



HOUSE OF COMMONS

LONDON SW1A 0AA

South Western Consultation Coordinator
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20th January 2016

A handwritten signature in blue ink that reads "Dear Sir,".

South West Trains Consultation

I am writing in response to the consultation on the South West Trains franchise.

I am writing on behalf of my constituents in Havant where, because of a growing population, a strong economy and rising visitor numbers, we are looking for quicker, longer and better trains. We are also looking for improved local and regional infrastructure. Many of my constituents travel locally in the Solent region, as well as to London and other parts of the SWT network. People travel for work and leisure, and it is important that they have that opportunity in the future.

In my constituency, we have experienced economic growth, which is evident at Havant's three stations: Havant, Bedhampton and in the coastal village of Emsworth. All three stations are served by two train operating companies—Southern and South West Trains—and we are pleased to have them as part of our local infrastructure.

At peak time during the day, 19,000 passengers use the line that serves my constituency. South West Trains operates one of the busiest and most profitable lines in the country. I am looking for sustained investment in an important and profitable area for that train operating company.

The Havant constituency itself has a rising population because it is a popular area for elderly people to retire to, for young professionals seeking to build their careers and also for families looking to settle down. We also have a large commuter population who commute along the south coast, as well as to London. Many of my constituents live and work locally, but many live locally and work in the City, the West End and Canary Wharf, and I am determined that they should get a good deal as well.

Alongside the rising population in Havant, we have a strong and growing economy. Havant is blessed to be a regional centre and leader for the defence and aerospace industry and other sectors. All those businesses need to be able to attract high quality staff and to ensure that supplies can get to them along the railway.

Havant is also a centre for regional regeneration. Market Parade, the gateway to Havant town, is being regenerated. Dunsbury Hill Farm is being regenerated in partnership with the Solent Local

Member of Parliament for Havant

Havant • Bedhampton • Emsworth • Hayling Island • Langstone • Leigh Park • Purbrook • Stakes • Widley



Enterprise Partnership, which should create around 3,500 new jobs. All those people coming to work in Havant require a strong and effective railway network and good local infrastructure.

With a rising population and a strong and growing economy, we need improved infrastructure and a stronger rail network. I hope that the new franchise opportunity in 2017 will be a good chance for the train operating companies to make sure that they meet demand in a very profitable area for the infrastructure that we need.

Looking beyond Havant, Hampshire as a county also requires a strong rail network. I enclose the submission sent to you on behalf of the Hampshire APPG, of which I am a Vice Chairman. With a population of 2 million Hampshire is the home to 80,000 businesses and I would like to encourage further investment, which can only come with improved infrastructure.


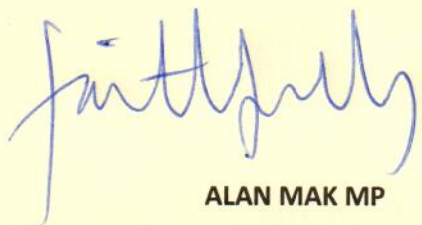
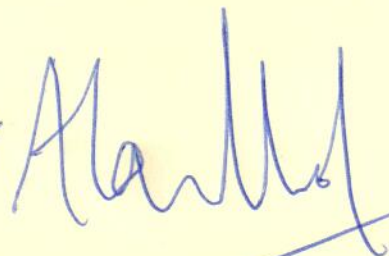
76,000 new houses are to be built by 2026. Currently many commuters travel by car and I would like to see a better train service to London and greater public transport integration in the urban areas, better connections with local community transport feeder services in rural areas, and improved integration between trains, buses and ferries.

Passenger numbers at stations in Hampshire have dramatically increased, yet the infrastructure supporting train users has not kept pace, which is resulting in severe overcrowding.

In order to continue to grow we need to:

- Improve the train service to London both in terms of capacity and speed.
- Optimise and integrate the transport network (ticketing, information and operation) so travel demand load can be spread to improve resilience and peak capacity accommodated.
- Create more "fast" trains into London to and from Havant, which will not stop at every station – these should be more regular and should run 4 or 5 times an hour during peak times.
- Longer trains – to accommodate more people, longer trains should be used.
- Remove the 3-2 seating format inside trains (remove the Suburban 450 "Desiro" model).
- Introduce Class 444 trains with better seating options.
- Improve the wifi availability in the new trains.

Rail forms an important part of our local infrastructure, and I hope the new franchise will be an opportunity to secure investment locally for rail users across the Havant constituency and Hampshire as a whole.

