

Improvements to East Coastway train services from May 2018



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What we will cover today

- GTR – who are we and our unique contract
- Why change?
- The journey – development to implementation
- Your new timetable from May 2018
- Q&A

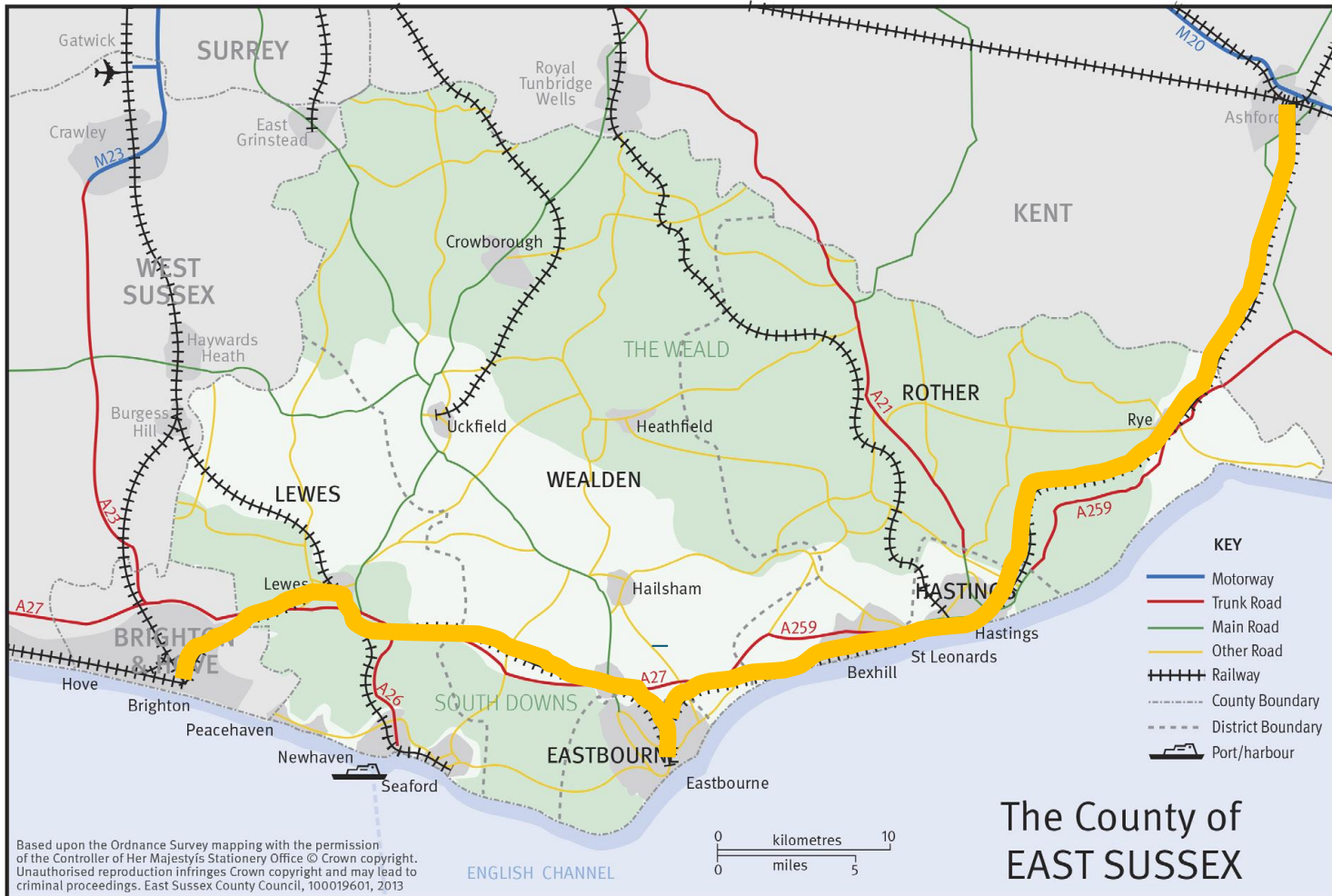


GTR – who are we and our unique contract

- Govia Thameslink Railway (GTR) franchise commenced in September 2014 with Southern joining in July 2015. Four brands created to deliver local services.
- GTR was formed to deliver Thameslink Programme, introduce new rolling stock and deliver a new timetable from 2018.
- The DfT agree and fund any service enhancement above our base specification set at the start of the franchise.
- For the East Coastway route – there were no enhancements planned for this franchise at the start.
- All revenue is passed to **the DfT**, who **determine the level of all fares increases**.
- GTR receives a payment from the DfT for running the franchise.



