

Southeastern December 2019 Timetable Consultation

August 2019

The logo for Southeastern, consisting of the letters 'se' in a white, lowercase, sans-serif font on a dark blue square background.

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Foreword

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We were pleased to see a successful roll-out of a new timetable in May, following an extensive consultation process at the end of 2018. However, no sooner than implementing a new timetable do we start the process again to assess how the scheduling of our train services can be revised to the benefit of our passengers.

Revising and improving our timetable is an ongoing process and a key part of this process is listening to the feedback of our stakeholders and passengers, whose views are invaluable to us in helping ensure we're making changes which will deliver the greatest benefit to Southeastern's users.

In this document we have drawn together timetable changes which we are proposing to implement in December 2019, which we hope will build on the success of May's timetable change by delivering further improvements for passengers.

As always, our key consideration is delivering the most benefit to the greatest number of passengers. The timetable changes we are outlining are a result of careful assessment by our train planners to resolve inefficiencies in our service schedule and deliver new benefits, such as shorter journey times.

It's essential that we get your views before we make these changes and we look forward to sharing with you the outcome of this consultation later in the year, when we publish a report on our findings and how we intend to proceed.



David Statham

David Statham
Managing Director, Southeastern

Introduction

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This document covers the specific timetable changes that we are proposing for December 2019, together with some the key broader proposals which are currently being looked at for implementation in May 2020. By publishing our proposals for changes a bit further ahead, we hope this will provide stakeholders and passengers more opportunity and foresight to provide feedback.

The proposals for December are overall very positive for Southeastern passengers, with wide-ranging reductions in journey times on both Mainline and Highspeed services. This will mean a further few minutes back for passengers every day, building on the widespread journey time reductions we made in the May timetable change.

Our proposals also seek to increase the efficiency of routes and journeys, reduce the chance of services delaying one another, and increase the spread of capacity for passengers using busy stations. Some stations will see a new calling pattern in peak hours, which will overall have a beneficial impact for users.

With passenger growth taking place on much of the network, we are proposing additional calling time at key stations where required, to ensure the safety of passengers and factor in the increased time already required for disembarkation. These changes will affect a limited number of services, with an overall increase in journey time of no more than one minute in most cases. As a result we anticipate the number of delays at these stations to reduce, which will, in turn, benefit passengers using these services by increasing reliability.

Every change we have proposed in this document is intended to deliver an overall benefit to Southeastern's passengers and we welcome your feedback.

The best way to provide feedback to us is via our online survey. While we welcome feedback around broader issues relating to the timetabling of our services, we are particularly interested in stakeholder and passenger feedback around the specific changes we are proposing in this document.

The consultation closes on Monday 9th September.

Our proposals for December 2019

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Shorter journey times on Highspeed services

Our proposals for December 2019 will make journeys on Britain's only Highspeed rail network even quicker:

Proposed Changes

- Non-stop services between **Ashford and Canterbury West** will be 1 minute and 30 seconds quicker in both directions.

Some services to and from Ramsgate and Margate will also see reduced journey time:

- The **07:48 Margate to St Pancras service** will see its journey time reduced by 7 minutes, with the service no longer calling at Minster and Sturry. At these stations, a new service will call 20 minutes earlier, providing a better spread of services in the morning peak.
- The **06:53 Maidstone West to St Pancras service** will start earlier at 06:52 and cease to call at Ebbsfleet. This will reduce overcrowding on this service and reduce the journey time on this service by 2 minutes allowing it to arrive to St Pancras at 07:41
- To replace this capacity for Ebbsfleet users, the **06:16 Margate to St Pancras service** will call additionally at Ebbsfleet (07:26) and will now arrive at St Pancras later at 07:45



Shorter journey times on Mainline services

We will continue to build on the improvements we introduced in the May 2019 timetable changes, through proposals to reduce journey times on even more Mainline services:

Proposed Changes

- The **07:05 Ramsgate to Charing Cross service** will start later at 07:12 without changes to its current schedule between Canterbury West and Charing Cross, meaning shorter journey times for passengers from Ramsgate.
- The **08:05 Ramsgate to Charing Cross** (via Minster and Deal) will start earlier at 07:58 arriving earlier at Dover (08:45) and all other stations on the route. This will enable passengers to connect onto the **08:49 Dover to St Pancras** and the **08:52 Dover to Victoria (via Canterbury East) services**.
- The **06:22 Maidstone East to Canterbury West** is extended to Minster.
- The **06:00 Ashford to Victoria** will start later at 06:02, arriving two minutes later at all stations from Ashford to Swanley. Arrival time to Victoria is unaffected, reducing the overall journey time by two minutes.
- The **06:56 Ashford to Victoria service** will start later at 06:58, arriving two minutes later at all stations from Ashford to Swanley. Arrival time to Victoria is unaffected, reducing the overall journey time by two minutes.
- The **08:04 Canterbury West to Victoria service** will start at Minster at 07:46 and call at Sturry (07:59). This replaces the **07:48 Margate to St Pancras service**, which will no longer call at these stations at 08:07 and 08:19 respectively. This is beneficial for users by providing a better and more even distribution of services at these two stations in the morning peak.
- The **08:18 Charing Cross to Hastings service** will make an additional call at Crowhurst and West St Leonards stations to replace the 08:40 which will no longer call at these stations. This will provide a better and more even distribution of services at these stations.
- As a result, the **08:40 Cannon Street to Hastings service** will run semi-fast between Hastings and Tonbridge, reducing journey time.
- The **18:41 Charing Cross to Ramsgate** will now stop at Orpington and cease to call at Chelsfield, while the **18:45 Charing Cross to Hastings** will now stop at Chelsfield and cease to call at Orpington. This is to help alleviate overcrowding on the 18:45 service.
- The **18:23 Ramsgate to Charing Cross via Dover** will now start at Faversham (17:36) and call at all stations on the route. We propose using this service to replace the current **17:36 Faversham to Ramsgate service**. This will offer a through journey for passengers between Faversham to Ramsgate through to Deal or Dover.
- Following agreement with Govia Thameslink Railway, the **06:52 Sevenoaks to Blackfriars service** run by Thameslink, will start seven minutes earlier at 06:45. This will enable passengers from Shoreham and Eynsford stations to connect at Swanley for the **07:07 service from Swanley to London Victoria**.

- In addition, following agreement with Govia Thameslink Railway, the **07:52 Sevenoaks to Blackfriars service** will start seven minutes earlier at 07:45, and will call at Bromley South for a longer period. This will enable passengers from Shoreham and Eynsford stations to connect to the **08:07 service from Swanley to London Victoria**.
- The **19:15 Grove Park to Bromley North service** will start three minutes later at 19:18 to enable passengers on the **18:48 Cannon Street to Orpington service** to connect to this service at Grove Park.
- As a result, the following **19:22 Bromley North to Grove Park service** will start at 19:25.

Services between London and Orpington

There will be a very small increase in call times at key stations which have experienced passenger growth. The increase in journey times will be no more than one minute and will mean more reliable services for passengers.

Proposed Changes

- We propose that **London-outbound services** which serve all stations between London Victoria and Bromley South and Orpington call at Brixton for 30 seconds longer. This will mean that the overall journey time will increase for these services by 1 minute between Victoria and Orpington.
- Half-hourly **Victoria to Orpington services**, from 16:58 to 18:58 inclusive to start 1 minute earlier to accommodate an additional 30 seconds call time at West Dulwich and Sydenham Hill respectively.
- Half-hourly **Victoria to Bromley South services**, from 17:13 to 18:43 inclusive, will start 1 minute earlier and to accommodate an additional 30 seconds call time at West Dulwich and Sydenham Hill respectively.
- We propose starting the **07:54 Orpington to Victoria** six minutes earlier, arriving earlier at all stations to Victoria. This will enable two other trains behind this service to arrive earlier into Victoria:
 - **06:30 Ramsgate to Victoria**, which will arrive four minutes earlier
 - **06:56 Ashford International to Victoria**, which will arrive three minutes earlier.

Services between London terminals and Sevenoaks

Many of these proposed changes will improve the efficiency of our services and as a result improve performance and reliability.

