

## HAMPSHIRE COUNTY COUNCIL

### Decision Report

<b>Decision Maker:</b>	Executive Member for Economy, Transport and Environment
<b>Date:</b>	19 January 2016
<b>Title:</b>	Rail Consultations – South West Trains Franchise and Crossrail 2
<b>Reference:</b>	7233
<b>Report From:</b>	Director of Economy, Transport and Environment

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### 1. Executive Summary

1.1. The purpose of this paper is to seek approval for the following rail consultation response:

- South Western rail franchise consultation (deadline 9 February 2016);

and to note those set out below:

- Crossrail 2 consultation (retrospective recognition sought for response submitted on 8<sup>th</sup> January 2016);
- Shaw Report scoping study consultation (retrospective recognition sought for response submitted on 24<sup>th</sup> December 2015).

### 2. Contextual information

#### *South Western rail franchise*

2.1. Train Operating Companies (or TOCs) bid competitively for franchises let by the Department for Transport (DfT) and are granted permission to operate trains in particular areas and/or on particular routes for a fixed period. They also operate the majority of the stations under leases granted by Network Rail.

2.2. The current franchise runs to 2017. Extensions can, on occasions, be made to franchise periods. The existing operator, Stagecoach/South West Trains, was in discussions with the Department for Transport about extending the current franchise period to 2019 but ultimately the decision was made to re-franchise.

- 2.3. The Department for Transport commenced a new franchise process on 12 November 2015 with a view to inviting tenders in April 2016, and a new franchise being awarded by February 2017.
- 2.4. This franchise process includes a series of proposals and questions posed by the Department for Transport in order to seek the views of the County Council and other consulted parties.
- 2.5. The consultation paper for the South Western rail franchise can be found here:

<https://www.gov.uk/government/consultations/south-western-rail-franchise>

- 2.6. The proposed response to this consultation is set out in Annex 1
- 2.7. Key points within this response include:

The requirement for a commitment to cooperate with the County Council and the proposed HIOW Combined Authority

Reduced journey times on the main lines to London Waterloo

The need for capacity enhancement, especially on the main lines to/from London, ideally by increasing the number of coaches, and not the 3 + 2 seating configuration.

Improved coordination with onward travel modes, particularly bus operators

Improved passenger facilities and communication

Flexible and smart ticketing

Improved sense of safety at stations and on trains

Increased car parking where required at stations

#### *Crossrail 2*

- 2.8. Crossrail 2 is a proposed new rail link serving London and the wider South East. It would connect the National Rail networks in Surrey and Hertfordshire via new tunnels and stations between Wimbledon, Tottenham Hale and New Southgate linking in with London Underground, London Overground, Crossrail 1, National Rail, High Speed 1, High Speed 2, London Trams and international rail services.
- 2.9. Whilst no works would take place within Hampshire, the proposals would impact on rail access to and from Hampshire.
- 2.10. The consultation process includes a consultation questionnaire and encourages respondents to provide any additional comments not covered by the questions set.

2.11. The consultation website for Crossrail 2 can be found here:

<https://consultations.tfl.gov.uk/crossrail2/october2015>

2.12 The submitted response to this consultation is set out in Annex 2

2.13 In line with the County Council's response to a previous Crossrail 2 consultation in 2014, the response:

- Supported the regional option for delivery of Crossrail 2;
- Called for a "regional plus" option to offer faster cross-London journey opportunities without the need for changes of train, thereby improving connectivity between the clusters in Cambridge, Farnborough, Basingstoke, Woking and Guildford, known for their contribution to the knowledge economy;
- Welcomed reductions in crowding, and improved journey times that Crossrail 2 would provide, provided that they would not result a reduction of services or frequencies to / from origins / destinations within the County into and out of London.

#### *Shaw Report*

2.14 A review of Network Rail has been commissioned by The Government and is currently being managed by Nicola Shaw, the CEO of HS1. The remit for the review is to provide recommendations about the future structure and financing of Network Rail.

2.15 The consultation requests formal written responses to the questions posed in the scoping report consultation document and/or through participating in a discussion session to inform the Report Team's thinking and to help the team to gather additional insight.

2.16 The consultation paper for the Future of Network Rail can be found here:  
[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/476944/the-future-shape-and-financing-of-network-rail-the-scope.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/476944/the-future-shape-and-financing-of-network-rail-the-scope.pdf)

The submitted response to this consultation is set out in Annex 3.

