

From: [REDACTED]
To: [RailProspectus](#)
Cc: [REDACTED]
Subject: London and the South East railways DfT/TfL prospectus
Date: 17 March 2016 23:01:43

I have read the prospectus and wish to provide the following feedback:

Question 1 (Page 12) - Do you agree with the principle of a partnership to better integrate the specification of rail passenger services across London and the South East?

Yes this all seems sensible and I would support

Question 2 (Page 19) - Do you agree with the principles that the partnership will work to? Are there any specific issues that have not been captured? The three principles here are: More frequent services, better interchanges and increased capacity Greater reliability for all passengers High standard of customer services

I agree with all of these principles but feel an additional one should be added: value for money. We want fares that reflect the service on offer. I note the latter safeguards but just feel that delivering value is important as a separate principle.

Question 3 (Page 22) - Do you agree with the proposed governance agreements?

Agreeable

Question 4 (Page 22) - What form do you propose the input from local authorities and LEPs could take?

No comment.

Question 5 (Page 22) - Do you agree with the safeguards for transfer of inner suburban services to TfL, as set out here?

The two main points here are: **No detrimental effect on fares**, either at stations served by TfL services or at other stations outside London **No adverse impacts on the frequency, journey times or stopping patterns** of longer distance services to and from London. Extra capacity on peak local London services would only be added if there is no negative impact on longer distance services

These safeguards are critical

Question 6 (Page 29) - Are there other outcomes you might expect to see achieved?

I think the automated refunds for cancelled delayed journeys is really important. Southeastern Delay repay scheme is not fit for purpose.

Bringing south east London train stations into the TfL fold should mean oyster support and services at all stations. Currently it feels as if the train operators don't want to acknowledge oyster exists and just wash their hands, sending you to a tube station which is hard to find a manned ticket office at.

More varied and flexible season ticketing options to reflect part time and flexible/part time working patterns should be an outcome. Recognition of current point to point rail season tickets as rail-only travel cards between the relevant zones. So I live in zone 6 and have a an annually gold card from my station to London terminals, not a travel card.

if I make a journey on another southeastern line within the zones covered about it is apparently not valid as its not a travel card and my ticket is point to point. Needs to be more versatile.

Thanks,

