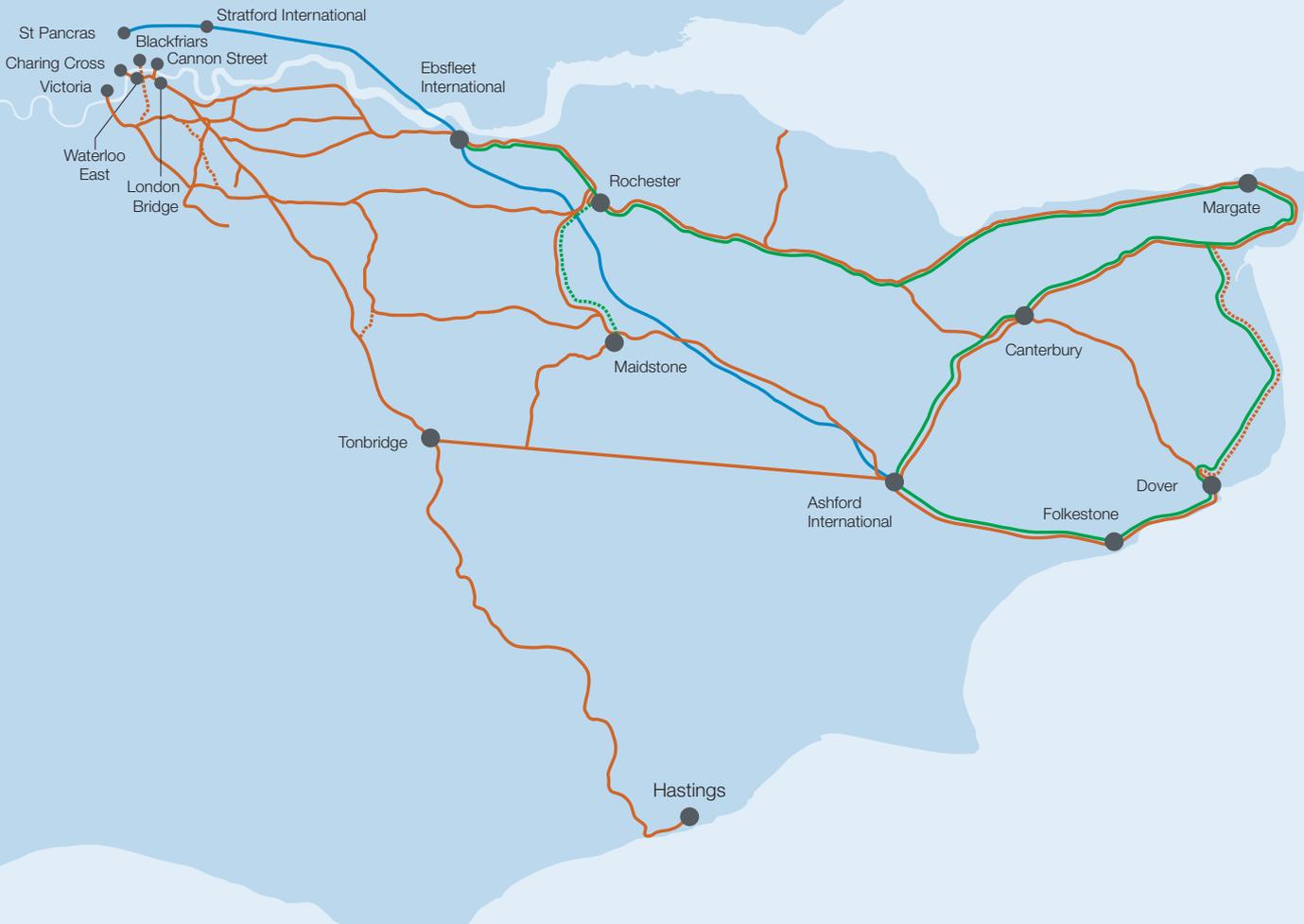




Department  
for Transport



# South Eastern Rail Franchise Public Consultation

Shaping the Future

Response Form

Launched on 14 March 2017  
Respond by 23 May 2017

# Important information on the consultation

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## Purpose of this document

We at South Eastern would like to know your thoughts and ideas on the information that has been presented in the Public Consultation. Your response will be collected in two parts: Section A, to understand who you are; and Section B, your chance to respond to the questions proposed in the Public Consultation. There is also an opportunity for you at the end of the form to discuss anything that you feel has been overlooked. We are looking forward to hearing from you!

