

The **monthly** branch newsletter of **railfuture** in London and the South East

Britain's leading *independent* campaign for a bigger better railway for passengers and freight

Welcome to the first summer edition

Some like it hot! And if it is, so too on GTR/Southern's MarshLink weekend services during July and August.



At Rye awaiting 2-car train to Ashford International, mid-morning Friday 31 August 2018

If a 5-day weather forecast will be for hot weekend weather, and train crew will be available, the NRES website will just before the end of a working week show additional 'Rye shuttles' at hourly intervals to and from Ashford International. Running every hour between 09.27 and 20.27 from Rye, and 09.56 until 19.56 from Ashford International, they will be in direct response to last summer's experience of capacity shortfalls with people left behind on platforms. The new half-hourly hot weather services come as another direct result of the continuing rapport between GTR/Southern and the Railfuture award-winning [Hastings & Rother Rail Users Alliance](#) of local groups, most of which are affiliated to or have individual members of Railfuture.

Calendar of current consultations

Network Rail's [Norwood Junction station upgrade](#) – published 17 June, closes Friday 26 July.

Govia Thameslink Railway's [Passenger Benefit Fund](#) – closes Wednesday 31 July.

Transport for the South East (TfSE)'s [Becoming a statutory body](#) – published 7 May, closes 31 July.

We're **asking our audience**, that's you, our members! What do you wish us to say? **Your comments** please to roger.blake@railfuture.org.uk who will forward them to the Railfuture member leading on our response.

Our vision for rail: A railway system that provides services which travellers and freight forwarders want to use, and which offers more journey opportunities to more people and more freight.

What have we been doing out there?

Since the previous, early-June, edition Railfuture has:-

~ enjoyed Greater Anglia's new Meridian Water station on its first day in public service. Railfuture's [Lea Valley Rail campaign](#) will see extra services from September.

~ participated in the official launch to support a new Community Rail Partnership, under the auspices of [Bedfordshire Rural Communities Charity](#), for the line and stations between Bedford and St. Albans.

~ participated in GWR's annual Community Rail conference, this year in Bristol.

~ worked with members on GTR's [Passenger Benefit Fund](#) for stations on Great Northern Metro and e.g. at Cooksbridge, Reedham, Three Oaks, and Winchelsea.

~ published the monthly [Rail User Express](#) for June. Get it direct to your Inbox as soon as it's published, as a link or pdf, just by emailing ruglink@railfuture.org.uk

~ published the quarterly [railse](#) for June.

~ published the quarterly [Railwatch](#) for July.

What will you be doing on 6 July?

It's the day of the annual Uckfield Festival's 'Big Day' when Railfuture has its regular stall – come and join us – advocating the case for improving and extending the Uckfield line. This year's campaign theme is essential new housing growth supported by a reinstated rail link as its essential sustainable transport. After its launch on the Big Day, find our new campaign leaflet [here](#).



Sustainable development – new garden village of 6000 homes served by a new station on a reinstated rail link

Our vision for Railfuture: An independent organisation whose views are respected by the rail industry, to which decision makers come for advice, and which rail users are proud to join and recommend.

Beware swallows and Spring (survey)

Now a year on from the problems of the May 2018 timetable changes and the results of Transport Focus' [National Rail Passenger Survey](#) from its Spring 2019 survey published last week have caused sighs of relief! The contrasting absence of negative media coverage of this year's May timetable changes was very telling.

In our regional branch area the worst problems were on the Thameslink and Great Northern parts of GTR's network, reviewed below in the first re-appearance of any such table since the March 2017 *raillse* no.135!

Comparing national / London & SE overall satisfaction scores for Spring 2019 with Spring 2018:

Overall satisfaction with journey – national 83%, **up** 3%; London & South East 83%, **up** 4%.

Overall satisfaction with station – national 80%, **up** 1%; London & South East 80%, **up** 2%.

