

# SRA

STRATEGIC RAIL AUTHORITY

## **Integrated Kent Franchise Stakeholder Briefing Document**



**January 2005**

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## Foreword

I am pleased to confirm that the various stages of consultation on the Integrated Kent Franchise service specification have now been completed. A revised Integrated Kent Franchise Invitation to Tender (ITT) has now been issued to bidders, taking into account the feedback received throughout the consultation process.

This marks the commencement of the bidding stage of the franchise, building on the recent announcement by Secretary of State for Transport Alistair Darling that Hitachi is the preferred manufacturer to build new high speed trains to operate within the franchise.

This Stakeholder Briefing Document is provided to ensure that an informed dialogue can be held as required between the four bidders for the Integrated Kent Franchise and stakeholders.

A handwritten signature in black ink, appearing to read 'David Quarmby', with a stylized flourish at the end.

**David Quarmby**  
**Chairman**  
**January 2005**

## Summary

The Integrated Kent Franchise (IKF) represents a significant milestone in the development of Britain's railway network. Section 2 of the Channel Tunnel Rail Link (CTRL) is due to open in 2007, providing faster journey times and opening up new opportunities for travel. The substantial benefits that this will provide are key to unlocking the potential of the rail network in the South East. For example, it will be possible to travel from Ashford to London significantly faster than today, and journey times from Ebbsfleet near Gravesend will be timetabled at roundly 15 minutes.

The Thames Gateway region, running from East London along the Thames estuary to the Isle of Sheppey and Southend, has been identified by the Office of the Deputy Prime Minister (ODPM) as a principal area for social and economic regeneration. The Deputy Prime Minister has announced significant investment aimed at achieving those objectives. He also pointed out that building sustainable communities means ensuring transport links are in place. The new CTRL stations at Ebbsfleet and Stratford and the CTRL Domestic Services (CTRL DS) will assist regeneration of the region and provide new access to the existing rail network.

Following the termination of the Connex South Eastern franchise on the 9 November 2003 the SRA's subsidiary, South Eastern Trains (SET), has run services on the classic network across the region. The SRA's priorities for the South East rail network were, and are, to ensure a safe, reliable railway and to meet the demand for rail travel within the resources available to the industry as a whole. The first call on funding for the region has been targeted towards safety and regulatory requirements, including the completion of the replacement of 'Mark 1' slam door trains. The decision to proceed with CTRL DS allows the integration of the classic network with new high-speed services operating over the CTRL.

The Strategic Rail Authority (SRA) is aware of the aspirations of regional and local authorities in relation to redevelopment and inward investment. It is essential, therefore, that in the design of new railway services, such as that arising from the completion of the CTRL, full account is taken of plans for future land use and economic activity. The development of a new franchise that can not only provide services on the existing network, but also offer new domestic links between Kent and London on the CTRL, can only be viewed as a major advance in service provision for the whole of the region.

The SRA has consulted with stakeholders as it developed the specification for the franchise as part of an ongoing process that has ensured full participation in providing passenger rail services fit for the 21st century. The SRA proposed a detailed service proposition in its stakeholder consultation document of February 2004, following two previous consultation processes. It has used the feedback from this latest process to further optimize the overall provision of train services in the region.

The Invitation to Tender (ITT) issued to Bidders in January 2005 contains service specifications that not only address many of the concerns raised by stakeholders, but also enables the delivery of new fast services alongside a reshaped existing network of services that will be both affordable and effective for the travelling community in Kent.

# 1. Introduction

## 1.1 Purpose of the Stakeholder Briefing Document

This Stakeholder Briefing Document issued by the SRA sets out the commercial context and key issues which Bidders are being asked to consider in preparing their tender submissions for the Integrated Kent Franchise (IKF). It takes into account submissions and comments received from stakeholders, and other responses, following the issue of the consultation document in February 2004 and previously published documents as part of the process that began with the initial Channel Tunnel Rail Link – Domestic Services (CTRL DS) consultation in 2003.

The Invitation to Tender (ITT) document produced for Bidders sets out:

- The IKF proposition for which the SRA is seeking bids;
- How Bidders should complete their bids;
- How the competitive bid process will work; and
- How the SRA will reach a decision.

The SRA's aim is for the new IKF franchisee to start operating services and stations on the South Eastern network transferred to it from South Eastern Trains (SET, previously Connex South Eastern) with effect from December 2005. To achieve this, it seeks to conclude the terms of, and sign, the Franchise Agreement by the end of October 2005. At the appropriate time during the franchise term, the SRA seeks the introduction of the new rolling stock fleet required for the operation of CTRL DS and a smooth transition to the full IKF service specification.

## 1.2 Integrated Kent Franchise term

The SRA intends to let the IKF for an extendable six year term. A performance related clause provides for automatic continuation for a further two years on the sixth anniversary of the franchise start date. It is also recognised that should key events, such as delivery of the CTRL DS rolling stock and/or the CTRL infrastructure be delayed, the term of the franchise may need to be extended by up to two years.

## 1.3 Franchising timetable and process

The programme for appointing the IKF franchisee comprises five stages. The first stage, Consultation and Timetable Development, has now ended. The ITT takes into account feedback from the stakeholder consultations held between February and April 2004, and reflects detailed timetable development work undertaken since then.

The remaining four stages – Bid Preparation; Bid Evaluation and Negotiations; Approvals and Contract Award; and Mobilisation – together with their indicative timings are summarised in the table below.

The SRA seeks the mobilisation of the new IKF immediately following the finalisation of the Franchise Agreement, with the successful IKF Bidder assuming responsibility for the operation of existing SET services with effect from December 2005. Accordingly, Bidders will be required to consider, and where appropriate undertake, any preparatory work that should be carried out in advance of the execution of the Franchise Agreement to facilitate the commencement of services on the required date.

The SRA has still to finalise the CTRL DS rolling stock and depot contracts. It expects they will be signed in early 2005. When finalised, they will be made available to the Bidders together with any other outstanding information. At that point Bidders will have 60 days to complete and return their franchise bids to the SRA.

The SRA has reserved the right to alter or terminate this process and timetable at its sole discretion. Bidders will be informed of any such changes. The anticipated timings are:

Stage	Description	Party Responsible	Indicative Date <sup>1</sup>
<b>Bid Preparation</b>	Issue ITT, SLC1, SLC2, Franchise Agreement and other documents required for bidding purposes.	SRA	January 2005
	Preparation of bids.	Bidders	January 2005 – April 2005
	Submission of bids.	Bidders	April 2005
<b>Bid Evaluation and negotiation of bids</b>	Evaluation of bids.	SRA	April – June 2005
	Bid refinement, negotiation and agreement to principal terms and conditions precedent.	SRA and Bidder(s)	July – August 2005
<b>Approvals and Contract award</b>	Document finalisation; SRA Board and Secretary of State approval; and Franchise Agreement signature.	SRA and preferred Bidder(s)	August – October 2005
<b>Mobilisation</b>	Prepare for transfer of operations.	Successful Bidder	November – December 2005

## 1.4 Competition and the Office of Fair Trading

In the event that the award of this rail franchise creates a merger that may be considered by the Office of Fair Trading (OFT) as inappropriate it may possibly be referred to the Competition Commission for further investigation. An investigation may result in the prohibition of the acquisition of the Franchise, or divestment strategies or undertakings being required to remedy any competition detriment identified. Alternatively, depending on the turnover of the Bidder, a notification to the European Commission of a qualifying merger may be necessary.

<sup>1</sup> Assumes finalisation of CTRL DS rolling stock and depot contracts by 28 February 2005.

The SRA does not expect to delay selection of a Preferred Bidder if inquiries by the OFT and/or the Competition Commission or the European Commission are not complete.

Bidders have been advised that they will be at full risk for implementing any requirements mandated by the OFT, the Competition Commission or the European Commission.

If any Bidder is advised by the OFT, the Competition Commission or the European Commission that the award of the Franchise would be subject to any prohibitions, divestments of interests or undertakings which, in the view of the SRA, would prejudice the Franchise, or any other franchise, the SRA has reserved the right to disqualify the Bidder from the Franchise re-letting process.



## 2. Context

### 2.1 The SRA's overall strategic objectives and franchising policy objectives

The SRA's Franchising Policy Statement published in November 2002, confirmed that its objectives in the re-letting of franchises are to:

- Deliver a safe, more reliable service of consistently high quality for rail passengers;
- Provide clarity of service specification so that industry partners work together for passengers;
- Deliver value for money for passengers and taxpayers; and
- Secure accountable, viable operators who are passionate about delivering for their customers.

In January 2003, the SRA published its second Strategic Plan setting out its strategy for achieving the targets set by HM Government in their 10 Year Plan For Transport and the SRA's vision for a railway fit for the 21st century. The SRA has made central to its aim the requirement to reduce total industry costs in achieving delivery of the Strategic Plan. The Franchising Policy Statement emphasises its wish to inject new impetus into industry performance and operator efficiency.

These overall objectives underpin the strategy for the development of the IKF. Further, the SRA has undertaken to ensure that the process has been open and transparent within the commercial constraints, whilst ever mindful of the need for the affordability issues regarding rail service provision to be recognised throughout the process.

The SRA's Franchising Policy Statement and Strategic Plan can be found on [www.sra.gov.uk](http://www.sra.gov.uk)

### 2.2 The Rail Industry Review

On 15 July 2004, the Secretary of State for Transport, Alistair Darling, published a White Paper on 'The Future of Rail'. The White Paper sets out a revised structure for the Rail Industry. In relation to passenger rail franchises the White Paper proposes the following:

- Franchised Train Operating Companies (TOCs) will remain responsible for providing passenger services. TOCs will continue to sell tickets and retain fares revenue, so they will still be incentivised to increase passenger numbers on the train services they run whilst keeping their costs down, prevent fare evasion and improve customer service. But there will be fewer passenger franchises, more closely aligned with Network Rail's regional structure to make joint working easier;



- The Train Operating Companies will work with Network Rail to provide a commercial input into timetable setting. However, once the timetable has been defined, they will not be able to add to congestion on the network and drive up Network Rail's costs by running additional services – which can sometimes take revenue from other operators without serving passengers' needs. Extra services will only be allowed where the benefits are not outweighed by the effect they would have on costs or performance, and will be subject to the agreement of the Office of Rail Regulation (ORR). The ORR or other body may also have a mutually binding arbiter role where franchise contracts need to be changed because of alterations to the Government's specification of the outputs that Network Rail is to deliver;
- The penalty regime between the train companies and Network Rail, which has not delivered improved performance, will be simplified to reduce bureaucracy whilst still ensuring train companies are compensated in the event of underperformance from Network Rail. Train companies need protection against serious or sustained poor performance by Network Rail. However, the current system under which Network Rail and the train companies compensate each other for every minute of delay will be reformed;
- The contracts will include provisions on train and crew availability, which are by far the largest factors in delays attributed to train companies, and are clearly within their control. If companies fail to deliver in these areas, the contracts will specify clearly the actions that can be taken. Greater simplicity in the penalty regime will mean that there is less room for argument over failure;
- The Franchise Agreement will therefore change, as will the bidding process. Train companies will bid to operate a defined timetable, and their bids will be judged not only on price, but also on performance, commitments to improve train and crew reliability and operational viability;
- At a local level, the train companies and Network Rail will have clear and reciprocal obligations to one another. These may be set out in local agreements, which are aligned with the parties' arrangements with Government and backed up by the Network Code. These agreements would include specific remedial actions for each party should they fail to meet their responsibilities; and
- Train company contracts will also ensure that the balance of risks between the train companies and Government is sensible. Train companies will continue to take revenue risk, but there will be arrangements to share this with Government. This will help to make franchises more stable. Where an operator does start to fail financially, they should expect to have to surrender that franchise, rather than receive any additional Government support.

At the date of issue of this Stakeholder Briefing Document, the Government has introduced a Railway Bill to implement the proposals set out in the White Paper that require primary legislation. The Railways Bill had its second reading on 6 December 2004.

A number of the above issues will require consultation with Industry parties and changes to industry structures and responsibilities of the various organisations involved. The full scope of these changes cannot be pre-judged at this time. However, in the interests of proceeding with the competition and avoiding abortive costs both for pre-qualified Bidders and the SRA, the SRA has issued the IKF ITT and in the Bid submissions the SRA requires Bidders to confirm the following:

- They will co-operate fully and work in partnership with the SRA (or successor organisation) in implementing the changes arising from the Rail Industry Review identified both before and after the award of any Franchise Agreement. Such co-operation shall include full disclosure of bid assumptions (including any information relating to costs) affected by any such changes such that the changes can be implemented in an efficient, harmonious and cost effective manner; and
- That the delivery of a value-for-money and affordable, efficient railway that delivers punctual services to passengers of a consistent quality may require further changes post the award of the Franchise Agreement and the Bidders will co-operate fully and work in partnership with the SRA (or successor organisation) in implementing the changes identified. Such co-operation to include full disclosure of bid assumptions (including any information relating to costs) affected by any such changes such that the changes can be implemented in an efficient, harmonious and cost effective manner.

The ITT aligns the IKF competition with the objectives set out previously to the greatest extent possible by:

- Providing Bidders with a clear specification, against which to develop their proposals. Evaluation of Bidders' proposals will also take into account Bidders' commitments to train and crew reliability and other improvements. Overall operational viability will form a critical part of final tender evaluation;
- Providing for a franchise term of approximately eight years if the franchisee's performance is consistent with contractual commitments. The Franchise Agreement provides a stepped remedy mechanism whereby a remedial plan is required to be provided and implemented by the franchisee if performance is below target performance by a prescribed margin. If performance is worse than the remedial plan level by a defined margin, the franchisee may be subject to an enforcement notice and a fine may be imposed. Similarly, if performance is worse by a defined margin an 'Event of Default' will be deemed to have occurred which may lead to termination of the Franchise Agreement;
- Including a contractual commitment to provide and implement performance improvement plans over and above the contractual commitment to reduce aggregate delay minutes and cancellations and to identify specifically within those performance improvement plans the actions to be taken by the franchisee to improve rolling stock reliability and reduce delays caused by train crew;

- Including Key Performance Indicators (KPIs) which incentivise the franchisee to deliver consistent passenger train service quality standards throughout the term of the Franchise Agreement. The KPIs have been simplified from earlier versions of the Template Franchise Agreement. Bidders may wish to propose for consideration an alternative to the regime proposed which in their view achieves the same objectives; and
- Placing a requirement on the franchisee to co-operate with the SRA and Department for Transport (DfT) in the implementation of a new industry performance regime.

