

GTR 2018 Timetable Consultation – Results (phase one)



Date issued: Monday 26 June 2017



Our consultation – setting new industry standards

<i>An industry first</i>	Earliest a train operator has gone out to consultation in advance of major change.
<i>Two –phased approach</i>	Phase one September to December 2016 detailing proposed structure, calling patterns and frequency <i>followed by</i> phase two launching late spring / early summer 2017 detailing full weekday and weekend timetables one year prior to start of the May and December 2018 for further comment.
<i>Consulted the consultation process</i>	We sought expert views from Transport Focus, London Travelwatch, Transport for London, Network Rail and select independent user group representatives to evaluate the process ensuring it would be fit for purpose. All suggestions were implemented prior to launch.
<i>Range of communication channels</i>	Good press coverage at the start and throughout, social media, station and on train announcements, posters and announcements at every station affected, stakeholder meetings, MP briefings, London Assembly briefings prior and during the process.
<i>Accessible</i>	Fully accessible to all. 89 hard copies, one large print copy, one braille copy distributed. Met with disability groups to explain the consultation and potential impact.
<i>Real and genuine</i>	Opportunity for stakeholders and passengers to shape their future train service. All feedback will be considered prior to finalising timetable structure however not all suggestions will be possible.
<i>Once in a generation timetable change</i>	Opportunity to have open and honest transparent conversations about what the train service should be in the future addressing weaknesses in the current timetable structure.



The logo for Great Northern, featuring the text 'Great Northern' in white, sans-serif font on a dark purple, rounded rectangular background.



The logo for ThamesLink, featuring the text 'ThamesLink' in a black, sans-serif font, with a pink diagonal slash at the end.

Consultation Demographics



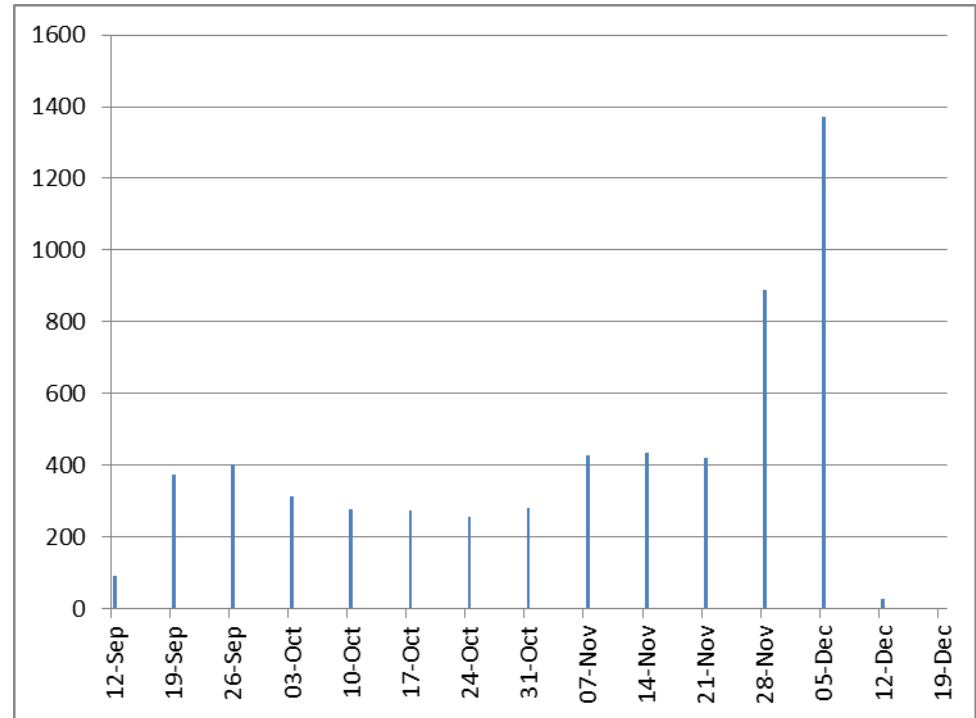
Consultation in numbers

- **5845** responses to our survey site (**94%** from individual passengers)
- Excellent response to the consultation with very strong constructive comments from a cross selection of business and leisure passengers
- Some comments and views affected by situation affecting performance on our networks
- The GTR Strategic Planning team have hosted **18** meet the manager and roadshow events across the network with approximately **2500** leaflets distributed at stations.
- We have met and attended **40** user group and council meetings to discuss proposals
- A number of petitions received including:
 - **2726** e-mails from Catford loop stations (supporting)
 - **3493** signatures from Hadley Wood (against)
 - **882** signatures from Grange Park (against)
- Responses received from **88%** of GTR served stations
- Combined total of **12,946** people have had a say in this process



Number of responses received during phase one consultation

- Phase one consultation period lasted for three months.
- The consultation was launched on our websites as a 'soft launch' on Thursday 15 September with 92 responses.
- The consultation was formally launched with press releases on Monday 19 September 2016 with 375 responses.
- Timetable roadshow and Meet the Manager events commenced during October and November.
- Noticeable uplift in responses from roadshow stations following the event in particular with Southeastern network stations.
- Over 40% of the total responses were made in the last two weeks with the biggest surge of 1,373 responses in the last four days.



