



## The All-Party Parliamentary Group on Hampshire and the Isle of Wight: Submission to the South Western Rail Franchise consultation

### Introduction

With a population of 2 million, Hampshire is the home to 80,000 businesses contributing GVA of some £47 billion, the highest outside London. Our economy is approximately the same size as Wales, yet its productivity is now 6% below that of the rest of the South East having worsened since 2009.

Hampshire has a very strongly road-based economy, with two-thirds of commuter journeys made by car. There is potential to add £3 billion GVA through improved infrastructure.

Local councils are planning for at least 76,000 new houses to be built by 2026. Our area is already suffering from an infrastructure deficit. It has the lowest amount of motorways and 'A' roads per head of population in the country and its rail network is the slowest and most crowded.

Hampshire's requirements also include linking the social, educational and leisure aspects of being a polycentric county. We have two universities in Southampton, as well as universities in Portsmouth and Winchester, and many other colleges of further education around the county, each with their own area of expertise, all of which would benefit by having greater access to their potential students through improved train services.

The leisure economies of Basingstoke, Portsmouth, Southampton and Winchester, with their wide-range of restaurants, cinemas, shopping malls, theatres, clubs etc. all make a significant contribution to the GVA and need support in terms of access to their hinterland with frequent, fast services that run until late in the evening.

2m  
people

80k  
businesses

£47bn  
GVA

£3bn  
POTENTIAL  
GVA growth

76k  
more homes

## Key Recommendations

We need “quicker, longer, better” trains.

Over the last 17 years, passenger numbers in Hampshire’s stations have gone up by 91%, yet the number of services have failed to keep pace which is resulting in severe overcrowding. The overcrowding on the trains is comparable to the tube system.

Ultimately, we need a better service to London; improved east–west connectivity (especially in the south of the country); greater public transport integration; and improved bus/rail/ferry connections.

91%

growth in rail  
passengers  
since 1997

Specifically, in order to continue to grow our economy and communities, we need to:

- Improve the train service to London, both in terms of capacity and speed;
- Increase city linkages between the main towns and cities of Hampshire through public transport, enabling business critical movements to integrate labour and consumer markets;
- Develop a corridor of growth nodes, based on improved public transport, between Basingstoke, Winchester, Eastleigh, Havant, Petersfield, Portsmouth and Southampton, including easy access to stations by walking and cycling;
- Optimise and integrate the transport network (ticketing, information and operation), so travel demand load can be spread to improve resilience and peak capacity accommodated.

This submission is made by the APPG on behalf of:

---

**Ranil Jayawardena, M.P.** (North East Hampshire)  
Chairman, APPG on Hampshire

**Flick Drummond, M.P.** (Portsmouth South)  
Infrastructure Lead Member, APPG on Hampshire

---

**Sir Gerald Howarth, M.P.** (Aldershot)

**Maria Miller, M.P.** (Basingstoke)

---

**Damian Hinds, M.P.** (East Hampshire)

**Mims Davies, M.P.** (Eastleigh)

---

**Suella Fernandes, M.P.** (Fareham)

**Caroline Dinenage, M.P.** (Gosport)

---

**Alan Mak, M.P.** (Havant)

**George Hollingbery, M.P.** (Meon Valley)

---

**Dr. Julian Lewis, M.P.** (New Forest East)

**Desmond Swayne, M.P.** (New Forest West)

---

**Kit Malthouse, M.P.** (North West Hampshire)

**Penny Mordaunt, M.P.** (Portsmouth North)

---

**Caroline Nokes, M.P.** (Romsey & Southampton North)

**Royston Smith, M.P.** (Southampton Itchen)

---

**Alan Whitehead, M.P.** (Southampton Test)

**Steve Brine, M.P.** (Winchester)

---

**Andrew Turner, M.P.** (The Isle of Wight)

## **Passenger Satisfaction**

Do you support the key priorities that have been identified through the Transport Focus research?

- The survey should also have addressed those who could travel by train but do not;
- The questions are very narrow and appear to just to address passengers existing use of the train (to work) and not consider potential use of the train either at weekends or to other destinations;
- Some of the responses are far more important than other responses, for example, 'overcrowding/being able to get a seat' is the most important response by a significant magnitude.

Are there other priorities you believe should be included to inform the new franchise specification?

- Speed of service – the average speed on the line throughout the franchise is poor compared to most other parts of the country.

## Franchise Objectives

Do you feel that these are appropriate objectives for the South Western franchise?