### **2.3 Community Railways**

The Secretary of State for Transport launched the Community Rail Strategy in November 2004. This sets out ways to increase revenue, reduce costs and increase community involvement in local rail services. Bidders for the IKF franchise are expected to participate in the implementation of this Strategy as appropriate.

It is proposed to designate both the Sittingbourne to Sheerness and the Paddock Wood to Strood lines as Community Rail routes which would have implications for both the train operator and infrastructure manager. A local consultation would take place prior to designation. Elements of the Strategy may be applicable to other parts of the network (e.g. community involvement and collaboration with local authorities in station development etc.) even though they are not designated as Community Rail Lines. The operator will be asked to set out how they would work with the Kent Community Rail Partnership and any others which may be established in the area.

### **2.4 Scope of the Integrated Kent Franchise**

The IKF will consist of two parts:

- From the franchise commencement date until the introduction of CTRL DS, resources and rights to enable the IKF franchisee to operate services and stations transferred to it from SET on the South Eastern network. These services are described as Service Level Commitment 1 (SLC1) and broadly reflect the service pattern extant at December 2003; and
- From the introduction of CTRL DS, resources and rights to enable the IKF franchisee to operate services and stations on the South Eastern network, together with domestic services on the new CTRL. The CTRL DS will operate between London St Pancras and Stratford International, Ebbsfleet and Ashford International, as well as extending to other destinations on the South Eastern network via CTRL connections at Ebbsfleet and Ashford. These services are described as Service Level Commitment 2 (SLC2) and are presented in tabular form in Appendix B. Currently the SRA anticipates the full CTRL DS and hence changes to classic services associated with SLC2 to be implemented with the December 2009 timetable.

- Train services on the high speed CTRL line from 2009 will be operated using the CTRL DS rolling stock currently under procurement. Bidders have not been asked to run an interim service on the CTRL before delivery of the CTRL DS rolling stock, as no operationally viable alternative rolling stock is available.

## 2.5 The SRA's objectives for the Integrated Kent Franchise

The SRA's vision for the IKF is that it shall become the passenger's ideal rail service providing safe, affordable and value-for-money services, delivering clean, punctual and reliable trains at times and to destinations that fit the needs of people in the south eastern region.

The SRA requires the IKF franchisee to:

- Develop and deliver a financially and operationally robust strategy;
- Deliver a safe, reliable service of consistently high quality for rail passengers;
- Meet all the requirements of the Franchise Agreement including SLC1 and SLC2;
- Deliver value-for-money services;
- Support the development of the Government's Communities Plan in the south east to meet the transport needs in the areas defined in the Plan;
- Work with the SRA, DfT and other stakeholders to develop the franchise throughout its term; and
- Deliver complete and accurate information on the services, and demand for services, to enable development of the franchise during its term and for the next re-franchising of the IKF.

The IKF franchisee will be expected to co-operate with key stakeholders over the life of the franchise to facilitate implementation of major projects likely to impact on or affect the IKF area (e.g. Crossrail, East London Metro, Thameslink 2000 etc) through operational support and support during transition/disruption activities.

## 2.6 The South Eastern franchise

The South Eastern franchise is predominantly a London commuter operation. The majority of journeys made on existing services are to/from London. Demand is therefore heavily peaked and is expected to remain so, with substantial rolling stock and staffing resources devoted to limited periods of the morning and evening. Notwithstanding this, the franchise has a significant number of off-peak passenger journeys.

Whilst there have been some changes in train services since Kent Coast electrification in the late 1950s these have not fully kept up with changes in patterns of demand. Although initially, IKF will be required to continue delivering this service (as depicted in SLC1), the Government wishes to address this mismatch and requires the eventual franchisee to orchestrate this at the point when CTRL DS are introduced. To this end, by working with Network Rail, SET and others to achieve a balance between levels and patterns of demand and the supply of services, the SRA has developed SLC2.

The franchise area includes those areas currently operated by SET. It will also include domestic services on the CTRL in due course, as and when both CTRL DS rolling stock and the CTRL infrastructure become available.

However, it is expected to exclude those train services operated by SET west of Tonbridge via Redhill, since the SRA is currently intent on transferring these to another operator. It seeks to effect this by December 2005 and expects the IKF franchisee to fully co-operate in the transfer to the extent it is involved. The retention of these services by the IKF franchisee is treated as a Priced Option within the ITT.

## **2.7 The CTRL and Domestic Services**

The CTRL is the first major new railway line to be built in the UK in over a century. As one of the most important infrastructure projects presently being taken forward as part of the Government's Public Private Partnership programme, the line will provide a 109 km (68 mile) high-speed link between St Pancras station in London and the Channel Tunnel at Cheriton in Kent. Section 1 of the CTRL which runs mainly above ground between Cheriton and Fawkham Junction (near Longfield) was inaugurated on 16 September 2003 and work continues on Section 2 which runs (mainly in tunnel) from Southfleet Junction to St Pancras.

Completion of Section 2 of the CTRL will allow the potential for the number of Eurostar services using the National Rail Network (NRN) west of Fawkham Junction to be reduced. In addition, Eurostar has recently announced its intention to withdraw all services into Waterloo which, as and when implemented would free up further capacity as well as reduce pressure on the network and, as a result, help to improve performance for the remaining services. The new stations at Ebbsfleet and Stratford will assist regeneration of the Thames Gateway and provide access to the rail network.

## **2.8 Feedback to stakeholders**

In arriving at its final service level specification relating to the use of the CTRL infrastructure and the consequential reorganisation of other classic services, the SRA took into account the responses it received in consultation. These are summarised in Appendix A. A synopsis of the main changes made to the specification compared to the proposition in the February 2004 consultation document are also shown in Appendix A.

Continuing dialogue as the bidding process progresses will enable stakeholders to discuss directly their remaining detailed concerns with Bidders, and where appropriate with the SRA.

## **2.9 Alternative Tenders**

Bidders will be invited to propose alternative specifications to that identified in the ITT. This means they will be able to bid a proposition which differs to SLC1 and/or SLC2. In particular, the ITT instructs Bidders to include at least one Alternative Tender with specific emphasis on low cost to the tax payer and high return in value terms. The compulsory alternative tender will be constrained so that it does not require timetable change to effect it.

## **2.10 Evaluation**

The SRA will evaluate bids in line with its Franchise Replacement Process (FRP) guidelines dated May 2004, which may be viewed on its website [www.sra.gov.uk](http://www.sra.gov.uk).

## **3. Base Case Specification**

### **3.1 Summary**

The Base Case is represented by the Franchise Agreement and the Service Level Commitments and other documents referenced in the ITT document. The Base Case is outlined in summary below:

#### **3.1.1 Passenger Services**

The passenger services to be provided are defined in two phases – pre and post introduction of CTRL DS. To avoid repeated service alterations, with their associated cost and passenger impact implications, it is proposed that the services provided prior to the introduction of CTRL DS should continue largely in accordance with the existing timetable, subject to minor amendments which can be implemented through the normal timetable change process in the interim. This Service Level Commitment is described as SLC1 in the ITT

Following the opening of Section 2 of the CTRL, service patterns across the IKF area will change to reflect the use of the CTRL infrastructure. The train services anticipated to operate from December 2009 are described as Service Level Commitment 2 (SLC2) and are summarised in Appendix B. Mechanisms in the Franchise Agreement allow for these changes and these will be used at the appropriate time to permit this migration. The management of this major transition is a central output and the SRA wishes to procure the transition in a seamless fashion so that rail users may continue to enjoy existing and future South Eastern rail services with confidence.

Bidders are required to ensure their response to the ITT caters for all appropriate known variations in passenger demand, based on their own demand forecasts. The Franchise Agreement contains an obligation to manage the available resources so as to minimise overcrowding, notably on peak services. There is also a requirement to carry out passenger counts on a regular basis for use in the management of resources and the planning of train formations to meet forecast changes in patterns of demand and to promote efficiency.

The services that operate west of Tonbridge via Redhill are not to be included in the IKF proposal. The SRA seeks to transfer these to a Brighton Main Line Train Operating Company (TOC) in December 2005.

#### **3.1.2 Passenger Charter**

Bidders have been asked to outline their proposals for their Passenger Charter, stating how they plan to provide Charter information to customers.

Bidders have also been asked to outline their approach to compensation and refund for customers where the level of service falls below what is outlined in their Charter.



### 3.1.3 Safety

#### *Health and Safety Executive*

Existing rail safety regulations are expected to change in October 2005 as a result of the European Railway Safety Directive and following the introduction of the Railway & Other Guided Transport Systems (Safety) Regulations (provisional name). Although HMRI is still consulting on the proposed legislation and hence it remains subject to change, it is expected that it will lead to the replacement of Safety Cases with Safety Certificates. Furthermore, it is proposed as part of the transition arrangements that valid Safety Cases held as at October 2005 will be deemed to be Certificates under the Regulations.

An approved Safety Certificate is a Condition Precedent to the IKF Franchise Agreement. It is envisaged that SET's existing Safety Case will be converted to a Safety Certificate and transferred to the incoming franchisee for 'day one' operations, to allow a seamless transition from SET to the IKF franchisee. The new franchisee will then consolidate this and arrange for an appropriate variation to ensure that the transition from SLC1 to SLC2 is properly effected.

### 3.1.4 Improving operational performance of train services

The performance regime is based around four categories – Cancellations; Capacity; Network Rail; and Service Delivery. The benchmarks associated with these categories are set out in the Franchise Agreement and will tighten over time in order to deliver improved performance across the whole IKF area. In addition, a new remedial planning obligation has been introduced so that where the IKF franchisee is failing to meet benchmarks, the IKF franchisee will be required to propose and implement a remedial plan to bring performance back up to the required level.

### 3.1.5 Overcrowding

The Franchise Agreement includes a 20 minute standing guideline as the basis on which the Bidders will be required to formulate their train plans in respect of peak services. Passengers in Excess of Capacity (PIXC) type measures of train capacity will be used as a guideline in assessing acceptable levels of standing.

The Franchise Agreement contains mechanisms which allow the franchisee to propose measures for alleviating overcrowding, where it identifies this as an issue. The SRA will be in a position to determine whether any such proposals are affordable.

### 3.1.6 Service quality

The SRA expects the successful IKF franchisee to deliver a level of service quality appropriate to the nature of the franchise and requires Bidders to provide detailed plans that clearly demonstrate how they would achieve:

- Train presentation and maintenance of an on-train environment where customers are offered a clean, secure, welcoming environment in which to undertake their journey; with information, applicable to that journey and its progress provided, both visually and orally;
- Proactive management of train loadings to mitigate the risk of overcrowding and to minimise the impact of any overcrowding on passenger experience and perception;
- Stations which offer an accessible, welcoming and comfortable environment with passenger information and other amenities. Stations should also facilitate easy interchange both with other TOCs and with other modes of transport;
- Timely, accurate and comprehensible provision of information throughout the franchise area on stations, trains and extended areas such as car parks. This should cover both planned timetables and any disruption to services;
- Adequate car parking at IKF stations or in the locality, particularly to accommodate any predicted increase in demand;
- Easy access to ticket retailing facilities at all stations (including modern and reliable ticket machines) throughout the day. Ticket offices should be opened and staffed in accordance with the proposed Service Quality Standards both selling tickets and distributing pre-booked tickets;
- Simple and effective alternative ways of purchasing tickets through, for example, a well-publicised, easy to use and accessible Internet site, an easy to use telephone service; and
- Strengthening existing transport integration with organisations such as Transport *for* London, and make proposals for integration of the urban and rural areas of the franchise.

## **3.2 Bid Inputs**

### **3.2.1 Demand**

Bidders are required to form their own view about demand and, where this leads to overcrowding, put proposals to the SRA which are designed to remedy this.

Bidders are instructed not to assume that financial resources will be available to support any Bidders' proposed capital investments in this or any other respect, regardless of their value for money.

### **3.2.2 Fares**

Fares for the CTRL DS will enter the appropriate fares basket in the normal way as described in Schedule 5 of the Franchise Agreement. For the avoidance of doubt, the CTRL will be

included in the Routeing Guide in relation to Domestic Services, and fares set by both the IKF franchisee and other fare-setters will be bound by the Ticketing & Settlement Agreement (TSA).

Bidders have been given assumptions regarding the need to charge premium fares for the new high-speed services. The assumptions are as follows:

- For passengers travelling from Ebbsfleet to St Pancras the cost of a ticket will be the cost of a ticket from Gravesend to London + 35%;
- For passengers travelling from Birchington on Sea and stations to the west to St Pancras the cost of a ticket will be the appropriate costs of a ticket from the station concerned to London, plus 30% of the cost of the Gravesend – London fare; and
- For passengers travelling to St Pancras via Ashford, the cost of a ticket will be the appropriate cost of a ticket from the station concerned to London, plus 20% of the cost of the Ashford – London fare.

Stratford is deemed 'London' for the purpose of fare collection.

Bidders have been asked to assume that Travelcards will not be accepted for travel on CTRL DS trains. If this assumption changes a change under Schedule 9 of the Franchise Agreement will apply to allow the SRA to include this scheme. All Railcards e.g. senior citizen will be accepted at the appropriate levels of discount.

The ITT requires bidders to prepare proposals which anticipate either a continuation of the present fare structure (annual increases of RPI+1%) or a fares regime that allows tickets to be priced at RPI+3% for the first five years of the franchise, before falling back to RPI+1%, to reflect the £600 million rolling stock and infrastructure investment in the area in recent years. Government will decide which to proceed with once bids have been returned and a measure of the cost and affordability of each proposition is known.

The ITT does not attempt to anticipate any zonal fare structure which the Mayor of London might wish to introduce. As and when such requirements are confirmed and the details known, the SRA will arrange an appropriate amendment using the defined change mechanism in the Franchise Agreement.

### 3.2.3 Rolling stock

All rolling stock used by SET will transfer to the IKF franchisee. It is expected that all Mark I trains will be withdrawn before the introduction of IKF.

Delivery of 36 new 5-car Class 376 Metro units commenced in 2004, replacing Networkers on some inner suburban services. Displaced Networkers are being made available for cascading to other middle-distance routes in Kent.

