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RESPONSE BY HAMPSHIRE CHAMBER OF COMMERCE
ON THE SOUTH WESTERN RAIL FRANCHISE CONSULTATION
BY THE RAIL EXECUTIVE
FEBRUARY 2016

Hampshire Chamber of Commerce is the Independent Voice of Local Business across the county and is one of the largest business representational groups in the UK. It brings together the combined influence, strength and expertise of the county's three former major Chambers of Commerce. This substantial business network engages businesses of all sizes and in all sectors, whether throughout Hampshire, or in local groupings as and when required to focus on the areas of Solent LEP, Enterprise M3 LEP, South Hampshire, the New Forest, North or East Hampshire, or the city regions of Portsmouth, Southampton, Winchester and the main towns, such as Aldershot, Andover, Basingstoke, Eastleigh, Fareham, Farnborough, Fleet, Gosport, Havant.

Hampshire Chamber's Planning & Transport Committee, chaired by Mark Miller of 2M Transport Solutions, has discussed the Consultation and endorsed this response as its agreed consultation response generally in support of the objectives proposed in the document.

The consultation response has been drafted using the same order used through Annex A: List of Consultation Questions section, page 50, in the South Western Stakeholder consultation document.

CONSULTATION RESPONSE

The demand for greater accessibility and connectivity in the South West is consistently rising, creating even greater environmental pollution and congestion pressures, especially affecting road transport. This franchise consultation provides a welcome set of specifications to help railways address many of these transport issues and potentially relieve the pressure on Hampshire's parallel strategic and local road systems.

Hampshire Chamber member businesses are keen to see rail services improved across the County to ensure efficient travel choices are available, whilst also ensuring suitable rail investment for rail freight into and out of the region. We recognise the current network is operating at close to capacity and share the aspirations for additional passenger and freight services that are urgently needed in this area to support the continuing economic development of this region and the two Local Economic Partnership areas (Solent LEP and EM3 LEP).

1 PASSENGER SATISFACTION QUESTIONS

We generally agree with the key priorities identified by Transport Focus, as set out in the consultation document.

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2 FRANCHISE OBJECTIVES

The Chamber of Commerce generally supports the Franchise Objectives, but would recommend that some amendments should be made, as outlined below:

1. We are unhappy with the proposed 7 – 9 years franchise length and would welcome some alterations on this. In particular we would like to see the provision of as long a franchise of between
2. 15 and 20 years (with mid term review point) to enable thorough and continuing investment in services, rolling stock and infrastructure. This would also provide some stability and certainty for
3. Customers and enable the best possible opportunity for rail travel growth in our area and alignment with other stakeholder planning policy and development timescales.
4. There should be greater emphasis on the objective of increasing rail's proportion of modal share in Hampshire, especially over peak journey periods, while seeking new markets from people who do not currently use the railways.
5. Whilst there is understandable emphasis on promoting better access to London, we believe more priority should be made on the creation, provision and servicing of jobs within Hampshire. There should be particular emphasis on increasing peak counter-flow travel out of London to this region and its attractions.
6. The railways in Hampshire should not be considered and planned in isolation and on a supply led basis only. More emphasis should be given to considering how rail can deliver innovative transport solutions to the whole transport network in Hampshire, integrating with other forms of public transport wherever possible, working in depth with non-rail focussed stakeholders and considering expansive implementation of capacity, services and infrastructure improvements to meet increasing passenger demands.
7. There should be greater inclusion of linking franchise objectives to housing and industrial developments. We urge some joined up thinking with local business and planning organisations to assess the demand increases foreseen in these areas over the next 30 years from all developmental perspectives.
8. We should like to see closer ties between the Rail Industry, Chambers of Commerce and the Local Enterprise Partnerships, as is common elsewhere in England. By working in partnership, additional funding can be identified and drawn down for these important upgrades and investment so urgently needed in this region. Solent Transport's "Transport Delivery Plan 2013" endorsed by Hampshire Chamber has a section on rail.

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3 CAPACITY

The key planned capacity improvements identified through Network Rail's 2014 Wessex Route Study are fully supported by the Hampshire Chamber of Commerce and should be implemented as soon as possible to improve the county's rail network resilience, provision and performance.

The eventual franchise holder must commit to progressing work on the report's conclusions, whilst ensuring additional service capacity is provided without adversely affecting rail freight growth in the area.