East Coastway route



Why change?

- Popular route between Brighton and Ashford International, introduced in 2005, often suffers from extreme overcrowding in particular between Hastings and Brighton. Situation getting worse.
- Trains operated by two carriage diesel trains (class 171)
 - National shortage of diesel trains for some time, those that are available are not suitable for this route. Unable to allocate more to this route.
- Other options such as bi-mode, battery trains considered however these electric trains required for use elsewhere
- We need to do something to tackle overcrowding which turns people away from rail (where they have a choice)
- GTR wants to do something better for the region – 2018 is the perfect time to do something



What were the options at the start?

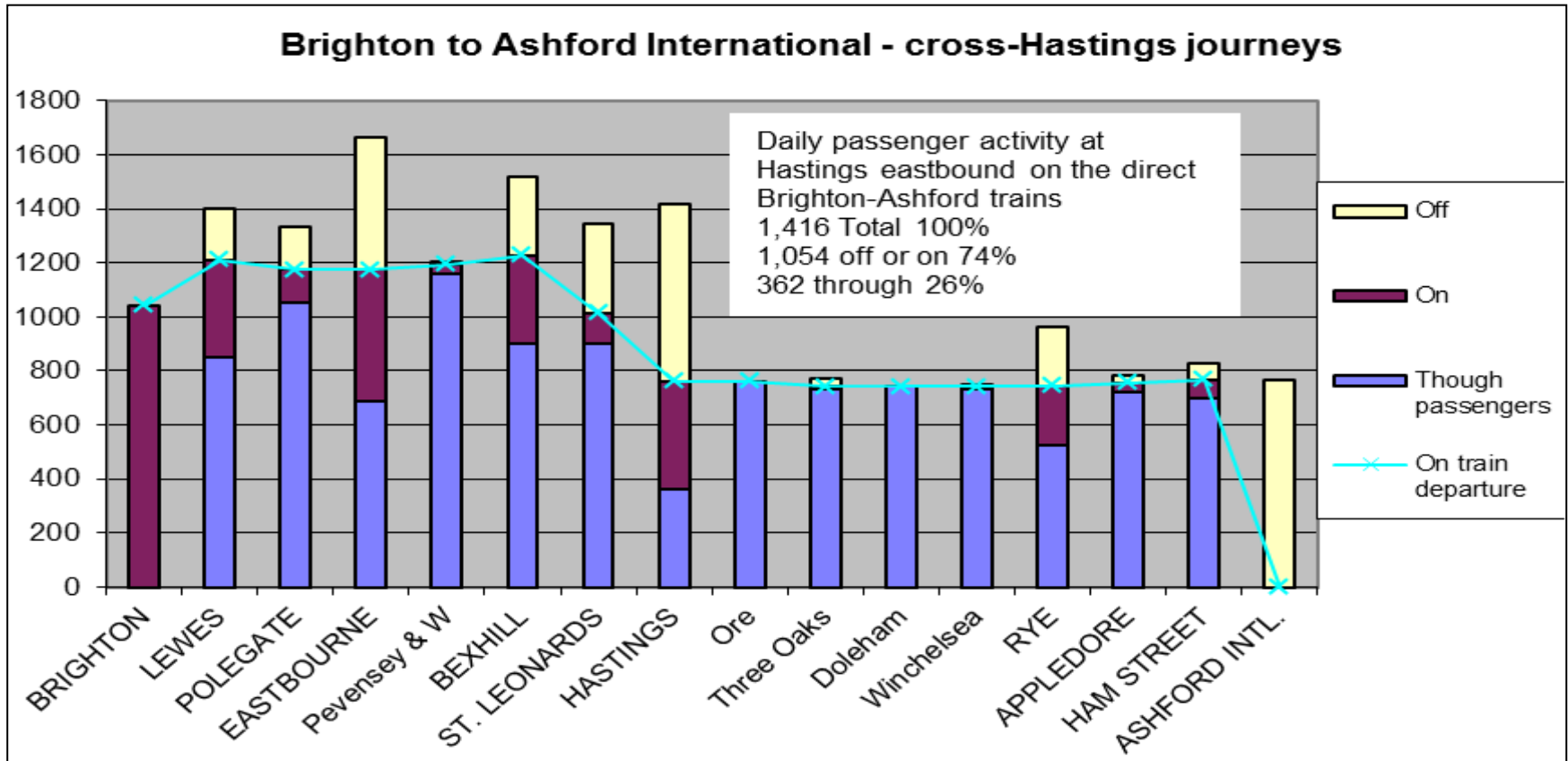
We shared four options at the start of consultation in September 2016 to try and address capacity issues across the route