2.17 The response raised:

- the importance of cooperation between Network Rail (or a successor body) and the County Council and/or Combined HIOW Authority
- the importance of sufficient funding for the design and development of future schemes and investment programmes, including provision to support the development and delivery of schemes to meet legitimate local aspirations

**3. Other key issues**

- 3.1. Through the South Western franchise consultation, the prospect of a Combined Authority and corresponding Passenger Transport Executive will be raised.

**4. Recommendations**

- 4.1. That the draft consultation response to the South Western rail franchise set out in Annex 1 be approved for submission to the Government by the deadline of 9 February 2016.
- 4.2. That the response to the Department for Transport's Crossrail 2 consultation, as set out in Annex 2, which was submitted under delegated authority, be noted.
- 4.3. That the response to the scoping study for the Shaw Secretariat on the Shaw Report, which was submitted under delegated authority, as set out in Annex 3, be noted.

**CORPORATE OR LEGAL INFORMATION:****Links to the Corporate Strategy**

<b>Hampshire safer and more secure for all:</b>	no
Corporate Improvement plan link number (if appropriate):	
<b>Maximising well-being:</b>	no
Corporate Improvement plan link number (if appropriate):	
<b>Enhancing our quality of place:</b>	yes
Corporate Improvement plan link number (if appropriate):	

**Section 100 D - Local Government Act 1972 - background documents**

The following documents discuss facts or matters on which this report, or an important part of it, is based and have been relied upon to a material extent in the preparation of this report. (NB: the list excludes published works and any documents which disclose exempt or confidential information as defined in the Act.)

DocumentLocation

None

## **IMPACT ASSESSMENTS:**

### **1. Equality Duty**

1.1. The County Council has a duty under Section 149 of the Equality Act 2010 ('the Act') to have due regard in the exercise of its functions to the need to:

- Eliminate discrimination, harassment and victimisation and any other conduct prohibited under the Act;
- Advance equality of opportunity between persons who share a relevant protected characteristic (age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, gender and sexual orientation) and those who do not share it;
- Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

**Due regard in this context involves having due regard in particular to:**

- a) The need to remove or minimise disadvantages suffered by persons sharing a relevant characteristic connected to that characteristic;
- b) Take steps to meet the needs of persons sharing a relevant protected characteristic different from the needs of persons who do not share it;
- c) Encourage persons sharing a relevant protected characteristic to participate in public life or in any other activity which participation by such persons is disproportionately low.

### **1.2. Equalities Impact Assessment:**

It is considered that the proposals will have low or no impact on groups with protected characteristics. The EIA statement is as follows:

The ETE Decision Day report details responses to consultations being managed by the Department for Transport and the Shaw Secretariat. Whilst the Council has made recommendations for improvements for mobility impaired passengers and improved suburban rail access, particularly for the South Western Rail Franchise consultation, a decision on whether or not to include these items in the Invitation to Tender for the franchise will be made by others.

### **2. Impact on Crime and Disorder:**

2.1. None.

**3. Climate Change:**

3.1. How does what is being proposed impact on our carbon footprint / energy consumption?

No direct impact.

3.2. How does what is being proposed consider the need to adapt to climate change, and be resilient to its longer term impacts?

No direct impact.

**Annex 1 South Western franchise response to be submitted on 9<sup>th</sup> February 2016**

Dear Sir/Madam

**South Western Rail Franchise Consultation**

Thank you for the opportunity to provide comments on the South Western Rail Franchise Stakeholder Consultation which will inform the specification for bidders for the franchise from 2017.

This letter sets out the formal response of Hampshire County Council to the Stakeholder Consultation document.

Hampshire County Council and our District Council and LEP partners understand the key role played by the rail services in connecting labour markets and supporting economic growth across Hampshire. The South Western franchise has an important role to play in providing and improving access to employment, education, retail, services and leisure opportunities for our residents and for the numerous businesses based in the County.

Hampshire has a population of 1.3 million residents and is the third most populous county in England. It is home to one in seven of people in the South East region (excluding London). Within Hampshire, there are 60,000 businesses who, between them, employ 640,000 people. These businesses help to generate approximately £29 billion a year in GVA. Overall, Hampshire is one of the highest performing economies in the UK on a wide range of measures: employment rate, skills, output per head, household income and the presence of growth sectors such as professional services and IT and Digital Media. A key factor that underpins the areas success is its proximity to London and to the UK's only hub airport at London Heathrow Airport.