Proposed Changes

- The **17:26 Charing Cross to Orpington** will continue to Sevenoaks and will also call at Chelsfield, Knockholt and Dunton Green.
- As a result, the **17:39 Cannon Street to Sevenoaks** will terminate at Orpington, with the 17:26 service now calling at Sevenoaks.
- The **London Charing Cross to Sevenoaks services** will start 1 minute earlier at five past the hour (xx:05) and at thirty-five past the hour (xx:35) to prevent the chance of delays from interactions with **Orpington to London Cannon Street services** and improve punctuality.
- The **06:56 Sevenoaks to Cannon Street service** will depart at 06:57 and at one minute later at all other stations on the route. This is to prevent the chance of delays from interactions with other services to improve punctuality.
- The **Orpington to Cannon Street services** at eleven minutes past the hour (xx:11) and at forty-one minutes past the hour (xx:41) will depart 1 minute earlier at all stations between Petts Wood and Lewisham, to accommodate extra travel time on this section of the route and prevent the chance of delays from **Charing Cross to Sevenoaks services**.
- The **09:06 Charing Cross to Sevenoaks** will cease to call at Hither Green, to improve the general running of services on this route during peak time, with alternatives available for passengers.



Services between Tunbridge Wells and Charing Cross

Proposed Changes

- The **18:31 Charing Cross to Tunbridge Wells service** will call for an additional minute at Orpington to accommodate extra time required to board this service. It will call one minute later at all stations between Orpington and High Brooms.
- The **18:51 Tunbridge Wells to Charing Cross service** will depart at 18:52 and arrive one minute later at High Brooms and Tonbridge.

Changes on other parts of the network

Proposed Changes

- **Victoria to Gravesend services** (via Lewisham and Dartford) will start two minutes earlier to accommodate an extra 30 seconds call time at Peckham Rye. The remaining time is required to facilitate extra travel time required on this section of the route. The overall journey time will increase by two minutes.
- The **06:22 Faversham to St Pancras** (via Ramsgate and Dover) will start 1 minute earlier and run earlier, to accommodate extra travel time required on the section of the route before Ashford Station.
- The **06:08 Tonbridge to Hastings service** will depart at 06:07 and call other stations one minute earlier to prevent the chance of delays from interactions with other services and improve punctuality.
- On Sundays, a number of services will call longer at particular stations to increase the safety of the boarding process and improve the reliability of the service. This will add journey time to a small number of services, which will be no longer than two minutes:
 - Sundry **Charing Cross to Ramsgate and Dover services** will call for one minute at Staplehurst.
 - Sundry **Cannon Street to Hayes services** will call for two minutes at Lewisham.
 - Sundry **Charing Cross to Sevenoaks services** will have one-minute call time at Lewisham and a one-minute call time at Hither Green.

Looking further ahead – May 2020

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Services at Ore

Ore station is currently served by both Southern and Southeastern. Three Southeastern services call at Ore station, during peak times when our network is exceptionally busy.

Our analysis indicates that rolling stock could be better deployed elsewhere on the network to make use of this spare capacity and as a result **we propose withdrawing the three Southeastern services which call at Ore, from the May 2020 timetable:**

- 06:16 Ore to Charing Cross will start from Hastings
- 06:40 Ore to Charing Cross will start from Hastings
- 18:26 Cannon Street to Ore will terminate at Hastings

With the recent increase in Southern services from Ore, as well as connections to Highspeed services via Ashford, usage of services from Ore are extremely low on the three Southeastern services – less than 15 passengers on each of the 06:16 and 06:37 services between Ore and Hastings.

In addition to this, the evening service from 18:26 from Cannon Street to Ore has extremely low usage – on average 5 passengers use this service between Hastings and Ore.

Local feedback has indicated a strong interest in an earlier service from Ore towards Eastbourne and as a result **Southern have agreed to start the 06:10 Hastings to Victoria service from Ore at 06:06, providing an earlier service for Ore users.**

Southern will continue to serve Ore and users will be able to connect to Southeastern services at Hastings. Faster connections to London (32 minutes quicker) will remain available for Ore users via Ashford.

Submitting your feedback

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Please submit your feedback on our proposed timetable changes for December 2019 and initial feedback on our proposed change for May 2020.

While we welcome all feedback, we are particularly interested in feedback related to the specific service changes we have proposed in this document.

To submit your feedback please visit surveyMonkey.co.uk/r/5PG2LT9

The consultation closes on **Monday 9th September**.



southeastern

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