| Option | Potential solution at start of consultation |
|--------|---|
| 1 | Longer electric trains between Brighton and Eastbourne. Diesel trains between Eastbourne and Ashford International |
| 2 | Longer electric trains between Brighton and Hastings. Diesel trains between Hastings and Ashford |
| 3 | Retain through Brighton to Ashford International trains noting that we would not be able to address crowding issues |
| 4 | Any other options suggested to us... 'Eastbourne overlap' |

We approached this consultation without preconceived ideas of the outcome and were open to ideas that we could take forward to the Department



Current situation



We undertook a demand survey to inform our thinking – this shows a clear split at Hastings but a number of through journeys are evident in particular from Bexhill.



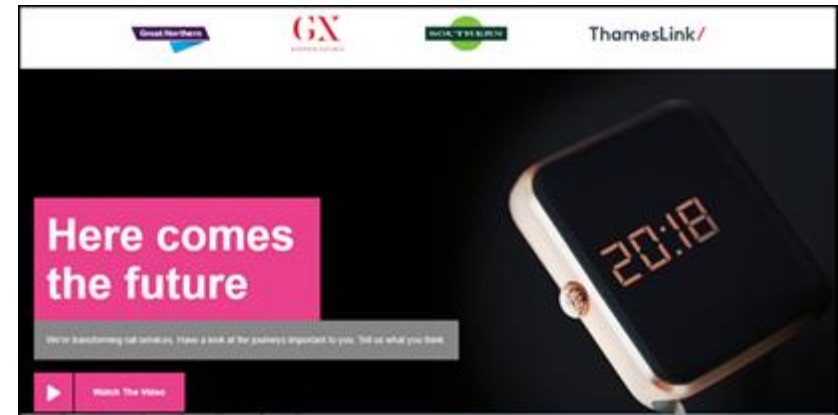
The journey

- Real and genuine consultation – not a box tick exercise
- Phased approach
- Phase One – “routes, calling patterns and frequencies” Sept 2016 to Dec 2016
- Phase Two – the detail – June/July 2017
- Phase Three – weekends – Nov/Dec 2017
- Roadshows, meet the manager, stakeholder meetings



East Coastway – Phase Two

- Just over 10,000 responses to the survey
- Continued meeting user groups
- Responses from 95% of GTR served stations
- 120 groups submitted formal responses



East Coastway – Phase Three

- Just under 4000 responses to the survey
- Continued meeting user groups
- Responses from 74% of GTR served stations
- 56 groups submitted formal responses