  
ALAN MAK MP

SWT Consultation Questions

Introduction

With a population of 2 million Hampshire is the home to 80,000 businesses contributing GVA of some £47 Billion, the highest outside London. Its economy is approximately the same size as Wales, yet its productivity is now 6% below that of the rest of the South East having worsened since 2009. There is potential to add £3 billion GVA through improved infrastructure.

76,000 new houses are to be built by 2026. Hampshire has a very strongly road-based economy, with two-thirds of commuter journeys made by car. We need to provide a better service to London and improve east-west connectivity (especially in the south), greater public transport integration in the urban areas, better connections with local community transport feeder services in rural areas, and improved bus/rail/ferry integration.

The area is suffering from an infrastructure deficit. It has the lowest amount of motorways and A roads per head of population in the country and its rail network is the slowest and most crowded. Passenger numbers at key stations in Hampshire have increased as follows (ORR):

Table 1

	PASSENGER NUMBERS			
	000's	1997/8	2014/5	% increase
Andover		589	1,178	100
Basingstoke		2,818	5,561	97
Brockenhurst		778	1,057	36
Eastleigh		829	1,643	98
Fareham		940	1,785	90
Farnborough (Hants)		1,735	3,081	78
Fleet		966	1,814	88
Havant		1,447	2,552	76
Hedge End		154	506	229
Hook		377	810	115
Petersfield		854	1,361	59
Portsmouth Stations		3,521	6,006	71
Romsey		177	495	180
Southampton Airport		762	1,652	117
Southampton Central		3,216	6,434	100
Totton		153	306	100
Winchester		2,247	4,915	119

Over the last 17 years passenger numbers at these stations have gone up by 91%, yet the number of services have failed to keep pace which is resulting in severe overcrowding. The overcrowding on the trains is comparable to the tube system.

In order to continue to grow we need to:

- Improve the train service to London both in terms of capacity and speed
- Increase city linkages between the main cities of Hampshire around public transport and business critical movements to integrate labour and consumer markets.
- Develop a corridor of development nodes based around improved public transport between Basingstoke, Winchester, Eastleigh, Havant, Petersfield, Portsmouth & Southampton and across the urban network including easy access to stations by walking and cycling.
- Optimise and integrate the transport network (ticketing, information and operation) so travel demand load can be spread to improve resilience and peak capacity accommodated.

We must recognise that this list of requirements also includes linking the social, educational and entertainment aspects of being a polycentric county.

We have Universities in Portsmouth, Southampton and Winchester and many other colleges of further education around the region, each with their own area of expertise, all of which can benefit by having greater access to their potential students through improved train-services.

The leisure economies of Basingstoke, Winchester, Portsmouth & Southampton with their wide-range of restaurants, cinemas, shopping malls, theatres, clubs etc all make a significant contribution to the GVA and need support in terms of access to their hinterland with frequent, fast services that run until late in the evening.

Passenger Satisfaction

Do you support the key priorities that have been identified through the Transport Focus research?

The Survey should also have addressed those who COULD travel by train BUT do not.

The questions are very narrow and appear to just address passengers existing use of the train (to work) and not consider potential use of the train either at weekends or to other destinations.

Some of the responses are far more important than other responses, for example, 'overcrowding/being able to get a seat' is the most important response by a significant magnitude.

Are there other priorities you believe should be included to inform the new franchise specification?

Speed of Service - the average speed on the line throughout the franchise is poor compared to most other parts of the country.

Franchise Objectives

Do you feel that these are appropriate objectives for the South Western franchise?

There is reference in the SWT franchise objectives to 'Supporting the economy' whereas there is an opportunity to drive the economy which must not be missed.

There appears to be an underlying assumption that only incremental changes are contemplated whereas, what is required is a major change in approach after years of under investment.

Attention is primarily given to London-bound services - connectivity between other centres must be significantly improved.

The questionnaire has been conducted among existing passengers. Little consideration is given to winning new passengers either from people who rarely use the train, or those who use the train for just one or two destinations.

Are there any further objectives you believe should be included?

Significantly increase the volume of passengers between the main cities of the region:

Basingstoke

Winchester

Andover

Havant

Eastleigh

Portsmouth &

Southampton, and other (non-London) parts of the Franchise.

To look for new ways to increase track capacity

Improve: frequency of services
 average speeds
 connections with other modes of transport
 inter-modal ticketing
 ease of parking (for car or bikes)

Capacity

Considering the planned schemes to deliver additional capacity, what are your views on additional opportunities to deliver more capacity elsewhere within the franchise area?

