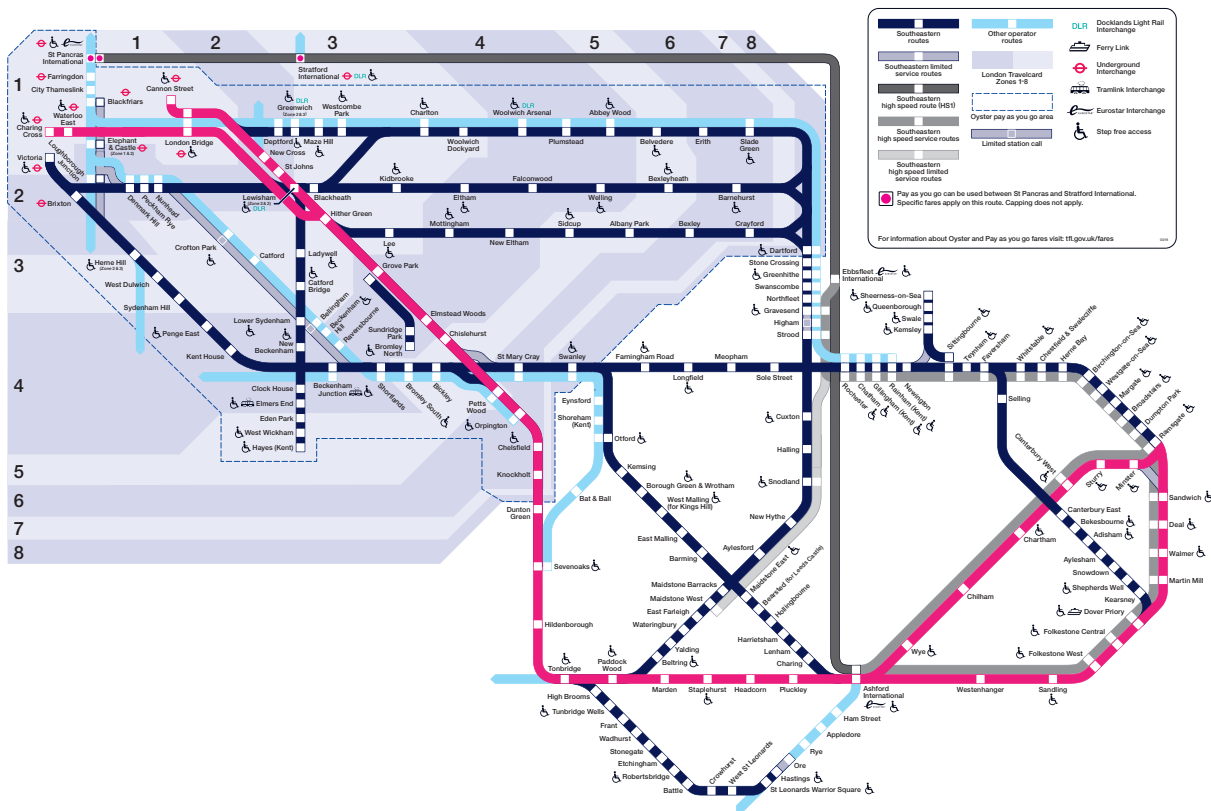
A request was made for us to increase the length of London to Ramsgate and Dover Priory services to seven or eight carriages. While capacity constraints unfortunately persist on this line, the 68 extra carriages we introduced over the past few months on to the Mainline will help alleviate some of these issues.

A number of passengers and Kent County Council raised concerns about ensuring services maintain an adequate flow for school students at Canterbury, Faversham and Sandwich. These have been taken on-board and we have withdrawn proposed changes so the current service can be maintained.

We received a request to re-time an evening service running from Blackfriars to Rochester. Given the need to integrate our services alongside those of Thameslink, it has not been possible to make this change, although Blackfriars passengers are able to interchange with Victoria services at Bromley South to continue to Rochester.