- There is reference in the SWT franchise objectives to 'supporting the economy', whereas there is an opportunity to drive the economy, which must not be missed;
- There appears to be an underlying assumption that only incremental changes are contemplated, whereas what is required is a major change in approach, after years of under investment;
- Attention is primarily given to London-bound services – connectivity between some other key centres must be significantly improved too;
- The questionnaire has been conducted among existing passengers. Little consideration is given to winning new passengers either from people who rarely use the train, or those who use the train for just one or two destinations.

Are there any further objectives you believe should be included?

- Significantly increase the capacity for passengers between the main towns and cities of the region:
  - Basingstoke;
  - Winchester;
  - Andover;
  - Havant;
  - Eastleigh;
  - Portsmouth; and
  - Southampton; and other (non-London) parts of the Franchise.
- Speed up the 'long suburban' services to Basingstoke to provide some additional capacity on other trains (through customer behavior leading to 'switching') and for the network (through less track time), by removing the 'London suburban' station stops between Woking and London Waterloo;
- To look for new ways to increase track capacity;
- Improve:
  - frequency of services
  - average speeds
  - connections with other modes of transport
  - inter-modal ticketing
  - ease of parking (for car and bikes).

## Capacity

Considering the planned schemes to deliver additional capacity, what are your views on additional opportunities to deliver more capacity elsewhere within the franchise area?

- There are software companies who claim that their product can be overlaid upon existing signalling systems and would help the trains run more efficiently such that two extra train paths can be created into Waterloo. The payback on this scheme is believed to be two years. The new franchisee must be incentivised to consider such proposals and implement if deemed appropriate. If successful, this would enable more services to be run, resulting in less overcrowding;
- Encouragement should be given to work with CrossRail 2. This has the potential to take away a lot of the overcrowding, so long as the current capacity to the 'London suburban' stations is then released to enable new services to 'long suburban' and long distance services;
- Further incentivisation must be given to linking up the route to Reading with direct services. Once CrossRail 1 is in operation, it will be faster for some of the passengers in the western part of the franchise area to get to certain points in Central London via Basingstoke and Reading than to go via Waterloo. The numbers will depend upon the franchisee's cooperation with the management of the Basingstoke-Reading (GWR) service in order to deliver a co-ordinated service;
- Further encouragement should be given to link up with those who are planning a rail link to Heathrow from within the SWT franchise.

Are there particular services or routes where you believe there is a need to introduce additional capacity to address overcrowding?

- Mainline commuting services to and from Waterloo as follows:
  - Salisbury & Andover via Basingstoke to Waterloo
  - Weymouth, Poole, Southampton, Winchester and Basingstoke to Waterloo
  - Portsmouth, Eastleigh, Winchester and Basingstoke to Waterloo
  - Portsmouth, Havant and Petersfield to Waterloo
  - Basingstoke (stopping service) to Waterloo

It may be possible to increase overall passenger carrying capacity by introducing different rolling stock that has more standing space and/or modifying the internal configuration of trains, including rebalancing first and standard class seating. Do you have views on these potential rolling stock changes?

- We are constrained by the lack of train paths into Waterloo Station during the rush hour currently;
- The Class 450 trains ('blue trains') with their 3+2 seating plan are very unpopular, but they do have capacity to carry more passengers in a 12-car configuration than the Class 444 ('white trains') in a 10-car configuration;

- Our preference would be to have 2+2 standard class configuration across the network (akin to the Class 444, not simply removing a seat from Class 450 and not increasing the width per passenger) with more standing space by the doors of each carriage;
- Nonetheless, too many Class 450 services are currently a 4- or 8-car configuration, so 10-car Class 444 trains would still provide more capacity, alongside – importantly – an improved customer experience, so any new rolling stock introduced should be of this sort;
- Iteratively, any Class 450s released through the introduction of more Class 444s could be used to make sure that all services using Class 450s are 12 car trains, as the only rationale for their use is to provide the maximum capacity;
- In the medium and long term, we expect various measures to increase the number of train paths and, therefore, the problem of overcrowding to be addressed by having more services, as well as better rolling stock;
- In the short term, therefore, every effort should be made to only use Class 450s for peak time services, where there is a need for more seats;
- For all other services, whenever Class 444s are available, they should be used, instead of Class 450s. This might more likely be achieved by having the Class 444s residing overnight in London, while the Class 450s reside overnight at the other end of the respective lines.

## Future impacts on demand

What factors may impact on demand for travel on the new South Western franchise, drawing on local impacts in particular? Please provide any evidence you may have.

