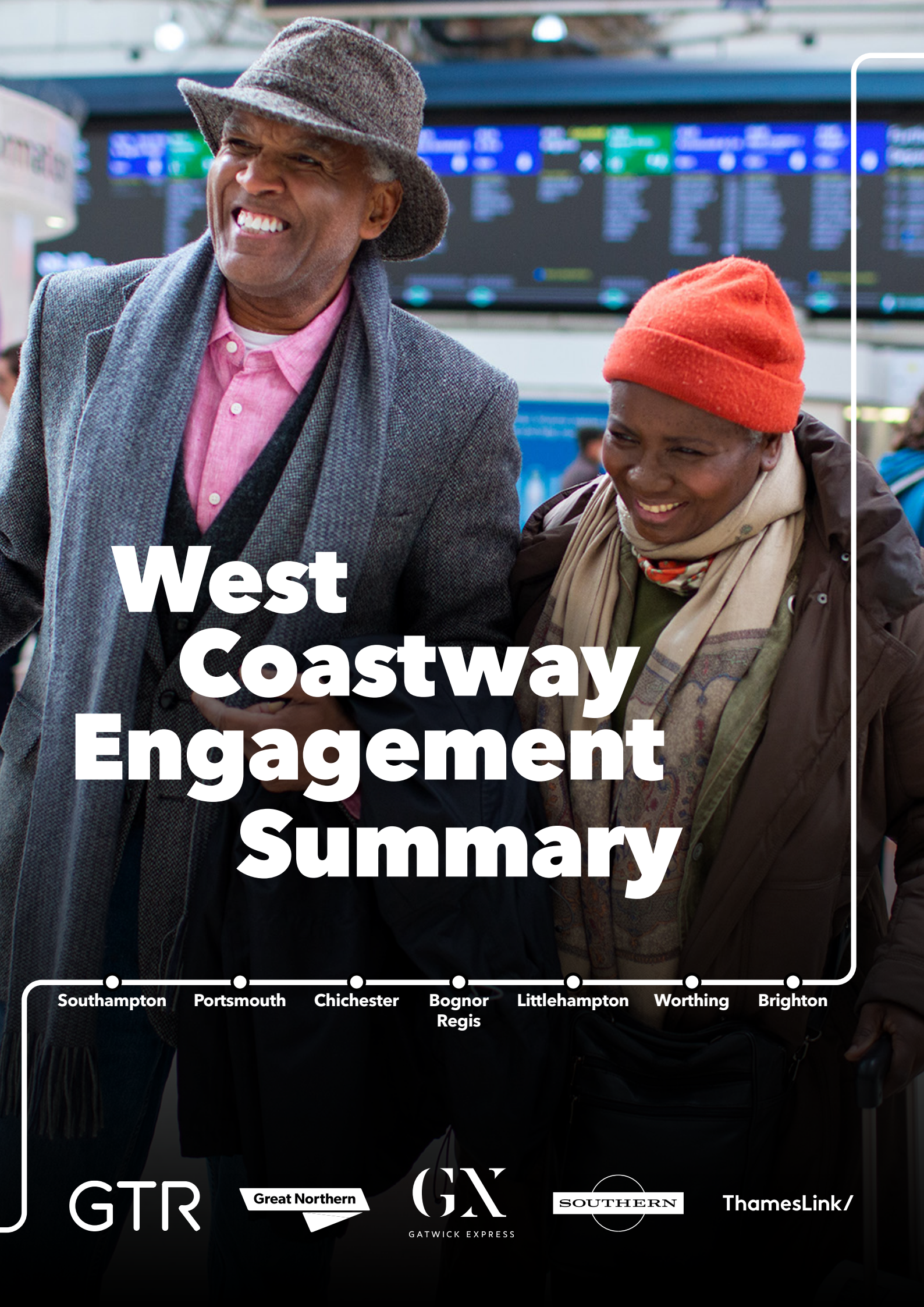


West Coastway Engagement Summary

Southampton · Portsmouth · Chichester · Bognor Regis · Littlehampton · Worthing · Brighton

GTR · Great Northern · GX GATWICK EXPRESS · SOUTHERN · ThamesLink/

Welcome

The West Coastway route, connecting towns and cities between Brighton and Southampton, is one of the most popular on our network. The route caters for a wide range of customers – from city commuters to leisure customers and tourists visiting our beautiful beaches and seaside towns or using our services to connect with local and cross-channel ferries.



