



5 September 2013

Dear stakeholder

Re: Southeastern franchise extension – Tell us what you want

As you may know, once the six month extension period of our current franchise ends in November 2014, we move into what is called the Direct Award period with the Department for Transport (DfT) which would continue until June 2018

The Direct Award contract will be based upon a specification published by the DfT.

The DfT is responsible for specifying what services will operate and to help with their planning, Southeastern will prepare a proposal to submit to its officials which meets their requirements for service, access, station quality, ticketing and other improvements. The DfT will have the final say, but we would like to ask stakeholders what they would wish to see in the coming four years so we can factor these in to our submission to the DfT.

The timescale is fairly tight with proposals needing to be submitted by March 2014 with a view to the DfT letting the contracts in October 2014.

To make sure our proposals are in line with what you and those you represent want from Southeastern services over the next four years, we would like your input into this process. We're particularly interested in your ideas and suggestions on:

- Customer service -- how can we improve the journey experience with us?
- Ticketing including fares, promotions and the use of "smart cards"
- Community and passenger engagement
- How best to manage crowding on peak services
- Transport integration – how might we work better with bus companies and cyclists?
- Station car parking
- Accessibility – how can we make it easier for the elderly and mobility impaired to use our services?
- Managing disruption, during both weather-related infrastructure problems in autumn and winter and Network Rail major projects such as Thameslink, the London Bridge re-build and Crossrail. How should we manage this disruption and keep passengers informed?

We look forward to hearing from you by close of business on Friday, 4 October 2013, but if you'd like to discuss further before responding, please give me a call.

Yours sincerely

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