

## January 2010

For more information on any of the topics included in the brief contact Yvonne Leslie on 020 8929 8674 or at [yvonne.leslie@southernrailway.com](mailto:yvonne.leslie@southernrailway.com).

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### Wintery Weather

Snow and ice on our network was the prominent feature for the first two weeks of January and we would like to thank our passengers who were very patient during the winter conditions.

Southern staff worked hard to deliver the best possible service to our passengers despite the weather. Generally, we were able to run a full South London metro service during this period, with a revised service put in place on our Sussex coast services on five days.

The revised service aimed to ensure a dependable one, particularly through removing splitting and joining at stations such as Haywards Heath and Horsham, where a specific risk of the couplers icing increased the potential for disruption to the service. Generally, this approach worked well, providing passengers with a reliable service, though there were days when services were disrupted due to excessive snowfall and ice.



We are currently reviewing all aspects of our service provided during these two weeks, within the company and with our industry colleagues and suppliers. If you have any feedback on the services provided please contact Yvonne on the details above.

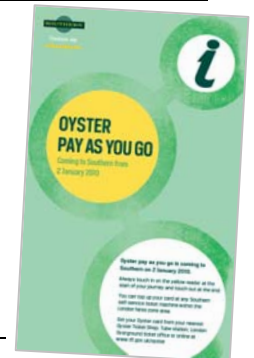
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### Oyster pay as you go has arrived

Oyster pay as you go is now accepted on all Southern services within the London fares zone area after a successful introduction on Saturday 2 January. There are several changes to go with this such as installation of validators at stations and Oyster 'top-ups' available at Southern ticket machines.

Passengers can also load an 'Oyster Extension Permit' from ticket machines if they want to use pay as you go to travel to a zone outside of their Travelcard area. Further information is available at the Transport for London website [www.tfl.gov.uk/oyster](http://www.tfl.gov.uk/oyster).

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### May 2010 timetable change

The next timetable change will take place on 23 May 2010. The May timetable will see changes in the London area especially, associated with the East London Line extension to West Croydon and Crystal Palace. More details on the planned May timetable are available and you can contact Yvonne on the details above for the full document.

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### Barnham box on the move

A delicate operation was completed in December, when the 100-year-old Barnham signal box was moved to its new home. The wooden Edwardian signal box was lifted by crane (pictured) and moved to Aldingbourne playing fields, where it will be used by Bognor Regis Model Railway Club.

The signal box was no longer required after Network Rail completed major resignalling works last year. However, instead of being demolished, a local group worked to preserve this piece of railway history and with support from Network Rail, West Sussex County Council and the Railway Heritage Trust, the building has been saved and there are even plans to complete further restoration work.



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## Access to our stations

A Station Travel Plan helps manage the way people get to and from a station. We are introducing travel plans at 30 of our stations to improve access and information for our passengers, and encourage the use of 'greener' methods of transport to get to our stations (such as walking, cycling, buses or car-sharing). The objectives include:

- improving entry and exit to a station for all modes of transport, including by foot;
- increasing the proportion of passengers using sustainable means of travel to these stations;
- reducing the CO<sub>2</sub> (carbon dioxide) emissions resulting from travel to and from stations;
- increasing the number of people using these stations (footfall); and
- improving customer satisfaction.

Station audits and passenger surveys will be completed at all 30 stations to collect information and suggestions to help write a Station Travel Plan.

The 30 stations are Balham, Brighton, Burgess Hill, Chichester, Coulsdon South, Crawley, Dorking, East Croydon, East Grinstead, Eastbourne, Gipsy Hill, Haywards Heath, Horsham, Hove, Leatherhead, Lewes, Norbury, Oxted, Peckham Rye, Polegate, Purley, Redhill, Streatham Common, Streatham Hill, Sutton, Thornton Heath, Three Bridges, Upper Warlingham, Wallington and Worthing.

If you have any views on any of these stations and ideas on how to help reach the objectives above please get in touch with Yvonne on the contact details at the start of the brief. More information on travel plans in general is also available on the website: [www.stationtravelpans.com](http://www.stationtravelpans.com).

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## Winter breaks campaign

We are continuing to promote the use of Southern trains with a 'Winter breaks' campaign highlighting a 40 per cent discount on Advance fares available from our website. The campaign aims to encourage people to use the train to travel to Gatwick Airport for their winter sun or ski holiday. The campaign runs until the end of February and more information is available on our website [www.southernrailway.com](http://www.southernrailway.com).



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## South Croydon station improvements



Recent improvements made at South Croydon station with Seltrans, TfL and Network Rail make it the first railway station in the UK to have solar panels retro-fitted to an existing building. The panels produce enough carbon-free electricity to power the lighting and CCTV cameras along a new footpath to the station. Mayor of Croydon Cllr Margaret Mead officially unveiled a 'clock' in the ticket hall which measures the electricity being generated by the solar panels and the carbon being saved. The station also now has new automatic ticket gates, a complete refurbishment of the waiting room and toilet, plus a new cycle storage area.

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## East Surrey College - Young Enterprise award

Four teams of students from East Surrey College recently took part in a competition run by Southern's Stakeholder Advisory Board (SAB). Each team was asked to develop an innovative idea to encourage young people to travel by train. The SAB funded prizes for the competition and one of the passenger members sat on the judging panel. Franchise Improvement Director, David Scorey and SAB member, Chris Allinson are pictured presenting the first prize to the Engineering/Motor Vehicle division. Their presentation covered ideas for more flexible ways for students to buy tickets. All the teams put in a tremendous amount of effort and the construction division even made a life-size Southern train carriage to use in their presentation, which can be seen in the picture above.



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## National Rail Conditions of Carriage

The Department for Transport has recently agreed that there is no longer a requirement for National Rail Conditions of Carriage to be published in paper format (to reduce the amount of paper used) so they are now available online at the National Rail website [www.nationalrail.co.uk/times\\_fares/nrcc/](http://www.nationalrail.co.uk/times_fares/nrcc/)

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## Meet the Southern management team

Our next regular Meet the Manager session is at London Bridge on Thursday 4 February between 0730 and 0930.