Jenny Saunders
Customer Services Director, Southern

The railway is an important catalyst for growth, a driver for the local economy, sustainable travel and must meet the needs of a changing world.

In the Summer of 2023, we launched a public engagement programme with our partners across the railway. This invited customers and stakeholders who use local services to share feedback on proposed changes for 2024, all designed to:

- **Make regional journeys more attractive with better journey times and frequencies.**
- **Increase capacity to provide extra space for customers where it is needed most.**
- **Provide more evenly spaced departure times to make services more convenient to use.**
- **Improve reliability across the route.**

We have listened to the valuable feedback we received and considered every suggestion carefully. Where possible, we have revised our original proposals to better serve our customers' needs.

Following your feedback, we are pleased to share our new and improved timetable, all designed to help attract customers to use the railway.

From June this year, West Coastway customers will benefit from:

- **Faster regional journeys, such as between Brighton, Chichester and Southampton, or for connections into the West of England – designed to be quicker and easier to use than local roads.**
- **New half hourly services between Brighton and Southampton.**
- **New half hourly services between London, Gatwick and Portsmouth Harbour, improving connections to local ferries and destinations.**
- **Retained hourly services between Brighton and Portsmouth following public engagement.**
- **Double the space and frequency on the busy route between Brighton, Worthing and Angmering, with trains increasing from two to four per hour all day.**
- **Improved service reliability through more robust turnaround times at destinations, reducing the likelihood that customers will be affected by delays earlier in the day.**
- **More even departure times, where trains depart at the same times each hour and at more even intervals – making journeys easier to plan and use for customers.**

We have set out further details on the changes in Section 1 of this document. We have also detailed the rationale and where and why changes have been balanced to deliver wider benefits across the route; for this information, please see Section 2.

Overall, we are confident that the new timetable will support us to provide a better service for our customers in the area. It also has the potential to expand in the years ahead and we will continue to work alongside our stakeholders and customers to identify any future improvements.

We look forward to welcoming you on our new and improved services from June.

Jenny Saunders



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Background

Why are changes on the West Coastway route needed?

The current West Coastway timetable in the local area has not kept up with the change in demand over the past few years, with some services very busy and others that are more lightly used.

From discussions with local stakeholders, we are aware that there are concerns about local roads, such as the A27/M27, especially for longer journeys, and we saw an opportunity to shift more of this traffic to rail.

In addition, the way the current timetable is structured, with very little 'turnaround' time for our trains at the end of important commuter and leisure services, for example between London Victoria and Southampton, is having a negative impact on reliability across the route.

We also know how important reliability and convenient departure times are for our customers and to support their choice to travel by train.

With our partners at Network Rail, South Western Railway, Great Western Railway and across the wider rail industry, we saw an opportunity to build better regional services at regular intervals between trains, to help attract new customers to use the railway.

Summary of new, improved West Coastway timetable from June 2024



The following changes will be introduced to Southern services running Monday to Saturday on our West Coastway route between Brighton and Southampton and London via Horsham. There are no changes on Sundays.

The new service will be introduced in the new timetable on Sunday 2 June 2024.

The new services and calling patterns are summarised in the route map on page 8.

Longer distance services

What's in place today

Longer distance services are currently provided by an hourly Southampton Central to London Victoria service and an hourly Portsmouth & Southsea to London Victoria service. These attach/detach to Bognor Regis services at Horsham. This combines with an hourly Southampton Central to Brighton and an hourly Portsmouth to Brighton service.

