

# Railway Upgrade Plan – South East

2017/18



## Glossary

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**Passenger satisfaction measure** – How this is measured is determined by route, but is normally from the National Rail Passenger Survey conducted by Transport Focus.

**Reduction in railway work complaints measure** – We believe that the number of complaints that we receive from the public about our work could be reduced if we improve how we inform people about work due to take place, and ensure all our staff behave considerately towards those living and working close to the railway. Each route is therefore aiming to reduce the number of complaints it receives in the coming year.

**Right Time Arrival** – This measures the percentage of trains arriving at their terminating station early or within 59 seconds of schedule.

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# South East

## Introduction from the route managing director – John Halsall

The South East route is the busiest and most congested in the country, connecting the capital and its southern suburbs with Kent, Surrey, Sussex and Europe. More than 500 million passengers travel on our route every year – that's almost 30 per cent of all passenger rail journeys in Britain.



Commuters make up the largest proportion of passengers, although leisure travellers to the south coast and people travelling to and from Gatwick – the UK's second busiest airport – are also key passenger groups. Record passenger growth on a railway that is now completely full at the busiest times of day mean that train performance is not where we, the train operators or passengers want it to be – which is why we're working hard to increase capacity and reliability across the route.








By the end of 2018, the completion of the Thameslink Programme will enable trains to run at tube-like frequency through the centre of London, offering more frequent and reliable journeys, a new fleet of 115 ultra-modern, spacious trains and better connections for passengers across London and the south east of England – as well as a completely rebuilt London Bridge station. Passengers will also benefit from a £300m programme to improve the resilience of the railway on the most critical parts of the route serving Southern and Thameslink by the end of 2018, replacing ageing track, points and signalling and bringing our infrastructure up to the very highest standards.

Elsewhere we're continuing to lengthen platforms and upgrade power supplies so longer trains can run in future, renewing and upgrading signalling systems to make the railway more reliable, improving stations to make them better and more accessible and bringing in state-of-the-art digital technology to improve the capacity and performance of our network for the benefit of passengers and business.

The last twelve months have been extremely difficult for passengers, but I'm positive we have the right plans in place for the future. Our top priority for the year ahead is absolutely clear – a relentless focus on getting the basics right in order to improve train performance. Alongside this, we will continue to strengthen and deepen working relationships with our main operators Southeastern and GTR, including joint performance teams to deliver the best possible train service, and look for further opportunities to bring our teams closer together for the benefit of passengers.



## Route at a glance

-  CP5 (2014-2019) renewals and refurbishment spend – £1.465bn
-  5,100 train services per day
-  2,829 bridges, 571 level crossings, 36 signal boxes
-  361 stations
-  1,863 track miles
-  C. 3,000 employees
-  510m annual rail passenger journeys

## Our customer focused targets for the year ahead

[NB these are a selection of our targets, and remain subject to ORR and DFT approval].