According to the 2011 census, 23,161 people a day commute from residential addresses in Hampshire to workplaces in Greater London. Of these, 56% (13,127 commuters a day) travel by rail. Additionally, South West Trains customers make up 7.5% of all UK rail passenger miles and 11% of all passenger numbers and help to make the South Western franchise one of the largest revenue generating franchises in the country. We understand that South West Trains is the only UK operator that more than covers its costs and delivers a significant sum back to the Treasury.

Since 1995/96, the 49 railway stations in Hampshire have seen a 116% growth in passenger numbers. In 2013/14, 37 million rail journeys were made from stations in Hampshire, with a further 14 million journeys taking place from stations within the Portsmouth and Southampton unitary areas. Southampton Central is the 8th busiest station in the South East by passenger numbers, with Basingstoke and Winchester the 10<sup>th</sup> and 11<sup>th</sup> busiest stations in the region. Many of the smaller stations are also seeing above average growth in passenger numbers.

Hampshire, Southampton, Portsmouth together with Surrey, Dorset and Wiltshire need a first class rail service to help ensure their continued economic prosperity. It is therefore vital that the new franchise holder can support delivery of increased capacity, improved journey times and improved passenger satisfaction. Hampshire County Council is committed to working closely with the new franchise holder to help see this delivered.

### **Passenger satisfaction**

Do you support the key priorities that have been identified through the Transport Focus research?

Are there other priorities you believe should be included to inform the new franchise specification?

The County Council supports the findings of the recent Transport Focus research. Passenger satisfaction must be improved and perception by the customer of value for money should be enhanced.

The research highlighted a number of key issues which the County Council supports. Of particular note is the requirement for sufficient room to sit and/or stand; many services are overcrowded both on the approach and departure from London Waterloo but also on more local journeys, e.g. Fareham-Winchester. Whilst it is understood that a 3+2 seating arrangement could provide increased capacity, it is very unpopular with passengers and does not provide sufficient room for them to sit comfortably and make use of their journey for work or relaxation, or to comfortably pass each other when walking through the train. The County Council wishes to see the use of 3+2 seating minimised on longer distance journeys. Journey times between Southampton, Eastleigh, Winchester, Portsmouth, Havant, Petersfield and London are similar to many other English cities and commuter towns, particularly once HS2 is completed. 2+2 seating is and will remain the standard for such journeys elsewhere in the country and therefore should be the standard for longer distance main line services within the South Western Franchise.

Wi-Fi at stations and on trains is of increasing importance to passengers and visitors and is already available on other modes of public transport. The new franchise holder should prioritise delivery of strong, secure Wi-Fi for all passengers who wish to use it. Access should be quick and easy so that even passengers who make relatively short journeys are able to use it. Preferably this should be delivered on all services in advance of the 2018 deadline set by the Department for Transport.

Charging points for laptops/tablets should be provided for those wishing to work on the train.

Safety is also of concern. Night opening of main entrances, toilets and waiting rooms should match scheduled services, and passenger perception of safety should be measured and improved where necessary.

Passenger interaction should be improved, particularly when there are delays, to empower customers to feel in control of their travel.

A stronger focus on customer service should be included in the new specification. Customers should feel that their views are being listened to and taken on board through all media platforms. For more complex enquiries that cannot be handled on the spot, there should be a requirement to respond within a short set period e.g. 10 days and for the customer's experience of providing feedback and criticism to be well managed so they feel valued.

#### **Franchise objectives**

Do you feel that these are appropriate objectives for the South Western franchise?

Are there any further objectives you believe should be included?

The County Council is supportive of the objectives of the franchise and endorses the need to place customers at the centre of planning.

In September 2015 the proposal for a Combined Authority for the Wider Hampshire area was submitted to Government. This encompasses the 15 Local Authorities, two Local Enterprise Partnerships and two National Parks in the Hampshire and Isle of Wight area. The Hampshire and Isle of Wight (HIOW) is a nationally significant local economy and its latent potential is such that raising GVA per head to the South East average would add an additional £3 billion a year to the UK economy. It has also set a target of delivering 80,000 houses across the whole Combined Authority area in eight years instead of ten years, increasing the annual delivery rate from 8,000 houses to 9,500 houses. The Combined Authority proposals are currently subject to negotiation with Government.

With economic growth, housing delivery and productivity, it is strongly felt that an objective around reduced journey times should be incorporated, most particularly on the main line routes between Portsmouth and London Waterloo, and Southampton and London Waterloo covering journeys to Basingstoke, Winchester, Eastleigh, Southampton, Petersfield, Havant and Portsmouth. This, in combination with infrastructure investment, is critically important for the growing prosperity and competitiveness of the region.