Brighton to Ashford International proposals results

| Proposition / Question | Result | |
|--|---|---|
| <p>Choice question: Proposals to address significant crowding issues on trains between Brighton and Ashford International</p> <p>Q52</p> <p>Which option do you support?</p> <ul style="list-style-type: none"> <input type="checkbox"/> Operate longer electric trains between Brighton and Eastbourne with connections to and from a two carriage diesel train between Eastbourne and Ashford International. <input type="checkbox"/> Operate longer electric trains between Brighton and Hastings with connections to and from a two carriage diesel train between Hastings and Ashford International. <input type="checkbox"/> Continue to operate through trains between Brighton and Ashford International with the understanding that current capacity issues on the route are unlikely to be addressed in the short and medium term. | <p>510 responses</p> <p>Support split train: 71% (362)</p> | <p>Of which:</p> <p>49% (176)</p> <p>51% (186)</p> |
| | <p>Retain through train: 29% (148)</p> | |

Our constructive conversations

- Initial meeting at Cooden Beach Hotel – Nov 2016
- Bexhill – July 2017
- Working group met six times to address issues
- Developments happened at rapid pace

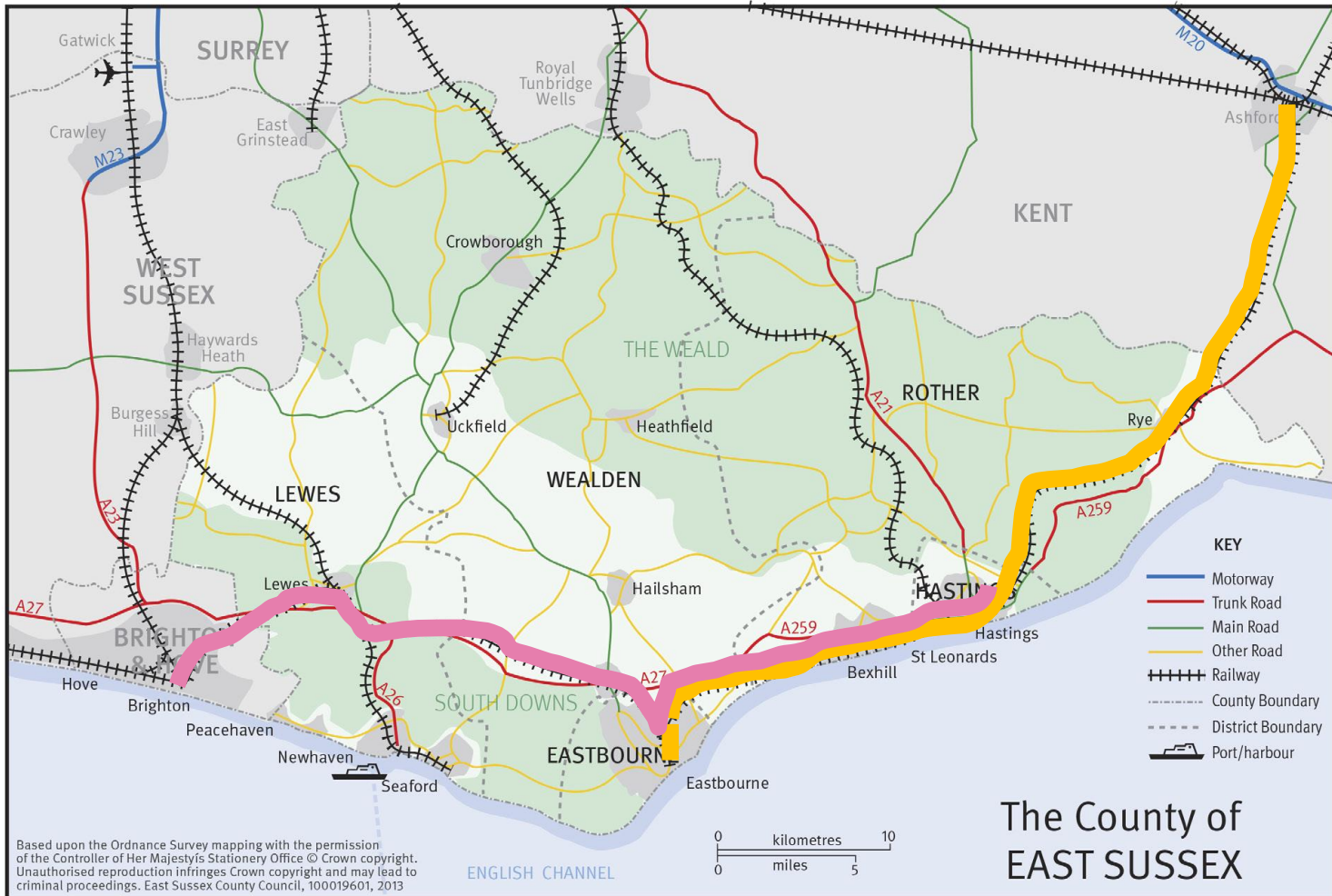


The journey

- Joint effort from GTR & Rail User Groups across the route
- Agreed on objectives
 - 1) Need a train service to underpin economic regeneration
 - 2) Passengers need more trains and capacity
 - 3) Ideally a “7 day railway”
- RUGs proposed “option 4” and after initial discussions started gathering support for this option
- Working with Network Rail and DfT to bring to life



The 'Eastbourne Overlap'



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East Coastway – the highlights

- increased frequency (6tph instead of 5tph) between Brighton and Lewes with increased stops at Falmer and Moulsecoomb
- increased frequency (4tph instead of 3tph) between Eastbourne and Hastings