At Southampton in particular, the split between these service routes leaves uneven intervals between departures, rather than being spaced in an even half hourly pattern, both trains currently depart within 15 minutes of each other.

Longer distance services are also provided by Littlehampton to London Victoria via Worthing services. These will not change significantly, but will be increased to half-hourly throughout the day with additional calls at Lancing.

What will be in place when the new timetable is introduced in June 2024

Longer distance services will be redesigned. Rather than the current split between the cities, both London Victoria via Horsham services will serve Portsmouth only.

These services will also terminate at Portsmouth Harbour, rather than Portsmouth & Southsea as at present, for improved connections to local ferry services and the Gunwharf Quays and Old Portsmouth docks area.

They will also run as one semi-fast service and one stopping service between Chichester and Portsmouth. The stopping service will maintain direct services between the smaller stations between Havant and Chichester at the same frequency as today and provide them with a direct service to London and Gatwick Airport.

During school times, both services between Portsmouth Harbour and London Victoria will stop at the intermediary stations between Havant and Chichester.

From Brighton, there will be a half-hourly, rather than hourly, service to Southampton Central to provide improved connections for journeys to and from the west of England, with a semi-fast stopping pattern to speed up regional journeys.

We are also adding in a stop at Woolston on this service to integrate with the local bus network, which can access most parts of Southampton faster than can be achieved via Southampton Central.

Following the feedback we received from customers and stakeholders, we are also retaining hourly Brighton to Portsmouth & Southsea services. These services will be semi-fast between Portsmouth and Chichester to reduce journey times. Read more about the feedback received and how we've addressed it in Section 2 of this report.

There will also be reliability improvements thanks to longer turnaround times at destinations, reducing the likelihood that customers will be affected by delays earlier in the day.

The proposed timetable has also been designed so that Chichester or Barnham will provide a same platform interchange between services.





Stopping/all-station services

What's in place today

Southern stopping services are formed of a half-hourly Brighton to Hove service, extended to West Worthing at peak times, and an hourly Littlehampton to Portsmouth & Southsea service.

Bognor Regis is served by four trains per hour, formed of two London Victoria services, one service to Barnham and one service to Littlehampton, creating four in the Bognor Regis to Barnham section.

What will be in place when the new timetable is introduced in June 2024

A new hourly Brighton to Chichester via Littlehampton all-stations service will run, providing services to all the stations on the route and a new direct connection between Brighton and Littlehampton.

Along with the Brighton to Portsmouth semi-fast service, this will provide a significant improvement in capacity and connections on the busiest section of the route into Brighton.

To enable this change, the hourly all-stations Littlehampton to Portsmouth & Southsea service will be removed, with the smaller stations between Havant and Chichester being served by the Portsmouth Harbour to London Victoria stopping service as detailed above.

Customers from Littlehampton heading west will be able to connect to semi-fast services to Portsmouth or Southampton at Barnham with total journey times being comparable to today.

Frequencies between Bognor Regis and Barnham will not change but the proposal is to create more even intervals between departures of approximately every 15 minutes by running two services to London Victoria and two shuttle services between Bognor Regis and Barnham, therefore offering better connections to other destinations.

Bedhampton will be removed from the majority of the Southern services as a result of the extension of the Brighton to Portsmouth service. Customer numbers are low and calls are duplicated on SWR services. In order to provide an all day service, some early morning and late evening calls will still be made by Southern services.

There will be some related changes to South Western Railway services between Portsmouth and London Waterloo, and between Portsmouth and Southampton but these are mainly the re-timing of trains.

Southern West Coastway service guide

This is a general guide of the basic daily services, Monday to Saturday.
Not all trains stop at all stations on each coloured line.
Visit southernrailway.com/westcoastway for more information.