We have been approached by software companies who claim that their product can be overlaid upon existing signalling systems and would help the trains run more efficiently such that two extra train paths can be created into Waterloo. The payback on this scheme is believed to be two years. The new Franchisee must be incentivised to consider such proposals and implement if deemed appropriate. If successful this would enable more services to be run, resulting in less overcrowding.

Encouragement should be given to work with CrossRail 2. This has the potential to take away a lot of the overcrowding.

Further incentivisation must be given to linking up the route to Reading. Once CrossRail 1 is in operation, it will be faster for some of the passengers in the western part of the franchise area to get to certain points in Central London via Basingstoke and Reading than to go via Waterloo - the numbers will depend upon the Franchisee's cooperation with the management of the Basingstoke/ Reading service in order to deliver a co-ordinated service.

Further encouragement should be given to link up with those who are planning a rail link to Heathrow from within the SWT Franchise.

Are there particular services or routes where you believe there is a need to introduce additional capacity to address overcrowding?

Mainline commuting services to and from Waterloo as follows:

Salisbury & Andover via Basingstoke to Waterloo

Weymouth, Poole, Southampton, Winchester and Basingstoke to Waterloo

Portsmouth, Eastleigh, Winchester and Basingstoke to Waterloo

Portsmouth, Havant and Petersfield to Waterloo

It may be possible to increase overall passenger carrying capacity by introducing different rolling stock that has more standing space and/or modifying the internal configuration of trains, including rebalancing first and standard class seating. Do you have views on these potential rolling stock changes?

The Class 450 trains (Blue trains) with their 3 + 2 seating plan are very unpopular, but their capacity to carry more passengers in a 12 coach configuration than the Class 444 (White Trains) in a 10 coach configuration means that the only way to increase seating capacity is to remove First Class.

This option is preferred to having 2 + 2 configuration with more standing space at either end of the carriage. However this should only be seen as an interim solution until more train per hour capacity is developed.

Every effort should be made to only have Class 450 (Blue trains) on the commuting services. For the remaining services in the day we should aim to have Class 444 trains (White Trains). This might be achieved by having the White trains residing overnight in London, while the Blue Trains reside overnight at the other end of the respective lines.

Future impacts on demand

What factors may impact on demand for travel on the new South Western franchise, drawing on local impacts in particular? Please provide any evidence you may have.

Demand for railways in the region will increase because of the following factors:

Hampshire is to build 76,000 new houses over the next 10 years (Hampshire IoW Devolution Prospectus)

61,500 new jobs are expected to be created by 2030 within the Solent region alone. (Oxford Economics - 2015)

GVA is anticipated to grow by 3.0%pa between 2013 and 2020 - growth in GVA is correlated to increased demand for train travel.

If nothing changes in building new roads, then congestion on M27 is expected to increase by 50% by 2020 which will force commuters to look at alternatives. (Solent Transport Investment Plan)

Various light railway schemes and dedicated bus routes are expected to come into operation which will link-up with the existing rail infrastructure and increase traffic for the trains
Completion of CrossRail 1 will increase the attractiveness of going to London and Essex via Reading

Through pricing structures the Franchisee should be given more freedom to price journeys according to supply & demand. Why does a cheap day return cost on a few pennies more than a single fare? We haven't moved on from British Rail.

Train Service Specification

Where, if anywhere, would you like to see any changes to first and last trains on the South Western network and why? Do you have any evidence to support this?

We want to see greater co-operation & co-ordination with the local authorities to ensure that the evening leisure industry is well served so that attendees to concerts, shows, cinemas, football matches can return to their homes in and around Hampshire by public transport, helping to reduce congestion on the roads and help the environment.

Where, if anywhere, would you like to see any changes to weekend trains on the South Western network and why? Do you have any evidence to support this?

We need greater co-ordination and co-operation with local authorities in order to service one-off events such as America's Cup, Battle of Jutland Celebrations, Isle of Wight pop festivals, Boomtown Fair in Winchester, Great South Runs, etc Often, over 50,000 people come to these events and if the trains service were to be frequent and well publicised then the road traffic would be comparably less.

Portsmouth City Council did not know what the existing franchisee was planning for the America Cup event last summer until very late in the planning process.

Would you support a specification which is flexible enough to allow the operator to review how station calls are allocated to train paths in order to improve overall line capacity? What impact might this have on passengers?

Some more flexibility and encouragement should be given to the new Franchisee to experiment and work out the optimum services to take account of passenger demand and overcrowding.

Consideration must be made to the possibility of having commuter services that are skip stop between key parts of Hampshire and London in order to address the speed of the service and the overcrowding issue.