- improved all-day service every 30 minutes and faster journeys for some trains between Brighton and Hastings
- increased capacity and longer trains for the most popular parts of the route: current through trains between Ashford International and Brighton are replaced with two overlapping separate train services between Ashford International and Eastbourne & Hastings and Brighton
- improved connections with Southeastern High Speed services at Ashford International for Ebsfleet International, Stratford and London St Pancras International
- new late evening train one hour later than current, from Ashford International to Hastings via Rye
- new later weekday, later evening and Sunday services for Normans Bay



East Coastway - Rye to Ashford Int

- Train every 60 mins with standard journey time of 22 mins
- Later last trains to Ashford (now 2156 will be 2248, connection time of 6 mins for 2316 to STP)
- Later last trains from Ashford (now 2234 will be 2325 – can catch the 2237 from STP, 11 mins connection time for the last train home)
- Winchelsea and Three Oaks



East Coastway – Cooden Beach & Collington to Ashford Int

- Current journey time to St Pancras via Ashford Int around 2 hours 25 mins
- From May, direct hourly service to Ashford with a journey time of an hour connecting into HS1
- Total journey time down to 1 hour 45 mins



East Coastway – Hastings to Brighton

- Two trains an hour, leaving on the hour and 37 mins past with “standard “ journey times of 71 & 79 mins
- All trains will be four carriage “Electrostar” – doubling capacity



East Coastway – Brighton to Lewes

- Shuttle between Brighton & Lewes every 30 mins
- Combined with trains between Brighton & Seaford and Brighton & Hastings = 6 tph roughly 10 mins apart between 0700 and 2300
- London Road (Brighton) 4 tph. No direct trains from Hastings, change at Lewes
- Moulsecomb – 5 tph (to Lewes at XX17, XX27, XX35, XX47 and XX57, from Lewes at XX04, XX14, XX24, XX34, XX54)
- Falmer – 6 tph