In terms of actual journey times, the franchise should be aiming to achieve the following journey times, which would be competitive with those that will be achieved between London and most of the English Cities and commuter towns:

London to Basingstoke	-	c 40 mins
London to Winchester	-	c 50 mins
London to Southampton Airport Parkway	-	c 60 mins
London to Southampton Central	-	c 67 mins
London to Petersfield	-	c 50 mins
London to Havant	-	c 60 mins

London to Portsmouth & Southsea	-	c 70 mins
London to Portsmouth Harbour	-	c 75 mins

These improvements will require the delivery of a number of infrastructure improvements along both routes, as identified in the Wessex Route Study during CP6 and CP7. It is important the Government commits to this investment, to ensure these improvements can be delivered through the South Western Franchise.

Section 3.5: Objective 3 references improvements in accessibility – it is recognised that the current franchise holder has made significant improvements in this area and the County Council would like to see this progressed further within the new franchise to incorporate all stations. This will not only provide better facilities for passengers with disabilities but will also support passengers travelling with luggage to and from Southampton Airport Parkway and ferry/cruise terminals.

### Capacity

Considering the planned schemes to deliver additional capacity, what are your views on additional opportunities to deliver more capacity elsewhere within the franchise area?

Are there particular services or routes where you believe there is a need to introduce additional capacity to address overcrowding?

It may be possible to increase overall passenger carrying capacity by introducing different rolling stock that has more standing space and/or modifying the internal configuration of trains, including the rebalancing of first and standard class seating. Do you have views on these potential rolling stock changes?

Key planned capacity improvements identified through the Wessex Route Study primarily relate to the need to accommodate significant increases in passenger demand to / from London and increases in freight traffic to / from the Port of Southampton.

The main overcrowding issues are on services to / from London. Whilst this is an issue during traditional weekday peak periods, services can also be overcrowded during the off peak, particularly during times of higher travel demand (e.g. holiday periods). This can be exacerbated by the operation of shorter train formations, during the off peak. For example, most main line services only operate with five coaches in the off peak, compared to ten during the peaks. The provision of infrastructure to deliver additional peak period capacity in and out of London Waterloo can also be used to deliver additional off peak services. Service improvements on these routes are considered in the Train Service Specification section.

The County Council supports increased numbers of coaches to provide more capacity on crowded routes and welcomes the improvements made in December 2015 by the current operator.

However, internal arrangements for the rolling stock need further consideration. As previously mentioned, 3+2 seating is very unpopular and not conducive to working on the train and providing a pleasant passenger experience, particularly on longer journeys.

More luggage storage (not just overhead) should be introduced generally, but also particularly to support travel to Southampton Airport, which serves 1.8m passenger journeys a year; and the various ferries in Hampshire (including the Isle of Wight) and cruise terminals, which, when combined, serve over 11.8m passenger journeys a year.

The County Council does not have a strong view on the balance of first and standard class seating. Transport Focus has identified that room to sit (as opposed to “sufficient room to sit and/or stand”) is a concern rising up the agenda. If there is to be a larger share of passengers standing in order to increase capacity then rolling stock supply should be increased to accommodate for this, giving passengers sufficient room

#### **Future impacts on demand**

What factors may impact on demand for travel on the new South Western franchise, drawing on local impacts in particular? Please provide any evidence you have.

Significant economic growth is planned for the County, and is outlined in both the Enterprise M3 Local Enterprise Partnership’s Strategic Economic Plan and the Solent Local Enterprise Partnership’s Transforming Solent Growth Strategy.

The EM3 LEP’s plan sets out the priorities and delivery plans for economic prosperity, a £340m proposal for funding from the Local Growth Fund backed by £392m of local funding, all planned to lever on some £3bn from the private sector.

The Solent LEP’s plan has set a target to increase GVA by 2.8%pa between 2013 and 2020.

Both plans recognise the importance of improving transport connectivity to support and deliver this growth and the need for rail to be part of the mix.

Furthermore, and as said earlier on, in September 2015 the proposal for a Combined Authority for the Hampshire and Isle of Wight area was submitted to Government. It set a target of delivering 80,000 houses across the whole Combined Authority area in eight years.

With economic growth, housing delivery and productivity at the forefront of the Combined Authority agenda, then accessibility will be vitally important across all modes of transport.

With this in mind, it will be important that a HIOW authority works extremely closely with the rail industry and in particular the new franchisee.