Some passengers expressed concerns about changes to services on the North Kent line to Herne Bay, now requiring interchange at Faversham. The timing of Herne Bay services has been amended to accommodate Thameslink integration.

# 6.2 London to Ramsgate and Dover Priory (via Tonbridge and Ashford International)



## Timetable changes

From May 2018, services on this route will remain similar to the current timetable:

- One train per hour from London Charing Cross to Ramsgate via Ashford International and Canterbury West
- One train per hour from London Charing Cross to Dover Priory via Ashford International.

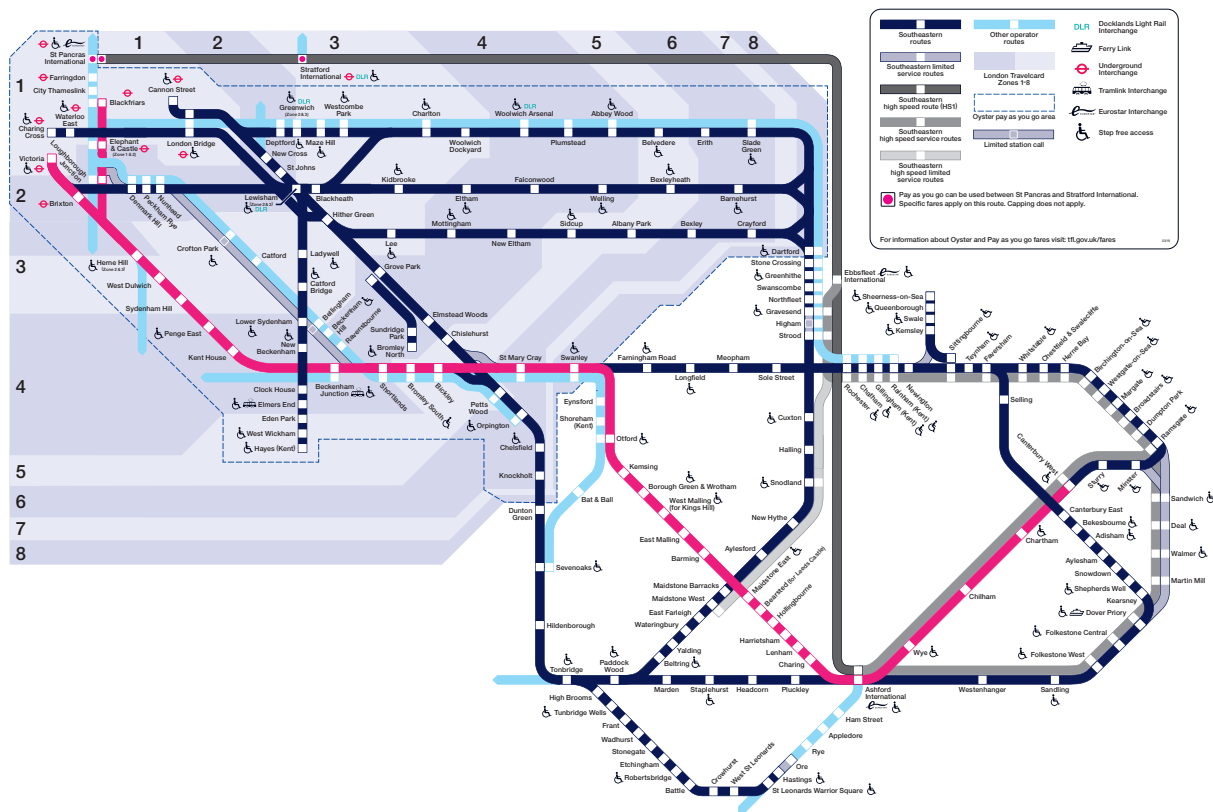
## Consultation feedback and response

Marden Parish Council raised concerns over the lack of services to their station in the morning and evening peak. Some peak services do not stop at Marden to achieve a faster running time to Ashford International. However, Marden passengers are able to change at Paddock Wood.