LIMITED SERVICE | REGULAR SERVICE

C London Victoria and Bognor Regis / Portsmouth Harbour
Two trains per hour, the train divides and attaches at Horsham
In off-peak hours, Warblington, Nutbourne, Bosham and Fishbourne will be served hourly

H London Victoria and Littlehampton
Two trains per hour

E Brighton and Chichester via Littlehampton
One train per hour

S Brighton and Portsmouth & Southsea
One train per hour

N Brighton and Southampton Central
Two trains per hour

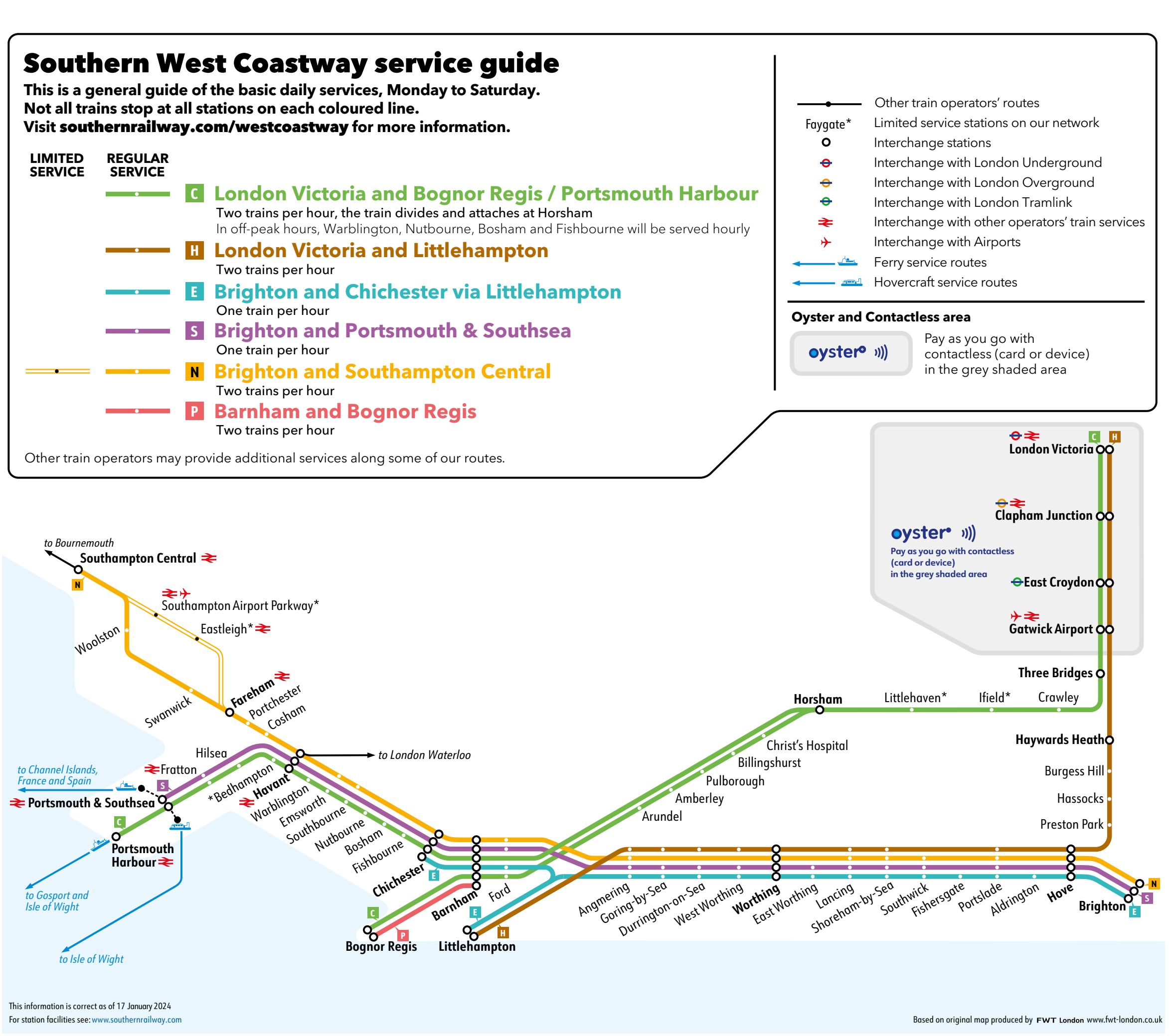
P Barnham and Bognor Regis
Two trains per hour

Other train operators may provide additional services along some of our routes.