- Demand for railways in the South Western Rail Franchise area will increase because of the following factors:
  - Hampshire is to build 100,000 new houses over the next 10 years;<sup>1</sup>
  - 61,500 new jobs are expected to be created by 2030 within the Solent region alone;<sup>2</sup>
  - GVA is anticipated to grow by 3.0% p.a. between 2013 and 2020; growth in GVA is correlated to increased demand for train travel;
  - If nothing changes in building new roads, then congestion on M27 is expected to increase by 50% by 2020 which will force commuters to look at alternatives;<sup>3</sup>
  - Various light railway schemes and dedicated bus routes are expected to come into operation which will link-up with the existing rail infrastructure and increase traffic for the trains;
  - Completion of CrossRail 1 will increase the attractiveness of going to London and Essex via Reading;
  - Through pricing structures, the franchisee should be given more freedom to price journeys according to supply and demand. Why does a 'cheap day return' cost on a few pennies more than a single fare? We haven't moved on from British Rail.

---

<sup>1</sup> Hampshire IoW Devolution Prospectus (2015)

<sup>2</sup> Oxford Economics (2015)

<sup>3</sup> Solent Transport Investment Plan

## Train Service Specification

Where, if anywhere, would you like to see any changes to first and last trains on the South Western network and why? Do you have any evidence to support this?

- We want to see greater co-operation and co-ordination with the local authorities to ensure that the evening leisure industry is well served so that attendees to concerts, shows, cinemas, football matches can return to their homes in and around Hampshire by public transport, helping to reduce congestion on the roads and help the environment.

Where, if anywhere, would you like to see any changes to weekend trains on the South Western network and why? Do you have any evidence to support this?

- We need greater co-ordination and co-operation with local authorities in order to service one-off events such as the America's Cup, Battle of Jutland Celebrations, Isle of Wight Festivals, Boomtown Fair in Winchester, Great South Runs etc.;
- Over 50,000 people often come to these events and, if the trains service were to be more frequent and well publicised, then the road traffic would be comparably less;
- Portsmouth City Council did not know what the existing franchisee was planning for the America Cup event last summer until very late in the planning process;
- Greater co-ordination between TOCs would be helpful to make sure that people do not miss the last train on branch lines and to make later the last train on such lines, e.g. the Basingstoke-Reading (GWR) line.

Would you support a specification which is flexible enough to allow the operator to review how station calls are allocated to train paths in order to improve overall line capacity? What impact might this have on passengers?

- Some more flexibility and encouragement should be given to the new Franchisee to experiment and work out the optimum services to take account of passenger demand and overcrowding;
- Consideration must be made to the possibility of having 'long distance' services that are skip stop between key parts of Hampshire and London in order to address the speed of the service and the overcrowding issue;
- Equally, 'long suburban' services (e.g. stopping service from London Waterloo to Basingstoke) should have no station stops between Woking and London Waterloo, which would again address the speed of the service and assist the overcrowding issues on the fast services, through passenger behaviour (more people likely to use the stopping service between BSK-WAT if it was quicker, leaving more seats on fast trains for passengers beyond BSK);
- We could also allow the franchise to take on some traffic risk by setting fares and calling patterns and allow them to collect a greater percentage of the resulting revenue – this might best be allowed for off-peak periods – but would need some scrutiny and sign off as they mustn't be allowed to be a law unto themselves.

Respondents are invited to propose any changes to the current service pattern which they feel should be considered and to explain their rationale, for example by identifying specific local factors which might influence the future level of passenger demand which should be reflected in a revised specification.

- Services in and out of London are important, as are services between other towns/cities and regions;
- Hampshire is a polycentric county with no single conurbation dominating the county. We need a train service to help link the county – internally and externally – and reduce dependence on the road between major conurbations;
- We have four universities and four large hospitals, all of which require ease of access for their respective staff in addition to their patients and students. There are numerous colleges of further education each with their respective specialisations drawing their students from across the county;
- We have at least three destination shopping/leisure centres, which draw extensive weekend traffic from across the county to attend cinemas, theatres, restaurants, football matches;
- We have numerous business parks along our motorways, which have poor connectivity with the public transport system;
- On the south coast, access between east and west is poor. Connectivity to Southampton Airport from the East must improve. The journey to get from Havant to Southampton Airport is at least 55 minutes for a 22 mile journey and always involves one change of train. There is a direct service to Gatwick Airport which takes just 67 minutes, which is 57 miles away;
- This is true in the north of the county too. The journey between Bramley (Hants) and Hook can take 40 minutes, as it always involves one change of train, for a 7.7 mile journey that takes 15 minutes by road;
- And journeys from London Waterloo to Hook take 1h6m, whereas fast services from further away (WAT-BSK) take 42m. It would be materially increase capacity on long distance services if more commuters to BSK were tempted by a quicker WAT-BSK stopping service, so reducing WAT-HOK from 1h6m towards c 50m is important. This is possible, as the 1812 WAT-HOK is 52m, by cutting out London suburban stations;
- All previous discussions on Value for Money are constrained by the weaknesses of the economic models used by various Government Departments. It appears as though the models are strong in reviewing cases for incremental increases in traffic, or economic variables such as changes in price or GVA etc., however, the models are weak at considering significant rapid change. We have to be more entrepreneurial in addressing some of the significant pressures that are building-up in the Franchise area.

