

From: [REDACTED]
To: [RailProspectus](#)
Subject: A new approach to rail passenger services in London and the South East
Date: 18 March 2016 13:17:32

This is [REDACTED] to the DfT / TfL prospectus "A new approach to rail passenger services in London and the South East".

[REDACTED] welcomes the principle of a partnership between DfT and TfL to better integrate the specification of rail passenger services in London and the South East. [REDACTED]

[REDACTED] four main line railway termini (Charing Cross, Marylebone, Paddington and Victoria) and no other non-Underground network railway stations. These stations are mostly used by commuters, visitors, as well as travellers to and from Gatwick and Heathrow Airports. They are also used by Westminster residents, and Marylebone, Paddington and Victoria stations in particular are located in predominantly residential areas.

[REDACTED] would also hope that the proposed partnership and closer integration between the DfT and TfL should help to bring forward much needed and long planned station improvements, for example at Victoria, which are required by Network Rail but their implementation has recently slipped.

[REDACTED] also supports the key principles of more frequent services, better interchanges and increased capacity; greater reliability, and high standards of customer service.

[REDACTED] welcomes the opportunity to have a greater input into the specification of services and management arrangements and would welcome early discussions with DfT and TfL given the relatively short timescale until the first franchise renewal that would affect [REDACTED] (the South Eastern franchise [REDACTED] to be renewed in 2018).

[REDACTED] main concern about the proposals is the impact of additional passengers at the main line termini as a result of more frequent services and increased capacity. An increase in passenger numbers will lead to further

increased congestion at stations, particularly Paddington and Victoria, at certain times of day. The increase in passenger numbers at these stations will be exacerbated by other factors such as general growth, electrification of the GWR mainline, HS2 and Crossrail 2, and the location of any additional airport capacity at Gatwick or Heathrow.

[REDACTED] will require additional proposals to be implemented to alleviate this congestion and assist onward travel to and from the main line termini. In particular, improved facilities would be required for passengers interchanging to underground, bus or taxi, or continuing their journeys on foot or by cycle. An important element of this is the provision of improved signage and information at stations, and the need for the station environment and adjoining public realm to be improved.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