Other train operators' routes
Faygate* Limited service stations on our network
Interchange stations
Interchange with London Underground
Interchange with London Overground
Interchange with London Tramlink
Interchange with other operators' train services
Interchange with Airports
Ferry service routes
Hovercraft service routes

Oyster and Contactless area

oyster Pay as you go with contactless (card or device) in the grey shaded area



This information is correct as of 17 January 2024
For station facilities see: www.southernrailway.com

Based on original map produced by FWT London www.fwt-london.co.uk

Summary of West Coastway timetable changes by destination

BRIGHTON	
Current direct services	
Brighton to	Chichester and Portsmouth (hourly)
Brighton to	Chichester and Southampton (hourly)
Additional peak services Brighton to	West Worthing (stopping at all stations)
Direct services from June 2024	
Brighton to	Chichester and Portsmouth & Southsea (hourly)
Brighton to	Chichester and Southampton (half hourly, evenly spaced)
Brighton to	Chichester via Littlehampton (hourly, stopping at all stations)

WORTHING	
Current direct services	
Worthing to	Brighton (half-hourly)
Worthing to	London Victoria (half-hourly peak, sometimes hourly off-peak)
Worthing to	Portsmouth (hourly)
Worthing to	Southampton (hourly)
Worthing to	Littlehampton (half-hourly peak, sometimes hourly off-peak)
Worthing to	Chichester (half-hourly)
Direct services from June 2024	
Worthing to	Brighton (four trains per hour)
Worthing to	London Victoria (half-hourly)
Worthing to	Portsmouth & Southsea (hourly)
Worthing to	Southampton (half-hourly)
Worthing to	Littlehampton (three trains per hour throughout the day)
Worthing to	Chichester (four trains per hour)

CHICHESTER

Current direct services	
Chichester to	London Victoria via Gatwick Airport (half hourly)
Chichester to	Brighton (two per hour)
Chichester to	Southampton (two per hour, not evenly spaced)
Chichester to	Portsmouth (three per hour, two semi-fast, one all stations)
Chichester to	Littlehampton (hourly)
Direct services from June 2024	
Chichester to	London Victoria via Gatwick Airport (half hourly)
Chichester to	Littlehampton (hourly)
Chichester to	Brighton (four per hour, one going via Littlehampton)
Chichester to	Southampton (half hourly, evenly spaced)
Chichester to	Portsmouth (three per hour, two through to Portsmouth Harbour)

PORTSMOUTH HARBOUR, PORTSMOUTH & SOUTHSEA AND FRATTON

Current direct services	
Portsmouth to	London Victoria via Gatwick Airport (hourly)
Portsmouth to	Littlehampton (hourly)
Portsmouth to	Brighton (hourly)
Portsmouth to	Chichester (three per hour)
Direct services from June 2024	
Portsmouth Harbour to	London Victoria via Gatwick Airport (half hourly, evenly spaced)
Portsmouth & Southsea to	Brighton (hourly)
Portsmouth to	Chichester (three per hour)

SOUTHAMPTON AND FAREHAM

Current direct services	
* Southampton to	Chichester, Gatwick Airport and London Victoria (hourly)
* Southampton to	Chichester and Brighton (hourly)
Direct services from June 2024	
Southampton to	Chichester and Brighton (half hourly, evenly spaced)

*** These two services are not currently evenly spaced leaving Southampton with both departing within 15 minutes of each other.**

Public engagement programme

Between April and September 2023, we engaged with stakeholders across the route – including city councils, local authorities, businesses, and MPs – as well as our Southern customers, inviting them to share their views on our proposals.