Class 465 (4-car) and 466 (2-car) Networkers already operate on a number of services but are not universally cleared for operation across the whole of the South Eastern network. It is understood from Network Rail/SET that Networkers are already cleared (or that clearance is being sought from Network Rail) to operate in passenger service over the following sections of the route:

- London termini to Gillingham via Swanley/Sole Street or all lines via Dartford (Greenwich, Bexleyheath or Sidcup), and also to Hayes (all 10-car except for passenger service trains on routes into or out of Victoria or Blackfriars, over which the maximum operating length permitted is 8-cars);
- Gillingham – Dover via Faversham (8-car);
- Ramsgate – Canterbury West and Faversham – Ramsgate – Dover (8-car diversionary subject to completion of minor gauging works);
- Swanley – Ashford via Maidstone East (increase length from 4-car to a maximum of 10-car subject to adequacy of platform length at individual stations. N.B. platforms at a number of stations will not be able to accommodate trains of more than 6-car formations);
- Otford – Sevenoaks (10-car);
- London termini – Tunbridge Wells via Hither Green, Bickley Junction and Orpington (10-car);
- Tonbridge – Ashford (8-car);
- Ashford – Canterbury West (8-car subject to completion of minor gauging works); and
- Medway Valley route between Strood and Paddock Wood (2-car).

SET have also advised they are progressing an application for clearance of Ashford – Folkestone East (10-car passenger service), and that they would expect to utilise these capabilities from March 2005.

SET is undertaking a programme of 'refreshment' of 34 x 4-car Networker sets for operation on the Weald services. The work, due to be completed by the end of July 2005, includes changes to the seating configuration, re-upholstering of seats, renewal of windows and other passenger facilities.

The Networker fleet is presently designed solely with standard class accommodation. The Networker units cascaded to Weald services will be modified to include accommodation with 24 first class seats per 4-car unit.

The SRA initiated the procurement process for the CTRL DS rolling stock during 2003, as requested by the Secretary of State. This has resulted in the appointment of HSBC Rail UK Ltd as the preferred fleet lessor (ROSCO), and Hitachi as the preferred manufacturer of the rolling stock.

An initial quantity of four units is likely to be available for testing approximately 28 months following contract award which is scheduled for early 2005.

In order to facilitate rapid achievement of a high level of vehicle reliability, the rolling stock manufacturer will be responsible for maintenance of the CTRL DS trains throughout the initial IKF term.

### **3.2.4 Depots**

Existing depot leases and current access agreements for the use of depots where SET is not the Facility Owner will be transferred whole.

The depot at Ramsgate is currently operated by SET under lease from Network Rail. The IKF franchisee will have this lease transferred to it. The SRA expects this depot to be refurbished and a new depot is intended to be constructed on a site adjacent to Ashford Down Yard Carriage Sidings to cater for the new CTRL DS fleet. The finance for the refurbishment and the new depot and the construction and management will not be for the IKF franchisee to be concerned with other than it will be expected to co-operate fully in the construction of the depot and, when commissioned, facilitate its operation in conjunction with Hitachi to enable all maintenance on the site to be carried out promptly and correctly.

### **3.2.5 Stations**

Existing station leases and current access agreements for the use of stations will be transferred to the new franchisee. The IKF franchisee will be required to enter into an access agreement with London and Continental Railways Limited (LCR) or its agents for the use of St Pancras, Stratford International and Ebbsfleet.

### **3.2.6 Staffing**

Staff will be transferred under the Transfer of Undertakings (Protection of Employment) (TUPE) legislation. The application of TUPE is a matter of law based on the individual circumstances of the particular transfer. This will apply at the point the IKF franchisee takes over operations, since the SRA intends effecting the transfer under its powers to make a Statutory Transfer.

### **3.2.7 Track Access Agreements**

SET's Track Access Agreements (TAAs) will be transferred to the new franchisee thus allowing a seamless continuation of services on the rail network. The new franchisee may need to re-negotiate these in due course to ensure they correspond with the new franchise term and allow the changes anticipated in SLC2. Separate TAAs will be required for domestic services operating on the CTRL.

LCR is required to ensure that the infrastructure operators enter into TAAs with the operator of CTRL DS in accordance with the CTRL Development Agreement. In preparation for this, the SRA has agreed with LCR the Heads of Terms that shall form the basis of the TAA between LCR and the successful IKF franchisee, and made these available to the Bidders.

### **3.2.8 Projects currently committed or under consideration**

#### **3.2.8.1 Tunbridge Wells turn-back**

Network Rail will be required to provide, to enable operation of 12 car trains, turn-back facilities in the Tunbridge Wells area.

#### **3.2.8.2 South Eastern power supply upgrade**

Network Rail is presently upgrading power supplies within the Southern Region. This work allows full deployment of class 375/376 and 465/466 rolling stock to routes proposed in the current timetable. The upgrades cover both DC traction supplies and the HVAC Grid. Work to improve the resilience of the power supply is ongoing, and is planned to be substantially completed by May 2005.

#### **3.2.8.3 East Kent resignalling**

The East Kent resignalling project (EKR) encompasses the areas controlled by Rochester, Gillingham, Rainham, Sittingbourne, Faversham, Margate, Ramsgate, Minster, Canterbury East, Shepherdswell, Sandwich, and Deal signal boxes.

The existing signalling equipment dates from the Kent Coast Electrification scheme of the 1950s. The deteriorating condition of the mechanical interlocking across the project area, and concerns over the non-availability of the blockades necessary to carry out refurbishment, has steered the project towards an interlocking replacement strategy.

The condition of the signalling infrastructure at the extreme country end of Kent is such that its renewal has been prioritised over all other areas within the EKR project.

Project implementation will be phased over several years, with priorities being driven by condition of the existing equipment, with completion expected by 2011.

#### **3.3.8.4 Travelcard**

Bidders have been asked to assume that Travelcards will not be accepted for travel on CTRL DS trains. If this assumption changes a change under Schedule 9 of the Franchise Agreement will apply to allow the SRA to include this scheme. All Railcards e.g. senior citizen will be accepted at the appropriate levels of discount.

### 3.2.8.5 Other schemes

There are a number of other projects that may commence during the franchise term, each of which may impact on the business and the environment within which the franchise will operate. The Bidders have been advised to familiarise themselves with the outputs and implications of the following schemes:

- TfL and the Greater London Metro
- Crossrail
- Thameslink 2000
- East London Metro
- Docklands Light Railway Extensions
- Victoria Station – Road and Pedestrian Traffic Management
- Olympic Games London 2012
- Renewal of the existing radio systems with GSM-R<sup>2</sup>

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<sup>2</sup> Global System for Mobile Communications – Rail



## 4. Priced Options

In addition to the Base Case the SRA is seeking priced options for the following:

### 4.1 Priced Option 1 – CTRL DS to Dover Priory

The Base Case service proposition provides for CTRL DS to run on the classic network from Ashford to Folkestone Central. It is, however, a key stakeholder objective for CTRL DS to run through to Dover Priory and the SRA is committed to running trains through to Dover provided the safety concerns associated with the restricted bore of Shakespeare Tunnels (between Folkestone and Dover Priory) can be addressed, in particular, the ability to evacuate passengers in an emergency from a train without end-door connections whilst in the tunnel. The SRA is in active discussion with its rail industry partners to identify what (if any) mitigation measures may be required to overcome these safety issues with a view to seeking HMRI acceptance. In view of the uncertainty at this stage Bidders have been asked to propose a priced option that would enable CTRL DS to operate through to Dover Priory.

### 4.2 Option 2 – Transfer of services operating west of Tonbridge to a Brighton Main Line (BML) operator

The Base Case assumes that services currently operated by South Eastern Trains will transfer to a Brighton Main Line operator in December 2005 or other date to be agreed. As a consequence, Bidders have been asked to submit an Option that prices the retention of this service group on a year-on-year basis.

The services to be transferred comprise:

- Tonbridge or Tunbridge Wells to Gatwick Airport via Redhill (Mondays-Saturdays) with daytime extensions to Horsham;
- Tonbridge or Tunbridge Wells to London Bridge (Low Level) via Redhill and East Croydon (Mondays-Saturdays); and
- Any element of services west of Tonbridge currently running to or from Tonbridge or points east thereof, i.e. those which originate or terminate at Gillingham/Strood, Maidstone West, Paddock Wood or Tonbridge and run to or from Redhill or beyond.

In summary, the Authority envisages the service being split at Tonbridge, with all operations (train services and stations) east of Tonbridge passing to the IKF franchise, with those west of Tonbridge passing to a Brighton Main Line TOC.

### **4.3 Option 3 – Fit out of CTRL DS stations**

The SRA requires Bidders to submit a Priced Option which:

- (a) provides for the competitive procurement of all or part of the fit out of the domestic operational areas of St Pancras, Stratford International and Ebbsfleet stations in the event that all or part of the fit out is not provided as a free good undertaken by the SRA; or
- (b) provides for the project management of all or part of the procurement of the fit out of St Pancras, Stratford International and Ebbsfleet stations in the event that the SRA procures all or part of the facilities, but wishes the IKF franchisee to project manage such procurement.

The Base Case assumes the fit out of the CTRL DS stations is already procured by the SRA.

# Appendix A

## Response to Stakeholder Consultation

### A1.1 Stakeholder responses

#### A1.1.1 Background

Consultation on the proposed IKF train service specification, incorporating existing services on the South Eastern network and the CTRL DS, has taken place over a period of more than 18 months. The initial consultation stage, focusing on the CTRL DS options, was conducted in early 2003 and the third, and final, exercise concluded in early summer 2004. The initial stages of the process involved high-level consultation with stakeholders. The final phase focused on the detailed service specification for the IKF – stopping patterns and the frequency of services following the introduction of CTRL DS.

The SRA has considered the findings of the third consultation and has, where appropriate, incorporated such feedback into the IKF ITT.

The findings of the third stage of the consultation process are summarised in this Appendix, and have been incorporated in some part into SLC2.

The SRA received a number of responses to all three stages of the consultation process on IKF.

#### A1.1.2 Consultation stakeholders and respondents

Respondents included Kent County Council, Transport for London, East Sussex County Council, Medway Unitary Authority, various Borough Councils in the IKF area and both statutory passenger bodies, namely Rail Passenger Committee (RPC) – Southern, and London Transport Users Committee (LTUC). The County Council had taken into account the views of their Borough and District Councils in their submissions, though a large number of Borough and District Councils, as well as Parish Councils, have made their own separate submissions to the SRA.

The outcome has been that the stakeholder consultation at this third stage transformed into a wider undertaking than was envisaged originally. To give an example: from the second stage to third stage the number of submissions increased from 75 to over 240. Responses were also received from other government agencies, local user groups and members of the public, to the extent that 4,200 plus letters and over 7,750 signatures on a number of petitions were received during the third stage.

Though this document is not intended to be a comprehensive summary of all the issues raised by respondents to the consultation document, it does address a number of key points raised. Bidders have been required to consider these issues identified by the SRA when developing their submissions, in addition to considering the more detailed full submissions made by respondents where appropriate. Bidders have been advised to expect to undertake their own discussions and engage in further dialogue with stakeholders.

### **A1.1.3 Response to the consultation process**

All responses and submissions have now been reviewed and a number of amendments have been made. These are detailed in A1.2 and have been incorporated in SLC2. Many other issues however, cannot be accommodated due to the financial constraints and affordability issues that have been imposed on rail operations across the UK as well as the South East, and therefore remain outstanding. Bidders will not have the latitude to offer remedies to any of these that increase the cost of support.

Some changes are also required to the services as a result of the detailed feasibility timetable (FTT) development work undertaken by Network Rail. These have also been incorporated in SLC2. The FTT has been designed mainly to validate the workability of the Train Service Specification. In practice, the FTT is one of a potentially large number of iterations, and it will be possible to make further small changes to service patterns to achieve a fully compliant timetable, provided such changes can be achieved without adversely impacting the viability of the overall service proposition.

The range of available options is limited by the affordability constraints noted above. This means that options which require more rolling stock, or are likely to significantly increase operating costs cannot be contemplated unless balanced by resource reductions elsewhere.

### **A1.1.4 Issues raised as a result of consultation**

#### **A1.1.4.1 Key themes**

A number of key themes emerged from the meetings held and responses to the consultation process:

- The introduction of the CTRL DS was generally welcomed by respondents, as was the integration of all services into a single franchise. However respondents pressed for benefits from the introduction of CTRL DS to be realised across the franchise whether in savings on journey times or more frequent services. Many stakeholders lamented the fact that even with the CTRL DS introduction they would not realise any benefits to their 'classic services';

- Many respondents were opposed to the perceived reduction of services and/or capacity in 'classic services'. Most identified local services that they wished to see retained or improved. There was some acknowledgement of the need to review services serving less busy stations, but then some of the communities that use such stations mounted localised campaigns – see below;
- Key respondents, for example Kent County Council, acknowledge that 'balance' is required between improved service provision and affordability. However many respondents felt that affordability should not be a consideration when planning the service specification and suggested that cost considerations led the consultation and service provision process;
- Concerns were raised by a number of respondents that the SRA proposals did not take into account the planned growth and regeneration in the various areas across the south east of London, Thames Gateway, North and East Kent etc, and therefore the future demand for rail services. In particular Kent County Council raised issues regarding service development in the context of inter-regional flows and growth projections for the region;
- Overall, respondents felt that premium fares on the CTRL DS should not be introduced, although some accepted that they will be introduced. Those that did not oppose premium fares suggested that they should be for services that are 'additional', provide a significant improvement in journey times, and where passengers would be able to choose a lower cost alternative; and
- The aspiration to introduce 'metro' type services (i.e. 4 tph) was welcomed by a number of London Boroughs and TfL. However, many respondents, mainly passengers, wished to retain a service plan that allowed passengers to access a range of termini from their origin stations.

#### **A1.1.4.2 Specific Service-related responses**

Of the 12,000 or so responses received, some 65% referred to specific issues. The issues concerned are:

- Hollingbourne, Harrietsham, Lenham, Charing (generated some 25% of responses); respondents were very concerned at the reduction of services, particularly in the off-peak;
- Hayes Line (20%); respondents demanded the return of a choice of London termini;
- Farningham Road (10%); respondents were very concerned at the level of reduction in services calling at the station; and
- Crowhurst (10%); similarly, respondents were very concerned at the level of reduction in services calling at the station.

In addition, the inclusion of Dover in the CTRL DS specification was seen to be particularly valuable, and a large number of respondents sought to impress the importance of including CTRL DS to the port.

Local organisations raised a series of specific local concerns ranging from the reduction in their specific service provision, state of rolling stock and infrastructure, improvement of services (for example, Maidstone as the County Town), the development of new stations (at Manston Airport and Canterbury), and the introduction of park and ride schemes.