### Train service specification

Where, if anywhere, would you like to see any changes to first and last trains on the South Western network and why? Do you have any evidence to support this?

Where, if anywhere, would you like to see any changes to weekend trains on the South Western network and why? Do you have any evidence to support this?

Would you support a specification which is flexible enough to allow the operator to review how station calls are allocated to train paths, including skip-stopping, in order to improve overall line capacity? What impact might this have on passengers?

Respondents are invited to propose any changes to the current service pattern which they feel should be considered and to explain their rationale, for example by identifying specific local factors which might influence the future level of passenger demand which should be reflected in a revised specification.

Respondents who wish to promote service changes should clearly identify these in their response to this consultation, as well as any supporting business case or value for money (VfM) analysis.

Connectivity to/from London is a key issue for the Hampshire economy. Whilst services on the mainline routes serving key stations have benefitted from new rolling stock over the last 10-15 years, journey times and speeds are uncompetitive when compared to other city regions in the UK. Typical journey times are currently c 60 minutes to/from Winchester, 80 minutes to/from Southampton, c 60 minutes to/from Petersfield and 95 minutes to/from Portsmouth. These relative uncompetitive journey times will be further exacerbated once HS2 and the Great Western electrification schemes are completed. Despite being physically further from London than either Portsmouth or Southampton, for example, the vast majority of English cities will have shorter or similar journey times to/from London:

Manchester	-	68 mins
Leeds	-	83 mins
Sheffield	-	79 mins
Nottingham	-	68 mins
Birmingham	-	49 mins
Bristol	-	83 mins

In order to maintain economic competitiveness of the Hampshire economy, it is essential that in combination with infrastructure investment, the franchise seeks to deliver journey time improvements on the main line routes. This should include a commitment to both reduced physical journey times, as well as increased service frequency to deliver improved generalised journey times.

It is felt that later services are needed out of London and from key areas of night time economy, including the cities, towards more residential areas, and to and from the Isle of Wight. Current services fail to sufficiently meet the needs of the night time economy, for example, current services often force passengers to leave the scheduled events they are attending early in order to catch the last train.

It would also be of interest to see the consultation team consider extending the boundaries of the franchise to cover routes towards Brighton and also the North Downs Line.

The County Council would like to see the new franchise holder improve rail connectivity within the Solent region, particularly for journeys between Portsmouth and Southampton where the journey time can be as long as 60 minutes for a 25 mile journey, which is uncompetitive when compared with other city pairs, and limits labour mobility. Significant growth in both housing and employment is planned for the cities and the areas surrounding the train stations in between. Improved rail connectivity would support a reduction in demand for travel on the M27 and increase travel choice for work and leisure.

For example, there are effectively no direct services between the Botley Line and Southampton, and so passengers much make an inconvenient change at Eastleigh. This also means there no direct rail services between Southampton Airport and the eastern part of Solent. The Salisbury 6 service also operates as a self contained operation, due to the current need to use diesel units on a largely non electrified route, on an otherwise electrified network.

In addition to the southern part of Hampshire, the County Council would like to see the new franchise holder work closely together with us to improve rail connectivity and frequency to the major growth areas of Basingstoke, and the Blackwater Valley where increased rail usage would assist in a reduction for travel on the A3, M3 and other key highway routes.

We would also like to see the new franchise holder work more closely with local bus operators to provide rail/bus links to areas which are not directly on the rail network. Examples include Whitehill/Bordon which could be better served by bus from Liss and Liphook stations. Also, Yateley which after Gosport is the largest town in Hampshire without a railway station and has no regular bus connection to a mainline station without having to travel out of the county and changing buses. The County Council would like to see a rail/bus link service from either Farnborough or Fleet (or both) to Yateley as part of the new franchise.

Some of the necessary infrastructure enhancements have already been identified in the Wessex Route Study for potential delivery in CP6 or beyond. However, Network Rail has committed to working with local stakeholders to identify what infrastructure requirements are required to support service improvements.

As future control period funding will not be committed until the ITT is let, the specification should encourage bidders to identify improvements that could be made from the start of the franchise period within the parameters of existing infrastructure. It should also encourage bidders to suggest more innovative and transformational service improvements that could be made throughout the life of the franchise. Bidders should work with Network Rail and relevant stakeholders to identify the necessary infrastructure to deliver these changes.

It is important to note that the Hampshire and IOW Combined Authority proposals are aiming to develop a guaranteed infrastructure investment plan. This would incorporate Network Rail's investment programme.

