

On Track

More flexibility and better value

As commuters begin to return to the office, Southeastern will be welcoming them with more flexible ticketing options as well as help to find the most cost-effective ways to travel.



Lunched on 21 June, our new Flexi Season ticket offers eight days of travel in a 28-day period between any two stations.

The new flexible ticket offers savings for commuters travelling during peak times, two-to-three days a week. The days when it is to be used do not have to be specified in advance, so commuters have complete freedom to decide on a rolling basis which days they want go into the office.

The Flexi Season tickets are part of a national railway-wide initiative recognising that working patterns have changed dramatically and traditional season tickets no longer meet the needs of many of our passengers. They are available as either a Smartcard or as a barcode via our App.

John Backway, Head of Retail at Southeastern, said:

"We're ready to welcome people back to rail and recognise many will be working very differently from the way they did before the pandemic."

"The new national Flexi Season ticket will offer passengers more choice for how they want to travel to work and is a flexible solution that's perfect if you need to travel to work a couple of times a week at peak time Monday to Friday."

And it gets better

As well as offering greater flexibility, we are helping our passengers find the most cost-effective way to travel.

Working with our sister company Govia Thameslink Railway, we have launched a new Season Ticket Calculator to help commuters identify the fares that are best for them.

Available via the website, the calculator enables commuters with flexible work schedules to identify the most cost-effective package for travelling at peak times.

John Backway added: "As restrictions lift and we start to welcome more and more passengers onto our network, we want to ensure that the process of identifying the best fare is a seamless experience.

"The new Season Ticket Calculator will help to build a more transparent ticket-buying process for our passengers, helping everyone to make an informed choice, and one that is right for their journey and travel pattern."

For further information about Flexi Season tickets, visit www.nationalrail.co.uk/times_fares/ticket_types/flexi-season.aspx to use the Season Ticket Calculator.



Getting ready for summer

With many people choosing not to travel abroad this summer, we're expecting to see a lot of people wanting to travel on day trips to the coast.

This is great news for the visitor economy in the seaside towns that we serve. An influx of domestic tourists will be a real shot in the arm for the pubs, restaurants, cafés and visitor attractions that have seen such a decline in trade over the course of the pandemic.

We'll be doing our bit by making travel to popular destinations such as Margate, Hastings, Broadstairs, Folkestone, Herne Bay, Whitstable and St Leonards-on-Sea as safe and comfortable as possible.

At busy times, we will be providing more carriages on trains towards the coast as well as having a 'crowdbuster' train on standby between Faversham and Ramsgate. We will also be running longer weekday trains from Victoria to Ramsgate.

To keep passengers safe, we will have extra staff on hand and we'll be ready to implement one-way systems and special queuing arrangements at our stations if necessary.

Once on board, passengers will find that fresh air flows through all our trains from air conditioning, vents or windows that can be opened if needed.

Our busiest trains run to the coast between 10.30am and 1.30pm, returning from 4pm to 7pm, so we are advising day trippers to avoid these times whenever possible. We are also encouraging passengers to use our handy SeatFinder tool – available on our website or via the Southeastern App – to find the quietest trains.

As always, people will need to wear a face covering when travelling on public transport, in trains and at stations.



Hot weather can be challenging for train operators, with rails expanding as they get as hot as 51°C.

Steps we take to keep our services running smoothly include:

- Bespoke weather forecasts and high-tech equipment to monitor rail temperatures
- Reflective paint so rails stay cool and expand less – rails painted white can be 10°C cooler!
- Helicopter inspections of the tracks using a thermal-imaging camera
- Vegetation and litter cleared to prevent line-side fires
- Speed restrictions where rails are particularly hot, so that trains can move safely along the track



OPEN for business

Two years of hard work and meticulous planning by the teams at Southeastern and Network Rail culminated in more than 20,000 happy golf fans heading to and from The 149th Open Championship at Royal St George's Golf Club in Sandwich, safely and without incident.

Despite the postponement in 2020, and having to operate under strict Covid guidelines, the planning went on behind the scenes in preparation for the largest annual golfing event in the UK.

The achievement was even greater given the weekend's hottest temperatures of the year so far. This saw increased passenger numbers across the network with everyone eager to make the most of the great weather.

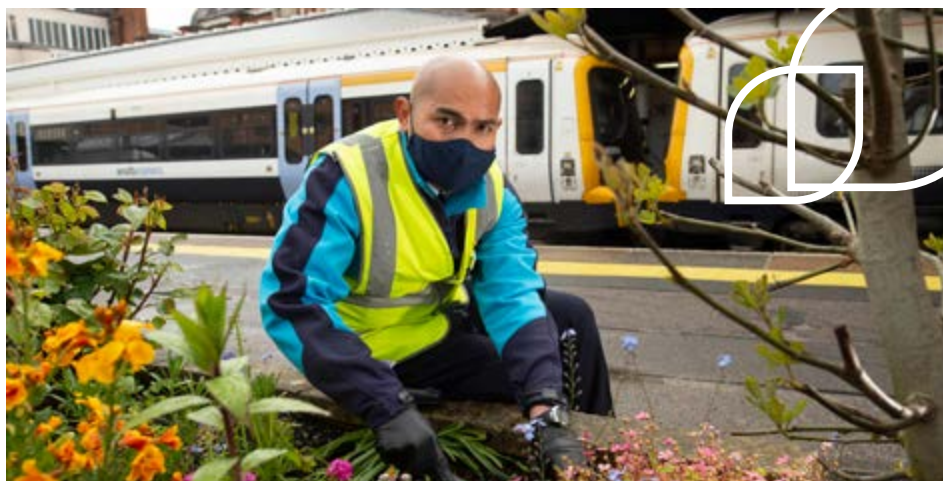
Alongside our partners in the rail industry and the public sector, we have invested heavily in our train stations to make them more attractive, accessible and user-friendly for passengers.