We should also allow the franchise to take on traffic risk by setting fares and calling patterns and allow them to collect a greater percentage of the resulting revenue - this might best be allowed for off-peak periods.

Respondents are invited to propose any changes to the current service pattern which they feel should be considered and to explain their rationale, for example by identifying specific local factors which might influence the future level of passenger demand which should be reflected in a revised specification.

London Services: Too much attention is given to services in and out of London at the expense of services between other cities and regions.

Hampshire is a polycentric county with no one place dominating the county. We need a train service to help link the county and reduce dependence on the road.

We have 4 universities and 4 large hospitals all of which require ease of access for their respective staff in addition to their patients & students. There are numerous colleges of further education each with their respective specialisations drawing their students from across the county.

We have at least 3 destination shopping/leisure centres which draw extensive weekend traffic from across the county to attend cinemas, theatres, restaurants, football matches.

We have numerous business parks along our Motorways which have poor connectivity with the public transport system.

Access between east and west is poor. Connectivity to Southampton Airport from the East must improve. The journey to get from Havant to Southampton Airport is at least 55 minutes for a 22 mile journey and always involves one change of train. There is a direct service to Gatwick Airport which takes just 67 minutes, which is 57 miles away.

All previous discussions on Value for Money are constrained by the weaknesses of the economic models used by various Government Departments. It appears as though the models are strong in reviewing cases for incremental increases in traffic, or economic variables such as changes in price or GVA etc, however, the models are weak at considering significant rapid change. We have to be more entrepreneurial in addressing some of the significant pressures that are building-up in the Franchise area.

- Respondents who wish to promote service changes should clearly identify these in their response to this consultation, as well as any supporting business case or value for money (VfM) analysis.

Performance and reliability

Are there any specific stations or services where you believe reliability or punctuality should be improved?

Generally, with the exception over-crowding, the service in the last 10 years has been good. Coping with force majeure events has been the main cause of any delay.

Where possible, please explain your reasoning when responding to this question.

Managing disruption

Respondents are asked to suggest what mitigating actions and steps the South Western operator should be expected to take to meet the needs of its passengers both during the planned disruption to the franchise as a result of enhancement works and when 'force majeure' events, such as extreme weather or unplanned events that impact the smooth operation of the network.

Greater resilience needs to be built into the timetable so that when a disruption occurs, the overall network can recover quickly.

Communication can improve when any disruption occurs. When it is planned disruption, information should be provided when buying the ticket. Unplanned disruption events should be broadcast using all media sources.

Greater effort should be used to analyse the risks of so called 'force majeure' events and their cost. This should result in formalising ideas of taking pre-emptive remedial action.

For example: The network is hit by thunderstorms how many times per year? At what time of the year? What time of day? Which areas are particularly prone to being hit? When the network is hit, what is the delay, how many people are affected, what is the estimated cost to the Network, and the passengers.

The same line of questioning can be applied to people attempting suicide, lorries hitting bridges or passengers being taken ill on the trains.

As a result of this analysis, we can calculate the cost/benefit ratio for having teams of professionals on standby ready to resolve the issues should they occur.

Respondents are asked to consider whether they would support replacing first/last train services with alternative transport where it can be demonstrated that a longer period of engineering access for Network Rail would improve the infrastructure reliability and reduce disruption overall.

If the change to service is well publicised then we are supportive of changes to first or last services in order to lengthen the time-window for engineering services

Partnership working and collaboration

We are interested in your view on the best way to achieve efficient operation of this railway through partnership and collaboration. Please describe how such working arrangements might support this objective.

The Franchisee must provide passenger data for the benefit of those involved in planning any infrastructure - for example, passenger numbers by the hour, per train, per station etc

A mechanism should be introduced whereby the Franchisee is incentivised to implement projects which improve the service but has a payback that is longer than the term of the Franchise.

The service from Hampshire area is covered by 3 different franchisees - every incentive must be provided to improve co-ordination so that the passengers receive a better service possibly by revenue sharing agreements.

The Franchisee must be incentivised to co-ordinate the train service with the ferry companies and the bus companies possibly by cross-selling agreements.

The Franchisee must be incentivised to collaborate with Network Rail with regard implementing the capital projects that we hope will commence during the lifetime of the franchise.

Community rail and other local partnerships

What opportunities are there for Community Rail Partnerships and other local partnerships to expand their role and range of activities to support local communities, businesses and other organisations?

N/A

Island Line

What factors do you consider should be taken into account in assessment of options for the Island Line?