* Manual entries for hard copy & emails entered after the close

5,845 responded to our dedicated survey site



Great Northern

SOUTHERN

ThamesLink/

Top 10 station responses

Position	Station	Number of replies
1	BALDOCK	649
2	KNEBWORTH	307
3	SEAFORD	222
4	HAYWARDS HEATH	187
5	PLUMPTON	179
6	COOKSBRIDGE	173
7	GRANGE PARK	172
8	ST NEOTS	151
9	WEST DULWICH	149
10	FOREST HILL	145

5,666 answered this question

- Top responses were clustered into areas where specific local concerns have been raised.
- Top response station was Baldock with 649 responses which linked with local media campaigns.
- Seaford generated specific responses in connection with proposals for London trains.
- Cooksbridge and Plumpton generated almost equal responses in relation to the potential new off peak service at Cooksbridge at the expense of some Plumpton calls.
- West Dulwich route stations also generated a high number of responses in connection with the confirmed loss of Thameslink train services after 2018. A number of responders would like the continuation of and increase of Thameslink services on this route.



Great Northern

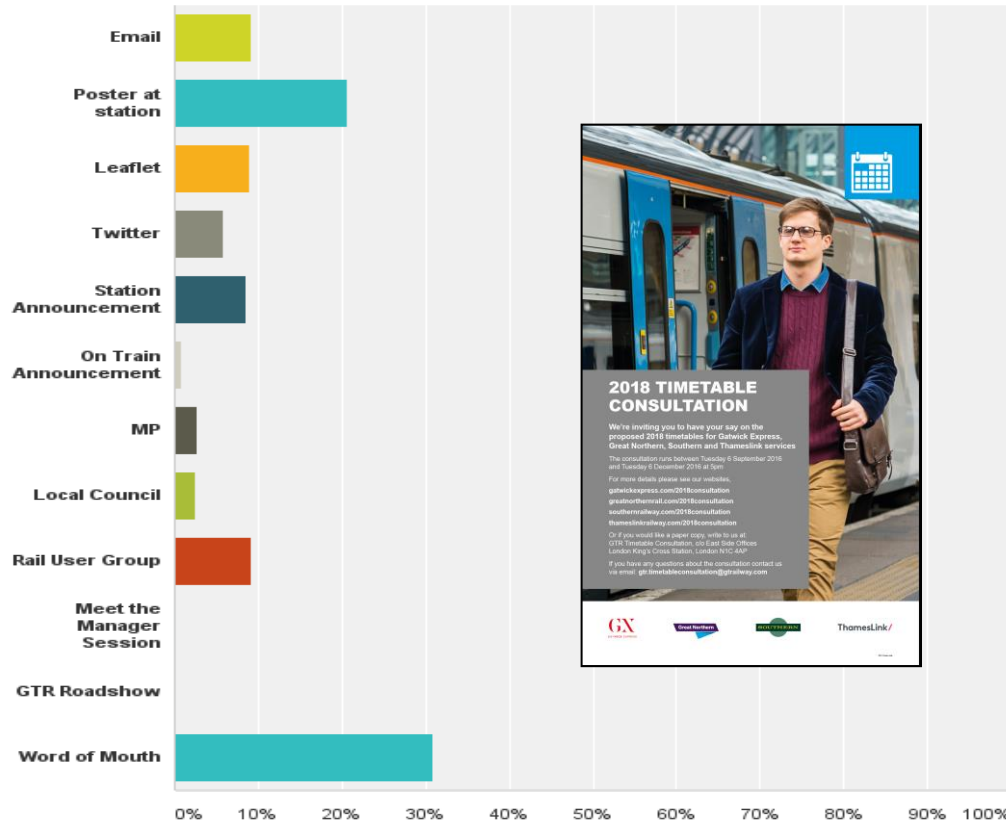
SOUTHERN

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Phase one consultation – first heard about it

Q12 How did you first hear about the consultation?

Answered: 5,404 Skipped: 441



- A range of methods were used to create awareness of our consultation. Extensive press coverage was given throughout including radio interviews.
- Posters were displayed at every GTR served station throughout the campaign. 21% first heard about it through this method.
- Station announcements were made at regular intervals inviting passengers to have their say. 9% first heard from this method.
- We e-mailed all registered GTR and Southeastern stakeholders, 8% first heard from this method.
- We have a number of active Rail User Groups throughout our Franchise, 9% heard about the consultation from their rail user group.
- Word of mouth was the most heard about method at 31%.
- The consultation was prominently displayed on our websites (including Southeastern) throughout the consultation period.

5,404 answered this question



Proposed train service levels consulted



Consulted train service pattern

Route	Trains per hour	Origin	Via	Destination	Days of Operation
TL1	2tph	Bedford (fast from St Albans City)	London Bridge	Brighton (fast via Gatwick Airport)	Daily
TL2	2tph	Bedford (fast from St Albans City)	London Bridge	Gatwick Airport (semi fast via Redhill)	Mon-Fri (peaks)
				Gatwick Airport (semi fast via Redhill)	Daily (not Mon-Fri peaks)
TL3	2tph	Bedford (fast from St Albans City)	London Bridge	East Grinstead	Mon-Fri (peaks)
TL4	2tph	Bedford (fast from St Albans City)	London Bridge	Littlehampton (via Hove)	Mon-Fri (peaks)
TL5	2tph	Peterborough (semi fast)	London Bridge	Horsham (semi fast via Redhill)	Mon-Fri (peaks)
				Horsham (semi fast via Redhill)	Daily (not Mon-Fri peaks)
TL6	2tph	Cambridge (semi-fast)	London Bridge	Brighton (fast via Gatwick Airport)	Daily
TL7	2tph	Cambridge (stopping)	London Bridge	Maidstone East	Mon-Sat
TL8	2tph	Welwyn GC (semi fast)	Elephant & Castle	Sevenoaks (via Catford Loop)	Mon-Fri (peaks)
		Blackfriars			Daily (not Mon-Fri peaks)
TL9	2tph	Luton (semi-fast)	Elephant & Castle	Orpington (via Catford Loop)	Mon-Fri (peaks)
		Kentish Town			Daily (not Mon-Fri peaks)
TL10	2tph	Luton (semi fast)	London Bridge	Rainham (via Greenwich)	Daily
TL11	2tph	St Albans City (stopping)	Elephant & Castle	Sutton <i>then</i> Wimbledon (via Streatham)	Daily
TL12	2tph	St Albans City (stopping)	Elephant & Castle	Wimbledon <i>then</i> Sutton (via Streatham)	Daily