## **A1.2 Specific Train Service Specification alterations**

The IKF train service specification was described in the February 2004 consultation document, and a number of amendments have now been made to address:

- Concerns and suggestions expressed in feedback from stakeholders;
- Practical considerations identified in the detailed timetable development work carried out during the consultation period; and
- The cost implications of the changes, and the need to keep the overall proposition within the limits of affordability.

This section highlights the changes that have been made to the specification and, together with the attached tables and maps, provides a summary re-statement of the IKF service proposals. In the sections which follow, all-day train services are described in terms of frequency (trains per hour, (tph)) in each direction (unless otherwise stated) although frequencies may be lower during the early morning and late evening periods; additional services which operate only during peak periods run only in the peak direction, i.e. into London in the morning and out of London in the evening, and are expressed in terms of trains per peak period (tppp).

Contra-peak services will generally operate on the basis of inter-peak frequency and stopping patterns.

The peak periods are defined to include trains arriving at their London terminus between 0700 to 0959 hours (Monday to Friday) and trains departing from their London terminus between 1600 and 1859 hours (Monday to Friday). For timetabling purposes, peak periods are defined differently for Eurostar and Domestic services running on CTRL, with the peak being defined as trains arriving at St Pancras between 0700 and 0859, and departing St Pancras between 1600 and 1800 (Monday to Friday).

The level of service set out below would operate from Monday to Friday. First and last trains will be defined in the SLC to reflect overall demand and requirements for engineering access to the network. Saturday services would be similar to Monday to Friday but without

the peak hour additions. Sunday services would be a reduced Saturday service with changes to reflect the need for engineering work access.

The commentary has been divided into geographical groups across the South Eastern Trains area as follows:

- London East;
- London South;
- Medway;
- East Kent;
- West Kent; and
- Maidstone.

### **A1.2.1 LONDON EAST: Services operating on the Greenwich, Woolwich (North Kent), Bexleyheath, and Sidcup Lines to Dartford, Hayes Line, and Local Services to Orpington and Sevenoaks via Grove Park**

In line with TfL's aspirations to simplify operating patterns for Metro services within Greater London, our original proposals sought to concentrate individual services into a single London terminus. For example, it had been proposed that all except a few peak period Bexleyheath Line trains would operate into Cannon Street whilst all suburban trains on the Orpington line would run to Charing Cross. This rationalisation of terminal arrangements met with strong resistance in a number of areas, and accordingly our revised proposals seek to retain a degree of choice of London termini on most routes where this is operationally practicable.

#### **A1.2.1.1 Sidcup Line to Dartford**

The standard pattern of train service has not been changed and remains as set out in the consultation document, as follows:

- 2 tph Cannon Street – Crayford (going forward to Slade Green and stations on the North Kent Line via Woolwich);
- 2 tph Charing Cross - Gravesend, fast from London Bridge to New Eltham;
- 2 tph Victoria – Sidcup (via Peckham Rye and Lewisham);
- 2 tppp Charing Cross – Dartford; and
- 2 tppp Cannon Street – Dartford;

#### **A1.2.1.2 Bexleyheath Line to Dartford**

We have revised the service pattern on this route from that previously consulted, and the amended service is as follows:

- 2 tph Cannon Street – Dartford;
- 2 tph Charing Cross – Dartford; and
- 4 tppp Charing Cross – Barnehurst.

The previously proposed Dartford – Victoria service will not now operate.



### **A1.2.1.3 North Kent Line (including Greenwich and Woolwich)**

Although the overall quantum of service on the North Kent Line remains unaltered, we have in response to stakeholder suggestions made some changes to the pattern of service to improve local links. The proposed pattern of service is now as follows:

- 2 tph Cannon Street – Slade Green via Greenwich (going forward to Crayford and stations on the Sidcup Line);
- 2 tph Cannon Street – Dartford via Greenwich;
- 2 tph Charing Cross – Gillingham via Lewisham and Woolwich Arsenal, semi-fast;
- 2 tph Charing Cross – Plumstead via Lewisham; and
- 4 tppp Cannon Street – Dartford via Greenwich;

### **A1.2.1.4 Hayes Line**

The overall quantum of service on this route is unchanged, but the pattern of service has been revised in line with stakeholder suggestions as follows:

- 2 tph Cannon Street – Hayes via Lewisham; and
- 2 tph Charing Cross – Hayes (fast from London Bridge to Ladywell).

### **A1.2.1.5 Orpington and Sevenoaks (via Chislehurst) Local Services**

The quantum of local services on this route remains as previously consulted, but the proposed service pattern has changed in response to feedback from stakeholders. The proposed service pattern is now:

- 2 tph Charing Cross – Sevenoaks (fast from London Bridge to Hither Green); and
- 2 tph Cannon Street - Orpington via Lewisham.

### **A1.2.1.6 Bromley North Branch**

The proposed pattern of service on the Grove Park – Bromley North branch has been amended to 2 tph all day, i.e. broadly in line with today's service pattern.

## **A1.2.2 LONDON SOUTH: Other IKF Local Services on Routes within Greater London**

### **A1.2.2.1 IKF Local Services via Herne Hill**

We have provided some additional peak services to Blackfriars on this route to address stakeholder concerns. The stopping pattern of the Victoria – Orpington service is also revised so that trains will not call at West Dulwich or Sydenham Hill. The overall pattern of service proposed is now:

- 2 tph Victoria – Orpington;
- 2 tph Victoria – Beckenham Junction; and
- 3 tppp Blackfriars – Kent House.

### **A1.2.2.2 Blackfriars – Sevenoaks via Swanley**

The pattern of service on this route remains as previously proposed in the Spring 2004 consultation document, namely:

- 2 tph Blackfriars – Sevenoaks; and
- 4 tppp Blackfriars – Bellingham;

### **A1.2.3 MEDWAY: Services through the Medway Towns and Sittingbourne**

Two principal changes have been made to the service proposals for the Medway Towns in response to feedback from stakeholders, specifically relating to fast services between Medway and Cannon Street, and also levels of service on the Sheerness branch. Following a review, we now propose a partial integration of the Sheerness branch into the main line service by extension of these trains from Sittingbourne to Dover Priory.

The overall pattern of service proposed is now as follows:

- 2 tph St Pancras – Sittingbourne via Gravesend and Medway Towns (see note below);
- 2 tph Victoria – Ramsgate;
- 2 tph Sheerness – Dover Priory;
- 2 tph Charing Cross - Gillingham via Dartford and North Kent;
- 3 tppp St Pancras – Broadstairs via Medway Towns;
- 3 tppp St Pancras – Rochester;
- 2 tppp Cannon Street – Broadstairs via Medway Towns;
- 2 tppp Cannon Street – Faversham via Medway Towns;
- 3 tppp Victoria – Rochester (or Gillingham); and
- 1 tppp Blackfriars – Rochester (or Gillingham).

Note: during the busiest two hours in each peak period, the half hourly CTRL DS service from St Pancras to Sittingbourne will operate as a St Pancras – Ebbsfleet shuttle, as previously proposed.

### **A1.2.4 EAST KENT: Services in East Kent including the East and North Kent Coasts and Canterbury**

#### **A1.2.4.1 East Kent Services via Ashford**

Services on these routes will operate as previously consulted, namely:

- 1 tph St Pancras – Margate via Canterbury West;
- 1 tph St Pancras – Folkestone (or Dover Priory);
- 1 tph Charing Cross – Ramsgate via Tonbridge and Dover Priory;
- 1 tph Charing Cross – Dover Priory via Tonbridge;
- 1 tph Victoria – Canterbury West via Maidstone East;
- 2 tppp St Pancras – Folkestone (/Dover Priory)  
(as portions of the St Pancras – Margate service);

- 2 tppp St Pancras – Ramsgate via Canterbury West (as portions of the St Pancras – Folkestone (/Dover Priory) service);
- 3 tppp Charing Cross – Ashford via Tonbridge; and
- 2 tppp Cannon Street – Ashford via Tonbridge.

Stakeholders have reaffirmed their strong aspiration to extend CTRL DS services from Folkestone to Dover, and we can confirm this remains a firm objective. Dialogue is continuing with Network Rail and HM Railway Inspectorate with a view to resolving the emergency egress issues from a train inside the narrow single-bore Shakespeare Tunnels, and we will continue to work closely with our rail industry partners to meet this aim provided it can be achieved at an affordable cost.

#### **A1.2.4.2 North Kent Coast**

The structure of services to the North Kent coast has been amended, with partial integration of the Sheerness branch into the main line to Dover via Faversham and Canterbury East. The Victoria – Ramsgate service will no longer convey a portion to/from Dover Priory, being replaced by a connecting Sheerness – Dover Priory shuttle service with cross-platform interchange at Faversham.

Service frequency on the Sheerness branch will be maintained at its current level of 2 tph rather than being reduced to hourly as previously proposed. It is, however, now proposed that the very lightly used station at Swale be closed completely.

To address stakeholder concerns on the adequacy of capacity into Cannon Street, we now propose that two additional trains will operate between Cannon Street and Faversham.

The overall pattern of service is therefore now proposed to be as follows:

- 2 tph Victoria – Ramsgate;
- 2 tph Sheerness – Dover Priory (1tph semi-fast, 1tph all stations);
- 3 tppp St Pancras – Broadstairs via Faversham and Medway Towns;
- 2 tppp Cannon Street – Broadstairs via Faversham and Medway Towns; and
- 2 tppp Cannon Street – Faversham via Medway Towns.

#### **A1.2.4.3 Canterbury**

Canterbury will continue to be served throughout the day on both the existing routes through Canterbury West and East stations although the service proposal for the latter has changed. The Canterbury West route will be served by CTRL DS trains, supplemented by the Victoria - Canterbury West via Maidstone East service, as outlined in Section 1.2.4.1 above; Canterbury East will be served by the 2 tph Sheerness – Dover Priory service as outlined in Section A1.2.4.4 below.

#### **A1.2.4.4 Faversham – Dover via Canterbury East**

As outlined above, it is now proposed to extend the Sheerness – Sittingbourne shuttle service to Dover Priory via Faversham and Canterbury East. The Victoria – Ramsgate services will not now convey a Dover portion, but passengers will be able to make timed

cross-platform connections into/out of the London trains at Faversham. Following concerns expressed by stakeholders to our proposal to limit services at Selling, Bekesbourne, Adisham, Aylesham, Snowdown, Shepherds Well and Kearnsey, we now propose that the slower Sheerness – Dover train in each hour will serve all intermediate stations between Faversham and Dover Priory throughout the day.

The revised service proposal for this route would therefore be:

- 1 tph Sheerness – Dover Priory (semi-fast); and
- 1 tph Sheerness – Dover Priory (all stations).

#### **A1.2.4.5 Ramsgate – Ashford via Dover Priory**

The service proposals for this route remain as set out in the consultation document, although with some minor alterations to proposed stopping patterns. In particular, following representations from stakeholders, we now propose that Westenhanger will be served by ten trains per day in each direction.

The overall service pattern can be summarised as follows:

- 1 tph St Pancras – Folkestone (/Dover Priory);
- 1 tph Charing Cross – Ramsgate via Tonbridge and Dover Priory;
- 1 tph Charing Cross – Dover Priory via Tonbridge; and
- 2 tppp St Pancras – Folkestone (/Dover Priory) (as portions of the St Pancras – Margate service).

As set out in Section 1.2.4.1 above, it remains the SRA's firm aspiration for CTRL DS trains to run through to Dover Priory provided safety issues associated with emergency passenger evacuation in Shakespeare Tunnels (between Folkestone and Dover) can be satisfactorily resolved at an affordable cost.

The proposed reduction to six trains per day in each direction at Martin Mill remains unchanged, and one train per day in each direction will continue to call additionally at Minster for the benefit of local school children.

### **A1.2.5 WEST KENT: including Sevenoaks, Hastings, Tonbridge and Intermediate Stations to Ashford**

#### **A1.2.5.1 Orpington - Tonbridge**

Services on these routes remain broadly as described in the Spring 2004 consultation document. The twin-track sections of railway between Orpington and Sevenoaks and between Sevenoaks and Tonbridge do, however, constrain the pathing of trains, and detailed timetable development has necessitated some rearrangement of stopping patterns. A half hourly local stopping service from Charing Cross to Sevenoaks has been added by extending two of the 4 tph London - Orpington services, but it is no longer intended to stop the Charing Cross - Tunbridge Wells services at intermediate stations between Orpington and Sevenoaks.

The number of peak services from Ashford via Tonbridge has been increased. The overall proposals can therefore be summarised as follows:

- 2 tph Charing Cross – Hastings (1 semi-fast, 1 stopping);
- 2 tph Charing Cross – Tunbridge Wells;
- 1 tph Charing Cross – Ramsgate via Tonbridge and Dover Priory;
- 1 tph Charing Cross – Dover Priory via Tonbridge;
- 2 tph Charing Cross – Sevenoaks (local stopping service);
- 2 tppp Cannon Street – Hastings (semi-fast);
- 2 tppp Cannon Street – Ashford via Tonbridge;
- 3 tppp Charing Cross – Ashford via Tonbridge;
- 2 tppp Cannon Street – Paddock Wood; and
- 3 tppp Cannon Street – Sevenoaks (local stopping service).

#### **A1.2.5.2 Tunbridge Wells – Hastings**

The services along this corridor remain as previously proposed at consultation but, following feedback from stakeholders, with ten of the stopping services in each direction calling at Crowhurst (compared with six previously proposed). The service can be summarised as follows:

- 2 tph Charing Cross – Hastings (1 semi-fast, 1 stopping);
- 2 tph Charing Cross – Tunbridge Wells; and
- 2 tppp Cannon Street – Hastings (semi-fast).

#### **A1.2.5.3 Tonbridge – Ashford**

The proposals for this corridor are broadly in line with our consultation proposals, although we have amended these by extending some services out to Ashford. There have also been some minor amendments to calling patterns. The revised service pattern can be summarised as follows:

- 1 tph Charing Cross – Ramsgate via Tonbridge and Dover Priory;
- 1 tph Charing Cross – Dover Priory via Tonbridge;
- 2 tppp Cannon Street – Ashford via Tonbridge;
- 3 tppp Charing Cross – Ashford via Tonbridge; and
- 2 tppp Cannon Street – Paddock Wood.

#### **A1.2.5.4 Tonbridge – Redhill**

These services are being reviewed as part of the Brighton Main Line Route Utilisation Study and, subject to agreement with the relevant parties, it is anticipated that services between Redhill and Tonbridge will be transferred to another franchise.