### Govia Thameslink Railway

Right Time Arrival – 54 %

Passenger satisfaction – 78 %

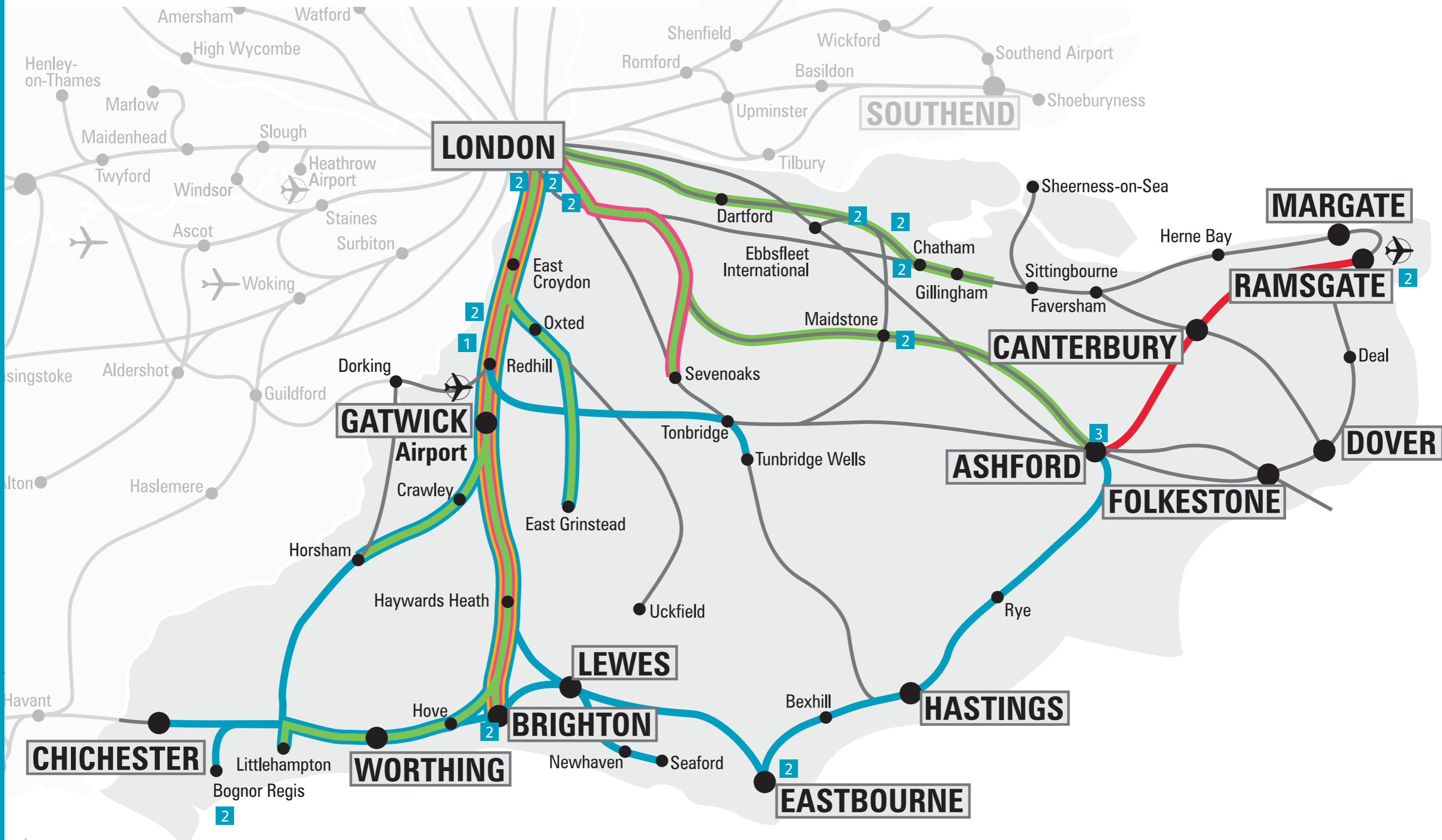
### Southeastern

Right Time Arrival – 61 %

Passenger satisfaction – 85 %

### Route-wide

Railway work complaints – 760



- Thameslink Programme
- Improving asset resilience
- Sussex and Tunbridge Wells power supply upgrade

- Ashford-Ramsgate journey time improvements
- Safer isolations project

- 1 Redhill remodelling
- 2 Station improvements
- 3 Ashford International rail connectivity

### Thameslink Programme

We are improving stations, track and signalling (including undertaking the biggest ever station upgrade at London Bridge), as part of the £7bn government-sponsored programme to transform north-south travel through London.

*In the year ahead:* We'll finish the new concourse and new platforms at London Bridge station.

*By 2019:* We'll link the Thameslink and Great Northern routes. Digital signalling will allow up to 24 trains per hour through central London from December 2018.

*Passenger benefits:* More trains, new trains, longer trains, improved station environment, reduced risk of delays and cancellations.

### Improving asset resilience

We are spending £300m to improve reliability for passengers on the Brighton Main Line, and associated routes critical to the expanded Thameslink network from December 2018, targeting known delay hotspots.

*In the year ahead:* We will replace signalling, renew track, rebuild old bridges, improved drainage, shore up cuttings and embankments and improve anti-trespass measures.

*By 2019:* The work will be completed by December 2018.

*Passenger benefits:* Fewer delays and cancellations.

### Sussex and Tunbridge Wells power supply upgrade

We're improving the power supply in Sussex and at Tunbridge Wells.

*In the year ahead:* We'll be installing the new equipment and substations.

*By 2019:* The work will be completed by December 2018.

*Passenger benefits:* Will allow more and longer trains to run and reduce the risk of delays and cancellations. It will also be safer for our workforce when they need to access the equipment.

### Ashford-Ramsgate journey time improvements

We're making a series of improvements between London and East Kent, funded jointly with Kent County Council.

*By 2019:* We will have completed the detailed design for the project, ready for work to begin in 2020.

*Passenger benefits:* Faster journeys.

### Safer isolations project

We are installing new equipment on the Brighton Main Line that will make it safer for our staff when they need to do work on the line.

*In the year ahead:* We'll install the new equipment at the south end of the line.

*By 2019:* We will have completed installing the equipment on the whole line.

*Passenger benefits:* As well as being safer for our staff, the new equipment will enable staff to start working on the line more quickly when there is a fault, reducing delays and cancellations for passengers.

### Redhill remodelling

We are remodelling the track layout and building a new platform at Redhill station, on the Brighton Main Line.

*In the year ahead:* Building the new platform.

*By 2019:* The improved station and additional platform is due to be open for passenger use in December 2018.

*Passenger benefits:* Enables more trains (an extra train per hour between Reading and Gatwick) and improved punctuality.

### Station improvements

A number of stations on the route are being improved as part of the National Stations Improvement Programme.

*In the year ahead:* Leatherhead, Herne Hill, Strood and Ramsgate stations will all benefit.

*By 2019:* Tulse Hill, Bognor Regis, Eastbourne, Brighton, Denmark Hill, Gravesend, Maidstone East and Chatham stations will also be improved.

*Passenger benefits:* A better station environment, including new toilets, improved choice of shops, new waiting rooms and shelters, better ticket buying facilities, improved passenger walkways, better passenger information on platforms and improved onward transport links.

### Ashford International rail connectivity

We're working with Kent County Council, Ashford Borough Council and Eurostar to upgrade the signalling system in the Ashford area.

*In the year ahead:* We will install a bespoke £10.5m signalling protection system that works with the new trains.

*By 2019:* The work will be complete by March 2018.

*Passenger benefits:* New, more reliable trains.

### Route wide initiatives

#### Level crossing risk reduction programme

We're closing some level crossings on the route, and altering others.

*In the year ahead:* We'll be installing footbridges at three crossings, and then closing them.

*By 2019:* Three more crossings are planned for closure, with safety cameras installed at ten others.

*Passenger benefits:* Safer for level crossing users (the programme will reduce the safety risk on the route by 28 per cent); fewer delays for passengers.



### The growth projections for next 10 years:



London Bridge – (Southern and Thameslink)



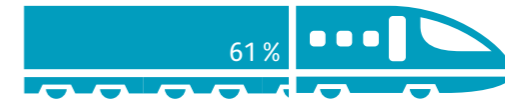
London Bridge – for Charing Cross & Cannon Street (Southeastern)



London Victoria – (Southern and Gatwick Express)



London Victoria (Southeastern)



Kent high-speed services (Southeastern)

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