Consulted train service pattern



Route	Trains per hour	Origin	Via	Destination	Days of Operation
SN1	2tph	London Victoria	Gatwick Airport	Brighton	Daily (not Mon-Fri peaks)
SN2	1tph	East Croydon	Clapham Junction	Milton Keynes Central	Daily
SN3.1	2tph	London Victoria	Crystal Palace	London Bridge	Mon-Sat
SN3.2	2tph	London Victoria	Crystal Palace	West Croydon	Mon-Fri (peak, eve) Sun
SN3.2A	2tph			Coulsdon Town	Mon-Sat (daytime)
SN3.3	2tph	London Victoria	Sutton	Epsom	Daily
SN3.4	2tph	London Victoria	Sutton	Dorking (2tph) Horsham (1tph)	Mon-Sat
SN3.5	4tph	London Victoria	Norbury	Sutton	Daily
SN3.6	2tph	London Bridge	Sutton	Epsom Guildford	Daily Mon-Fri (peaks)
SN3.7	2tph	London Bridge	Purley	Caterham and Tattenham Corner	Daily
SN3.8	2tph	London Bridge	Sydenham	West Croydon	Daily
SN3.9	2tph	London Bridge	Tulse Hill	Beckenham Jn	Daily
SN3.10	2tph	London Bridge	Tulse Hill	West Croydon	Mon-Sat (daytimes)
SN3.10A				Caterham	Mon-Fri (peak), Sun
SN3.11	2tph	London Blackfriars	Herne Hill	Wimbledon then Sutton	Mon-Fri (peaks)
SN3.12	2tph	London Bridge	Tulse Hill	Sutton then Wimbledon	Mon-Fri (peaks)

Consulted train service pattern



Route	Trains per hour	Origin	Via	Destination	Days of Operation
SN4.1	2tph	London Victoria	Oxted	East Grinstead	Daily
SN4.2	1tph (off peak) 2tph (peak)	London Bridge	Oxted	Uckfield	Daily
SN5.1	TBC	London Victoria	Redhill	Reigate	Daily
SN5.2	TBC	London Victoria	Redhill	Tonbridge	Daily
SN6.1	1tph	London Victoria	Horsham	Portsmouth Harbour	Daily
SN6.2	1tph	London Victoria	Horsham	Southampton Central	Mon-Sat
SN6.3	2tph	London Victoria	Horsham	Bognor Regis	Daily
SN6.3A	2 trains	London Bridge	Horsham	Bognor Regis	Mon-Fri (peaks)
SN6.4	2tph	London Victoria	Haywards Heath	Littlehampton	Daily
SN7.1	1tph	London Victoria	Haywards Heath	Eastbourne	Daily
SN7.1A	2 trains	London Bridge	Haywards Heath	Eastbourne	Mon-Fri (peaks)
SN7.2	1tph	London Victoria	Haywards Heath	Hastings	Daily



Consulted train service pattern



Route	Trains per hour	Origin	Via	Destination	Days of Operation
SN8.1	2tph	Brighton		Hove	Daily
SN8.2	2tph	Brighton	Worthing	West Worthing	Mon-Sat
SN8.3	1tph	Brighton	Worthing	Portsmouth Harbour	Daily
SN8.4	1tph	Brighton	Worthing	Southampton Central	Daily
SN8.5	1tph	Littlehampton	Barnham	Bognor Regis	Daily
SN8.6	1tph	Littlehampton	Barnham	Portsmouth & Southsea	Daily
SN9.1	2tph	Brighton		Lewes	Mon-Sat
SN9.2	2tph	Brighton	Lewes	Seaford	Daily
SN9.3	1tph	Brighton	Eastbourne	Hasting	Mon-Sat
SN9.4	1tph	Brighton	Hastings	Ashford International	Daily



ThamesLink/

Consulted train service pattern

Route	Trains per hour	Origin	Via	Destination	Days of Operation
GX1	2tph	London Victoria	Gatwick Airport	Brighton	Mon-Sat Sun (to Gatwick)
	2tph	London Victoria		Gatwick Airport	Daily

Timetable altered from May 2018 but with same frequency levels compared to current levels.



Consulted train service pattern



Route	Trains per hour	Origin	Via	Destination	Days of Operation
GN1	1tph	London Kings Cross	Cambridge	Kings Lynn	Daily
	1tph	London Kings Cross	Cambridge	Ely	Daily
GN2	2tph	London Kings Cross	Stevenage	Royston	Mon-Fri (peaks)
GN3	2tph	London Kings Cross	Stevenage	Peterborough	Mon-Fri (peaks)



ThamesLink/

Consulted train service pattern



Route	Trains per hour	Origin	Via	Destination	Days of Operation
GN4.1	2tph	Moorgate	Finsbury Park	Stevenage	Daily
GN4.2	4tph 6tph (high peak)			Hertford North	Daily
GN4.3	4tph			Gordon Hill	Mon-Fri (peaks)
GN5	4tph	Moorgate	Finsbury Park	Welwyn Garden City	Daily



Results indicator

The following slides contain raw data showing results with some initial analysis of specific comments and themes raised. Further work was undertaken to assess any underlying trends.