## **A1.2.6 MAIDSTONE : Services via Maidstone East and Maidstone West**

### **A1.2.6.1 Maidstone East Line**

There was strong resistance among stakeholders to the withdrawal of off peak services from lightly used stations along the route, in particular at Hollingbourne, Harrietsham, Lenham and Charing. Accordingly, our revised proposals for off peak services on the Maidstone East route involve a degree of restructuring of stopping patterns but with generally no change to the quantum of service provided in the standard hour. We have, however, increased the number of peak services at the eastern end of the route compared with the consultation proposals by extension of an additional service from Maidstone East to Ashford.

The revised overall pattern of service proposed for the Maidstone East route can be summarised as follows:

- 1 tph Victoria – Canterbury West via Maidstone East and Ashford;
- 1 tph Victoria – Maidstone East (with two of the three trains in each peak extended to/from Ashford);
- 2 tppp Victoria – Ashford via Maidstone East;
- 2 tppp Victoria –Maidstone East; and
- 1 tppp Blackfriars – Ashford via Maidstone East.

### **A1.2.6.2 Maidstone West (Medway Valley Line)**

Stakeholders expressed concern at the proposed limiting of the Maidstone West – Strood shuttle service to three return trips in each peak. The revised proposal sees this element of the Medway Valley service retained such that 2 tph are provided between Strood and Maidstone West across the normal working day. Outside these times, to enable the service to be provided cost effectively, the Strood – Tonbridge ‘leg’ of the service would call at all stations, but terminate at Paddock Wood, and we would anticipate the successful franchisee scheduling arrivals and departures to provide good connectional timings into and out of Ramsgate/Dover services.

Access to CTRL DS from Maidstone is provided by Medway Valley line connections at Strood. To minimise access times between Maidstone and the new high speed service, we propose that the Tonbridge – Strood service should call intermediately only at Snodland and Maidstone Barracks.

It is now proposed to close Beltring station altogether.

The revised train service proposal for the Medway Valley route can thus be summarised as:

- 1 tph Strood – Tonbridge (semi-fast between Strood and Maidstone West); and
- 1 tph Strood – Maidstone West (all stations).

## **Appendix B**

# **Service Level Commitment 2**

The following tables summarise the services describing proposed stopping patterns and service frequency at key stations and termini.

## SUMMARY OF PEAK TRAINS (PEAK DIRECTION) – three hour peak period

## Maidstone and East Kent (via Medway)

	St Pancras	Victoria	Blackfriars	Cannon Street	London Bridge	Bromley South (Main)	St Mary Cray	Swanley	Rochester	Chatham (Main)	Sittingbourne	Sheerness-on-Sea	Faversham	Ramsgate	Dover Priory	Maidstone East	Strood	Maidstone West	Tonbridge	
Beckenham Junction (fast)*		10																		
Bromley South (fast)*		19	2																	
St Mary Cray (fast)*		8	2			10														
Swanley (fast)*		12	2			14	10													
Otford (fast)*		10	1			11	5	9												
Kemsing		2	1			3	3	3												
Borough Green		10	1			11	5	9												
West Malling		10	1			11	5	9												
East Malling		3	1			4	3	4												
Barming		3	1			4	3	4												
Maidstone East		10	1			11	5	9												
Bearsted		7	1			8	3	6								8				
Hollingbourne		2	1			3	3	3								3				
Harrietsham		3	1			4	3	4								4				
Lenham		3	1			4	3	4								4				
Charing		3	1			4	3	4								4				
Ashford (via Maidstone)		7	1			8	3	6								8				
Farningham Road		4	1			5	3	3												
Longfield		9	1	2	2	10	5	5												
Meopham		9	1	2	2	10	5	5												
Sole Street		3	1			4	3	3												
Rochester (via Swanley)†		5	1			6	3	3												
Chatham (via Swanley)†		7		4	4	7	2	2	5											
Gillingham (via Swanley)†		7		4	4	7	2	2	5	16										
Rainham	5	6		4	4	6	1	1	4	15										
Newington		3		2	2	3	1	1		5										
Sittingbourne	5	6		4	4	6	1	1	4	15		6								
Teynham		3		2	2	3	1	1	2	5	11	6								
Faversham	3	6		4	4	6	1	1	2	13	19	6								
Whitstable	3	6		2	2	6	1	1	2	11	11		11							
Chestfield		3				3	1	1	2	3	3		3							
Herne Bay	3	6		2	2	6	1	1	2	11	11		11							
Birchington	3	6		2	2	6	1	1	2	11	11		11							
Westgate		3				3	1	1	2	3	3		3							
Margate (via Medway)^	3	6		2	2	6	1	1	2	11	11		11							
Broadstairs (via Medway)^	3	6		2	2	6	1	1	2	11	11		11							
Dumpton Park (via Medway)^		3				3	1	1	2	3	3		3							
Ramsgate (via Medway)^		6				6	1	1	2	6	6		6							



**SUMMARY OF PEAK TRAINS (PEAK DIRECTION) – three hour peak period**

**Maidstone and East Kent (via Medway)**

	St Pancras	Victoria	Blackfriars	Cannon Street	London Bridge	Bromley South (Main)	St Mary Cray	Swanley	Rochester	Chatham (Main)	Sittingbourne	Sheerness-on-Sea	Faversham	Ramsgate	Dover Priory	Maidstone East	Strood	Maidstone West	Tonbridge
Selling											3	3	3		3				
Canterbury East											6	6	6		6				
Bekesbourne											3	3	3		3				
Adisham											3	3	3		3				
Aylesham											3	3	3		3				
Snowdown											3	3	3		3				
Shepherds Well											3	3	3		3				
Kearsney											3	3	3		3				
Dover Priory											6	6	6						
Kemsley											6	6	6		6				
Queenborough											6	6	6		6				
Sheerness-on-Sea											6		6		6				
Strood																		6	3
Cuxton																	3	3	
Halling																	3	3	
Snodland																	6	6	3
New Hythe																	3	3	
Aylesford																	3	3	
Maidstone Barracks																	6	6	3
Maidstone West																	6	6	3
East Farleigh																	3	3	3
Wateringbury																	3	3	3
Yalding																	3	3	3
Paddock Wood																	3	3	3

**NOTES**

\* Excludes local services (see also London South)

† Excludes services via Gravesend (see also London East)

^ Excludes services via Ashford (see East Kent via Ashford)

## SUMMARY OF TRAIN FREQUENCIES – INTER-PEAK PERIOD (trains per hour per direction)

## Maidstone and East Kent (via Medway)

	St Pancras	Victoria	Blackfriars	Cannon Street	London Bridge	Bromley South (Main)	St Mary Cray	Swanley	Rochester	Chatham (Main)	Sittingbourne	Sheerness-on-Sea	Faversham	Ramsgate	Dover Priory	Maidstone East	Strood	Maidstone West	Tonbridge	
Beckenham Junction (fast)*		2																		
Bromley South (fast)*		4																		
St Mary Cray (fast)*		1				1														
Swanley (fast)*		3				3	1													
Otford (fast)*		2				2	2													
Kemsing																				
Borough Green		2				2	2													
West Malling		2				2	2													
East Malling		1				1	1													
Barming		1				1	1													
Maidstone East		2				2	2													
Bearsted		1				1	1									1				
Hollingbourne																				
Harrietsham		1				1	1									1				
Lenham		1				1	1									1				
Charing		1				1	1									1				
Ashford (via Maidstone)		1				1	1									1				
Farningham Road		1				1	1	1												
Longfield		2				2	1	1												
Meopham		2				2	1	1												
Sole Street		1				1	1	1												
Rochester (via Swanley)†		1				1	1	1												
Chatham (via Swanley)†		2				2	1	1	3											
Gillingham (via Swanley)†		2				2	1	1	3	2										
Rainham	2	2				2	1	1	3	4										
Newington		1				1	1	1	1	1										
Sittingbourne	2	2				2	1	1	3	4		2								
Teynham		1				1	1	1	1	1	1	2								
Faversham		2				2	1	1	1	2	2	2								
Whitstable		2				2	1	1	1	2	2		2							
Chestfield		1				1	1	1	1	1	1		1							
Herne Bay		2				2	1	1	1	2	2		2							
Birchington		2				2	1	1	1	2	2		2							
Westgate		1				1	1	1	1	1	1		1							
Margate (via Medway)^		2				2	1	1	1	2	2		2							
Broadstairs (via Medway)^		2				2	1	1	1	2	2		2							
Dumpton Park (via Medway)^		1				1	1	1	1	1	1		1							
Ramsgate (via Medway)^		2				2	1	1	1	2	2		2							

**SUMMARY OF TRAIN FREQUENCIES – INTER-PEAK PERIOD (trains per hour per direction)**
**Maidstone and East Kent (via Medway)**

	St Pancras	Victoria	Blackfriars	Cannon Street	London Bridge	Bromley South (Main)	St Mary Cray	Swanley	Rochester	Chatham (Main)	Sittingbourne	Sheerness-on-Sea	Faversham	Ramsgate	Dover Priory	Maidstone East	Strood	Maidstone West	Tonbridge
Selling											1	1	1		1				
Canterbury East											2	2	2		2				
Bekesbourne											1	1	1		1				
Adisham											1	1	1		1				
Aylesham											1	1	1		1				
Snowdown											1	1	1		1				
Shepherds Well											1	1	1		1				
Kearsney											1	1	1		1				
Dover Priory											2	2	2						
Kemsley											2	2	2		2				
Queenborough											2	2	2		2				
Sheerness-on-Sea											2		2		2				
Strood																		2	1
Cuxton																	1	1	
Halling																	1	1	
Snodland																	2	2	1
New Hythe																	1	1	
Aylesford																	1	1	
Maidstone Barracks																	2	2	1
Maidstone West																	2	2	1
East Farleigh																	1	1	1
Wateringbury																	1	1	1
Yalding																	1	1	1
Paddock Wood																	1	1	1

**NOTES**

\* Excludes local services (see also London South)

† Excludes services via Gravesend (see also London East)

^ Excludes services via Ashford (see East Kent via Ashford)

## SUMMARY OF PEAK TRAINS (PEAK DIRECTION) – three hour peak period

## LONDON EAST

	St Pancras	Charing Cross	Cannon Street	London Bridge	Victoria	Greenwich	Lewisham	Blackheath	Woolwich Arsenal	Slade Green	Barnhurst	Hither Green	Sidcup	Crayford	Dartford	Gravesend	Strood
Deptford			16	16													
Greenwich			16	16													
Maze Hill			16	16		16											
Westcombe Park			16	16		16											
New Cross*			20	20													
St Johns*			18	18													
Lewisham*		22	18	46	6												
Blackheath		14	6	18			20										
Charlton		6	12	18		12	6	6									
Woolwich Dockyard		6	12	18		12	6	6									
Woolwich Arsenal		12	16	28		16	12	6									
Plumstead		6	16	22		16	6	6	22								
Abbey Wood		6	16	22		16	6		22								
Belvedere			16	16		16			16								
Erith			16	16		16			16								
Slade Green			16	16		16			16								
Kidbrooke		10	6	12			16	14									
Eltham		10	6	12			16	14									
Falconwood		10	6	12			16	14									
Welling		10	6	12			16	14									
Bexleyheath		10	6	12			16	14									
Barnhurst		10	6	12			16	14									
Hither Green†		8	12	18	6		12										
Lee		2	8	8	6		6					14					
Mottingham		2	8	8	6		6					14					
New Eltham		8	8	14	6		6					14					
Sidcup		8	8	14	6		6					14					
Albany Park		8	8	14								8	16				
Bexley		8	8	14								8	16				
Crayford		8	8	14								8	16				
Dartford		20	18	36		10	18	12	16	10	12	2	10	10			
Stone Crossing		6		6									6	6	6		
Greenhithe		12		12			6		6				6	6	12		
Swanscombe		6		6									6	6	6		
Northfleet		6		6									6	6	6		
Gravesend	5	12		12			6		6				6	6	12		

**SUMMARY OF PEAK TRAINS (PEAK DIRECTION) – three hour peak period**

**LONDON EAST**

	St Pancras	Charing Cross	Cannon Street	London Bridge	Victoria	Greenwich	Lewisham	Blackheath	Woolwich Arsenal	Slade Green	Barnhurst	Hither Green	Sidcup	Crayford	Dartford	Gravesend	Strood
Ebbsfleet	11																
Higham	5															5	
Strood	5	6		6			6		6						6	11	
Rochester (via Gravesend)^	5	6		6			6		6						6	11	11
Chatham (via Gravesend)^	5	6		6			6		6						6	8	8
Gillingham (via Gravesend)^	5	6		6			6		6						6	8	8
Ladywell		6	6	12			6										
Catford Bridge		6	6	12			6										
Lower Sydenham		6	6	12			6										
New Beckenham		6	6	12			6										
Clock House		6	6	12			6										
Elmers End		6	6	12			6										
Eden Park		6	6	12			6										
West Wickham		6	6	12			6										
Hayes		6	6	12			6										

**NOTES**

\* includes services from Orpington and Sevenoaks (see West Kent)

† includes services from Orpington and Sevenoaks (see West Kent)

^ excludes services via Swanley (see East Kent via Medway)

## SUMMARY OF TRAIN FREQUENCIES – INTER-PEAK PERIOD (trains per hour per direction)

## LONDON EAST

	St Pancras	Charing Cross	Cannon Street	London Bridge	Victoria	Greenwich	Lewisham	Blackheath	Woolwich Arsenal	Slade Green	Barnhurst	Hither Green	Sidcup	Crayford	Dartford	Gravesend	Strood
Deptford			4	4													
Greenwich			4	4													
Maze Hill			4	4		4											
Westcombe Park			4	4		4											
New Cross*			6	6													
St Johns*			6	6													
Lewisham*		6	6	12	2												
Blackheath		4	2	6			6										
Charlton		2	4	6		4	2	2									
Woolwich Dockyard		2	4	6		4	2	2									
Woolwich Arsenal		4	4	8		4	4	2									
Plumstead		2	4	6		4	2	2	6								
Abbey Wood		2	4	6		4	2		6								
Belvedere			4	4		4			4								
Erith			4	4		4			4								
Slade Green			4	4		4			4								
Kidbrooke		2	2	4			4	4									
Eltham		2	2	4			4	4									
Falconwood		2	2	4			4	4									
Welling		2	2	4			4	4									
Bexleyheath		2	2	4			4	4									
Barnhurst		2	2	4			4	4									
Hither Green†		2	4	6	2		4										
Lee			2	2	2		2					4					
Mottingham			2	2	2		2					4					
New Eltham		2	2	4	2		2					4					
Sidcup		2	2	4	2		2					4					
Albany Park		2	2	4								2	4				
Bexley		2	2	4								2	4				
Crayford		2	2	4								2	4				
Dartford		6	4	10		2	6	4	4	2	4		2	2			
Stone Crossing		2		2									2	2	2		
Greenhithe		4		4			2		2				2	2	4		
Swanscombe		2		2									2	2	2		
Northfleet		2		2									2	2	2		
Gravesend	2	4		4			2		2				2	2	4		

