

From: [REDACTED]
To: [RailProspectus](#)
Subject: [REDACTED] Consultation Feedback - DfT/TfL South East Rail Passenger Services
Date: 17 March 2016 17:26:14

Dear Sir / Madam,

If I could take this opportunity to thank you for inviting [REDACTED] to the consultation event at DfT on 11th March 2016. It was a very worthwhile meeting, and a good opportunity to meet other colleagues involved and ask initial questions on the proposals.

In the main, [REDACTED] welcomes the changes put forward by the proposal, and we support the outcomes that are driving this change. The two biggest concerns amongst [REDACTED] rail users are service punctuality and ticket cost. Whilst we appreciate that the aim of this proposal is not to tackle the latter point, we support the fact that punctuality and ease of journey is one of the key driving factors.

In discussing the proposals with [REDACTED], we would like to put forward the following points:

- [REDACTED] Involvement: Whilst the response given at last week's consultation meeting is noted (that you will not know the full extent of what services will be covered by the proposal until such time as the specification for the contract currently operated by Southeastern has been finalised), it would be useful if we were given a bit more notice on whether [REDACTED] will be covered by the project so that we can prepare any responses we might need to make to member or resident enquiries. The tender documentation presumably being a public document, we may receive enquiries once it has gone live.
- 'Dual' operators from [REDACTED] stations: While stations and areas closer to London are more use to having two or more operators running train services, [REDACTED] residents are still familiar with just a single operator providing their service. As such, if TfL are going to be taking over some of the services from [REDACTED] stations, the transition would need to be carefully managed with a robust campaign for marketing and advertising so that [REDACTED] rail users are clear about ticketing and timetabling on the different services. I'm sure this would have been thought of, but just to raise the point.
- Fares: Though it has been mentioned in discussions that the changes proposed will not have an adverse affect on rail fares, we would require more assurance on this point, particularly given some of the proposals which would require increased investment (station improvements, increased staffing, etc).
- [REDACTED] 'Identity': Given the importance of place making for [REDACTED], we would seek some assurances around branding and marketing to ensure this is appropriate to the location being served.

Best regards,

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]