The island line is used by many people who commute to Portsmouth. Without this traffic, the Wightlink Ferry Service would not function with the present service and would more than likely become much more of a summer service only. This would be to detriment of Portsmouth and the Isle of Wight.

Do you have any innovative proposals for how the Island Line might operate on a more self-sustaining basis?

Support must be given to the IoW council to determine whether the appropriate replacement is a light railway or a dedicated bus lane similar to the Gosport to Fareham Bus service..

Third party funded changes

Are you aware of any proposals for third party funded changes?

N/A

Please provide details in line with the requirements set out above, or provide sufficient detail for further dialogue to take place to understand the proposals.

Stations

What improvements would you like to see at the station(s) you use to enhance your journey experience?

we would like to see the new Franchisee work closely with the the Hampshire's local authorities to explore addition ways to utilise stations. i.e. Amazon Drop-off services etc.

Free WIFI for all passengers with sufficient capacity to cope with rush hour traffic

Please indicate the name of the station(s) and the rationale for your specific comments.

Door-to-door journeys

What are your proposals for providing passengers better and safer access to different modes of transport at stations (including bus, car, cycling and walking)?

Given that most of the bidders for the franchise own significant bus operations, we hope that the winning bid will have presented imaginative ideas to provide integrated solutions for passengers using both forms of transport,

What opportunities exist for improved integration between modes, citing relevant examples to support your comments?

The hinterland of the large Hampshire cities can be be further encouraged to use public transport to access the services of Cities if there were buses to meet the trains etc

Likewise integration of services between the Ferries and the trains can be improved using satellite technology etc.

Fares and Ticketing

We haven't really moved-on from British Rail days when the cost of a cheap day return is just a few pennies more than the cost of a single fare and the times when a cheap day fare can be used must not be before 10 o'clock etc. The Franchisee should be given more freedom to price journeys according to supply & demand. They can be more imaginative in using Network Rail Cards etc. Using Smart Ticketing, the opportunities to experiment with price and demand is significant.

What are your views on the availability of retail staff and the ability for passengers to have widespread access to ticket buying opportunities (e.g. through new and improved approaches such as smart ticketing, increased advance purchase ticketing or via mobile phones), adequate measures to ensure vulnerable passengers are not disadvantaged, and more effective customer service by both station and on-train staff?

Airline tickets can be bought and boarding passes issued without using any paper - we should expect that issuing of train tickets can go the same way.

TfL is able to deduct money from debit cards and apply the correct fare - trains services should head in the same direction.

Do you have any evidence to support your views?

Airline websites and London underground ticketing.

Smart ticketing

What are your experiences of using smartcard technology within the franchise area to date?

N/A

To what extent do you believe that smartcard technology could be used to manage passenger demand and to create an integrated journey experience for passengers?

We must not assume that commuters work 5 day weeks and start work at 9.00am. We should look to address the overcrowding problem through imaginative fare structures. Using Smart ticketing, experiments can be conducted to see whether workers can be persuaded to travel at other times of day, or even less times per week.

Are there areas of improvement in customer information and engagement you would like to see before, during and after your journey?

The franchisee must work more closely with Network rail to provide consistent, reliable up to date information across all types of media including on platform and in-train announcements.

More work can be done to extract information from tweets in order to establish when a problem exists in order to speed-up resolution of problems.

Service quality

What areas of customer service within your end-to-end journey would you expect to see monitored and reported on to improve the service quality for passengers?

Service punctuality - station by station

Passengers per train / Passengers per carriage - station by station

WIFI utilisation / capacity availability

Linking-up with other forms of transport (Ferries, buses, other trains)

Passenger compensation

Please provide details of your experience with the current delay repay passenger compensation arrangements, and suggestions for how this might be modified in the new franchise to make compensation more transparent and convenient for passengers.

Online solutions for passengers to claim for delays should be introduced - there should be an automated solution to enable the franchisee to process the claim cheaply & efficiently

Security and Safety

Do you have any proposals to improve security and safety at stations and on trains that you would like us to consider?

Passengers should be reassured through greater publicity being given to the existing arrangements such as constantly monitored CCTV cameras together with Information/help boxes.

Some private sector firms have centralised security operations rooms controlling many sites which are alerted when unusual activity is detected in one location. The CCTV cameras switch to the source of the activity and loud speakers enable the operational room staff to interact with those people who cause the unusual activity. The staff in the operation room can call on local help, as needed

Staff who work on the evening services should have greater visibility, in order to reassure passengers.

Please provide details of the stations(s) and/or train(s) where appropriate that have informed your comments, and provide supporting information where available.

Hampshire Stations