## **Performance and reliability**

Are there any specific stations or services where you believe reliability or punctuality should be improved?

- Generally, with the exception over-crowding, the service in the last ten years has been good;
- Coping with 'force majeure' events has been the main cause of any delay.

## **Managing disruption**

Respondents are asked to suggest what mitigating actions and steps the South Western operator should be expected to take to meet the needs of its passengers both during the planned disruption to the franchise as a result of enhancement works and when 'force majeure' events, such as extreme weather or unplanned events that impact the smooth operation of the network.

- Greater resilience needs to be built into the timetable so that, when a disruption occurs, the overall network can recover quickly;
- Communication can improve when any disruption occurs. When it is planned disruption, information should be provided when buying the ticket. Unplanned disruption events should be broadcast using all media sources;
- Greater effort should be used to analyse the risks of so-called 'force majeure' events and their cost. This should result in formalising ideas to take pre-emptive remedial action;
- For example: The network is hit by thunderstorms how many times per year? At what time of the year? What time of day? Which areas are particularly prone to being hit? When the network is hit, what is the delay, how many people are affected, what is the estimated cost to the network, and passengers;
- The same line of questioning can be applied to people attempting suicide, lorries hitting bridges or passengers being taken ill on the trains;
- As a result of this analysis, we can calculate the cost/benefit ratio for having teams of professionals on standby ready to resolve the issues should they occur.

Respondents are asked to consider whether they would support replacing first/last train services with alternative transport where it can be demonstrated that a longer period of engineering access for Network Rail would improve the infrastructure reliability and reduce disruption overall.

- If the change to service is well publicized, we are supportive of time-limited changes to first or last services, in order to lengthen the time-window for engineering services.

## **Partnership working and collaboration**

We are interested in your view on the best way to achieve efficient operation of this railway through partnership and collaboration. Please describe how such working arrangements might support this objective.

- The franchisee must provide passenger data for the benefit of those involved in planning any infrastructure e.g. passenger numbers by the hour, per train, per station etc;
- A mechanism should be introduced whereby the franchisee is incentivised to implement projects that improve the service but have a payback longer than the term of the franchise;
- The service from Hampshire area is covered by 3 different franchisees; every incentive must be provided to improve co-ordination so that the passengers receive a better service, possibly by revenue sharing agreements;
- The franchisee must be incentivised to co-ordinate the train service with the ferry companies and the bus companies, possibly by cross-selling agreements;
- The franchisee must be incentivised to collaborate with Network Rail with regard to implementing the capital projects that we hope will commence during the lifetime of the franchise.

## **Island Line**

What factors do you consider should be taken into account in assessment of options for the Island Line?

- The Island Line is used by many people who commute to Portsmouth;
- Without this traffic, the Wightlink Ferry Service would not function with the present service and would more than likely become much more of a summer service only. This would be to detriment of Portsmouth and the Isle of Wight.

Do you have any innovative proposals for how the Island Line might operate on a more self-sustaining basis?

- Support must be given to the IoW council to determine whether the appropriate replacement is a light railway or a dedicated bus lane similar to the Gosport to Fareham Bus service.

## **Stations**

What improvements would you like to see at the station(s) you use to enhance your journey experience?

- We would like to see the new franchisee work closely with Hampshire's local authorities to explore additional ways to utilise stations e.g. Amazon drop-off services etc;
- Free WiFi for all passengers, with sufficient capacity to cope with rush hour traffic;
- More CCTV – on platforms and in car parks – so that people feel secure when waiting for trains late at night and when walking to their car;
- Village stations should be smartened up; rural locations shouldn't be forgotten while the focus is on urban locations.

## **Door-to-door journeys**

What are your proposals for providing passengers better and safer access to different modes of transport at stations (including bus, car, cycling and walking)?

- Given that the two short-listed bidders for the franchise run significant bus operations, we hope that the winning bid will have presented imaginative ideas to provide integrated solutions for passengers using both forms of transport;
- There is a need for significantly more cycle and motorcycle parking at stations too.