RAG	Range	Comment
Grey	Split vote or choice question	No overall majority. Comments raised will need to be understood and potential changes to plan required. Potential further localised stakeholder engagement required to overcome concerns. This also applies to choice questions
Red	0% – 44%	Proposal as consulted is not supported. Any changes would require changes to timetable structure to address the issues raised.
Amber	45% - 55%	Proposal as consulted is neither fully supported or rejected and requires further work. An understanding of the underlying trend is also required. Potential further localised stakeholder engagement required to overcome concerns.
Green	56% - 100%	Proposal as consulted is supported and timetable changes should be implemented. There would be no fundamental changes to timetable structure developed so far although care needed to ensure any proposition does not override any proposals not supported where such a service does not exist currently.

Proposition / Question	Result
<p>Support question: Increased off-peak train service for Elstree Q15.</p> <p>Do you support the proposed frequency increase for Thameslink services at Luton, Luton Airport Parkway, Harpenden, St Albans City, Radlett, Elstree & Borehamwood, Mill Hill Broadway and West Hampstead Thameslink with the introduction of a new semi fast service?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>	<p>1,628 responses</p> <p>76% (1,245) 24% (383)</p>
<p>Support question: New Thameslink service to Medway Towns Q16.</p> <p>Do you support the proposal for Thameslink services on the North Kent line serving Greenwich, Abbey Wood, Dartford and Medway Towns?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>	<p>1,217 responses</p> <p>63% (768) 37% (449)</p>
<p>Support question: Increased Thameslink service via Catford and new service to Orpington Q17.</p> <p>Do you support the proposed increase in frequency of Thameslink services on the Catford Loop line?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>	<p>1,385 responses (<i>also 2872 petition in support of proposals</i>)</p> <p>72% support (991) 28% against (394)</p>



Expanded and 'remapped' Thameslink network – proposals

Proposition / Question	Result
<p>Support question: New Thameslink service to Maidstone East via London Bridge Q18. Do you support the proposal for Thameslink Maidstone East services to operate via London Bridge instead of Elephant & Castle restoring train services previously withdrawn in 2009?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>	<p>1,199 responses</p> <p>71% (851) 29% (348)</p>
<p>Support question: Caterham and Tattenham Corner routes to remain part of Southern Metro Q19. On balance do you support the retention of Caterham and Tattenham Corner services as part of Southern South London Metro?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>	<p>1,174 responses</p> <p>79% (929) 21% (245)</p>



Proposition / Question	Result
<p>Support question: Sunday services on Mainline West Q34</p> <p>Do you support proposals to change Sunday services between London Victoria and the West Coastway, to enable faster journeys between London, Chichester and Portsmouth similar to weekdays?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>	<p>741 responses</p> <p>78% (581) 22% (160)</p>
<p>Choice question: Cooksbridge and Plumpton off peak calls Q35</p> <p><input type="checkbox"/> Do you support retaining the current hourly service at Plumpton? <input type="checkbox"/> Do you support reducing the current hourly service at Plumpton to two hourly to enable a two hourly service at Cooksbridge on Monday to Fridays, Saturdays and Sundays?</p>	<p>796 responses</p> <p>56% (447) 44% (349)</p>
<p>Support question: Improved journey times for Mainline East peak trains Q36</p> <p>Please provide feedback on this proposal to improve the overall journey times between London, Eastbourne, Bexhill and Hastings.</p> <p><input type="checkbox"/> I support this proposal <input type="checkbox"/> I don't support this proposal</p>	<p>799 responses</p> <p>70% (559) 30% (240)</p>



Southern Mainline proposals (3)

The Southern logo consists of the word "SOUTHERN" in a yellow, serif font, centered within a dark green horizontal bar. A green circle is partially visible behind the bar.

Proposition / Question	Result
<p>Choice question: Peak train services between London and Seaford Q37.</p> <p>In relation to trains between Lewes and Seaford, which option do you prefer?</p> <ul style="list-style-type: none"><input type="checkbox"/> Regular peak service between Brighton and Seaford with direct London to Seaford trains discontinued.<input type="checkbox"/> Continuation of direct London to Seaford peak trains with a gap of one hour between Brighton and Seaford	<p>668 responses</p> <p>40% (264)</p> <p>60% (404)</p>
<p>Support question: Options for train services between Hastings and Ore Q38</p> <p>Do you support the proposal to operate Southern Mainline services between London Victoria and Hastings only? If this proposal is supported these services would be replaced by an alternative Southeastern. train from London Charing Cross which would be extended to and from Ore.</p> <ul style="list-style-type: none"><input type="checkbox"/> Yes<input type="checkbox"/> No	<p>560 responses</p> <p>60% (337)</p> <p>40% (223)</p>



Proposals affecting trains services serving Redhill:

Frequent all-day, evenly spaced service of six trains per hour every 10 minutes is proposed between Redhill and London.

Four Thameslink trains per hour would be provided to London Bridge, London Blackfriars, City Thameslink, Farringdon, London St Pancras International and beyond to the north with a proposed consistent improved journey time of 31 minutes instead of 41 minutes making a similar journey today. The improved journey time would apply consistently throughout the day for all trains. To the south these trains would run to Gatwick Airport and Horsham (replacing the existing Southern trains between London Bridge and Horsham). The current Three Bridges to Bedford train is proposed to operate between Gatwick Airport and Bedford only no longer serving Three Bridges but will run for longer periods during the day.