East Coastway – The detail

Bexhill, Hastings and Rye to London St Pancras via Ashford International

| Current timetable | | | | | | | | | | | | | | | |
|---------------------------------|------|------|------|------|------|------|------|------|------|---------------------------------|------|------|------|------|------|
| Bexhill | 0506 | | 0609 | | 0706 | | 0825 | 0924 | 1024 | repeat each hour until | 1624 | | 1724 | | 1824 |
| Hastings | 0521 | 0546 | 0619 | | 0718 | | 0836 | 0937 | 1036 | | 1636 | 1709 | 1736 | | 1836 |
| Rye | 0545 | 0608 | 0638 | 0706 | 0738 | 0814 | 0856 | 0956 | 1056 | | 1656 | 1731 | 1756 | 1831 | 1856 |
| Ashford International arrive | 0607 | 0630 | 0700 | 0728 | 0800 | 0836 | 0918 | 1018 | 1118 | | 1718 | 1753 | 1818 | 1853 | 1918 |
| | ↓ | ↓ | ↓ | ↓ | ↓ | ↓ | ↓ | ↓ | ↓ | | ↓ | ↓ | ↓ | ↓ | ↓ |
| Ashford International depart | 0613 | 0636 | 0706 | 0736 | 0806 | 0843 | 0943 | 1043 | 1143 | | 1743 | 1816 | 1843 | 1916 | 1943 |
| London St Pancras International | 0651 | 0714 | 0742 | 0813 | 0842 | 0921 | 1021 | 1121 | 1221 | | 1821 | 1854 | 1921 | 1954 | 2021 |

| Timetable from May 2018 | | | | | | | | | | | | | | | |
|---------------------------------|------|------|------|------|------|------|------|------|------|---------------------------------|------|------|------|------|------|
| Bexhill | 0514 | | 0613 | | 0713 | | 0816 | 0916 | 1016 | repeat each hour until | 1616 | | 1716 | | 1817 |
| Hastings | 0525 | 0545 | 0624 | | 0726 | | 0827 | 0928 | 1026 | | 1627 | 1705 | 1727 | | 1828 |
| Rye | 0545 | 0608 | 0646 | 0716 | 0747 | 0816 | 0848 | 0948 | 1047 | | 1648 | 1728 | 1747 | 1826 | 1848 |
| Ashford International arrive | 0607 | 0630 | 0708 | 0738 | 0809 | 0838 | 0910 | 1010 | 1109 | | 1710 | 1750 | 1809 | 1848 | 1910 |
| | ↓ | ↓ | ↓ | ↓ | ↓ | ↓ | ↓ | ↓ | ↓ | | ↓ | ↓ | ↓ | ↓ | ↓ |
| Ashford International depart | 0613 | 0636 | 0716 | 0744 | 0816 | 0843 | 0916 | 1016 | 1116 | | 1716 | 1816 | | 1916 | |
| London St Pancras International | 0651 | 0714 | 0754 | 0820 | 0854 | 0921 | 0954 | 1055 | 1154 | | 1754 | 1854 | | 1954 | |

| | | | | | | | | | | | | | | |
|------------|-----------|-----------|---------|---------|---------|-----------|----------|----------|----------|--|----------|----------|--|----------|
| Difference | No change | No change | Altered | Altered | Altered | No change | Improved | Improved | Improved | | Improved | Improved | | Improved |
|------------|-----------|-----------|---------|---------|---------|-----------|----------|----------|----------|--|----------|----------|--|----------|

