



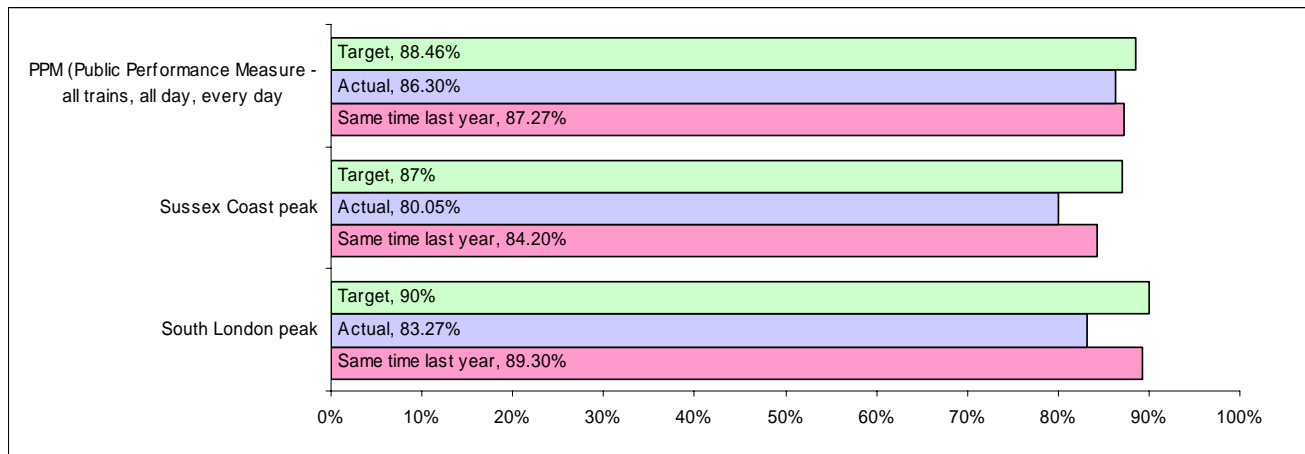
## Southern STAKEHOLDER BRIEF

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For more information on any topic in this Brief contact Yvonne Leslie, on 020 8929 8674 or [yvonne.leslie@southernrailway.com](mailto:yvonne.leslie@southernrailway.com)

### Performance in the last four-week period to 4 January



Performance improved last period. Both charter punctuality (peak time trains arriving/leaving London) and the Public Performance Measure – PPM - (all trains, all day) were better than the previous period. However, across the board, performance last period was not as good as in the same period last year due to the large number of significant incidents including problems arising from a defective conductor rail and a train break-down at Lewes.

So far, in the current four-week period our PPM has been improving despite a poor performance on Monday due to icing on conductor rails. PPM stands at 87.24 per cent of trains arriving on time.

### National Passenger Survey Results

The latest National Passenger Survey results published this month by Passenger Focus show that the percentage of passengers confirming an overall satisfaction with Southern remains high at 82 per cent. This places us above average in both our sector (London and the South East) and in the national averages for passenger satisfaction.

Chris Burchell, managing director said: "Many of the areas where we have put in the hard work to make improvements across the network are being recognised, but we know that there is always more that we can do."

A major highlight in the latest survey is a four per cent increase in passenger satisfaction with our station security, moving from 56 per cent to 60 per cent. The substantial investment in security has included the installation of modern CCTV cameras, passenger help points and the attainment of Secure Station status (awarded by the Department for Transport and the British Transport Police) for over 100 Southern stations in just two years.

Full details of the survey are available from the Passenger Focus website at <http://www.passengerfocus.org.uk/news-and-publications/press-release.asp?dsid=1452>

### Crime reduction and improving passenger perception

Figures released by British Transport Police (BTP) this month show crime on the Southern network down by 10 per cent in 2007 compared to the 2006 figure. This complements the welcome improvement in our passenger's perception of security on our network highlighted in the latest National Passenger Survey.

**cont./**

Over the past year, there were 543 fewer crimes reported, with criminal damage down by 225. Notifiable crime has reduced even further. Just over 14 per cent fewer notifiable crimes were reported last year. Crime levels are now less than half the number recorded in 2003.

David Hynes, Southern's head of security said: "Combating crime is very much a partnership effort and we are grateful for the significant contribution made by BTP and Transport for London in helping us to achieve these excellent results. Southern has invested significant amounts of time, effort and money, resulting in these improved figures. In addition to more CCTV, help points and better trained staff, we have worked very closely with BTP on reducing crime on our network."

He added: "Although this is good news for our passengers and staff, we recognise that crime needs to be reduced further and we will continue to work hard to maintain this positive trend."

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### **100<sup>th</sup> Southern secure station celebrated**

In February 2006, Kenley became the first Southern station to achieve Secure Station accreditation. Two years later, the number of secure stations on our network has increased to 102 - that's more than any other train operating company. This represents 63 per cent of our stations and we expect to add another five stations to this total by April 2008.

At the end of last year, Epsom became the 100<sup>th</sup> Southern station to be accredited with the Department for Transport Secure Station accreditation. An event was held at the station this month to mark reaching this landmark.



Pictured at the event at Epsom are local MP Chris Grayling, Southern MD Chris Burchell, Mayor of Epsom and Ewell Councillor Jean Steer, BTP Assistant Chief Constable Steve Thomas and London TravelWatch Chairman Brian Cooke.

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### **Further Access for All improvements announced by the DfT**

The Department for Transport has announced the third set of stations where feasibility studies will be undertaken by Network Rail to progress step-free access to all platforms. On the list for the Southern network are Brockley, Hassocks and Honor Oak Park. The studies will be conducted over the next 18 months to determine what changes need to be made. The upgrades are then planned for completion between 2012 and 2015. More information on the programme is available on the DfT website at

<http://www.dft.gov.uk/transportforyou/access/rail/railstations/access/accessforallstations>

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### **Timetable Changes**

**Brighton Main Line Route Utilisation Strategy (BML RUS):** From December 2008, significant changes will take place to the Southern timetable as part of the BML RUS aimed at increasing the capacity on this very busy route. Consultation on the changes has taken place in recent weeks and months and we would like to thank those of you who have responded so far. Your comments are being reviewed with the DfT. Information on proposed changes to the Redhill – Tonbridge line, which we will take over from Southeastern in December, is currently available and if you are a stakeholder who has not yet seen the proposal and would like to please contact Yvonne on the details above.

**West Coastway & Arun Valley changes December 2007:** Changes to this route last December aimed to improve or at least maintain the service in that area for the majority of passengers, following the change to the South West Trains franchise, which removed their services from Brighton. We are currently evaluating these timetable changes, particularly in terms of passenger numbers and flows and would be happy to share this information when completed with interested stakeholders. If you would like more information on this please contact Yvonne.

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### **Meet the Southern management team**

Our next regular 'Meet the Manager' session is at London Bridge on Thursday 28 February between 0730 and 0930. The following session will be at London Victoria on 27 March between 0800 and 1000.