We accept that the current rail network in Hampshire is close to capacity. However, we would like consideration of increases in rail provision as coming from multi modal switching and town planning perspectives, rather than a supply led decision process made by the railway industry alone. For example, rail mirrors major congested motorways in the region (M3, M27 and A3) and can act as a better means of addressing congestion, environmental and pollution issues on these routes, for the benefit of all communities, if considered as a key alternative within overall planning frameworks. Managers from Highways England have already briefed this Chamber in their desire to see greater collaboration with the rail industry to find innovative ways of addressing mutual capacity problems.

Current train overcrowding needs to be addressed so that all passengers receive a seat. We understand the impetus for providing rolling stock with 3+2 seating, but do not support the associated reduction in customer comfort levels or satisfaction levels. We would prefer to press for all peak long distance services to enjoy 12 carriage trains with 2+2 seating formations. In addition, the popularity of local services should see the increase of current 2 car units to at least 4 carriages and ensure that front door opening should be provided to ease boarding times.

There is no mention of double deck trains, although at this time we have some concerns over dwell times at stations, infrastructure upgrade requirements and the lack of suitable rolling stock provision for this country. We ask for further consideration of their implementation to increase seating capacities where possible.

No mention has been made of additional station provision. The Chamber of Commerce has for many years supported the provision of new or reopened stations to help improve access to rail network. These include Chineham, Knowle, Halterworth, Northam, Nursling, Farlington, Marchwood and Hythe. All sites are supported by increased housing and industrial developments which would prosper from additional sustainable transport options. Similar concepts are being progressed through the current Solent LEP Transport Strategy vision report.

The cost of new station provision would not be exorbitant but would go a long way to alleviating access concerns to the rail network, serve major housing and industry developments in the area and reduce pressure on key hub stations and strategic and local road networks.

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4 GROWTH – FUTURE IMPACTS ON DEMAND

All local plans in Hampshire are attempting to address population growth through more housing, which will lead to higher demands for travel. As has been seen, growth at most Hampshire stations has been around 2 – 3% on average consistently over the past 5 years. This growth will inevitably continue.

In September 2015, the devolution proposal for a **Combined Authority for Wider Hampshire and the Isle of Wight** was submitted to Government. This has set a target of delivering 76,000 homes across the whole Combined Authority area in eight years instead of ten years, increasing the annual delivery rate from 7,600 homes to 9,500 homes. The potential to provide new roads to accommodate this growth in homes and the associated increase in jobs is non-existent, so the railways are one of the only modes of travel which has the potential of meeting many economic and travel needs in Hampshire in the long term.

The international port facilities in Southampton and Portsmouth also generate a number of passenger movements from a wide catchment area for cross Channel ferries (Portsmouth – 1.9 million passenger journeys per annum) and Cruise Ships (Southampton – 1.6 million passenger journeys per annum). Southampton Airport, which is well connected by north to south rail services, generates around 1.8 million passenger journeys per annum. If these facilities are to grow, then improved rail capacity and services are vital during the course of this new rail franchise.

5 TRAIN SERVICE SPECIFICATION

Overall, we would like to see the train service specification over-riding objective being the need to expand the rail network and services, rather than managing an existing pattern of services which has seen steady growth, albeit consistently below annual national average increases. We believe it is time to give a step change in service provision to unlock the area's latent rail travel demands.

It is recognised that passenger numbers are increasing into London and it is necessary to cater for this growth. However, we believe this franchise should not solely concentrate on the Capital despite its commercial draw. Due consideration should be given to rail connectivity, improved rail capacity and standardised yet higher service frequency levels throughout Hampshire.

It is noted that priorities for recent studies and franchise specifications focus on reducing journey times, in particular into London. This is laudable, but not necessarily required. In separate passenger surveys undertaken by our members, the main requirements for rail travel by users are reliability and frequency and we would like to see provision of a minimum of 30-minute service frequencies to all of our stations rather than the shaving of say 10 minute journey times to London. Where frequencies are higher the overall levels of modal share by rail increase significantly. Evidence from the 2011 Census Travel to Work dataset shows that for local travel flows which have a more frequent service, rail can capture a significant market share. For example journeys from Eastleigh town centre to Winchester have a 22.7% rail modal share with 2 trains per hour, and journeys from Eastleigh town centre to Southampton have a 16.6% rail modal share with 2 to 3

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trains per hour. Where the frequency drops to hourly, the modal share drops notably. For example for journeys from Netley to Southampton rail only has a 4.2% modal share. Such service frequency improvements will move somewhat towards the multi-organisation aspiration of a Solent Metro network.