Punctuality/reliability – national 77%, **up** 5%; London & South East 76%, **up** 7%.

Value for money for price of ticket – national 47%, **up** 2%; London & South East 44%, **up** 3%.

Level of crowding – national 72%, **up** 2%; London & South East 72%, **up** 4%.

Dealing with delays – national 40%, **up** 3%; London & South East 38%, **up** 3%.

Next to our L&SE TOCs, with their scores for overall satisfaction and national rankings (out of 25 operators, franchised and open access, with Heathrow Connect absorbed into TfL Rail so no comparisons valid yet,) and then after / for L&SE rankings (out of 14, likewise):

c2c 85%, **down** 1%; 14th= / 7th

Chiltern Railways 90%, **down** 1%; 3rd= / 2nd

Gatwick Express 89%, **up** 2%; 6th= / 3rd=

Great Northern 77%, **down** 1%; 25th / 14th

Great Western Railway 87%, **up** 6%; 11th / 6th

Greater Anglia 80%, **up** 4%; 21st= / 11th=

Heathrow Express 95%, no change; 1st / 1st

London Overground 88%, no change; 10th / 5th

South Western Railway 78%, **down** 2%; 23rd= / 13th

Southeastern 80%, **up** 5%; 21st= / 11th=

Southern 81%, **up** 12%; 20th / 10th

TfL Rail – absorbed Heathrow Connect, no data

Thameslink 83%, **down** 3%; 17th= / 9th

West Midlands Trains 84%, **up** 3%; 16th / 8th

Recovery from a low base for some in Autumn 2018 must not disguise change-resistant longer-term trends!

This branch e-newsletter is free, published monthly and distributed to branch members with their GDPR consent items for our newsletters, and our branch Local Action column in *railwatch*, to londonandsoutheast@railfuture.org.uk

Calendar of forthcoming diary dates

Full details behind these dates can always be found in our national website's [Events](#) and [Rail dates](#) pages.

Tuesday 2 July Watford Rail Users' Group.

Thursday 4 July "The 4th Industrial revolution." Morning online lecture.

Saturday 6 July Railfuture's '[Bridge the gap](#)' stall at the annual Uckfield Festival's Big Day.

Monday 8 July Bexhill Rail Action Group.

Tuesday 9 July "How the rail sector can accelerate new technologies and products from research into market applications." Free evening talk in London.

Wednesday 10 July Eastern Division, Stratford.

Wednesday 10 July "More than pioneers: amazing women, terrific engineers, great stories." Free evening seminar in Luton.

Thursday 11 July Campaign for Better Transport, London group. Non-members welcome, Farringdon.

Thursday 18 July Sussex & Coastway Division. Guest speaker from [Transport for the South East](#)

Friday 19 July "Introduction to management." Morning webinar.

Monday 29 July "Leading and developing successful teams." Lunchtime webinar.

Wednesday 31 July End of members-only 'early-bird' discount for 21 September [conference](#) near Bristol.

Tuesday 13 August Chesham & District TUG.

Saturday 17 August Kent Division.

Tuesday 3 September "The art of constructing timetables." Free evening talk in Watford.

Tuesday 17 September "Mail Rail and the Postal Museum." Afternoon visit in London, entry charge.

Saturday 21 September "Every passenger matters." Railfuture annual national autumn [conference](#), Bristol.

Saturday 28 September East Anglia branch open meeting, with Network Rail guest speaker, Norwich.



Railfuture's mission: to be the number one advocate for Britain's railway and rail users

Website: [Welcome to Railfuture](#) **Twitter:** @RailfutureLSE

Railfuture Limited is a not-for-profit Company Limited by Guarantee. Registered in England & Wales no.05011634.
Registered Office: Edinburgh House, 1-5 Bellevue Road, Clevedon, North Somerset, BS21 7NP
(for legal correspondence only). All other correspondence to: 24 Chedworth Place, Tattingstone, Suffolk IP9 2ND