



18/03/2016

[REDACTED] – Response to the document ‘A new approach to rail passenger services in London and the South East’

1. The Respondent

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

2. General Response

[REDACTED] welcomes the opportunity to respond to the Department for Transport (DfT) and Transport for London’s (TfL) document proposing a new regional approach to planning and specifying rail services in the London and South-East area.

[REDACTED] [REDACTED] [REDACTED] [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED] We are, therefore, surprised that the consultation document singles out c2c as an example of a successful DfT specified franchise and fails to acknowledge other successful franchises.

[REDACTED]

3. Specific Response

We agree with the principles of increased capacity, better interchange, greater reliability and high standards of customer service. These are the standards that [REDACTED] strives towards and consistently leads the industry in. In addition, we welcome the principle of greater local accountability. [REDACTED] works closely with all of the communities it serves and will continue to do so.

We would support the establishment of a partnership between the DfT and TfL that will provide joined-up strategic direction for the specification and management of rail passenger services across London and the South East. It is important that we balance the needs of longer distance travellers, where the [REDACTED] is often the only way of reaching London, against those within or very close to the Greater London area, who frequently have alternative options within easy reach. We would also emphasise that whilst the ambitions of TfL for inner suburban services are admirable, they should not be imposed at the expense of passengers travelling from further afield.

[REDACTED] is in the unique position of being a DfT franchised Train Operating Company (TOC) operating over TfL infrastructure. It should be noted that on the Metropolitan Line [REDACTED] provides a very popular semi-fast service. Clearly there is a desire from those passengers located further out of London for services that prioritise journey time over calling at every station. As a result of these services we have an excellent working relationship with London Underground and considerable expertise of interworking with LUL services.

We support the principle of better interchange. Recently [REDACTED] has worked to improve connectivity between Marylebone and Baker Street. The installation of an additional Legible London

Lithe, and the introduction of changes to the in-car tube maps to show a walking connection between these two stations has achieved this goal.

It is in this context that we are pushing to integrate the Chiltern Mainline into Old Oak Common via the High Wycombe Single Line. This project represents a crucial opportunity to access a core development area, able to accommodate over 24,000 new homes and 55,000 new jobs. The High Wycombe Single Line is under threat as a result of the current plans of HS2 which would tunnel beneath the Wycombe Single as far as West Ruislip, stopping at lower-level platforms at Old Oak Common. In the interim, an HS2 construction compound will sever the link between Old Oak Common and the Great Western Mainline. The HS2 Hybrid Bill includes powers that would preclude the Wycombe Single from being reinstated once the construction compound is removed.

██████████ would point out that it is much more cost effective for HS2 to build the infrastructure required to connect the Chiltern route to Old Oak Common. The project would represent a tiny portion of the overall budget of the multi-billion pound scheme. If the High Wycombe Single Line is not protected now, and it is subsequently decided to reopen it, it will be fantastically expensive, and the costs would likely be borne by the tax payer.

This will deliver benefits including shorter journey times to key central London destinations and access to Heathrow with just one, easy change of train. We are investigating options to deliver some of these benefits ahead of the opening of Old Oak Common by way of operating a service from certain Chiltern stations to West Ealing in order to provide interchange with Elizabeth Line services from 2019.

4. Conclusion

We note that the Chiltern line is not included in initial proposals. We also note the considerable benefits that we have achieved on our route by virtue of service on our two-track railway being operated by a single operator, allowing the needs of inner suburban and longer distance travellers to be balanced in defining service patterns.

We are currently reviewing our timetable structure with a view to providing capacity improvements throughout our route. As part of this review, we are hoping to achieve a more regular and memorable service pattern at our inner suburban stations.

We welcome discussion with both DfT and TfL on our inner suburban services and stations