This would be essential to encourage greater access to the rail network, more rail use, and in turn provide a financial return on investment throughout the rail industry. Improved journey speeds are highly desirable but should not be pursued at the expense of intermediate stations not gaining additional services. We believe there is a latent demand for rail use in Hampshire at stations which currently only receive an hourly service and we would like to improve the attractiveness of better connectivity between major employment centres such as Southampton, Basingstoke, Farnborough, Portsmouth, Fareham, Winchester and so on a north – south and east-west axis.

By focussing more on intra Hampshire travel, including smaller stations, there is ample opportunity to transfer to rail many of the documented 15 – 30 miles trips currently undertaken by car. Concurrently, this would reduce environmental and pollution impacts and aid economic growth in the area.

It is clear that many of the existing service patterns have failed to capture much of this market because of historically poor frequencies and connections. We are concerned that the balance between fast services and more frequent connecting services needs to be reconsidered.

a) Airports

The Chamber wishes to see improved service frequencies and connectivity to major airports in its region. We are disappointed that access to Heathrow receives such little emphasis in the consultation. Connections to the UK's largest and only hub airport are important for our members, whether the additional runway is built or not.

Even without additional capacity, the Airports Commission forecasts continued growth, as average aircraft size increases, from a record 75 million passengers per annum in 2014 to as much as 95m by 2050. The M25 south west quadrant, the busiest section of motorway in Europe, already operates in excess of capacity, with congestion contributing to air quality failing to meet legal limits. A step change in rail access is therefore essential. Better connections to global markets via Heathrow would provide a significant boost to our local economy and not just for existing businesses, but in transforming inward investor perceptions of accessibility to global markets.

Heathrow Hub Ltd's proposal for a fast rail link from Woking to Heathrow provides through trains from the south and south west via Heathrow, (using the existing 4tph Heathrow Express paths on the Great Western Main Line) with services continuing to Paddington. Network Rail's current proposals for grade separated on junctions at Woking and Basingstoke will aid this scheme. We support these proposals as, in addition to providing competitive journey times and frequent direct

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services to Heathrow, they would also relieve the severe and growing capacity constraints on South West Main Line between Woking and Waterloo, enable direct interchange with Crossrail at Paddington, (taking many passengers closer to their central London destinations and relieving the congested LUL network serving Waterloo) and provide very significant accessibility improvements for many of Hampshire's towns.

In particular we support the development of Crossrail 2 as a means of freeing up central London line and terminal capacity. Connections onto Crossrail 2 from north Hampshire would considerably improve the accessibility to parts of north London and areas north of London.

Improvements to the North Downs Line will add much needed service capacity to and from Gatwick Airport, including in-fill electrification, modernised rolling stock, frequency improvements and train lengthening. Options to access Gatwick via the North Downs Line from Basingstoke and Reading would also be supported. We should like to see a 20-minute passenger service linking Southampton with Reading, the Midlands and the north, with 2 services per hour running as now between Reading-Birmingham New Street (1 per hour via Solihull) with the 3rd train per hour using the soon to be opened East-West link

Southampton Airport continues to grow as one the three key international gateways in the South Hampshire area and already has a high rail mode share (20%) and we would like to see this improved further.

Operation of the Brighton to Southampton service via Eastleigh and Southampton Airport Parkway, was committed to but not delivered in the former Southern franchise and has been identified by Network Rail as having a positive business case in the previous RUS. This would provide connectivity benefits for Southampton Airport to the East, a new, direct Hedge End to Southampton link, supporting rail access from this area of substantial future housing development towards the largest local employment hub. This could also apply to the existing Brighton/Portsmouth – Cardiff services to improve connectivity.

To cater for the direct south coast service to Southampton Airport, we should like to see the service and rail line between Fareham-Botley doubled throughout, including a wider or new tunnel under the M27 north of Fareham. Additional platform capacity at Eastleigh should be provided along with an additional loop from Eastleigh-Southampton Airport Parkway, to provide a 4-track railway to increase capacity and connectivity in this location. In addition, we believe there is capacity to reintroduce operations on some of the unused track bed at Northam northwards towards Southampton Airport Parkway.

b) Mini-metro service - PORTSMOUTH - SOUTHAMPTON

By improving infrastructure and service options via Hedge End, Eastleigh and Southampton Airport Parkway, we believe the timetable on the Portsmouth – Southampton line via Netley can be recast to provide a 30 minute all-stations service frequency between these Cities and their environs, as was

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originally planned during the 1980s Network South East era. This in turn provides a suitable alternative to driving along the M27 corridor. An alternative could be to increase services between Fareham and Southampton via Netley only by utilising the turn-back bay platform at Fareham, without the need for new infrastructure on this rail corridor.