### **Performance and reliability**

Are there any specific stations or services where you believe reliability or punctuality should be improved?

Where possible, please explain your reasoning when responding to this question.

The County Council has no comments on this point.

### **Managing disruption**

Respondents are asked to suggest what mitigating actions and steps the South Western operator should be expected to take to meet the needs of its passengers both during the planned disruption to the franchise as a result of engineering works and when 'force majeure' events, such as extreme weather or other unplanned events that impact the smooth operation of the network.

Respondents are asked to consider whether they would support replacing first/last train services with alternative transport where it can be demonstrated that a longer period of engineering access for Network Rail would improve the infrastructure reliability and reduce disruption overall.

As highlighted in the Transport Focus research, communication with customers is very important, particularly in times of delay or disruption. Passengers should feel in control of their travel and their options. During planned disruption more staff should be available at stations to help passengers. Communication across all media platforms should be utilised including Facebook, twitter, on-train and at-station announcements, posters, and emails to season ticket holders.

If replacement services are needed for first and last trains then a fully accessible alternative should be provided which can match journey times as far as possible and carry all passengers as usual e.g. passengers with disabilities, and those with luggage, buggies and bicycles.

Bulk ticketing to support flexible working should be introduced - equivalent discounts to an annual pass, monthly pass and weekly pass are expected. It is critical that the ticket prices offer better value for money.

### **Partnership working and collaboration**

We are interested in your view on the best way to achieve efficient operation of this railway through partnership and collaboration. Please describe how such working arrangements might support this objective

The new franchise holder should demonstrate flexibility to work constructively with Hampshire County Council, particularly around delivery of areas of new housing, productivity and economic growth. This will also apply to any new Combined Authority, if the current proposals are accepted by Government.

The franchise holder should commit to working more collaboratively with passengers to seek their feedback and be influenced by their requirements. A prerequisite should be made of the new franchise holder that they strongly advertise the consultation period of the following franchise.

### **Community rail and local partnerships**

What opportunities are there for Community Rail Partnerships and other local partnerships to expand their role and range of activities to support local communities, businesses and other organisations?

There are several Community Rail Partnerships within Hampshire who work to promote train and local bus services and engage volunteers to improve stations and services. Increased funds should be made available by the franchise holder to maintain growth in this area, and increase it where possible. The franchise holder should support recruitment of volunteers and offer improved recognition and thanks as standard e.g. free tickets, a certificate of thanks. A register of volunteers should be kept and maintained to support this.

### **Island line**

What factors do you consider should be taken into account in assessment of options for the Island Line?  
Do you have any innovative proposals for how the Island Line might operate on a more self-sustaining basis?

The County Council would like to see a long-term dependable solution for the Island Line. The consultation's approach to engage directly with the Isle of Wight Council and local residents is supported.

### **Third party funded changes**

Are you aware of any proposals for third party funded changes? Please provide details in line with the requirements set out above, or provide sufficient detail for further dialogue to take place to understand the proposals.

The County Council is not aware of any proposed changes.

### **Stations**

What improvements would you like to see at the station(s) you use to enhance your journey experience?  
Please indicate the name of the station(s) and the rationale for your specific comments.

Based on the findings of the Transport Focus research, and our own knowledge and experience of recent station audits the County Council would like to see the following station improvements:

Increased car parking should be considered for stations demonstrating a demand across Hampshire. Micheldever Station and Whitchurch are two examples.

Improved sense of security for passengers, especially for early and late services, should be delivered and act as a key monitoring measure. Consideration should be given to staffing stations in key areas until the last train of the day. Waiting rooms and toilets should be open before the first train of the day and until last train has departed. Toilets should be added where possible at stations with no current provision. Staffing hours should be well advertised online and at the train station. Where CCTV is available at stations it should be better advertised. The franchise holder should better explain the use of help points e.g. not just for emergencies so passengers are informed and can better manage their travel. More seating should be provided along with shelter from the rain and sun via longer canopies.

Stations should be well kept and attractive – e.g. well painted and without boarded up windows. Repairs should be made quickly where damage has occurred and an advertised reporting mechanism should exist that is very easy for the customer to use.

Ticket Vending Machines (TVMs) should be available at more stations. The County Council is supportive of the idea of providing a direct video link to a real person provided that physical staff are still available for passengers who prefer to discuss their journey requirements in person.

TVMs should direct passengers to best value fares as available online.

Station accessibility should be improved – all stations should be compliant with the Equality Act, e.g. Totton, Portchester and Hedge End. Until these facilities can be provided, current arrangements for passengers with disabilities should be better advertised.