London St Pancras via Ashford International to Rye, Hastings and Bexhill

| Current timetable | | | | | | | | | | | | | | | |
|---------------------------------|------|------|------|------|------|------|------|------|------|---------------------------------|------|------|------|------|------|
| London St Pancras International | | | 0640 | 0737 | 0812 | 0837 | 0937 | 1037 | | repeat each hour until | 1650 | 1720 | 1750 | 1820 | 1850 |
| Ashford International arrive | | | 0719 | 0816 | 0850 | 0914 | 1014 | 1114 | | | 1724 | 1754 | 1824 | 1854 | 1924 |
| | | | ↓ | ↓ | ↓ | ↓ | ↓ | ↓ | | | ↓ | ↓ | ↓ | ↓ | ↓ |
| Ashford International depart | 0614 | 0635 | 0715 | 0741 | 0833 | 0853 | 0933 | 1033 | 1133 | | 1733 | 1800 | 1833 | 1902 | 1933 |
| Rye | 0635 | 0656 | 0736 | 0802 | 0854 | 0915 | 0954 | 1054 | 1154 | | 1754 | 1821 | 1854 | 1923 | 1954 |
| Hastings | 0659 | | 0807 | | 0913 | 0938 | 1013 | 1113 | 1213 | | 1813 | | 1913 | | 2013 |
| Bexhill | 0721 | | 0820 | | 0923 | | 1023 | 1123 | 1223 | | 1823 | | 1923 | | 2023 |

| Timetable from May 2018 | | | | | | | | | | | | | | | |
|---------------------------------|------|------|------|------|------|------|------|------|------|---------------------------------|------|------|------|------|------|
| London St Pancras International | | | 0637 | 0704 | 0737 | | 0837 | 0937 | 1037 | repeat each hour until | 1637 | 1707 | 1737 | 1807 | 1837 |
| Ashford International arrive | | | 0715 | 0741 | 0815 | | 0914 | 1014 | 1114 | | 1715 | 1745 | 1815 | 1845 | 1915 |
| | | | ↓ | ↓ | ↓ | | ↓ | ↓ | ↓ | | ↓ | ↓ | ↓ | ↓ | ↓ |
| Ashford International depart | 0622 | 0645 | 0722 | 0745 | 0824 | 0845 | 0924 | 1024 | 1124 | | 1724 | 1755 | 1824 | 1855 | 1924 |
| Rye | 0643 | 0706 | 0743 | 0806 | 0845 | 0906 | 0945 | 1045 | 1145 | | 1746 | 1816 | 1845 | 1916 | 1945 |
| Hastings | 0707 | | 0807 | | 0908 | 0929 | 1008 | 1106 | 1206 | | 1806 | | 1906 | | 2006 |
| Bexhill | 0719 | | 0818 | | 0919 | | 1017 | 1117 | 1217 | | 1817 | | 1917 | | 2017 |

| | | | | | | | | | | | | | | | |
|------------|-----------|-----------|---------|----------|----------|------------|----------|----------|----------|--|----------|---------|---------|---------|---------|
| Difference | No change | No change | Earlier | Improved | Improved | No connect | Improved | Improved | Improved | | Improved | Altered | Altered | Altered | Altered |
|------------|-----------|-----------|---------|----------|----------|------------|----------|----------|----------|--|----------|---------|---------|---------|---------|



Why it will work:

- Complete re-design of train service
- More carriages allocated where required the most
- Better connections with Highspeed
- Self contained units and traincrew
- Realistic calling times
- Realistic connection times
- Standard timetable throughout the day
- Extensive changes to Timetable Planning Rules to ensure base timetable is correct



Communicating the change

Sharing the outcome of the consultation

- Designing a comprehensive communication plan for customers & stakeholders
- Using all suitable channels to reach as widely as we can, including :
 - On our websites, on our social channels, at station, on printed material, through staff engagement with customers, at meet the manager events, using third party channels
- Aim to give people as much notice as possible, encouraging them to check their timetable
- Railplan 20/20 marketing campaign being designed to raise awareness
- Station specific information being prepared



Key Dates

| Action | |
|---|-----------------------------|
| Initial awareness posters for “railplan2020” at stations across the network | Mid January |
| Stakeholders updated via email | 21 February |
| Timetable available on National Rail Enquires | End February |
| Southern Forum | 26 February |
| Rye & Bexhill meetings | 27 & 28 February |
| Localised posters at stations | End March onwards |
| Passenger communications across various channels | End March onwards |
| Pocket timetables available at stations | End April |
| Timetable starts | Sunday 20 th May |
| Review and ongoing dialogue | June onwards |



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