



Newsletter

Southern What's been happening at your local stations?

NEW FRANCHISE

Southern have started a new franchise from 20th September 2009, which continues for the next 5 years and 10 months. This is great news as it means we can continue to improve on the great train service we have built up over the last franchise. We will also be improving facilities at stations across the network, including cycle facilities, car parking and stations. We have a new process for monitoring the quality of service we provide you with from the start to the end of your journey and some high targets to achieve in the next few years. We will also be ensuring there is CCTV at every station and on every train to improve security for all our passengers' journeys. There will be more work done with local communities and a new passenger panel, done online, to get real views and suggestions directly from people using our services.

STATION IMPROVEMENTS

A number of our stations are currently or will soon be undergoing improvements:

Uckfield – Construction on the new station building is due to start in October

Buxted – The booking hall has been refurbished

East Grinstead – Site surveys have started ahead of the station rebuild that is scheduled for 2010.



OXTED ART PROJECT

Over the past year, Southern has been working with Oxted School and their A level students, running a competition to produce a piece of artwork to be displayed in the booking hall. The winning piece is now on display and the other entries can also be seen around the booking hall.



NATIONAL CUSTOMER SERVICE WEEK

The first week of October sees National Customer Service Week, a celebration of providing great customer service. If you would like to nominate the staff at your local station for an award during this week, or any other week, please use the forms at stations or visit our website and nominate using the Staff Excellence nomination form. We will also be holding local events at several stations, including Meet the Manager sessions. See your local station for details.



Southern News from Sussex Community Rail Partnership

STATION PARTNERSHIPS

Please check our website or Southern Railway's website for details of the new Station Partnership Scheme being run by Southern Railway. The idea of the scheme is to engage with local volunteers to enhance their station, perhaps by looking after the flower beds, leasing a disused building or creating a community artwork. All ideas are worth discussing further. You may wish to start a group if there isn't one operating at your station or you may wish to join an existing one. More details to follow soon. Please note that all volunteers must be registered and safety trained before they can carry out any work at stations.

OTHER CRP NEWS

Sussex Community Rail Partnership Website

Keep an eye on local press as the new website for the Sussex Community Rail Partnership will shortly be launched at www.sussexcrp.org. We hope that you like it, find it useful and if you want to let us have your feedback or ask for your organisation to be linked to the website then please contact us.

Uckfield and East Grinstead Line Guides

There are still copies of the award winning line guide available but the Sussex CRP will soon be working on a new edition for Spring 2010. If you would like to receive a copy of this it will be available from staffed stations along the line or direct from us, or downloadable from the website. If you want your attractions to be included please contact us as soon as possible.

Marshlink Line Annual Stakeholders Meeting
This will be held on Wednesday 25th
November from 10.10 at Rye Town Hall.



FATHER CHRISTMAS ON THE UCKFIELD TO OXTED LINE

After the success of this year's Balloon Magic Train on the Uckfield line, Sussex CRP have asked Father Christmas to come to the Uckfield line on Monday 21st December. The train will be the 10.34 from Uckfield to Oxted. He will be giving out presents to all those children who join the special train with their parents and a valid ticket. To join in with this event all you have to do is buy a return ticket from your local station on the Uckfield line to Oxted and **reserve your place** with the Sussex CRP – see details below.



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