Facilities should exist at all stations where passengers can wait for onward connections such as bus or a lift. e.g. a sheltered area at the front of the station.

Free Wi Fi at all stations should be provided along with better onward travel information – as in London stations, directional maps matching local wayfinding should be placed in prominent positions and include road names and landmarks. Wayfinding provision across Hampshire, Southampton and Portsmouth is very similar to the provision within London.

Real time information on platforms and in stations could include news and weather updates, particularly at stations with fewer services. Bus information (real time) should be provided at stations in relevant positions.

Cash points at smaller stations are also highlighted as a requirement through the Transport Focus research, which we would support..

Encourage commercial opportunities at stations to improve community profile and increase footfall to provide a greater sense of security for passengers.

Increased car parking should be considered for stations demonstrating a demand across Hampshire. Micheldever Station and Whitchurch are two examples.

**Door to door journeys**

What are your proposals for providing passengers better and safer access to different modes of transport at stations (including bus, car, cycling and walking)?

What opportunities exist for improved integration between modes, citing relevant examples to support your comments?

A budget for improved pedestrian and cycle facilities should be considered within the specification and a commitment made to work with stakeholders to identify and deliver projects to improve routes and facilities.

Bus services should be clearly advertised at the stations in real time and where possible bus stops should be located in line of sight, within or very close to train stations.

All cycle shelters should be covered and in a non-secluded area, and improvements should be made for passengers travelling through stations with bicycles and luggage as these movements e.g. accessing ticket machines, toilets and cafes can be difficult in crowded stations.

Policies for carrying disabled passengers, and passengers with bicycles, luggage and pushchairs on bus replacement services should be carefully considered and where travel arrangements are not possible, this should be communicated at the point where the customer purchases the ticket.

As raised by an attendee of one of your consultation events, if lifts are out of service at stations, it should be declared at point of booking to enable passengers to plan their travel accordingly. This will need to be managed for season ticket holders too, perhaps through a text or email service.

Many improvements for better integration have been made over the current franchise but there is potential for more. Of particular importance in the south of the county is the Solent Go card which will be covered in more detail in the ticketing section of this response.

It should be a requirement of the new franchise holder to develop and implement station travel plans for all stations.

**Fares and ticketing**

What are your views on the availability of retail staff and the ability for passengers to have widespread access to ticket buying opportunities (e.g. through new and improved approaches such as smart ticketing, increased advance purchase ticketing or via mobile phones), adequate measures to ensure vulnerable passengers are not disadvantaged, and more effective customer service by both station and on-train staff? Do you have any evidence to support your views?

Smarter ticketing is expected e.g. paying online and by phone and tablet with 'show and go' ticketing. Paper ticketing and timetables should be retained for those who prefer it - and staff at stations should still be available to help them to make their purchase. Smartcards and contactless ticketing could provide much greater flexibility to do this.

Integrated ticketing is also very important to support multi modal journeys. In the south of the county there is a Solent Go card which currently covers bus and ferries but could also cover train fares. Solutions that support end-to-end journeys should be provided and available for purchase through a variety of means including cash, card, online and contactless payment.

Discounted ticketing to support flexible working should be introduced, including carnets, equivalent discounts to an annual pass, monthly pass and weekly pass are expected of the new franchise holder. This should account for part time users on one route and frequent users who travel across different routes. This approach could deliver additional capacity on services as it supports flexible working.

All day rover tickets should be considered especially for more suburban routes e.g. the suggested Solent area. Plus Bus should be available for ticket holders on any intermediary station, not just those at the start and end of the journey.

In particular fares should be available which include bus travel at the start of the journey without the passengers having to go to the station first to collect their ticket.

The franchise holder should continue to support discounted tickets for workplaces. The current arrangement for negotiating workplace discounts could be improved upon and innovative solutions which work better for the customer are encouraged.

The franchise holder also be approachable by developers to negotiate discounts for new and expanding residential and business developments for a fixed period in order to introduce new people to the rail services and reduce their impact on the highway.

It is suggested that open off-peak returns should replace all-day travel passes which are currently provided to annual season ticket holders - this would encourage overnight stays in destinations therefore supporting economic growth. Season tickets and discount cards should be processed quickly and should be available to buy online.

TVMs should direct passengers to the best value fare to and from any station (including but not limited to the station at which they are standing), this would support season ticket holders in particular, provide equity for those without any internet access at home and could help to avoid unintended ticketless travel.