## How to respond

The consultation period began on 14 March 2017 and will run until 23 May 2017. You can respond in writing, online or by e-mail. Please ensure that your response reaches us before the closing date as we will not be able to consider responses received later. If you would like further copies of this consultation document, it can be found at <https://www.gov.uk/dft#consultations> or you can contact us using the below methods if you would like alternative formats (Braille, audio CD, etc).

### In writing:

South Eastern Rail Franchise  
Consultation Co-ordinator  
Zone 4/13  
Department for Transport  
Great Minister House  
33 Horseferry Road  
London  
SW1P 4DR

### Online:

<https://www.gov.uk/government/collections/rail-franchising#south-eastern-franchise>

### By E-mail:

[BetterSouthEastern@dft.gsi.gov.uk](mailto:BetterSouthEastern@dft.gsi.gov.uk)

When responding, please state whether you are responding as an individual or representing the views of an organisation. If responding on behalf of a larger organisation, please make it clear who the organisation represents and, where applicable, how the views of members were assembled.

If you are responding as an individual, any personal details you are able to provide will help strengthen the evidence base as we develop our proposals and respond to your suggestions, including:

- Your first name and surname.
- The first half of your postcode.
- Your nearest station (this is not necessarily the one you use the most).
- Where you normally travel from and to on the train.
- The times when you most regularly travel on the train.
- How often you travel on the train.
- The reason why you make your most regular rail journey - such as when you are travelling to work, for leisure, or when you are on business.
- If you have any particular accessibility needs; these might include needing wheelchair access, pushchair access, English not being your first language, or if you are blind or partially sighted, or have capability impairments.

## Freedom of Information and Data Protection

Information provided in response to this consultation, including personal information, may be subject to publication or disclosure in accordance with the Freedom of Information Act 2000 (FOIA) or the Environmental Information Regulations 2004.

If you want information that you provide to be treated as confidential, please be aware that, under the FOIA, there is a statutory Code of Practice with which public authorities must comply and which deals, amongst other things, with obligations of confidence.

In view of this it would be helpful if you could explain to us why you regard the information you have provided as confidential. If we receive a request for disclosure of the information, we will take full account of your explanation, but we cannot give an assurance that confidentiality can be maintained in all circumstances. An automatic confidentiality disclaimer generated by your IT system will not, of itself, be regarded as binding on the DfT.

We will process your personal data in accordance with the Data Protection Act 1998 and in the majority of circumstances this will mean that your personal data will not be disclosed to third parties. Individual consultation responses may be shared with bidders in an anonymised format as part of the franchise competition and/or in preparing a response to this consultation.

By providing personal data in response to this consultation, you consent to the DfT, or third parties contracted to the DfT, processing your personal data for the purpose of analysing responses to this consultation.

As part of our analysis of responses to this consultation, we would like to be able to take into account certain sensitive personal data that you may wish to provide in response to this consultation. In providing your responses to the DfT by email or post please indicate whether you consent to the DfT, or third parties contracted to the DfT, processing your sensitive personal data for the purposes of analysing responses to this consultation.

## Consultation Events

There will be a series of consultation events: three formal events aimed at local authorities, industry bodies, passenger representative groups and other stakeholders; and a number of ‘drop in’ sessions where members of the public can find out more about our proposals (see below).

If you would be interested in attending a formal stakeholder event, please contact the Consultation Co-ordinator (details on the previous page). You do not need to inform us if you would like to attend one of the other sessions – we encourage you to simply turn up and have your say.

If you have any suggestions of others who may wish to be involved in this process please contact us.

## Table of dates

### Public events

Thu 23rd March 16:00-19:00	London Victoria	Eastern concourse
Tues 28th March 16:00-19:00	London Cannon St.	Station concourse
Sat 1st April 10:00-13:00	Lewisham	Glass Mill Leisure Centre
Sat 8th April 11:00-14:00	Hastings	Muriel Matters House
Mon 10th April 16:00-19:00	Sevenoaks	Station concourse
Tues 11th April 16:30-19:00	Maidstone	County Hall
Mon 24th April 16:00-19:00	London Charing Cross	Station concourse
Tues 25th April 16:00-19:00	London St Pancras	Station concourse
Mon 8th May 16:00-19:00	London Bridge	Station concourse
Tues 9th May 16:00-19:00	Gravesend	Civic Centre
Wed 10th May 16:00-19:00	Canterbury	Westgate Hall

### Stakeholder events

Tues 11th April 13:00-16:00	Maidstone	County Hall
Thurs 20th April 13:00-16:00	Chatham	Gun Wharf
Thurs 27th April 13:00-16:00	Greenwich	Town Hall, Woolwich

## What will happen next?

A summary of responses will be included in the Stakeholder Briefing Document to be published alongside the Invitation to Tender planned for September. Paper copies will be available on request.