Two Southern trains per hour would continue to be provided to London Victoria originating from Reigate and Tonbridge (during off peak periods). It is proposed that these trains would call at Merstham, Coulsdon South, Purley, East Croydon, Clapham Junction and London Victoria. Under these proposal passengers travelling from Redhill to London Victoria will see the journey time increased from 30 to 39 minutes during off peak periods when compared with a similar journey today due to the additional stops. However there will be faster journey times on all four Thameslink trains to and from London Bridge which will also connect with Crossrail services at Farringdon. These trains will have a typical journey time of 31 minutes between Redhill and London Bridge.

The majority of Thameslink and Southern trains during peak times would be formed of 12 carriages giving much increased capacity.

Since the rebuilding works began at London Bridge, a number of trains between Redhill and London Bridge have been re-routed to serve other London terminals or withdrawn because there were fewer tracks into the station. From 2018, these trains will be reinstated. The train frequency shown in the station by station comparison chart compares the 2018 trains figure for Redhill with the current figure (2016) for consistency with other stations. However, it is recognised this presents a bigger improvement than would otherwise be seen if compared with the 2012 figures for before the London Bridge works began. The 2012 figures have therefore been included in the comparison chart as a note.

Proposals affecting train services serving Merstham and Coulsdon South:

During Monday to Friday peak periods six trains per hour will be provided consistently, four of which will be Thameslink trains to London Bridge, London Blackfriars, City Thameslink, Farringdon, London St Pancras International and stations to Bedford or Peterborough and two of which will be two Southern trains to London Victoria.

During Monday to Saturday off peak periods we propose a new half hourly direct train service between Merstham, Coulsdon South, Purley and London Victoria. This would restore direct local links with Reigate and Tonbridge which were removed in December 2015 and would provide these stations with direct off peak trains to and from London Victoria re-instating services removed in 2000.

These proposed changes mean that Merstham and Coulsdon South will receive four off peak services as currently but will consist of two Southern trains to London Victoria and two Thameslink trains to East Croydon, London Bridge, London Blackfriars, City Thameslink, Farringdon, London St Pancras International and beyond to Peterborough. We also propose to reduce the journey time to London Bridge. During Monday to Saturday daytimes we propose to reduce the journey time of trains towards London Bridge by up to ten minutes. To achieve this, passengers travelling between Merstham or Coulsdon South and Norwood Junction will be required to change trains at East Croydon. Direct Monday to Friday peak journey opportunities will still be available.

Proposals affecting train services serving Horley, Salfords and Earlswood

We are proposing to make some changes to services calling at Horley, Salfords and Earlswood.

Southern trains between Horsham and London Bridge currently serve these stations. From 2018 these services will transfer to Thameslink and be extended beyond London Bridge to London Blackfriars, City Thameslink, Farringdon, London St Pancras International and beyond to Peterborough.

During Monday to Friday peak periods, the proposed Horsham to Peterborough and Gatwick Airport to Bedford Thameslink trains are proposed to call at Horley, Salfords and Earlswood to provide four trains per hour. These will be supplemented by some Southern services to and from London Victoria. Further details will be available during phase two of the consultation.

During Monday to Saturday daytimes we propose to reduce the journey time of trains towards London Bridge by up to eight minutes. To achieve this, trains from Horley, Salfords and Earlswood would no longer serve Merstham, Coulsdon South or New Cross Gate and be served by alternative Gatwick Airport to Bedford Thameslink trains. This would reduce the journey time to and from London Bridge but would mean passengers travelling from Horley, Salfords or Earlswood to Merstham, Coulsdon South or beyond Gatwick Airport to and from Horsham would need to change trains. Connection times in this scenario would be typically between 7-10 minutes if changing at Redhill for Merstham or Coulsdon South or 8-15 minutes if changing at Gatwick Airport for stations to or from Horsham. The range of times depends on the direction of travel.

Horley will also be served by an hourly Monday to Saturday daytime service to and from London Victoria.



Redhill / Reigate / Tonbridge area proposals (1)

The Southern logo consists of the word "SOUTHERN" in yellow, uppercase letters on a dark green rectangular background. This background is partially overlaid by a green circle.

Proposals affecting train services at Purley

We propose that Purley will be served by Thameslink trains two times per hour throughout the day providing fast direct links with London Bridge, Blackfriars, City Thameslink, Farringdon, London St Pancras International and stations to Bedford.

We also propose to introduce a new half hourly direct all day fast train service between Purley and London Victoria calling at East Croydon, Clapham Junction and London Victoria.

These trains will connect with Southern Metro trains to and from Caterham and Tattenham Corner.

The Great Northern logo, featuring the words "Great Northern" in white, sans-serif font on a dark purple, trapezoidal background.The Southern logo, featuring the word "SOUTHERN" in yellow, uppercase letters on a dark green rectangular background.The ThamesLink logo, featuring the word "ThamesLink" in a black, sans-serif font, with a red diagonal slash at the end.