**SUMMARY OF TRAIN FREQUENCIES – INTER-PEAK PERIOD (trains per hour per direction)**
**LONDON EAST**

	St Pancras	Charing Cross	Cannon Street	London Bridge	Victoria	Greenwich	Lewisham	Blackheath	Woolwich Arsenal	Slade Green	Barnhurst	Hither Green	Sidcup	Crayford	Dartford	Gravesend	Strood
Ebbsfleet	4																
Higham	2															2	
Strood	2	2		2			2		2						2	4	
Rochester (via Gravesend)^	2	2		2			2		2						2	4	4
Chatham (via Gravesend)^	2	2		2			2		2						2	4	4
Gillingham (via Gravesend)^	2	2		2			2		2						2	4	4
Ladywell		2	2	4			2										
Catford Bridge		2	2	4			2										
Lower Sydenham		2	2	4			2										
New Beckenham		2	2	4			2										
Clock House		2	2	4			2										
Elmers End		2	2	4			2										
Eden Park		2	2	4			2										
West Wickham		2	2	4			2										
Hayes		2	2	4			2										

**NOTES**

\* includes services from Orpington and Sevenoaks (see West Kent)

† includes services from Orpington and Sevenoaks (see West Kent)

^ excludes services via Swanley (see East Kent via Medway)

**SUMMARY OF PEAK TRAINS (PEAK DIRECTION) – three hour peak period**
**EAST KENT (VIA ASHFORD)**

	St Pancras	Victoria	Charing Cross	Cannon Street	London Bridge	Hither Green	Grove Park	Orpington	Sevenoaks	Tonbridge	Paddock Wood	Ashford	Dover Priory
Paddock Wood			9	4	10			2	7	13*			
Marden			9	2	8				5	11	11		
Staplehurst			9	2	8				5	11	11		
Headcorn			9	2	8				5	11	11		
Pluckley			6	2	8				2	8	8		
Ashford	6	7	9	2	8				5	11	11		
Wye	3	3										6	
Chilham		3										3	
Chartham		3										3	
Canterbury West	5	3										8	
Sturry	3											3	
Minster	3		1		1					1	1	4	
Ramsgate (via Ashford)	5		3		3					3	3	8	3
Dumpton Park (via Ashford) <sup>†</sup>													
Broadstairs (via Ashford) <sup>†</sup>	3											3	
Margate (via Ashford) <sup>†</sup>	3											3	
Westenhanger			3		3					3	3	3	
Sandling	3		3		3					3	3	6	
Folkestone West	3		3		3					3	3	6	
Folkestone Central	5		6		6					6	6	11	
Dover Priory	5		6		6					6	6	11	
Martin Mill			3		3					3	3	3	3
Walmer			3		3					3	3	3	3
Deal			3		3					3	3	3	3
Sandwich			3		3					3	3	3	3

**NOTES**

\* Excludes Medway Valley Line

<sup>†</sup> excludes services via Medway (see East Kent via Medway)



**SUMMARY OF TRAIN FREQUENCIES – INTER-PEAK PERIOD (trains per hour per direction)**
**EAST KENT (VIA ASHFORD)**

	St Pancras	Victoria	Charing Cross	Cannon Street	London Bridge	Hither Green	Grove Park	Orpington	Sevenoaks	Tonbridge	Paddock Wood	Ashford	Dover Priory
Paddock Wood			2		2					2*			
Marden			2		2					2	2		
Staplehurst			2		2					2	2		
Headcorn			2		2					2	2		
Pluckley			2		2					2	2		
Ashford	2	1	2		2					2	2		
Wye	1	1										2	
Chilham													
Chartham													
Canterbury West	1	1										2	
Sturry	1											1	
Minster	1											1	
Ramsgate (via Ashford) <sup>†</sup>	1		1		1					1	1	2	1
Dumpton Park (via Ashford) <sup>†</sup>													
Broadstairs (via Ashford) <sup>†</sup>	1											1	
Margate (via Ashford) <sup>†</sup>	1											1	
Westenhanger			1		1					1	1	1	
Sandling	1		1		1					1	1	2	
Folkestone West	1		1		1					1	1	2	
Folkestone Central	1		2		2					2	2	3	
Dover Priory	1		2		2					2	2	3	
Martin Mill													
Walmer			1		1					1	1	1	1
Deal			1		1					1	1	1	1
Sandwich			1		1					1	1	1	1

**NOTES**

\* Excludes Medway Valley Line

† excludes services via Medway (see East Kent via Medway)

**SUMMARY OF PEAK TRAINS (PEAK DIRECTION) – three hour peak period**
**LONDON SOUTH**

	Victoria	Blackfriars	Herne Hill	Bellingham	Bromley South Suburban	Swanley	Bat & Ball	Petts Wood
Elephant & Castle*		13						
Denmark Hill†	6	10						
Peckham Rye†	6	10						
Nunhead†	6	10						
Crofton Park		10						
Catford		10						
Bellingham		10						
Beckenham Hill		6		6				
Ravensbourne		6		6				
Brixton	12							
Herne Hill*	12	3						
West Dulwich	6	3	9					
Sydenham Hill	6	3	9					
Penge East	12	3	15					
Kent House	12	3	15					
Beckenham Junction (stopping)^	12		12					
Shortlands	6	6	6	6				
Bromley South (stopping)^	6	6	6	6				
Bickley	6	6	6	6	12			
St Mary Cray (stopping)^		6		6	6			
Swanley (stopping)^		6		6	6			
Eynsford		6		6	6	6		
Shoreham		6		6	6	6		
Otford (stopping)^		6		6	6	6		
Bat & Ball		6		6	6	6		
Sevenoaks~		6		6	6	6	6	
Petts Wood~	6		6		6			
Orpington~	6		6		6			6

**NOTES**

\* excludes Thameslink services

† includes services from Sidcup (London East)

^ excludes outer suburban services from Medway and Maidstone East

~ excludes services to London Bridge, Charing Cross and Cannon Street (see West Kent and Hastings)

**SUMMARY OF TRAIN FREQUENCIES – INTER-PEAK PERIOD (trains per hour per direction)**
**LONDON SOUTH**

	Victoria	Blackfriars	Herne Hill	Bellingham	Bromley South Suburban	Swanley	Bat & Ball	Pettis Wood
Elephant & Castle*		2						
Denmark Hill†	2	2						
Peckham Rye†	2	2						
Nunhead†	2	2						
Crofton Park		2						
Catford		2						
Bellingham		2						
Beckenham Hill		2		2				
Ravensbourne		2		2				
Brixton	4							
Herne Hill*	4							
West Dulwich	2		2					
Sydenham Hill	2		2					
Penge East	4		4					
Kent House	4		4					
Beckenham Junction (stopping)^	4		4					
Shortlands	2	2	2	2				
Bromley South (stopping)^	2	2	2	2				
Bickley	2	2	2	2	4			
St Mary Cray (stopping)^		2		2	2			
Swanley (stopping)^		2		2	2			
Eynsford		2		2	2	2		
Shoreham		2		2	2	2		
Otford (stopping^)		2		2	2	2		
Bat & Ball		2		2	2	2		
Sevenoaks~		2		2	2	2	2	
Pettis Wood~	2		2		2			
Orpington~	2		2		2			2

**NOTES**

\* excludes Thameslink services

† includes services from Sidcup (London East)

^ excludes outer suburban services from Medway and Maidstone East

~ excludes services to London Bridge, Charing Cross and Cannon Street (see West Kent and Hastings)

**SUMMARY OF PEAK TRAINS (PEAK DIRECTION) – three hour peak period**
**WEST KENT AND HASTINGS**

	Charing Cross	Cannon Street	London Bridge	Hither Green	Lewisham	Grove Park	Orpington	Sevenoaks	Tonbridge	Tunbridge Wells
Grove Park	6	6	12	12	6					
Sundridge Park						6				
Bromley North						6				
Elmstead Woods	6	6	12	12	6	12				
Chislehurst	6	6	12	12	6	12				
Petts Wood~	6	6	12	12	6	12				
Orpington* ~	16	8	20	12	6	12				
Chelsfield	6	5	11	6		6	8			
Knockholt	3	2	5	3		3	3			
Dunton Green	3	1	4	3		3	3			
Sevenoaks* †	19	9	21	6		6	18			
Hildenborough*	6	6	12				8	12		
Tonbridge*	19	6	18				12	19		
High Brooms	12	2	8				10	12	12	
Tunbridge Wells	12	2	8				10	12	12	
Frant	3						2	2	2	3
Wadhurst	6	2	2				4	6	6	8
Stonegate	3						2	2	2	3
Etchingham	3	2	2				2	4	4	5
Robertsbridge	3	2	2				2	4	4	5
Battle	6	2	2				4	6	6	8
Crowhurst	3						2	2	2	3
West St Leonards	3						2	2	2	3
St Leonards Warrior Square <sup>o</sup>	6	2	2				4	6	6	8
Hastings <sup>o</sup>	6	2	2				4	6	6	8

**NOTES**

\* Including trains from Paddock Wood, Ashford and East Kent

† Excludes services via Swanley (see London South)

~ Excludes services to Victoria via Bromley South (see London South)

<sup>o</sup> Excludes services operated by Southern

**SUMMARY OF TRAIN FREQUENCIES – INTER-PEAK PERIOD (trains per hour per direction)**
**WEST KENT AND HASTINGS**

	Charing Cross	Cannon Street	London Bridge	Hither Green	Lewisham	Grove Park	Orpington	Sevenoaks	Tonbridge	Tunbridge Wells
Grove Park	2	2	4	4	2					
Sundridge Park						2				
Bromley North						2				
Elmstead Woods	2	2	4	4	2	4				
Chislehurst	2	2	4	4	2	4				
Petts Wood~	2	2	4	4	2	4				
Orpington* ~	6	2	6	4	2	4				
Chelsfield	2		2	2		2	2			
Knockholt	1		1	1		1	1			
Dunton Green	1		1	1		1	1			
Sevenoaks**	6		4	2		2	6			
Hildenborough*	2		2				2	2		
Tonbridge*	6		4				4	4		
High Brooms	4		2				4	4	4	
Tunbridge Wells	4		2				4	4	4	
Frant	1						1	1	1	1
Wadhurst	2						2	2	2	2
Stonegate	1						1	1	1	1
Etchingham	1						1	1	1	1
Robertsbridge	1						1	1	1	1
Battle	2						2	2	2	2
Crowhurst	1						1	1	1	1
West St Leonards	1						1	1	1	1
St Leonards Warrior Square <sup>o</sup>	2						2	2	2	2
Hastings <sup>o</sup>	2						2	2	2	2

**NOTES**

\* Including trains from Paddock Wood, Ashford and East Kent

† Excludes services via Swanley (see London South)

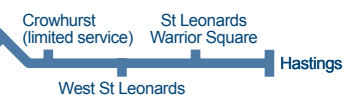
~ Excludes services to Victoria via Bromley South (see London South)