Alternatively, signalling improvements to increase train frequencies on the Netley Line and the provision of a 20 minute frequency skip stop service patterns from Portsmouth through to Southampton are also considered possible to implement. The 2012 Sub Regional Transport Model outputs showed that the proposal would offer good value for money.

We would like to point out that around 55% of all journeys on the M27 travel less than four junctions. It is a predominantly “local” motorway rather than a long distance link. Therefore the planning of rail services to provide a competitive alternative needs to replicate a similar level of shorter distance connectivity. This means that a balance between faster long distance services and more local services from suburbs to town and city centres is needed, rather than a predication towards fast, long distance services only, which will do little to serve much of the travel market that uses the M27.

Additionally, due to traffic congestion, journey times on the M27 (and many connecting and local roads) are slow at peak times, and journey time reliability is poor due to variations in congestion and accidents. Hence a competing rail service does not necessarily need to be especially fast, at least in the peak hours, in order to be a competitive alternative to driving. Providing a greater frequency of service and direct point to point connectivity, to reduce the “generalised journey time” for users, is likely to be more important in making rail an effective alternative for many potential users. This is backed up by Transport Focus’ research supporting the development of the franchise specification which has shown that whilst value for money is the most important single factor for rail passengers, frequency of train services is approximately three times as important to passengers as the end to end journey time.

c) Mini-metro service - EASTLEIGH – ROMSEY via CHANDLERS FORD

In order to cater for existing and planned increased rail freight, we should like to see additional track capacity between Eastleigh-Romsey via Chandlers Ford to further allow for a 30-minute passenger service on this corridor. To assist with this, we feel that the infrastructure improvements undertaken in the West Country on the Falmouth Branch should be investigated. These improvements have provided a 30 minute passenger service, leading to a 100% increase in passenger numbers. The additional track capacity at Penryn station could be replicated at Chandlers Ford, without the need to re-open the disused platform. This would allow for increased rail capacity for rail freight and passenger services.

A cheaper option could be the provision of a turn-back signal at Chandlers Ford. This would allow a 30 min service to Eastleigh/Southampton and enable trains to turn back towards Eastleigh during disruptions and operational pressures.

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d) Waterside Line

The reopening of the Waterside Line is an aspiration of Campaign for Better Transport (CBT), many local residents and is in the top 10 aspirations of the Association of Train Operating Companies. The existence of a freight only line, further development proposals in the area and the relatively low cost of reinstatement makes a strong case for reopening.

When Chandlers Ford station was re-opened in 2003, the rail service was intended to run to Marchwood & Hythe on the Waterside Line. Although recent studies by Hampshire County Council have provided lukewarm support for re-opening (for a low sum of circa £16m when compared with other transport schemes and an initial £900,000 annual subsidy), we believe this service should be implemented, to reduce road congestion on the western Solent, creating a proper alternative to the motor car and improved access to the eastern edge of the New Forest National Park. With the possible redevelopment of the old Fawley Power Station, enhancements to the port facilities at Marchwood and greater pressure for housing and industry along the Waterside, the case for reopening becomes ever more evident.

Due consideration would still need to be given to mixing traffic with potential freight increases on this line, but given the proposals for the Laverstock Loop, Electric Freight Spine and Southampton Central Station platform increases this should be achievable.

We agree with the proposals to increase platforms at Southampton Central station. The remodelling of Southampton Central station is understood and supported to relieve the bottleneck currently caused by the tunnel. Such improvements would also support the provision of additional services including a reopened Waterside operation. If there is also an opportunity to rebuild the Golden Grove triangle leading down in the old Terminus Station line and a new station on that spur, this would provide the opportunity to turn trains more easily, allow diversionary terminating services as required and enable a further cross Southampton service to cater for the growing office and leisure developments at Ocean Village.

OTHER SPECIFICATION COMMENTS:

We do not agree with the possibility of rail operators being given more flexibility to review how stations calls are allocated, as inevitably this will prioritise headways for the more lucrative markets including London at the expense of the wider network and smaller stations.