Redhill / Reigate / Tonbridge area proposals (1)



Proposition / Question	Result
<p>Support question: Proposals for Redhill Q39 Do you support the proposals for Redhill?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>	<p>580 responses</p> <p>52% (300) 48% (280)</p>
<p>Support question: Proposals for Merstham and Coulsdon South Q40 Do you support the proposals for Merstham and Coulsdon South?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>	<p>442 responses</p> <p>63% (280) 37% (162)</p>
<p>Support question: Proposals for Horley, Salfords and Earlswood Q41 Do you support the proposals for Horley, Salfords and Earlswood.</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>	<p>484 responses</p> <p>48% (232) 52% (252)</p>
<p>Support question: Proposals for Purley Q42 Do you support the proposals for Purley?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>	<p>398 responses</p> <p>59% (235) 41% (163)</p>

Redhill / Reigate / Tonbridge area proposals (2)



Proposition / Question	Result
<p>Choice question: Reigate Q44 Which option do you support?</p> <ul style="list-style-type: none"> <input type="checkbox"/> Regular shuttle (up to six trains per hour when combined with Great Western Railway) connecting with regular Thameslink and Southern trains to and from London. <input type="checkbox"/> Direct peak services to London Victoria at half hourly intervals joining with other carriages at Redhill (passengers for London Bridge would be required to change at Redhill or East Croydon). 	<p>562 responses</p> <p>60% (338)</p> <p>40% (224)</p>
<p>Choice question: Evening and Sunday services serving Redhill, Tonbridge and Reigate Q47 Which option do you support?</p> <ul style="list-style-type: none"> <input type="checkbox"/> Revising evening and Sunday services to be consistent with the proposed Monday to Saturday daytime frequency which would include direct trains between London Victoria, Reigate and Tonbridge <input type="checkbox"/> Retain the current evening and Sunday train frequency with direct trains to Bognor Regis (evenings and Sundays) and Brighton on Sundays Only. Trains to Reigate and Tonbridge would be provided as shuttle trains starting from and terminating at Redhill. 	<p>493 responses</p> <p>68% (337)</p> <p>32% (156)</p>



Coastway East proposals

The Southern logo consists of the word "SOUTHERN" in a yellow, serif font, centered within a dark green horizontal bar. A larger, semi-transparent green circle is positioned behind the bar, partially overlapping the top and bottom edges.

Proposals for increased train services between Brighton and Lewes

We are aware of significant growth to and from Falmer in connection with the Universities which have increased the number of students attending and people travelling to the AMEX Stadium which opened in 2011 for a range of events. In light of these developments we propose an increase in train service to address this. Our proposals include a more frequent train service between Brighton and Lewes with an increase from five to six trains per hour. An additional Brighton to Lewes train would be introduced calling at all stations.

These proposals would mean that passengers travelling between Brighton, Lewes, Eastbourne and Hastings would have an improved journey time as these trains would no longer serve London Road (Brighton) or Moulsecoomb. London Road (Brighton and Moulsecoomb stations would continue to be served four times per hour by Lewes and Seaford trains. Under these proposals, Falmer could be served by up to six trains per hour subject to the consultation responses affecting the Brighton to Ashford International services.

Proposals affecting train services between Brighton and Seaford

Train services between Brighton and Seaford will continue to provide a consistent half hourly train service throughout the day.

Specifically for Southease we propose later trains on all days of the week to serve a local youth hostel and help improve the popularity of this local facility.

Proposals for faster journeys between Brighton, Lewes, Eastbourne, Hastings and Ore

Subject to proposals being supported for an increase in train services between Brighton and Lewes, we are proposing to reduce the journey time of trains between Brighton, Lewes, Eastbourne, Bexhill and Hastings by up to three minutes. To achieve this, train services between Brighton and Ore would no longer serve London Road (Brighton) or Moulsecoomb. This would enable slightly quicker journey times for the majority of passengers. Passengers travelling from London Road (Brighton) and Moulsecoomb beyond Lewes would be required to change trains. A typical connection time of between 7 and 10 minutes is proposed.



Coastway East proposals



Proposition / Question	Result
<p>Support question: Proposals for increased train services between Brighton and Lewes Q49 Do you support this proposal? <input type="checkbox"/> Yes <input type="checkbox"/> No</p>	<p>300 responses</p> <p>61% (182) 39% (118)</p>
<p>Support question: Proposals affecting trains services between Brighton and Seaford Q50 Do you support this proposal? <input type="checkbox"/> Yes <input type="checkbox"/> No</p>	<p>242 responses</p> <p>61% (147) 39% (95)</p>
<p>Support question: Proposals for faster journeys between Brighton, Lewes, Eastbourne, Hastings and Ore Q51 Do you support this proposal? <input type="checkbox"/> Yes <input type="checkbox"/> No</p>	<p>254 responses</p> <p>54% (138) 46% (116)</p>



Brighton to Ashford International proposals



Proposition / Question	Result	
<p>Choice question: Proposals to address significant crowding issues on trains between Brighton and Ashford International</p> <p>Q52</p> <p>Which option do you support?</p> <ul style="list-style-type: none"> <input type="checkbox"/> Operate longer electric trains between Brighton and Eastbourne with connections to and from a two carriage diesel train between Eastbourne and Ashford International. <input type="checkbox"/> Operate longer electric trains between Brighton and Hastings with connections to and from a two carriage diesel train between Hastings and Ashford International. <input type="checkbox"/> Continue to operate through trains between Brighton and Ashford International with the understanding that current capacity issues on the route are unlikely to be addressed in the short and medium term. 	<p>510 responses</p> <p>Support split train: 71% (362)</p>	<p>Of which:</p> <p>49% (176)</p> <p>51% (186)</p>
	<p>Retain through train: 29% (148)</p>	



South London Metro Proposals (1)

Proposition / Question

Result

Support question: Proposals for new all day train service between Epsom and London Bridge and improved frequency between London Victoria and Epsom Downs with subsequent changes to Streatham Hill to Sutton trains

Q54

We propose to introduce a new all day direct train service between Epsom, Sutton, West Croydon and London Bridge, increase the train frequency between Sutton and Epsom Downs (from 1tph to 2tph) and continue four trains per hour between Sutton, West Croydon, Norbury and London Victoria. To enable this we will need to remove the current direct train services between Sutton, West Croydon, Crystal Palace and Streatham Hill to enable these improvements. Do you support this?

