



Caroline Pidgeon MBE AM,
Chair of the Transport Committee
London Assembly
City Hall
The Queen's Walk
London SE1 2AA

8th May 2015

Dear Caroline

I am writing to you to follow up on your letter of 2 April to Phil Hufton and Charles Horton and in particular the request for information about passenger compensation for delays on Southeastern services since 5 January 2015.

I want to start by pointing out that the impact on Southeastern passengers has been substantially less than that experienced by those travelling into the low level platforms at London Bridge. The major change for Southeastern took place from 12 January when the seven tracks between New Cross and London Bridge were reduced to four and platforms 4, 5 and 6 (those serving trains to/from Charing Cross) closed. This resulted in the most significant timetable change for five years and in the first week of the timetable our Public Performance Measure climbed to 91.1% overall. We had more than 170 agency staff on hand at stations to help passengers to understand and adjust to the service changes – this was in addition to the 100 extra permanent frontline staff we have employed since October 2014 to support our passengers.

Looking at the punctuality of trains actually at London Bridge station (rather than service terminus) for the reporting periods covering January, February and March the following performance has been achieved: Handed out a million leaflets.

Towards Cannon Street	Average for periods 1501 - 1509	Period 1511 04 Jan – 31 Jan	Period 1512 01 Feb – 28 Feb	Period 1513 01 March – 31 March
Right Time	46.0%	61.2%	62.8%	67.8%
PPM	82.4%	87.1%	83.7%	89.9%
CaSL	4.6%	4.0%	6.5%	3.1%
5 – 29 late	13.0%	9.0%	9.8%	7.0%
From Cannon Street				
Right Time	61.7%	65.6%	67.8%	73.1%
PPM	87.4%	89.9%	88.9%	93.2%
CaSL	3.9%	2.9%	3.4%	2.3%
5 – 29 late	8.7%	7.2%	7.7%	4.5%

Southeastern

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Note that trains shown in the Cancellations and Significant Lateness (CaSL) category include trains running 30 or more minutes late, trains that are cancelled throughout or trains that skip stop stations one or more stations for service recovery purposes.

This improved performance has been achieved running more trains than have ever operated on the lines to/from Cannon Street although we acknowledge that in the high peak hour (between 0800 and 0900) the station has operated for many years at its absolute maximum of 26 Trains Per Hour. We have maximised the amount of our trains in service in the peaks through changes to our working practices at our maintenance depots so we now have more trains in traffic than ever before.

That said, we are not complacent – we know we have more work to do in raising satisfaction levels amongst our passengers with the service we provide. In early March we moved some carriages away from less busy services to Charing Cross and made some Cannon Street trains longer to ease overcrowding; 14 peak services were lengthened and seven services make additional stops in response to passenger feedback. It was necessary to evaluate the way that passenger loading on individual services developed in the first weeks of the new timetable as it was difficult to predict how many would take advantage of the alternative ticket acceptance arrangements agreed between the DfT and TfL on buses and tubes.

With respect to Delay Repay Claims since 5 January to 26 April we processed 21,164 claims to the value of £146,193.67. We have received no claims for Enhanced Compensation over this period. Unfortunately as with the Southern and GTR data it is not possible to disaggregate the data to determine how much of this relates directly to issues associated with London Bridge.

Clearly many passengers have had to change their journey patterns in reaction to the new timetable and the reduced access at London Bridge. We have tried to do our best to manage this through the steps highlighted above. We have also recently provided visibility to our passengers about which trains have more capacity than others so that those who have flexibility may opt to travel on less busy trains. We are very grateful for the patience and understanding of our passengers and also very proud of the efforts that our staff have made to deliver a better service during this time.

Over the next three years we're investing more than £70 million as part of our franchise commitments and have recently spent more than £3 million of our own money over and above these commitments to deliver a number of passenger focused initiatives across the network. Southeastern is on target to make the improvements set out in our franchise agreement. In many areas we are ahead of schedule so passengers will see the benefits sooner than planned.

I hope that the above information is helpful and I look forward to meeting you on the 9th June.

Yours sincerely



David Statham
Managing Director