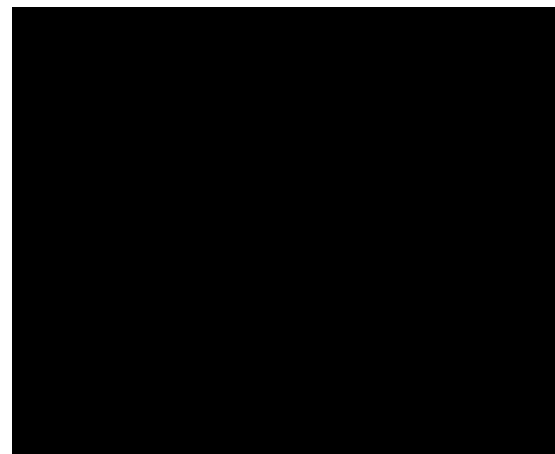


# Draft response to consultation: A new approach to rail passenger services in London and the South East



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## Question 1

The principle of a partnership to better integrate the specification of rail passenger services across London and the South East is supported. The way in which rail services are planned and specified is crucial for the South East to fully reflect national and regional priorities for growth and deliver better outcomes for local communities.

## Question 2

The principles the partnership will work to are appropriate and are essential to ensure investment is made to improve the quality and capacity of outer suburban services. Future demands will require higher frequency, better interchange and increased capacity. Longer distance services have a crucial role to play and an increase in service performance and passenger satisfaction must be delivered. The specification must deliver improved reliability and take the opportunity to enhance the integration of Transport for London (TfL) and Department for Transport (DfT) supported services. An integrated structure is required. The key factors to protect for the South East Network are capacity, train paths and

fares. For example, these assurances have been obtained for Kent's Mainline services as part of the agreement to facilitate the next transfer of London's Metro services from their DfT franchise to a TfL management concession through London Overground Rail Operations Ltd.

#### Questions 3,4,5

The proposed governance arrangements must ensure that local authorities frame the specification requirements, making recommendations to the Secretary of State for Transport. Representation on any new partnership Board from local transport authorities outside London should be one instrument of governance to ensure delivery of these requirements.

Reassurance that there will be no adverse impact on fares, frequency, journey times and stopping patterns is welcome and these safeguards ensure there will not be a negative impact. It is also imperative that longer distance services are not compromised in any way by high frequency local services. The network must be simple and easy to understand. It is essential that the new partnership arrangements ensure rail services are responsive to changing customer demands.

#### Question 6

Improved customer satisfaction should be a key measure.