- Yes
- No

578 responses

52% (298)
48% (280)

Support question: Proposals to reduce daytime frequency between Victoria and Selhurst

Q55

Do you support the proposal to improve overall performance of the network by reducing the number of Monday to Friday and Saturday daytime trains between London Victoria and Selhurst via Norbury from 6tph (every 10 minutes) to 4tph (every 15 minutes)?

- Yes
- No

515 responses

56% (286)
44% (229)

South London Metro Proposals (2)

The logo for Southern, featuring the word "SOUTHERN" in yellow capital letters on a dark green rectangular background, with a green circle partially overlapping the top right corner.

Proposition / Question

Result

Support question: Proposals for new all day train service between Epsom and London Bridge and improved frequency between London Victoria and Epsom Downs with subsequent changes to Streatham Hill to Sutton trains

Q58

Are you in favour of Monday to Friday and Saturday daytime train services between Streatham Hill, Crystal Palace and Norwood Junction serving East Croydon, Purley and Coulsdon Town instead of West Croydon?

- Yes
- No

613 responses

61% (376)
39% (237)



ThamesLink/

South London Metro Proposals (3)

The logo for Southern, featuring the word "SOUTHERN" in yellow capital letters on a dark green rectangular background, which is partially overlaid by a green circle.

Proposition / Question	Result
<p>Support question: Proposals for faster trains between Caterham and London Bridge Q59 Are you in favour of introducing a faster all day service between Caterham and London Bridge instead of a stopping service via Sydenham?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>	<p>767 responses</p> <p>38% (293) 62% (474)</p>
<p>Support question: Proposals for faster trains between Caterham and London Bridge Q60 Do you support the diversion of stopping trains between New Cross Gate and Norwood Junction via Sydenham from East Croydon to West Croydon?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>	<p>716 responses</p> <p>26% (183) 74% (533)</p>
<p>Support question: Proposals for faster trains between Caterham and London Bridge Q61 Do you support the diversion of stopping trains between London Bridge and Selhurst via Peckham Rye, Tulse Hill and Norbury from West Croydon to East Croydon, Purley and Caterham instead?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>	<p>607 responses</p> <p>41% (251) 59% (356)</p>

West London Line

The Southern logo consists of the word "SOUTHERN" in yellow capital letters on a dark green rectangular background, with a green circle partially overlapping the top right corner.

Proposition / Question

Result

Choice question: Proposals affecting peak West London Line services at East Croydon

Q63

Which proposal do you support?

- Extend services to or from Purley or Coulsdon Town
- No longer operate beyond Selhurst
- The proposed change does not affect me

544 responses

40% (221)

6% (31)

54% (292)



ThamesLink/

Great Northern Mainline Proposals

Proposition / Question	Result
<p>Support question: Proposals for Great Northern Mainline enhancements Q76</p> <p>Do you support the proposed frequency improvements throughout the Great Northern Mainline routes?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>	<p>918 responses</p> <p>62% (572) 38% (346)</p>
<p>Support question: Proposed changes to train destinations Q77</p> <p>Do you support the proposed changes which will see Knebworth, Welwyn North, Welwyn Garden City, Hatfield and Potters Bar served by half hourly trains to and from Cambridge instead of hourly trains to both Cambridge and Peterborough?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>	<p>973 responses</p> <p>53% (513) 47% (460)</p>

Great Northern Metro Proposals



Great Northern

Proposition / Question

Result

Support question: Proposals for Great Northern Metro enhancements

Q78

Do you support the proposed frequency improvements throughout the Great Northern Metro routes and proposed changes to some calling patterns?

Yes

No


876 responses

47% (414)

53% (462)



Great Northern



SOUTHERN



ThamesLink/

Great Northern Metro – Peak services to Harringay and Hornsey

Proposition / Question	Result
<p>Support question: Proposed changes to train destinations</p> <p>Q79 These proposals would remove the direct service between the Welwyn Garden City route and Harringay and Hornsey during Monday to Friday peak times only. Passengers wishing to travel between Welwyn Garden City and Harringay or Hornsey during peak times would be required to change trains at Alexandra Palace for frequent connecting trains. How often do you travel from stations between Welwyn Garden City and Harringay and Hornsey?</p> <ul style="list-style-type: none"> <input type="checkbox"/> Never <input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input type="checkbox"/> Monthly <input type="checkbox"/> Couple of times per year <p>Q80 In relation to Q79, how inconvenienced would you be if a change of train was required?</p> <ul style="list-style-type: none"> <input type="checkbox"/> Not at all <input type="checkbox"/> Slightly <input type="checkbox"/> Significantly 	<p>916 responses</p> <p>73% (666) 8% (74) 3% (31) 4% (37) 12% (108)</p> <p>467 responses</p> <p>62% (467) 15% (116) 23% (177)</p>

Great Northern Metro – Stevenage turnback

Proposition / Question	Result
<p>Support question: Proposals for Great Northern Metro enhancements Q81</p> <p>In light of these developments, on balance do you agree that curtailing the Moorgate to Stevenage services at Watton-at-Stone from May 2018 until further notice to protect proposed frequency increases on the Hertford North, Cambridge and Peterborough routes is the right approach?</p> <p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p>	<p>779 responses</p> <p>50% (391)</p> <p>50% (388)</p>