If you have questions about this consultation please contact:

South Eastern Rail Franchise  
 Consultation Co-ordinator  
 Zone 4/13  
 Department for Transport  
 Great Minister House  
 33 Horseferry Road  
 London  
 SW1P 4DR

## Consultation principles

The consultation is being conducted in line with the Government’s key consultation principles which are listed below. Further information is available at <https://www.gov.uk/government/publications/consultation-principles-guidance>

If you have any comments about the consultation process please contact:

Consultation Co-ordinator  
 Department for Transport  
 Zone 1/29 Great Minister House  
 London SW1P 4DR  
 Email [consultation@dft.gsi.gov.uk](mailto:consultation@dft.gsi.gov.uk)

# Section A

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## About you

We would like to know more about your interest in South Eastern railway. We are asking for this information to enable us to identify whether there are themes in the comments and questions raised by different customer and stakeholder groups.

In what capacity are you responding to this public consultation?

- a)  As a member of the public, or personal views as an individual passenger.
- b)  On behalf of an organisation, or stakeholder group.

If you have answered (a) please now turn to Section A1, page 6.

If you have answered (b) please now turn to Section A2, page 8.

# A1. Individual details response

## 1.1 Individual details response

If you are responding as an individual, any personal details you are able to provide will help strengthen the evidence base as we develop our proposals and respond to your suggestions.

Firstname:

Surname:

First half of postcode:

## 1.2 Nearest station (not necessarily the one you use the most) Please mark your selection with an 'X':

Metro:  Y  N

Mainline:  Y  N

High Speed:  Y  N

## 1.3 Where you normally travel from and to on the train Please mark your selection with an 'X':

Metro:  Y  N

Mainline:  Y  N

High Speed:  Y  N

## 1.4 The times of day when you most regularly travel on the train:

1.5 How often do you travel on the train:

1.6 The reason why you make your most regular rail journey – such as when you are travelling to work, for leisure, or when you are on business:

Work:  Y  N

Leisure:  Y  N

Business:  Y  N

Other: (Please specify)

1.7 Do you have any particular accessibility needs; these might include needing wheelchair access, pushchair access, English not being your first language, or if you are blind or partially sighted, or have capability impairments. (Please give details if yes):

Y  N

## A2. Organisation details response

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2.1 We would also be grateful if you would provide some information on what kind of organisation you work in or volunteer for, as is most relevant to your interest in the South Eastern franchise. Please pick one of the following answers:

- An umbrella or representative body
- A charity, voluntary or community group or social enterprise
- A non-governmental organisation (NGO)
- Local authority / government body
- Public services delivery body
- UK central government or public body
- National government in Scotland, Wales or Northern Ireland
- Sector infrastructure body
- Another funding body or grant-making organisation
- South Eastern Rail Franchise (current or former employee)
- Passenger group: Statutory group
- Passenger group: Independent local groups
- Transport authority
- Trade unions
- Other

2.2 Please provide a summary description of your organisation.  
For example: 'Small local charity from the South East of England that supports the elderly to be more independent'.

2.3 If we want to explore your comments in greater detail, we may like to contact you so please provide your name and the easiest contact details for you. This is entirely optional – you do not need to provide this information if you do not wish to do so. Any contact information you do provide here will be kept confidential and will not be published. Please see page 3 of the consultation document on how your information will be handled.

Name:

Telephone:

Email:

2.4 If you are happy for us to know it, please tell us the name of your organisation - this is entirely optional. Please also put an X in the box if you are happy for us to list your organisation in the published outcomes report as a contributor to the consultation. Please see page 3 of the consultation document on how your information will be handled.

Organisation name:

Can we include your organisation in a list of contributing organisations:

2.5 How are the views of your members assembled?  
For example: Survey Paper, assertion, word of mouth ....

## Section B

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Now this is your opportunity to let us know your thoughts on what has been discussed in the Public Consultation. Please select either 'Yes' or 'No' when prompted and mark your selection with an 'X'

Please explain your selection in the text boxes provided. If you run out of space, please use the overflow section located at the back of the form. Please answer all questions below.

**1** Do our priorities correctly reflect your views? Please mark your selection with an 'X'

Y  N

Why?