We have summarised the engagement process including the number and sentiment of responses we received, and the stakeholder and customer groups we heard from, below.

We have set out the key themes from the feedback and adaptations we have made to our original proposal, where possible, in response to customer and stakeholder feedback. Where we have not been able to act on feedback, we have explained why.



Engagement process: who did we engage with and what was the response?

Engagement Timeline:

APR – MAY 2023
Meetings with key stakeholders along the route to discuss potential changes

30 JUNE 2023
Wider stakeholder engagement begins with all stakeholders along the route (councils, organisations, schools and MPs)

07 AUG 2023
Public engagement period begins

27 SEPT 2023
Engagement period closes

Who were the respondents?

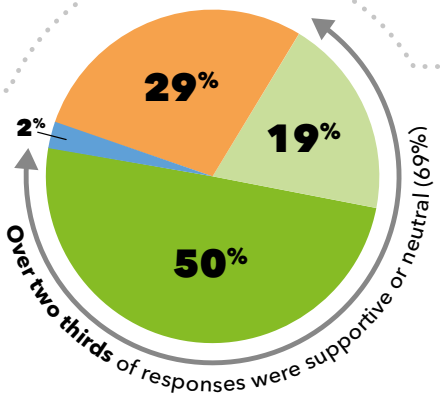
Schools
Members of the public
MPs
Rail user groups
Local councils

Total responses:

460

Response sentiment

- Supportive
- Neutral
- Did not support
- Both



Where did the majority of responses come from?

72%
Listed their local station

10+
More than 10 responses from Amberley, Bosham, West Worthing, Southampton and Woolston

We also received some responses from customers from the wider network, such as from Eastbourne, Dorking, Haywards Heath, London Bridge, Polegate, Poole and Three Bridges.

What did we do during the engagement period?

Seven
public events at stations

Thirteen
weeks of public & stakeholder engagement

Fifteen
meetings with stakeholders

Emails
to customers and stakeholders

Key changes to original proposals as a result of customer and stakeholder feedback

Following feedback from customers and stakeholders we have amended our original plans. We have made eight main amendments to our original proposals, incorporating hundreds of smaller changes to the times of individual trains.
The most significant are to:

Retain an hourly direct service between Brighton and Portsmouth.

- This train will stop at most stations between Brighton and Angmering to retain or provide new direct services to Portsmouth

Better support local journeys between Chichester and Havant by:

- One train per hour calls at all the small intermediate stations between Chichester and Havant
- The other service will be 'semi-fast' and will call at only Emsworth and Southbourne, between Chichester and Havant.
- During school times, both trains will call at all stations between Chichester and Havant.

NB. The two services in the original proposal had similar overall journey times but calls at the stations between Chichester and Havant were divided between the two services. Customers commented that this could make local journeys challenging, particularly for school children in the area.





Support journeys to and from school, particularly in the Portsmouth and Chichester area, by:

- Adding a stop on the 0554 London Victoria to Portsmouth Harbour, calling at Bosham at around 0745.
- Adding a stop on the 1559 from Portsmouth Harbour, calling at Portsmouth & Southsea at 1603 and arriving at Bosham at 1632.
- Amending the calling pattern for the half-hourly service between Portsmouth Harbour and London Victoria during school times to stop at every station between Chichester and Havant.

Include a later last train from Portsmouth Harbour to Chichester, Monday to Saturday.

- We have added an additional final train into the timetable, departing Portsmouth Harbour at 2345 calling at: Portsmouth & Southsea, Fratton, Havant, Emsworth, Southbourne, Chichester and Barnham. After Barnham, the train will terminate at Bognor Regis Monday to Friday and at Littlehampton on Saturday.
- This train is 30 minutes later than the last train today and is designed to support the late night economy.