What opportunities exist for improved integration between modes, citing relevant examples to support your comments?

- The hinterland of the large Hampshire towns and cities would be more likely to use public transport to access the services of those towns and cities if there were buses to meet the trains etc;
- Likewise, integration of services between the ferries and the trains can be improved using satellite technology etc.

## Fares and Ticketing

- We haven't really moved-on from British Rail days when the cost of a 'cheap day return' is just a few pennies more than the cost of a single fare and the times when a cheap day fare can be used must not be before 10 a.m. etc;
- The franchisee should be given more freedom to price journeys according to supply and demand, within an overall package of measures that delivers value-for-money to rail users;
- They should be more imaginative in permitting the use of Network Railcards etc;
- Using 'smart ticketing', the opportunities to experiment with price and demand is significant, including the provision of reduced fares for under 18s, as is the case in London.

What are your views on the availability of retail staff and the ability for passengers to have widespread access to ticket buying opportunities (e.g. through new and improved approaches such as smart ticketing, increased advance purchase ticketing or via mobile phones), adequate measures to ensure vulnerable passengers are not disadvantaged, and more effective customer service by both station and on-train staff?

- Airline tickets can be bought and boarding passes issued without using any paper – we should expect that issuing of train tickets can go the same way – e.g. Apple Wallet.
- TfL is able to deduct money, on a pay-as-you-go basis, from credit/debit cards and apply the correct fare – trains services should head in the same direction.

Do you have any evidence to support your views?

- Airline websites and TfL ticketing.

## **Smart ticketing**

What are your experiences of using smartcard technology within the franchise area to date?

- N/A, though a limited number of readers have been installed already.

To what extent do you believe that smartcard technology could be used to manage passenger demand and to create an integrated journey experience for passengers?

- We must not assume that commuters work five day weeks and start work at 9 a.m.;
- We should look to address some of the overcrowding problem through imaginative fare structures;
- Using 'smart ticketing', trials can be conducted to see whether commuters can be persuaded to travel at other times of day, or even fewer times each week.

Are there areas of improvement in customer information and engagement you would like to see before, during and after your journey?

- The franchisee must work more closely with Network Rail to provide consistent, reliable, up-to-date information across all types of media including on platform, mobile phone and in-train announcements;
- More work can be done to extract information from tweets etc. in order to establish when a problem exists in order to speed-up resolution of problems.

## **Service quality**

What areas of customer service within your end-to-end journey would you expect to see monitored and reported on to improve the service quality for passengers?

- Service punctuality – station by station;
- Passengers per train / passengers per carriage – station by station;
- WiFi utilisation / capacity availability;
- Linking-up with other forms of transport (ferries, buses, other trains).

## **Passenger compensation**

Please provide details of your experience with the current delay repay passenger compensation arrangements, and suggestions for how this might be modified in the new franchise to make compensation more transparent and convenient for passengers.

- Online solutions for passengers to claim for delays should be introduced;
- There should be an automated solution to enable the franchisee to process any claims cheaply and efficiently.

## **Security and Safety**

Do you have any proposals to improve security and safety at stations and on trains that you would like us to consider?

- Passengers should be reassured through greater publicity being given to the existing arrangements such as constantly monitored CCTV cameras together with information/help points.
- Some private sector firms have centralised security operations rooms controlling many sites, which are alerted when unusual activity is detected in one location. The CCTV cameras switch to the source of the activity and loud speakers enable the operational room staff to interact with those people who cause the unusual activity. The staff in the operation room can call on local help as needed.
- Staff who work on the evening and late night services should have greater visibility, in order to reassure passengers.

Please provide details of the stations(s) and/or train(s) where appropriate that have informed your comments, and provide supporting information where available.

- Hampshire's stations

## Appendix 1

ORR passenger numbers at larger stations in Hampshire

000s	1997/8	2014/5	Busiest	% increase
Andover	589	1,178	12	100
Basingstoke	2,818	5,561	3	97
Brockenhurst	778	1,057	13	36
Eastleigh	829	1,643	10	98
Fareham	940	1,785	8	90
Farnborough (Hants)	1,735	3,081	5	78
Fleet	966	1,814	7	88
Havant	1,447	2,552	6	76
Hedge End	154	506	15	229
Hook	377	810	14	115
Petersfield	854	1,361	11	59
Portsmouth Stations	3,521	6,006	2	71
Romsey	177	495	16	180
Southampton Airport	762	1,652	9	117
Southampton Central	3,216	6,434	1	100
Totton	153	306	17	100
Winchester	2,247	4,915	4	119