Some passengers offered feedback on the removal of a 0704 fast service from Orpington to London Cannon Street. We believe this feedback may have resulted from a misreading of our proposals. The 0704 will continue to run from May 2018, and the journey time will be reduced to 27 minutes.

The desire of passengers in the Sevenoaks area to see improvements in service was relayed through feedback from their MP. Over the past 10 years, we have introduced 14 additional train services to and from Sevenoaks during peak periods which have increased the number of seats by 35%. This is a sustained period of improvement and we believe represents a good level of service for the area.

## 6.3 Maidstone East line



Following the introduction of our new timetable in May, peak time services on the Maidstone East line will be very similar to the current timetable. By retiming the services outlined below, we'll be able to offer our passengers better interchange opportunities to other services across the Southeastern network, as well as new Thameslink services.

### Timetable changes

- One train per hour from London Victoria to Canterbury West, running semi-fast to Maidstone East and then stopping at all stations.
- One train per hour from London Victoria to Ashford. This will be a stopping service to Maidstone East, then Bearsted and Ashford.

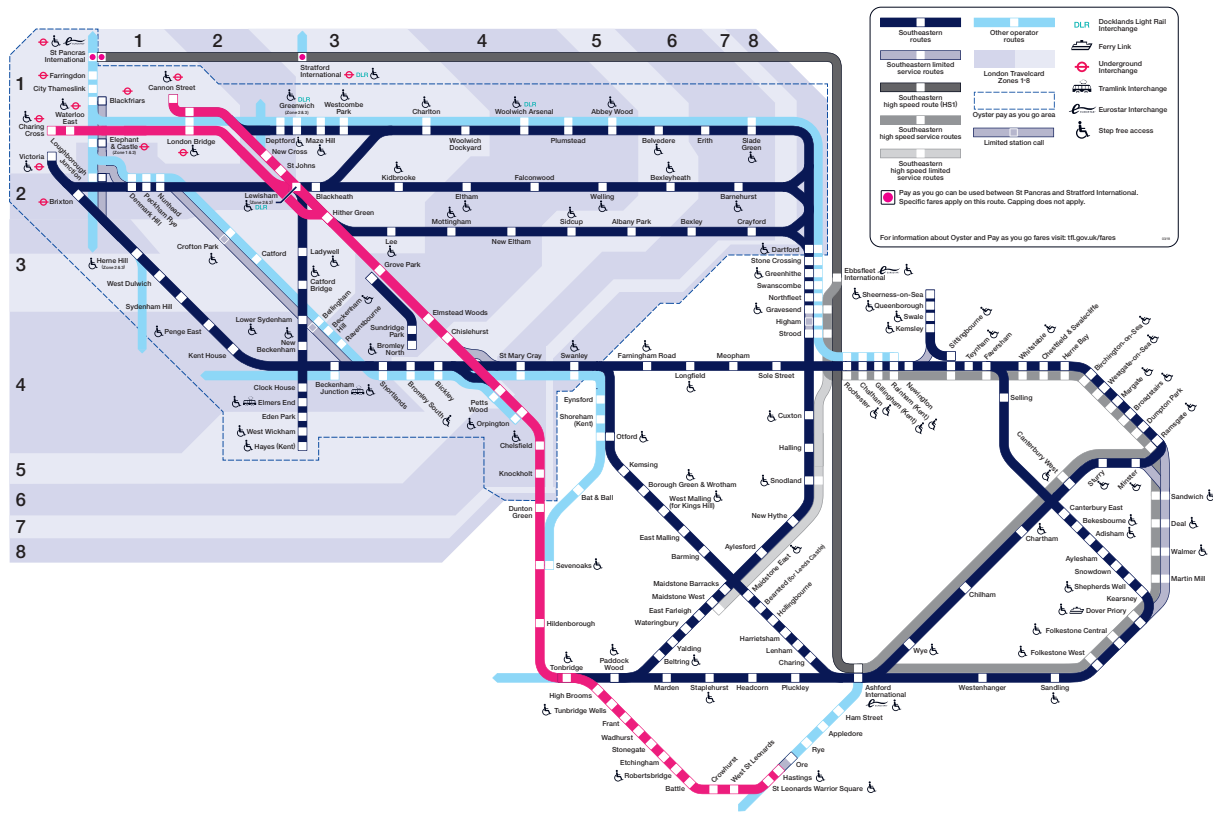
