

**>> Issue – 2****December 2009**

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

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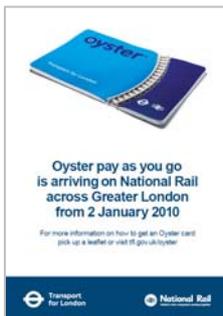
**2010 Fares**

The annual fares changes have been announced and from 2 January 2010, many passengers will see a decrease or freeze in fares. Annual changes in 'regulated' fares are calculated based on the Retail Price Index (RPI) figure (RPI + 1%) from the July before and as this was negative in 2009, regulated fares will go down by 0.4%.

There's good news too for most\* off-peak travellers who book online. From January until May 2010 they will be able to take advantage of a whopping 10% discount on today's prices. We will also freeze Advance purchase fares and continue to offer our popular 40% off when you book online until May, meaning fares start from as little as £3 (£2 with a railcard). Advance fares will also be extended to more routes from January 2010. Southern's unregulated fares will increase by no more than 4%.

\*A small number of off-peak fares, such as Off-Peak Returns (not returning on the same day and valid for up to a month) are regulated and will either stay at today's prices or go down. These fares will not be discounted when buying online.

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**Oyster pay as you go on national rail**

Boris Johnson, Mayor of London and Lord Andrew Adonis, Secretary of State for Transport announced last month that Oyster pay as you go will be accepted across all national rail services in London from 2 January 2010. The announcement was made at Balham station where pay as you go is being piloted on services between Balham and Victoria.

From Saturday 2 January 2010, passengers travelling within the London fares zone area will be able to use Oyster pay as you go on Southern services and all other train services in the London area, in addition to bus, tram and the Docklands Light Railway (DLR). This will make it easier for passengers to integrate their journey on different forms of transport and provide another fare option.

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**December 2009 timetable change**

A new timetable starts on Sunday 13 December and the pocket guides are available at stations or at <http://www.southernrailway.com/your-journey/timetables/>. The key changes are:

- Our services will no longer call at Charing Cross and Waterloo East stations. This is due to the introduction of a new Southeastern timetable with its high speed services.
  - There will be an improved off peak service for Norwood Junction with London Bridge - Reigate and London Bridge - Tonbridge services making additional stops at this station.
  - There will also be improved off peak service for Merstham station with London Bridge – Reigate services making additional stops.
  - Retimed early morning services from Eastbourne/Hastings/Rye to Ashford will provide connections with Southeastern's new high speed services to St Pancras. Some early morning services from Ashford to Brighton will also be retimed between Ashford and Hastings to provide connections at Hastings with Southeastern services to Charing Cross.
  - An additional morning peak service will be introduced from Winchelsea, Doleham and Three Oaks to Hastings.
  - The majority of services on the West London Line route to Watford and Milton Keynes will stop at the new Imperial Wharf station.
  - There will be alterations to late morning peak services on the Wimbledon loop due to changes to First Capital Connect services.
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## May 2010 timetable change

Following the timetable changes in December 2009, the next timetable change will take place on 23 May 2010. This 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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## Corporate Social Responsibility

Our Corporate Social Responsibility report has just been published and highlights the environmental strides the company has made in reducing its carbon footprint over the last twelve months. Top of the pile in terms of savings is a massive 8,400 tonnes of carbon being saved per year through regenerative braking with our class 377 fleet of trains. This is equivalent to 14 tonnes per train per year saved and cancels out the entire annual emissions for over 1,500 households.

Other highlights from the report show:

- A reduction in overall energy consumption by 10.9%, which comes after a 17% overall reduction in the previous year;
- 240 tonnes of waste paper per annum are sent for recycling from 25 collection bins across our network;
- 90% of Southern's electricity supply is smart-metered all from renewable power sources such as wind farms;
- In support of Green Britain Day, Southern discounted off-peak tickets bought online by 90%, selling over 25,000 in all with the aim of getting people out of their cars and onto the train; and
- Levels of crime on the Southern network fell dramatically, coming in at 56% lower than 2003 levels.

The report provides details of our day to day operations and our impact on the environment. This year, the report is divided into four key areas – Environment; Community; Workplace; and Market place which describe our impact on the world around us and our approach to managing these responsibly.

The 2009 report can be found at <http://www.southernrailway.com/about-us/our-corporate-responsibility/>

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## Station Meeting Points

We are introducing 'meeting points' at some stations. These are designated areas in the station which passengers can use to meet friends and family or groups easily or meet station staff when they have booked assistance.

They are being installed at the following sixteen stations across our network: Brighton, East Croydon, Worthing, Eastbourne, Bognor Regis, Redhill, Chichester, Haywards Heath, Purley, Sutton, Lewes, Hove, Horsham, and Littlehampton, as well as London Victoria and London Bridge, although these will be in Network Rail colours.