This includes a recent £4.8m upgrade for Canterbury East, a new station building at Kidbrooke and the recently-opened ticket office at Swanley, which was part of a £2.5m station refurbishment.

However, making train stations more welcoming for passengers doesn't have to involve spending seven-figure sums. Many stations across our network feature gardens that are maintained by Southeastern staff and volunteers from the local community.

The gardens provide a peaceful place for passengers to sit for a moment of tranquillity, away from the hustle and bustle of their day, while waiting for a train or at the end of their journey.

The top five station gardens on Southeastern's network in South East London, Kent and East Sussex have



Planning routes and planting roots

now been named as Tunbridge Wells, Snodland, Elmstead Woods, Petts Wood and Eynsford. Each boasts a host of horticultural features to support biodiversity and beautify the local area.

Tunbridge Wells Platform Assistant Debbie Jagniaszek has worked at the station for 25 years and the garden has been there as long as she can remember. She said:

"When the garden is in full bloom, lots of passengers sit there, they stop

and admire it and they are respectful of the garden."

Sally and Ed Bywater have maintained the Elmstead Woods gardens since the station Garden Club was started in 2013. They said: "Our volunteers love the gardens here at Elmstead Woods, they make the station such a special place. The Garden Club works with the staff here to keep this space a tranquil haven for the whole community."

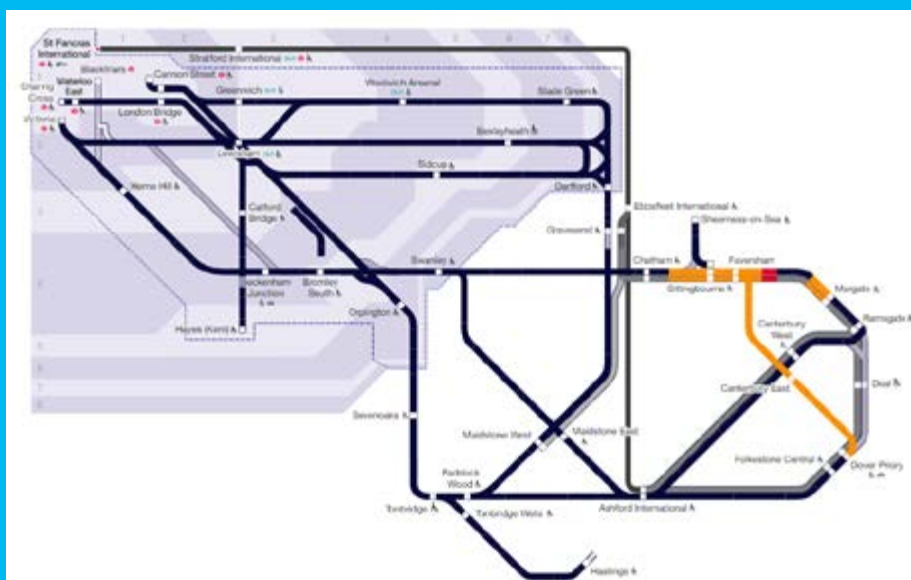
Disruption map goes live

Improving the information provided to passengers is one of Southeastern's key priorities, especially when services are disrupted. Our newly-built Live Disruption Map is part of that drive and will help ensure that passengers can plan their journeys with greater confidence.

The new map provides a graphic illustration for passengers of the routes affected by disruption, as well as providing information on whether replacement buses are operating, the alternative routes available and an overview of the severity of the delay.

The two categories of delay will be calculated and illustrated as follows:

- **Minor delays:** Where 10% of the trains on a section of a route are delayed by more than 10 minutes, and shown in orange on the route affected.
- **Severe delays:** Where 20% of trains on a section of a route are delayed by more than 20 minutes,