In terms of operational hours we are broadly in agreement with the current service timetables, except for the lack of later night services out of major cities for people attending events. For example, the last service south from Salisbury is 2230, while from London Waterloo to Portsmouth the last departure is 2345 and London Waterloo to Exeter is 2020. Services should continue to at least midnight on most main lines.

In regards to early morning services, most specifications seem acceptable, but a couple of specifics brought to our attention require consideration:

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- i. An earlier weekday Chichester to Southampton Airport via Eastleigh service to cater for early morning Southampton Airport staff and passengers arriving before 0600.
- ii. An earlier weekday service from Southampton to Bristol
- iii. An earlier weekday service from Southampton to London

Apart from comments included above, we would like to see a new link service along Southampton-Salisbury-Westbury-Melksham-Swindon corridor to provide an hourly Swindon-Southampton service serving Southampton Airport. This could be accommodated within existing train resources, but may require the reopening of platform 1 at Salisbury Station.

6 PERFORMANCE AND RELIABILITY

We feel the new franchise specification should require at a minimum that current levels of performance and reliability are maintained and improved where possible.

Greater robustness in case of managing serious disruption to the network, including better real time customer information and staff visibility are paramount to improving the perceptions of customer care standards as well as network performance.

7 MANAGING DISRUPTION

The scrapping of the current rule that replacement buses or taxis can only be provided after an hour's loss of service should be implemented to ensure customers travel expectations are met despite service disruption. Alternative travel arrangements should be provided whenever there is a customer delay or problem of significance.

Rolling stock performance is generally considered to be excellent, but one operational problem causing unreliability of services is the current ban on opening front doors on 158/9 trains owing to concerns over driver safety. This does not occur in other franchises utilising similar trains and causes boarding and alighting performance problems especially in peak periods.

Apart from comments included above, we would like to see improvements to signalling across the whole network through the introduction of in cab systems which would allow more trains per hour to be operated over all lines and improve reliability of services.

8 & 9 PARTNERSHIP WORKING & COMMUNITY RAIL

The new franchise holder should have meaningful partnership working with its stakeholders including, amongst others, the Chamber of Commerce, local authorities, LEPs, Highways England and Community Rail Partnerships. Sufficient internal financial and staff resource should be provided to manage these requirements sufficiently where stakeholders can have dedicated relationship managers who are given suitable time to engage meaningfully and responsively.

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In terms of Community Rail Partnerships, we believe these provide a successful and valuable added value to the franchisee, acting as constructive friends, volunteer managers, small scale infrastructure and marketing providers, policy advisors, funding partners and much more. Accordingly, we believe the franchise holder should provide:

- A minimum of £30,000 per annum per partnership cash/grant support
- A dedicated team of community rail liaison officers with authority from top/middle and lower management tiers to make decisions and implement projects
- The right environment for the more flexible use of spare rooms and facilities at stations for community or not for profit use
- A substantial match funding pot for small scale improvements delegated to middle managers discretionary use
- Station maintenance crews liaise effectively with community groups regarding upkeep/use of station land
- More responsive permissions to Community Rail initiatives and provide a “can do” attitude
- Agreement to stock Community Rail publicity and information at all stations
- A dedicated web page space is available for promoting Community Rail
- Joint working on marketing and price projects with Community Rail Officers

12 STATIONS

Proposals for every developing station can arise from many inputs and partners and overall they seek to see stations brought up to a general standard of quality and maintenance in line with expectations of a modern industry. The Chamber’s views are consistent with this objective and echo general aspirations for Staffing and Facilities as follows:

Staffing

Ideally every station should have staff from first to last train. We recognise this is a monumental and costly aspiration, but we would at least like to see more staffing of stations and longer ticket office opening times. This will provide a major step improvement in the level of customer satisfaction, perceptions of safety, reduction in anti-social behaviour and so on. The current move towards more station ambassadors with a face to face interaction role with customers, rather than remaining behind a ticket office window is applauded.

Facilities

Comfortable and safe improved waiting and other facilities, including toilets, seating, weather proof infrastructure should be provided at all stations, and repairs to broken infrastructure (such as waiting shelter glass panels etc) should be carried out within a suitably short period.

To reduce ticketless travel more gated stations should be provided or at least more roaming ticket inspectors.

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Ticket Vending machines should be provided on each platform at most stations, and be fitted with better anti-sunglare screens or ideally moved to better locations where they can be read more easily. We agree with the proposed roll out of the direct video link facilities on Ticket Machines to aid passengers less confident about using such facilities.