Enable Chichester Hospital staff to travel by train from the local area – particularly from Durrington-on-Sea and Goring-by-Sea – in time for the morning shift, arriving at around 0630.

- We have retimed the early morning service from Brighton to start earlier, at 0536. This service will call additionally at West Worthing, Durrington-on-Sea and Goring-by-Sea, providing a direct service to Chichester, arriving at 0631.

Improve journey times for customers between Angmering and West Worthing wishing to travel to Chichester and stations to its west.

- We received feedback from customers between Angmering and West Worthing about the increase in journey time for journeys to Chichester and the lack of direct services to stations west of Chichester.
- To address this, the retained direct Brighton to Portsmouth services will stop at the stations between West Worthing and Angmering to provide a more direct journey to Chichester and provide direct services for journeys towards Havant and Portsmouth. This train will no longer serve Littlehampton as originally proposed.

Changes we have been unable to make and why

As mentioned in the foreword, in order to bring improvements for the wider area, we have had to balance some difficult decisions and we have not been able to address all the feedback we received. We have explained the rationale behind our decisions below.

No direct Southampton to Gatwick Airport service

We know this will be a disappointing decision for some. While we listened carefully to customer and stakeholder feedback, we are, unfortunately, not retaining this service. We proposed removing this service as it is unreliable, often terminated short as a result, and believe the resources used to run it could be better used to create alternative services for both Southampton and Portsmouth and at more regular spacing. Following engagement, we explored further adjustments but given the constraints, including turnaround times available at the final destinations, we do not believe we can offer our customers a reliable service on this route.

However, short and same platform connections are available to change between trains at Barnham, meaning the total journey time will slightly increase (by approximately 20 minutes, including a 12-minute wait at Barnham) for customers wishing to travel between Southampton and Gatwick Airport.





The request to retain direct services between Brighton and Portsmouth was a key theme that we are pleased to have been able to meet. However, there have been some consequences as a result:

- One of the two originally proposed Brighton to Chichester via Littlehampton stopping services will switch into a Brighton to Portsmouth semi-fast service. However, this does mean there are changes for Littlehampton, Aldrington and Fishersgate.
- For Littlehampton heading westward, there is an hourly service to Chichester, with onward connections available there or at Barnham to all services to Portsmouth and Southampton. The stopping service to Portsmouth will provide connections to the smaller stations between Chichester and Havant. Barnham will also provide connections to Bognor Regis.
- Heading east from Littlehampton, the service will remain improved on the existing timetable as the London Victoria service is to be increased to half-hourly throughout the entire day and it will still gain a new hourly direct connection to Brighton.
- To provide attractive journey times between Brighton and Portsmouth, Fishersgate and Aldrington will no longer see the proposed increase to off-peak half-hourly frequencies all day. They will still be served half-hourly at peak times.

We have not been able to accommodate specific requests to extend some of our late-night services as Network Rail require regular night-time access to the track to carry out essential maintenance works, ensuring a safe and reliable railway. Carrying this work out at night reduces the need for disruptive access during the day.

Requests included additional calling points for:

- The 2305 London Victoria to Horsham – to go onto Chichester calling at all stations.
- The 0002 London Victoria to Worthing – to call at Angmering and Littlehampton.
- We were also asked to provide a later service from Brighton to Southampton. Again, due to time allowances for engineering works, we have not been able to significantly alter the time of the last train relative to proposal. However, the proposed last train remains 45 minutes later than in the current timetable.
- We have not been able to add an additional stop at Swanwick on the last Southampton to Littlehampton service, departing at 23.21. This is not possible as we need to run trains via Eastleigh to keep our drivers' knowledge of the route up to date so that we can divert trains via Eastleigh during engineering works or disruption.


GTR
Great Northern
GX
GATWICK EXPRESS
SOUTHERN
ThamesLink/

SOUTHERN