### Consultation feedback and response

During our consultation, we received a number of requests to reinstate services to East Malling and Maidstone during morning peak hours, as well as calls for late night services between East Malling and Lenham to be preserved. Following consideration, we've been able to make changes and reinstate services calling at these stops. We hope this will also help to tackle some of the crowding issues in these services.

Our May 2018 timetable will introduce two changes to hourly off-peak Maidstone East line services, to allow for better integration with new Thameslink services.

There will be a further revision to the timetable on this line after December 2019 that allows Southeastern services to integrate better with new Thameslink services. At this time, Thameslink will introduce a new all-day service from Cambridge to Maidstone East that calls at all stations to London Blackfriars, then London Bridge, Swanley, Otford, Borough Green & Wrotham and West Malling (with some trains extending to and from Ashford).

# 6.4 Hastings line



## Timetable changes

From May 2018, the Hastings line timetable will remain similar to the existing one. The following service were proposed:

- Two trains per hour from London Charing Cross to Hastings (one semi-fast, one stopping service).
- Two trains per hour from London Charing Cross to Tunbridge Wells.

## Consultation feedback and response

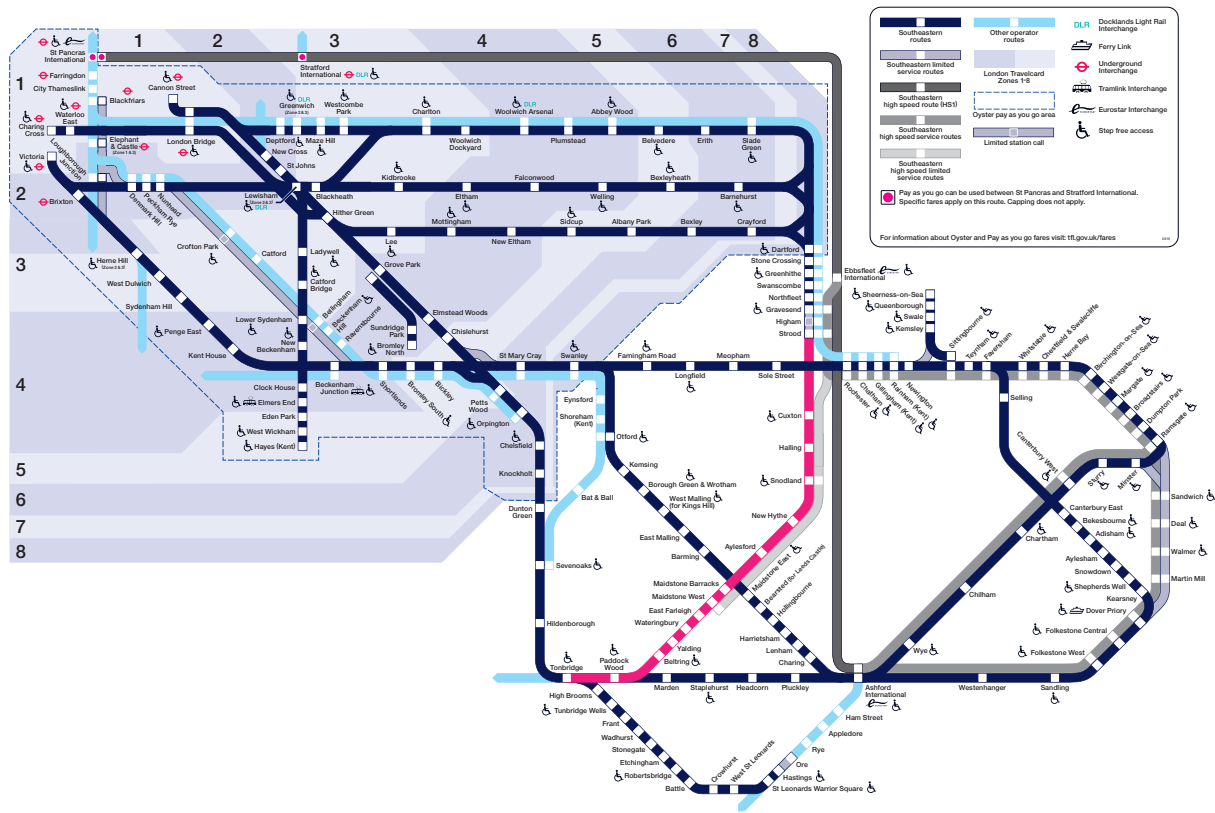
We received positive feedback on our timetable proposals from East Sussex County Council.