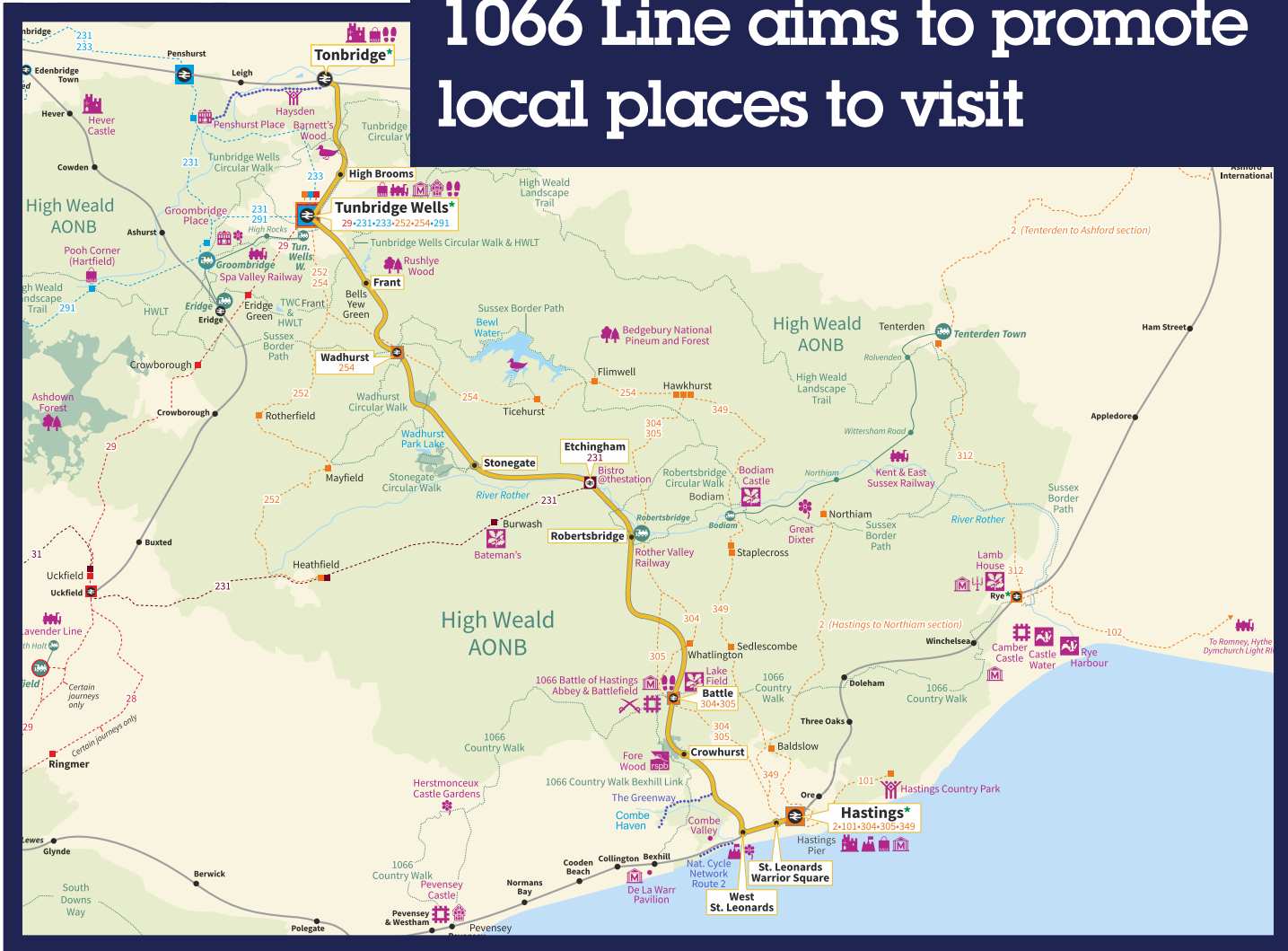
and highlighted in red.

In addition to train services, the map will have the capability of showing alternative bus routes between stations and whether tickets will be accepted. This will help passengers who face severe delays or cancellations find and plan alternative routes to help complete their journey, and provide real-time information on whether their tickets will be valid.

Thameslink and Southern services are also shown on the map where they run in our operating area. They are shown separately to Southeastern trains which means that significant disruption on another operator route which isn't affecting Southeastern services can be clearly shown.

The map can be accessed via a link on the top of the Southeastern homepage, both on desktop and mobile versions.

1066 Line aims to promote local places to visit



The South East Communities Rail Partnership (SCRP) is delivering on its successful bid to Southeastern's £400,000 fund – part of our new Direct Award Contract – designed to promote sustainable travel, bring together local communities and promote social wellbeing and economic development.

Focusing on the 1066 Line between Tonbridge & Hastings, SCRP has worked with local community groups, rail user groups and councils. It has created a promotional campaign, focusing on the depth and diversity of places to visit and things to do along the route.

The next stage will involve an interactive online map, as well as display boards at each of the 13 railway stations on the route, to promote footpaths and cycle ways, as well as bus routes and places to visit.

SCRP aims to connect communities to increase rail travel, improve the use of existing station buildings and promote rail safety to young people.

707s coming in to land

As we continue to welcome passengers back to the railway, the team has been getting ready to introduce the new Class 707 trains.

We will gradually introduce the units into passenger service from autumn 2021, with the aim of completing the full rollout by 2022.

The new additions to our fleet will increase the amount of space available to passengers on the routes from Dartford, Sevenoaks and Hayes into London terminals.

The Siemens-built Class 707s are very similar to the Thameslink trains operated by GTR, offering modern, spacious and air-conditioned travel, which will improve the passenger

experience as they replace some of our older, less reliable Networkers.

