

Joint Transportation Board – Report of Southeastern Railway

September 7th timetable change

We are increasing our services to 98% of normal capacity.

We've reworked the timetable to give passengers longer trains on many services, adding over 900 extra carriages each weekday. It also means the reinstatement of many more direct services.

Owing to the ever-fluid situation, we are keeping our entire timetable under constant review and may make further short-term changes on a case-by-case basis.

Our intention is to return to a normal timetable as soon as the circumstances permit.

Our Safer Travel Pledge

The safety of our customers and staff remains our number one priority. All of our trains are undergoing enhanced cleaning, with powerful anti-viral fog cleaning, new social distancing signs and markers, hand sanitiser and masks being made available at stations, and extra staff at key locations.

Southeastern passengers can now check how busy trains are likely to be

Southeastern is the first train operator to introduce a capacity tool on its journey planner - SeatFinder – which uses a traffic light system to give a guide to passengers on how busy they can expect a specific train service to be.

In addition to this, National Rail has now launched a Messenger app alerting people to delays, disruption, alternative routes and crowding on trains and at stations.

Our #RailtoRecovery campaign

On Monday 7 September, the rail industry is launching the #RailToRecovery campaign to remind people that train travel is not only once again a viable, safe and indeed green option for travelling but that taking the train will help local high streets, businesses and communities recover.

To reach as many people as possible we're asking local politicians, businesses and other influencers to support this campaign.

Our Emergency Measures Agreement

We're currently operating under Emergency Measures, as with all other train operators, which means we are subject to much closer oversight by the Department for Transport.

Flexible fares

Southeastern submitted proposals to the Department for Transport for a flexible fares scheme, to provide value for passengers who want to travel into work fewer than five days a week.

Final authorisation for the scheme rests with the Department and we await their decision.