Some passengers requested peak time stops at Robertsbridge rather than Etchingham. Unfortunately, this isn't possible because stops at Etchingham are mandated in our franchise agreement with the Department for Transport.

During the consultation, it was suggested that London services to Ore and Hastings should run later than the previous timetable. Southern is now providing an additional Brighton to Ore service, so passengers wishing to arrive earlier can change at Hastings.

We received feedback from some passengers that more capacity is required during peak hours. Extra services introduced following the completion of London Bridge redevelopment will alleviate some of the capacity pressures, but power supply restrictions on this line mean that it's not possible for us to provide longer trains on this route at the moment.

# 6.5 Medway Valley line



## Timetable changes

Medway Valley line services remain very similar to the current timetable:

- One train per hour from Strood to Tonbridge.
- One train per hour from Strood to Maidstone West.

## Consultation feedback and response

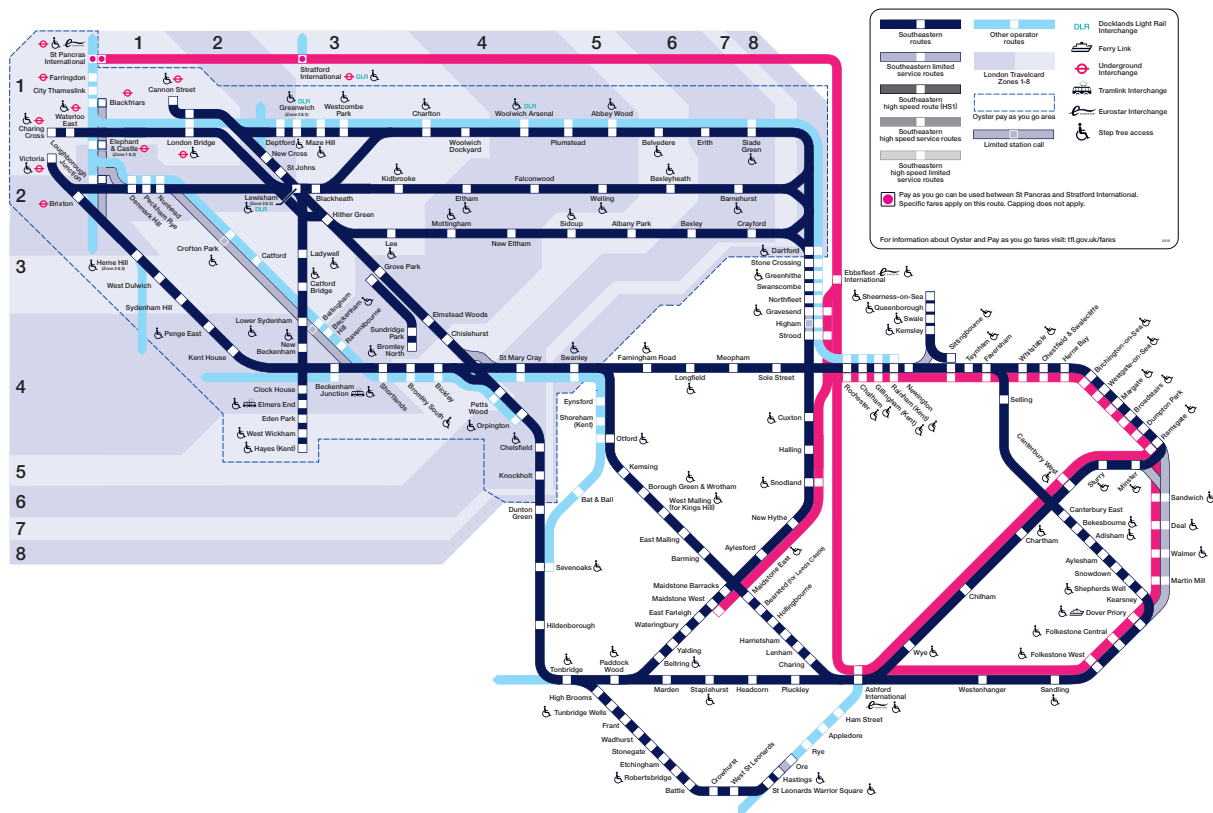
We did not receive any feedback about the service proposed on this line in our May 2018 timetable, so the proposed changes will be implemented.