From section 5

**2** Do you agree that more space is needed for passengers at the busiest times of the day? Please mark your selection with an 'X'

Y  N

Why?

From section 5

**3** What do you think of the options for providing more space on trains?

Longer trains	Metro style carriages

From section 5

4

Would you support removing First Class seating on the busiest routes to provide more space?

Please mark your selection with an 'X'

Y  N

Why?

From section 5

5

What comments, if any, do you have on our plans to improve customer service and the overall passenger experience? Please mark your selection with an 'X'

Y  N

Why?

From section 5

6

Do you have any other ideas or priorities for improving customer service?

Comment:

From section 5

**7** What changes to the fares structure would be of benefit to you?

Comment:

From section 5

**8** What else could be done to improve the way tickets are sold and provided?

Comment:

From section 5

**9** What further comments, if any, do you have on our plans to improve access and facilities at stations?

Comment:

From section 5

10

What more could be done to improve access and provide facilities for those with disabilities or additional needs?

Comment:

From section 5

11

How far do you support, or oppose, the extension of High Speed services from London St. Pancras to Hastings, Bexhill, and Rye, where this would represent value for money to the taxpayer?

Please mark your selection with an 'X'

<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Strongly oppose	Oppose	Neutral	Support	Strongly support

Why?

From section 5

12

How far do you support, or oppose, reducing journey times to key destinations in Kent and East Sussex, by reducing stops at less well used intermediate stations to create hourly fast services?

Please mark your selection with an 'X'

<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Strongly oppose	Oppose	Neutral	Support	Strongly support

Why?

From section 5

13

If you support this proposal, which services do you think would most benefit from this approach?

Comment:

From section 5

14

Which journeys do you take today which are difficult:

By rail? Please mark your selection with an 'X'

Metro:  Y  N Mainline:  Y  N High Speed:  Y  N

From: To:

From: To:

From: To:

By road, which would be easier by rail?

From: To:

From: To:

From: To:

Why?

From section 5

15

Which additional services would you wish to see provided in the next franchise?

Please mark your selection with an 'X'

Metro:  Y  N Mainline:  Y  N High Speed:  Y  N

From:  To:

From:  To:

From:  To:

Why?

From section 5

16

How far do you support, or oppose, options to simplify the timetable?

Please mark your selection with an 'X'

Strongly oppose  Oppose  Neutral  Support  Strongly support

Why?

From section 5

17

How far do you support, or oppose, options to reduce the choice of central London destinations served from individual stations with the aim of providing a more regular, evenly spaced timetable, and a more reliable service? Please mark your selection with an 'X'

<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Strongly oppose	Oppose	Neutral	Support	Strongly support
Why?				
<div style="border: 1px solid #ccc; height: 60px;"></div>				
From section 5				

18

How far do you support, or oppose, plans for the train operator and Network Rail to form a close alliance with the aim of reducing delays and improving performance? Please mark your selection with an 'X'

<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Strongly oppose	Oppose	Neutral	Support	Strongly support
Why?				
<div style="border: 1px solid #ccc; height: 60px;"></div>				
From section 5				

19

What are your views on how this alliance should be incentivised and held to account for its performance?

Comment:

From section 5

20

How would you prefer the next South Eastern operator to engage with you:  
Please mark your selection with an 'X'

a) As an individual?  Y  N

b) As an organisation (if appropriate)?  Y  N

Other:

From section 5

21

What approaches to customer service in other companies could be adopted by the next South Eastern train operator?

Comment:

From section 6

22

Where do you think private sector investment would be of most benefit to the railway?  
Please mark your selection with an 'X'

Metro:  Y  N Mainline:  Y  N High Speed:  Y  N

Why?

From section 6

23

Should we consider using the more lightly used sections of the railway in a different way?  
If so, how should this be done? Please mark your selection with an 'X'

Y  N

Why?

From section 6

24

Looking to future, beyond this franchise, what, if any, benefits do you consider there would be for passengers from a franchise with a different geographical boundary?

Please explain:

From section 6

**?** Are there any part of these questions that are not immediately clear or that you do not understand, either in terms of the language used or the intent behind the direction. Please mark your selection with an 'X'

Y  N

To Please state which question and why?

**?** In conclusion, is there anything else you wish to say about the South Eastern franchise?  
Please mark your selection with an 'X'

Y  N

Why?

**Thank you for completing this response form.**

 Space for overflow text if more space is needed

Please state which question your comments refer to



Space for overflow text if more space is needed

Please state which question your comments refer to