Our Recommendations



Our recommendations

Implement	Proposition
Yes	New all-day Thameslink service to Medway Towns via Greenwich and Dartford
Yes	New all-day semi fast service between Luton and London increasing frequency for Radlett, Elstree & Borehamwood, Mill Hill Broadway from 4tph to 6tph. This also facilitates the new station development at Brent Cross scheduled to open in 2021
Yes	Doubling of Thameslink frequency on Catford Loop from 2tph to 4tph
Yes	New all-day Thameslink services to Maidstone East via London Bridge
Yes	Caterham and Tattenham Corner to remain part of Southern South London Metro



Our recommendations

Implement	Proposition
Yes	Revision to Sunday services on Southern Mainline West route
No	Reduce off peak calls at Plumpton and introduce calls at Cooksbridge. <i>Service will remain as is.</i>
Yes	Improved journey times for peak Mainline East services by reducing peak stops at Glynde and Berwick
No	Removal of direct peak services between London and Seaford <i>Direct trains continue to be provided dividing at Lewes There is also the opportunity to run trains to Newhaven Town to provide additional capacity for some of the route.</i>
Yes	Reduced peak services between Brighton and Seaford
No	Trains between London Victoria and Ore terminate at Hastings <i>Proposal no longer required. Services will continue to Ore</i>
Yes	Proposals for Redhill
Yes	Proposals for Merstham, Coulsdon South and Purley
Yes	Proposals for Horley, Salfords and Earlswood during off peak periods
No	Proposals for Horley, Salfords and Earlswood during peak periods <i>London Victoria services will continue.</i>
Yes	Direct train services between Reigate and London Victoria attaching at Redhill
No	Shuttle train services between Redhill and Reigate

Emerging recommendations



Implement	Proposition
Yes	New all day train service between Epsom and London Bridge
Yes	Increased daytime frequency between Sutton and Epsom Downs (from 1tph to 2tph)
Yes	Reduced off peak frequency between London Victoria and Selhurst (every 15 minutes)
Yes	Proposals for faster trains between Caterham and London Bridge
Instead	<p>Diversion of stopping trains between London Bridge and Norwood Junction to West Croydon instead of East Croydon</p> <p><i>Alternative: off peak services diverted to serve East Croydon, Purley and Coulsdon Town</i></p>
Instead	<p>Streatham Hill and Crystal Palace trains diverted to serve East Croydon</p> <p><i>Alternative: trains will continue to serve West Croydon allowing Sydenham line trains to continue to serve East Croydon</i></p>
Yes	<p>Trains between London Bridge and West Croydon via Tulse Hill diverted to serve East Croydon, Purley and Caterham</p> <p><i>Although proposal is not supported this service will provide the local link between Selhurst and East Croydon and is the worst performing Metro route.</i></p>

Emerging recommendations – Brighton <> Ashford

Implement	Proposition
Hastings	Options for trains services between Brighton and Ashford International <ul style="list-style-type: none"><input type="checkbox"/> Eastbourne (Brighton <> Eastbourne & Eastbourne <> Ashford International)<input type="checkbox"/> Hastings (Brighton <> Hastings & Hastings <> Ashford International)<input type="checkbox"/> Continue with through service (Brighton <> Ashford International)<input type="checkbox"/> Other (as suggested by respondents)

GTR recommends that the current Brighton to Ashford International service is split at Hastings from May 2018. Recognising that there are strong views to retain a through service, the survey has indicated that 71% of respondents support a split of service with Hastings option taking a marginal lead.

With the Hastings option a number of longstanding requests can be accommodated such as:

- Increased capacity where needed most
- Better connections
- Ability to deal with summer Saturday, Sunday and event crowding throughout the route
- Better spread of trains

This will allow diesel units to be deployed elsewhere.

Later evening service from Ashford requested and being looked into.



Emerging recommendations

Implement	Proposition
Yes	Great Northern frequency enhancements from Thameslink Programme to Peterborough (faster semi-fast services) and doubling of Cambridge (semi – fast and stopping services)
Yes	Knebworth, Welwyn North, Welwyn Garden City, Hatfield and Potters Bar stations served by Cambridge trains instead of mixed Cambridge and Peterborough trains
Yes	Great Northern Metro frequency improvements throughout the day on Welwyn Garden City and Hertford North routes
Yes	Peak trains services between Welwyn Garden City and Moorgate will no longer serve Haringay or Hornsey stations
Yes	Replacement bus service between Hertford North and Stevenage <i>No other option exists to provide wider benefits until the platform is built. Train services will continue to run from Watton-at-Stone to Moorgate.</i>



Emerging recommendations – station specific

Implement	Other specific issues raised during consultation:
Yes	Hadley Wood – 2 tph proposed for off peak. Huge level of response from local user for 4tph frequency off peak periods. Initial analysis indicated this can be accommodated without compromising the plan. Passenger demand will be reviewed regularly.
Yes	Grange Park – requests for 6tph in high peak period.
Yes	Baldock – requests for semi-fast services to call. In light of significant housing growth in the area picked up by engaging with local council during the process, we have reviewed the calling pattern of route TL6 Cambridge to Brighton to include half hourly stops in the off peak periods.
No	Welham Green and Brookmans Park – requests for 4tph throughout the day instead of 2tph consulted and 3tph off peak Weekday service offered today. These stations have low passenger footfall and an increase of service would not be justified at these stations. 4tph level of service is offered during the peak periods.
Yes	Haywards Heath – removal of Gatwick Express stops. We have reviewed this and in light of strong opposition to plans, we have reinstated Gatwick Express calls twice per hour (instead of four per hour today) and rebalance Southern calls to protect integrity of the timetable.