The work previously undertaken on providing level access to main stations has been extremely well received, and it is hoped that this continues throughout the next level of stations, eventually through to all stations. Improved accessibility for disabled people at all stations including the replacement of many older style footbridges is a right which should be fully met within the lifetime of the next franchise.

Free wi-fi should be provided as standard at all stations, as well as on board all services.

An anomaly that exists in one part of Hampshire is that there are three stations currently leased by Great Western Railways. The start of a new franchise seems an ideal time to consider transferring Romsey, Mottisfont and Dunbridge and Dean stations to the South West Trains franchise, especially as only South West Trains currently stop at the latter 2 stations. This would streamline managerial responsibilities, fares, information provision, marketing and infrastructure investment.

13 DOOR TO DOOR SERVICES

It is essential that rail journeys are seamlessly integrated into other modes at each end of the journey including smart ticketing, infrastructure and information. To this end every station should have an active Station Travel Plan produced and updated, which details access requirements, facility provision and integration requirements with other public transport, cycling and pedestrian services and planners. While it is an aspiration to ensure all rail users access stations by non- car means we believe there is still a requirement to provide adequate car parking facilities and space at all stations. This could include decking existing car parks as necessary to increase capacity.

14 & 15 FARES AND TICKETING

It is our belief that the provision of fully integrated smart cards for all users, which are compatible with local bus services, taxis, ferries and bike hires/ car clubs be implemented as soon as possible to increase the attractiveness of rail usage. Implementation of smart cards and readers, promised in the existing franchise, has been excruciatingly slow, although technology improvements and enthusiasm for joint ticketing have recently increased substantially.

Apart from the provision of integrated smartcards, we wish to see a more flexible approach to ticketing products, where there should be provision of more carnet style tickets to be used by regular but not consecutive day travellers acknowledging more the role of flexi and part time working. This omission has been a major disincentive for many of our members to consider switching to rail travel at the moment.

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In support of our tourist businesses we would like to see more tickets promotions for off peak travel to Hampshire attractions including specific/targeted line or station promotions. This should include more “2 for 1” offers for places outside of London, targeted marketing for specific trains or events, and the extension of Rainbow Days or current franchise wide maximum off-peak fare promotions. In line with other franchises, we would like to see the provision of Advance Fares to encourage greater usage of off peak or less well used services across the franchise area.

The problems caused by different fare labelling including Peak, Off Peak and Super Off Peak should be streamlined so that customers have a clear understanding of when discounts are available i.e Peak and Off Peak.

In line with station travel plans, we would like to see a more proactive approach by the franchise holder to engage with businesses to provide discounted season tickets for staff as an encouragement to access work via rail.

16 & 17 CUSTOMER SERVICE AND INFORMATION

Whilst there is a clear need for innovative ticketing options, utilising smartcard technology and primarily purchased via the internet, high quality customer service via both station and on train staff is key, particularly for more vulnerable passengers.

The franchise specification should require increased staff presence stations. This should include extended staffing hours at existing stations and staff provision at currently unstaffed stations. Customer information has improved significantly in recent years, with the comprehensive installation of real time information screens at all stations. The franchise specification should retain existing information provision and seek to provide additional information, particularly making use of the Internet.

Customer service should be excellent, including staff in stations and on trains. They should be seen as ambassadors for the service, making passengers feel welcomed and valued. Queries via the Customer Services Helpdesk should be dealt with on a more responsive basis, with guaranteed times for responses.

Greater use of social media and smartphone technology to liaise with customers should be made wherever possible to help inform their journeys. Sometimes, passengers gain access to service updates before station staff announce them, which to us seems the wrong way around.

18 PASSENGER COMPENSATION

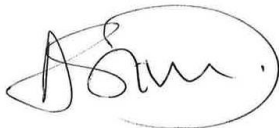
Immediate compensation should be available at the most convenience to the passenger, with the option of cash, card repayment or voucher for future travel. Compensation measures should be similarly easy for season ticket holders.

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19 SAFETY AND SECURITY

Greater staffing presence at stations and increase in uniformed Customer Service Officers on trains should be provided, along with an increased use of CCTV to help give more comfort to passengers throughout their journeys.

Hampshire Chamber of Commerce looks forward to working in partnership with the franchise holder and its stakeholders including, local authorities, LEPs, Highways England and Community Rail Partnerships.



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