<sup>o</sup> Excludes services operated by Southern

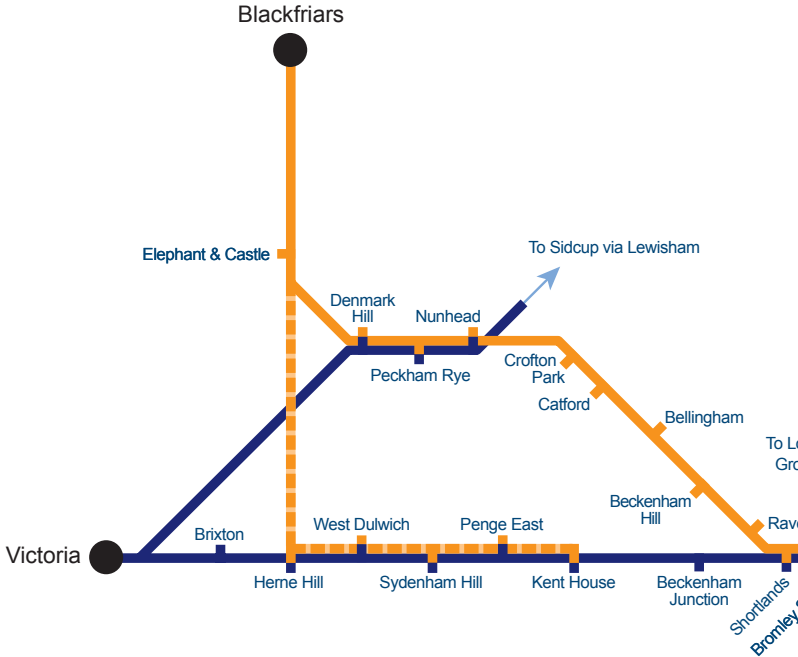
# Appendix C

## Maps of the IKF franchise area and routes





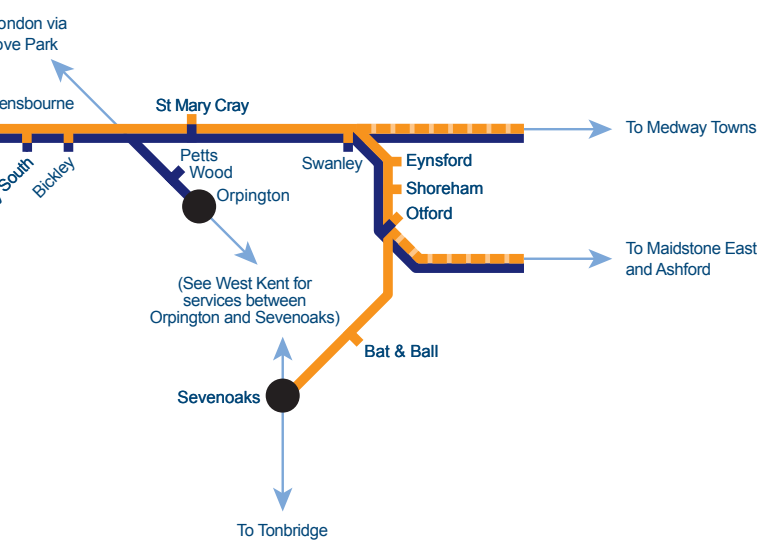
# London South



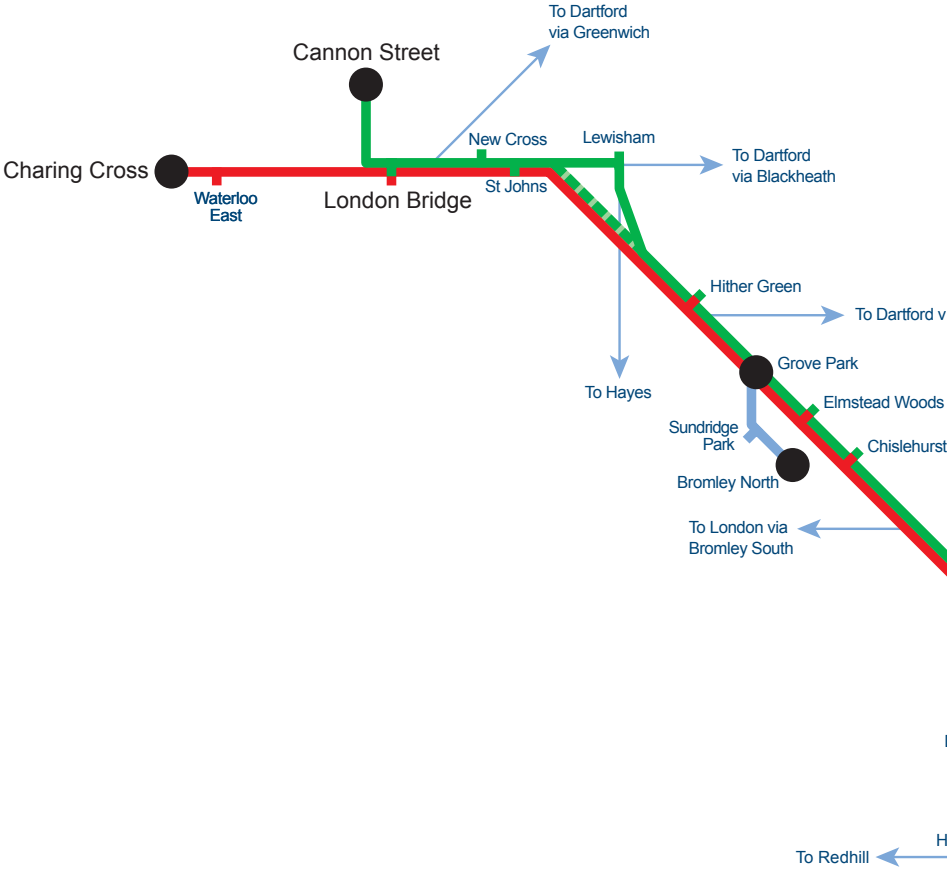
## KEY

- Victoria
- Blackfriars
- Blackfriars (peak only)
- Indicates station stop



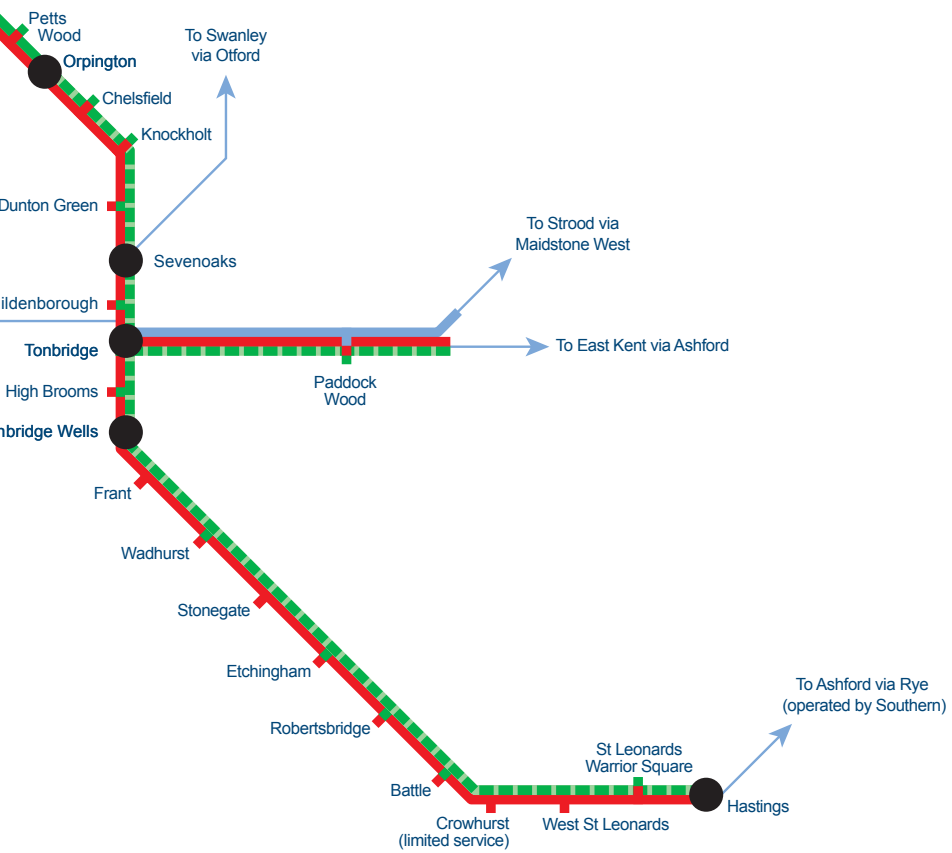


# West Kent and Hastings

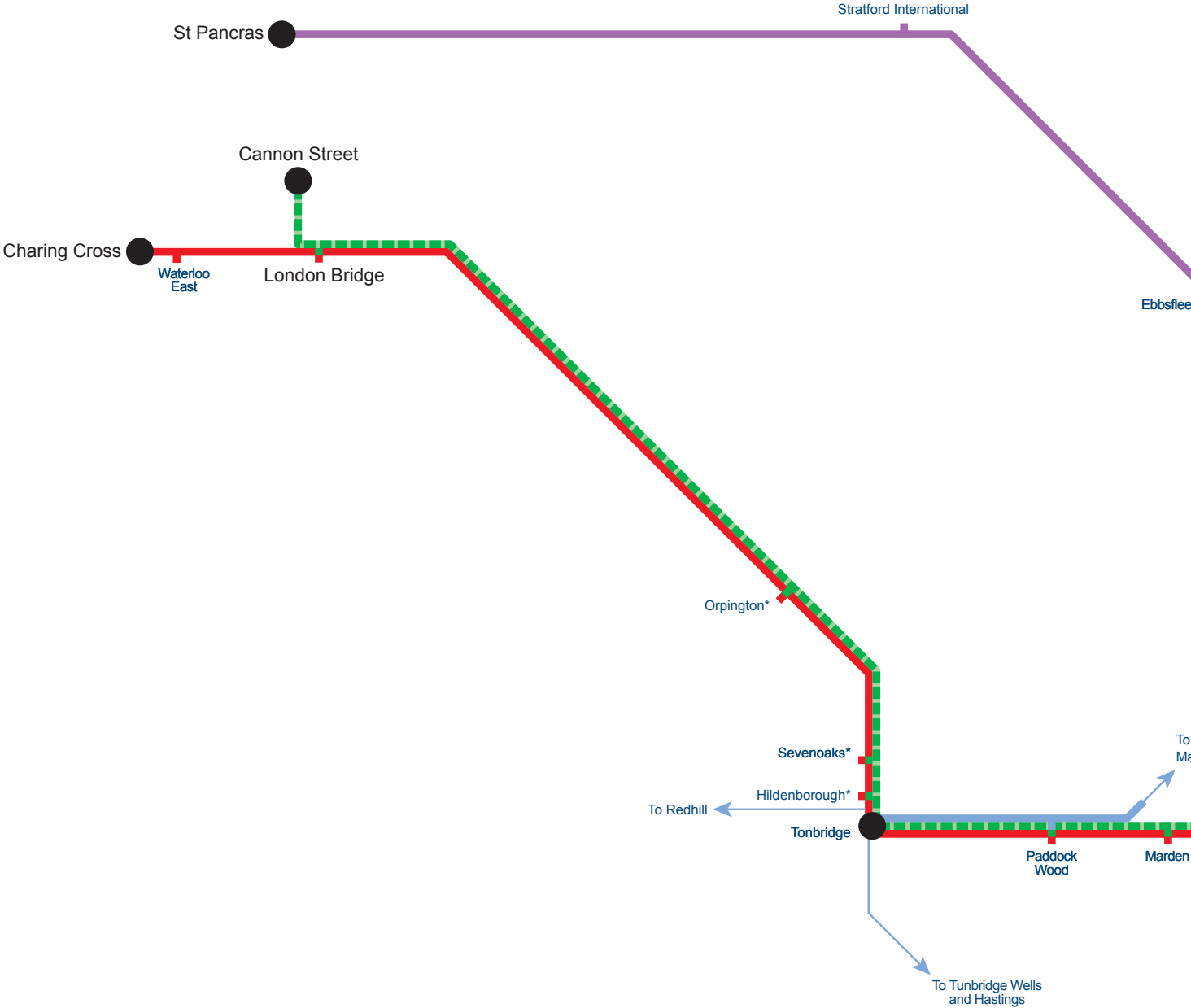


- KEY**
- █ Charing Cross
  - █ Cannon Street
  - - - Cannon Street (peak only)
  - █ Local service
  - Indicates station stop

via Sidcup



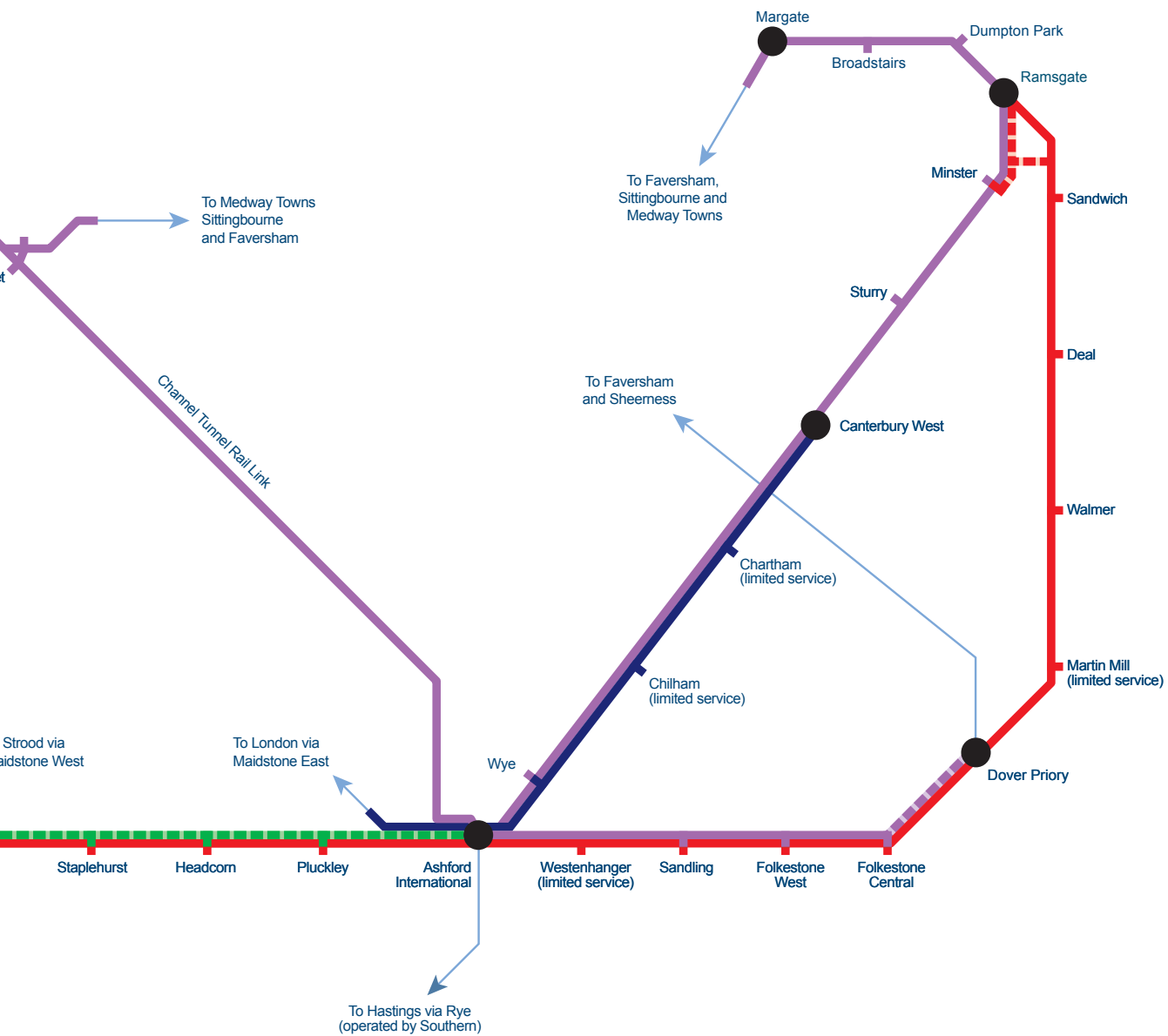
# East Kent (via Ashford)