7

# Changes to our Highspeed services



# 7.1 Highspeed services



## Timetable changes to peak services

There will be a number of changes to morning peak high speed services to better integrate with new Thameslink services, offering passengers more journey options and greater capacity.

From May 2018, the following changes will be made:

- The 0652 from Sandwich to St Pancras International service will start slightly earlier and attach to additional units at Ashford International – doubling capacity on this service.
- The 0624 Faversham to St Pancras International via Ramsgate and Dover Priory service will run slightly earlier between Ramsgate and Ashford International – doubling capacity on this service.
- To provide additional rolling stock for the above services, the 0815 Ramsgate to St Pancras International service will now start at Faversham at 0858.
- The 0640 St Pancras International to Ramsgate via Canterbury West service will terminate at Ashford International.
- The 0704 St Pancras International to Margate service will call additionally at Sturry and Minster.
- The 0725 St Pancras International to St Pancras International via Dover Priory and Ramsgate will make additional calls at Westenhanger and Sandling.
- The 0737 St Pancras International to Ramsgate via Deal service will be extended to St Pancras International via Faversham. This service will no longer call at Westenhanger, Sandling, Dumpton Park, Westgate-on-Sea or Chestfield & Swalecliffe. It will call additionally at Martin Mill and Walmer.

## Timetable changes to off-peak services

The off-peak high speed service will run with very similar times and patterns to the current timetable. All trains will continue as 'rounder' services, travelling back to St Pancras International.

- One train per hour from St Pancras International to Faversham via Chatham.
- One train per hour from St Pancras International to Ramsgate via Faversham.
- One train per hour from St Pancras International to Ramsgate via Dover Priory and Deal.
- One train per hour from St Pancras International to Margate via Canterbury West.

## Consultation feedback and response

During our consultation, we received a number of requests to re-time trains and integrate with Southern services along the Marshlink line. The new timetable has been designed to integrate with both Southern and Thameslink services wherever possible.

One passenger asked for services from St Pancras International to Faversham and Ramsgate to be re-timed to provide a 15-minute frequency. Our timings have to work around Eurostar services, so unfortunately we're unable to offer this.

We also received a request for the high speed service to make an additional stop at Higham, but this would increase journey times for longer-distance passengers.

We did not receive any feedback about off-peak service proposed on this line in our May 2018 timetable, so the proposed changes will be implemented.



# Questions?

Thanks for taking the time to read our May 2018 timetable consultation response. It's easy to contact us if you have any further questions by phone, textphone, post or Twitter. You'll find all of the details on our web site [www.southeasternrailway.co.uk](http://www.southeasternrailway.co.uk).