Local day-out reduced fare campaigns could be promoted e.g. promoting travel by train to specific events across Hampshire.

The franchise holder should also commit to flexible, innovative ticketing solutions to meet all users' needs, such as mobile ticketing which has been extensively proven on local buses..

### **Passenger compensation**

Please provide details of your experience with the current delay repay passenger compensation arrangements, and suggestions for how this might be modified in the new franchise to make compensation more transparent and convenient for passengers.

As promoted by Claire Perry MP earlier this year, when applicable, immediate compensation should be available at the most convenience to the passenger, with the option of cash, card repayment or voucher for future travel. Compensation measures should be similarly easy for season ticket holders.

As suggested by Transport Focus, the County Council supports that PPM be renamed to "on time at my station" to increase transparency. The measure should also account for passengers missing connecting services or cumulative delays over a period e.g. several delays of less than 30 minutes over a week. The measure should be personalised to relate to actual passenger journeys not just final destinations.

Customer service should be excellent, including staff in stations, and processes for making comments and complaints. Staff at stations could provide an ambassador service helping to promote the area surrounding the station and making passengers feel welcomed and valued.

### **Safety and security**

Do you have any proposals to improve security and safety at stations and on trains that you would like us to consider?  
Please provide details of the stations(s) and/or train(s) where appropriate that have informed your comments, and provide supporting information where available.

As mentioned earlier in this response, the County Council would like to see later opening of main entrances, toilets and waiting rooms. Actual and perceived safety should be a priority. The British Transport Police text line should be better advertised and staff at key stations and on trains should be visible later in the evenings.

The County Council recognises the importance of this new franchise and expects a high quality service for its residents and will look to work in partnership with the franchise holder, other counties and unitaries, the Local Enterprise Partnerships and Community Rail Partnerships to enable an

excellent level of service for customers and support the economic prosperity of the areas served by the South Western Franchise.

If the consultation team would like clarification on any area of the comments above, then please use the contact details provided at the top of this letter.

Yours sincerely

Councillor Seán Woodward  
Executive Member for Economy, Transport and Environment

## **Annex 2 Crossrail 2 consultation response submitted on 8<sup>th</sup> January 2016**

The most recent consultation regarding Crossrail 2 is of great interest to Hampshire County Council who submitted a more substantial response to a previous consultation in August 2013.

As before, the County Council strongly supports the regional option for Crossrail 2 and recognises that its delivery has the potential to release much needed additional capacity for up to fifteen additional South West Main Line services per hour into / out of London Waterloo (as per paragraph 3.2.5), serving origins and destinations in Hampshire. Through interchange with mainline services at Clapham Junction, Crossrail 2 also provides improved connectivity to an increased number of London stations for Hampshire residents.

As stated in the 2013 response, the County Council would like to see a “regional plus” option whereby Crossrail 2 would function more similarly to Thameslink with termini further afield than Greater London such as Cambridge or Stansted to Southampton, Portsmouth or Basingstoke. This would offer faster cross-London journey opportunities without the need for changes of train, thereby improving connectivity between the clusters in Cambridge, Farnborough, Basingstoke, Woking and Guildford, known for their contribution to the knowledge economy.

The resulting reductions in crowding, and improved journey times that Crossrail 2 would provide are welcomed, provided that they do not result a reduction of services or frequencies to / from origins / destinations within the County into and out of London. It is also important that disruption to main line services is minimised during construction.

**Annex 3****Shaw Report scoping study response submitted on 24<sup>th</sup> December 2015**

Hampshire County Council welcomes the publication of this scoping study published for the 'Shaw Report'. The County Council wishes to engage constructively in the process and contribute to a robust review, leading to a responsive network serving local needs across the Country.

The Council has no particular comments on the specific questions asked in the document. However, it would wish to establish the principle that, in the future, Network Rail or successor bodies should have a duty to engage constructively with local transport authorities, including Combined Authorities and voluntary groupings of authorities, to understand and respond to local needs and demands, in particular where this supports local economic growth. Furthermore, the bodies representing these localities should have the ability to influence (and support) investment decisions by Network Rail. Ultimately, it is essential that there is proper democratic accountability within the governance arrangements, given the level of public money that will be invested.

It is also important that Network Rail has sufficient funding for the design and development of future schemes and investment programmes, including provision to support the development and delivery of schemes to meet legitimate local aspirations.

Ideally, these duties would extend to Train Operating Companies too; and while this may extend beyond the scope of this review, it may be something that the report could acknowledge.