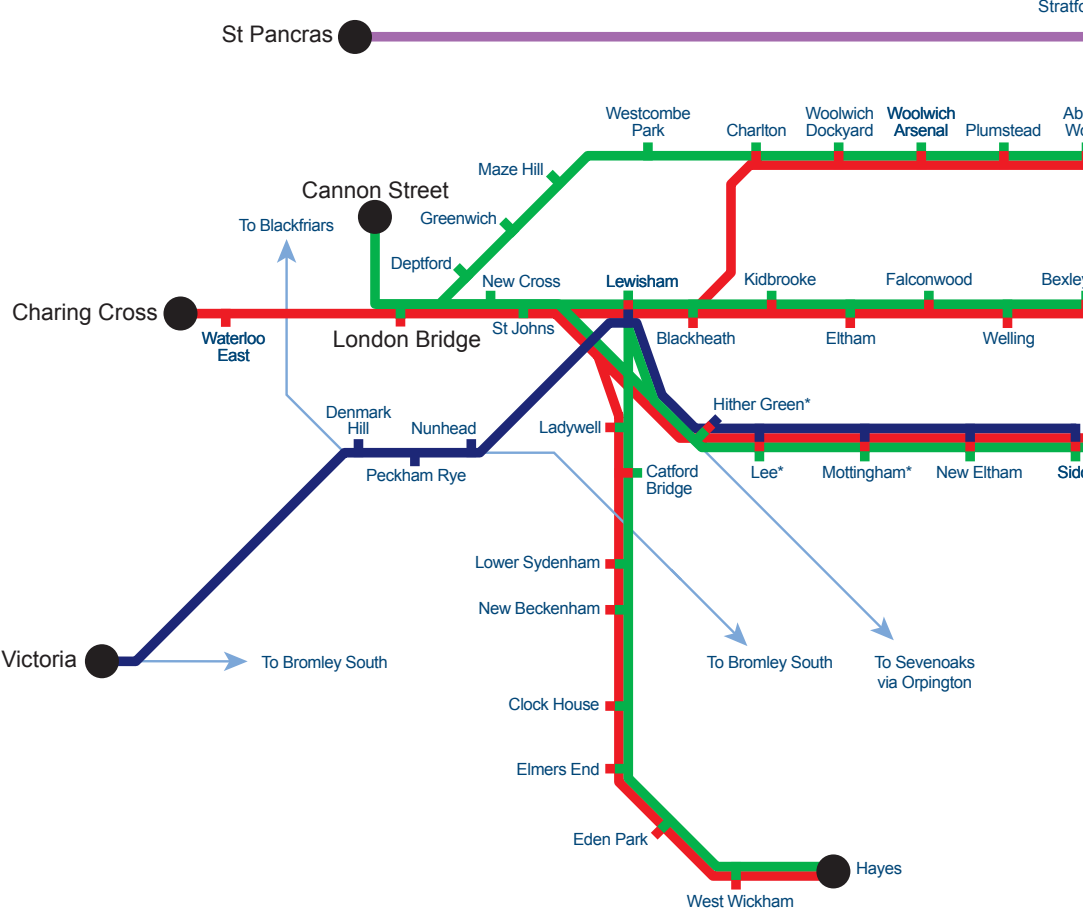
**KEY**

- █ Charing Cross
- █ Charing Cross (limited peak only)
- █ Cannon Street (peak only)
- █ St Pancras
- █ St Pancras (subject to HMRI approval)
- █ Victoria
- █ Local Service
- ▬ Indicates station stop

\* East Kent trains call at Hildenborough, Sevenoaks and Orpington only at peak times. See also West Kent Services.

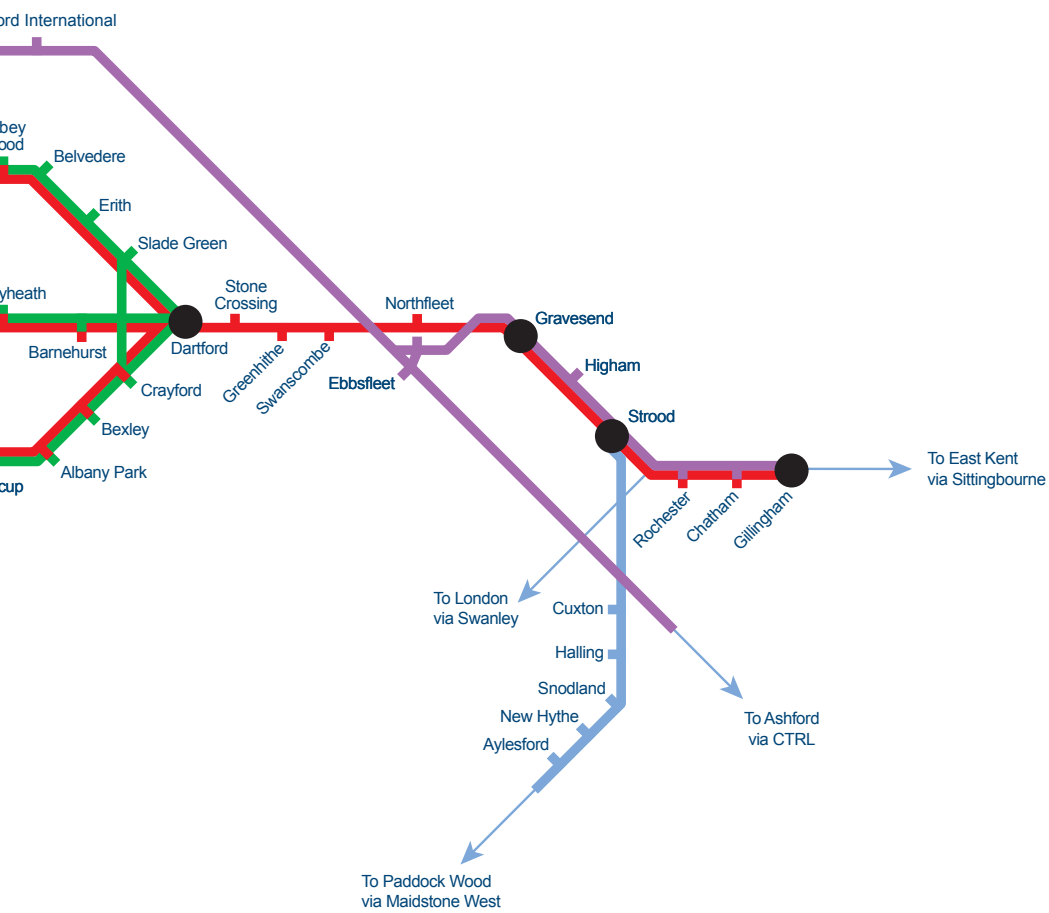


# London East

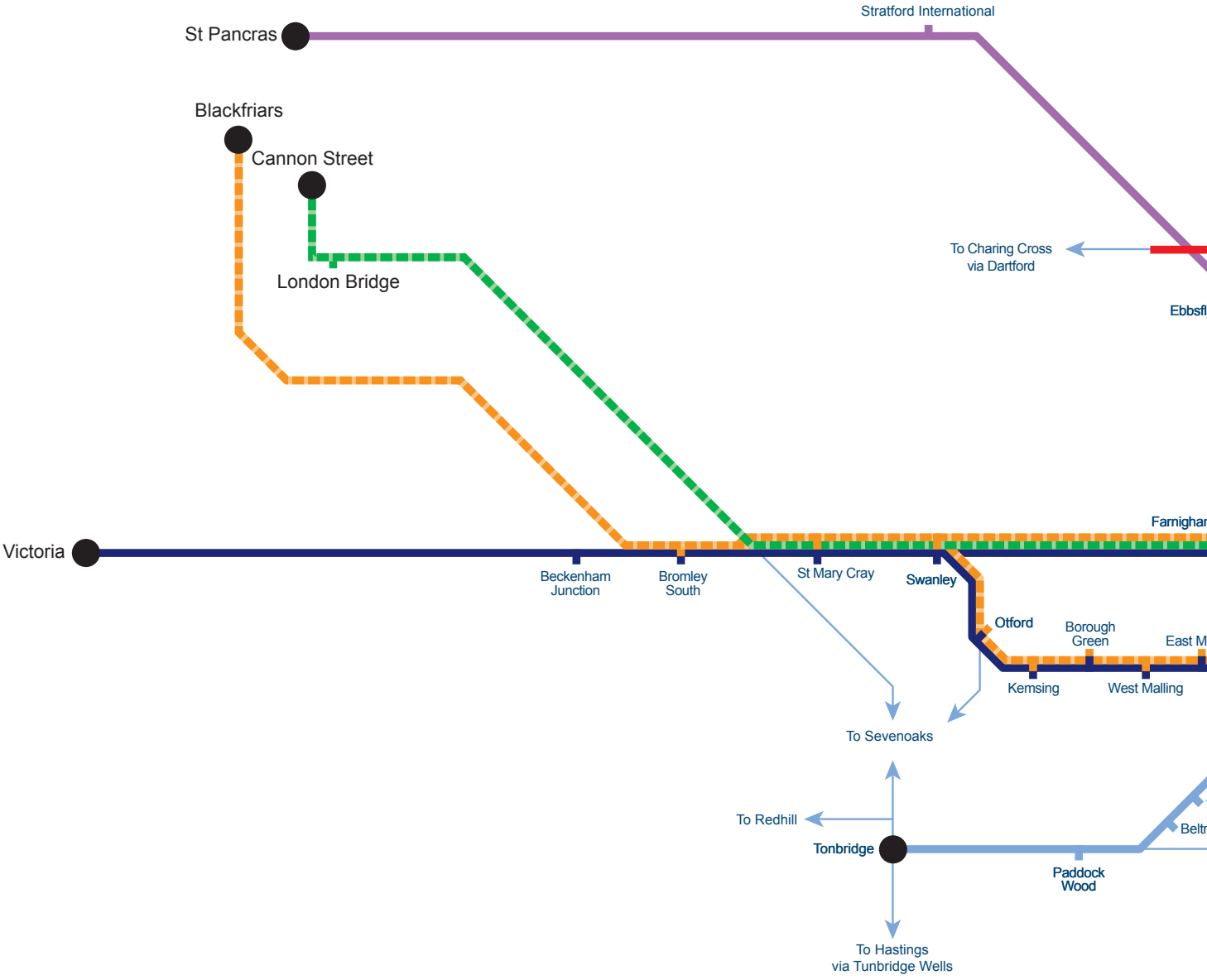


**KEY**

- █ Charing Cross
- █ Cannon Street
- █ St Pancras
- █ Victoria
- █ Local Service
- Indicates station stop
- \* Charing Cross trains stop at Lee, Mottingham and Hither Green only at peak times

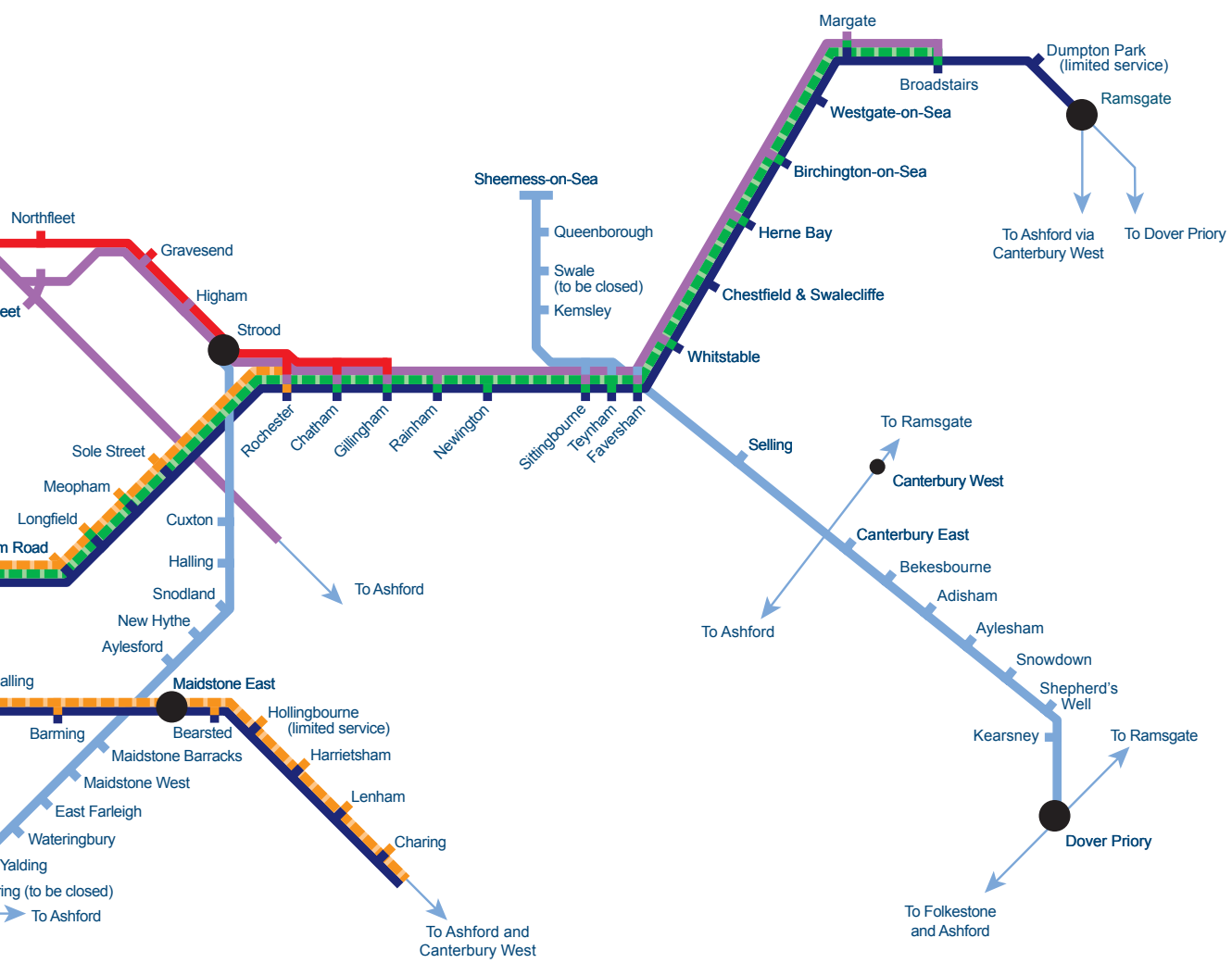


# Maidstone and East Kent (via Medway)



- KEY**
- █ Charing Cross
  - █ Cannon Street (peak only)
  - █ St Pancras
  - █ Blackfriars (peak only)
  - █ Victoria
  - █ Local Services
  - █ Indicates station stop





## Glossary of Terms

BML	Brighton Main Line
D&G	Directions and Guidance
EKR	East Kent resignalling project
FA	Franchise Agreement
FLPA	Franchise Letting Process Agreement
FRP	Franchise Replacement Process
FTT	Feasibility Timetable
HMRI	Her Majesty's Railway Inspectorate
IKF	Integrated Kent Franchise
ITT	Invitation to Tender
LCR	London and Continental Railways Limited
LTUC	London Transport Users' Committee
ROSCO	Rolling Stock Company (fleet lessor)
RPC	Rail Passengers' Committee/ Council
SEML	South East Main Line
SRA	Strategic Rail Authority
TAA	Track Assess Agreement
tph	Trains per hour
TUPE	Transfer of Undertakings (Protection of Employment) Legislation



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