Meeting Point signage is already in place and in use at Eastbourne (pictured) and Purley stations and work is underway to complete the others by the end of December 2009.

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## Southampton tunnel improvements – December 2009 to January 2010

From Saturday 5 December, Network Rail is making improvements to Southampton Tunnel, including track renewal, bridge replacement, adjustments at stations and work to allow freight trains from Southampton Port to use the tunnel in a more efficient way.

Most trains are operating as normal during peak times as Network Rail is working on one track at a time. However, the work will affect some Southern and South West Trains services through the tunnel as follows:

- The tunnel will be completely closed each weekday night from 2315 (0005 on Fridays) to 0545 and trains due to run within these times will be diverted or rail replacement buses will be in use.
- The tunnel will be closed every Saturday and Sunday and Southern services will terminate at either Netley or Woolston, with bus connections to Southampton Central.
- The tunnel will also be closed from 25 December to 4 January.



Further information for passengers is available on [southernrailway.com](http://southernrailway.com) or on [www.nationalrail.co.uk](http://www.nationalrail.co.uk).

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## East Coastway timetable

Our consultation regarding potential changes to the East Coastway timetable and capacity increases to the Uckfield line continues, closing on 11 January. The full consultation and reply details are available at [www.southernrailway.com/news/east-coastway-timetable-consultation/](http://www.southernrailway.com/news/east-coastway-timetable-consultation/).

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## PLUSBUS extended

From 2 January 2010, passengers travelling to or from Horsham or Littlehaven will be able to benefit from PLUSBUS, a discount price bus pass that passengers can buy with their train ticket. Passengers can buy PLUSBUS tickets online at [southernrailway.com](http://southernrailway.com) and the site also includes information on where the scheme is already active on our network. PLUSBUS provides unlimited bus travel at the start, middle or end of a passenger's train journey and includes the following operators: Metrobus, Compass Travel, Arriva and Stagecoach. More information about PLUSBUS is also available on their website [www.plusbus.info](http://www.plusbus.info)



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## New online facilities from ATOC

The Association of Train Operating Companies (ATOC) has launched two new online facilities for passengers.

- [www.bestvaluefares.co.uk](http://www.bestvaluefares.co.uk) is a new guide to fares for passengers. The aim is to simplify the rail fares system and to help passengers get the best value fares for their train journeys. The website has been developed by ATOC in conjunction with Passenger Focus and marketing teams from all train operators.
  - Stations Made Easy is a new web guide providing passengers, especially elderly and disabled people with mobility problems, parents with young children and passengers with heavy luggage an easy guide to getting around the rail network. There are interactive maps of every station in the country pointing out where passengers can find facilities, such as ticket machines, toilets, taxi points, shops and bars. The maps are 'brought to life' with 700,000 photos of the stations. To access Stations Made Easy, go to [www.nationalrail.co.uk/stations\\_destinations](http://www.nationalrail.co.uk/stations_destinations) and enter a station name and then click on the 'Stations Made Easy' link.
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## Christmas and New Year timetable 2009/2010

Below is a summary of our services over the festive season. More information is available at [www.nationalrail.co.uk](http://www.nationalrail.co.uk).



- *Christmas Eve Thursday 24 December* - a normal service **will operate**, but with an early service shutdown.
  - *Christmas Day Friday 25 December* - a half-hourly Gatwick Express coach service (non-stop) will operate during the daytime. No other Southern services will operate.
  - *Boxing Day* - the following services will operate: Gatwick Express every 30 minutes calling at East Croydon, hourly Victoria to Brighton service (not calling at Clapham Junction), London Bridge to East Croydon via Norbury service every 30 minutes and London Bridge to East Croydon via Sydenham service every 30 minutes.
  - *Sunday 27 December* - A normal Sunday service with rail replacement buses between Balham and West Croydon will operate plus an additional hourly service between London Bridge and Redhill, calling at Norwood Junction, East Croydon, Purley, Coulsdon South and Merstham.
  - *Monday 28 December* - A Saturday service will operate, with buses between Balham and West Croydon. Evening Victoria to Horsham via Redhill services will run to / from London Bridge.
  - *Tuesday 29 and Wednesday 30 December* - A Saturday service will operate.
  - *New Year's Eve* - A Saturday service will operate.
  - *New Year's Day* - A Sunday service will operate. There will also be 13 free services between Victoria and East Croydon every 20 minutes from 0105 until 0505 (calling all stations). Buses will replace trains between Balham and West Croydon and there will also be an additional hourly service between London Bridge and Redhill.
  - *Saturday 2 January onwards* - A normal service will operate, with services amended for planned engineering work as required.
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## Meet the Southern management team

Our next regular Meet the Manager session is at London Bridge on Thursday 10 December between 0730 and 0930.

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