



Department
for Transport

Helen Whately MP
House of Commons
London
SW1A 0AA

From the Parliamentary
Under Secretary of State
Claire Perry MP

Great Minster House
33 Horseferry Road
London
SW1P 4DR

Tel: 0300 330 3000
E-Mail: claire.perry@dft.gsi.gov.uk

Web site: www.gov.uk/dft

Our Ref: MC/155590
Your Ref: HW/AD

04 APR 2016

Dear Helen,

Thank you for your letter of 20 January to Patrick McLoughlin, concerning Southeastern rail performance targets. I am responding as the Minister responsible for rail issues.

There are customer satisfaction and service performance targets built into the Southeastern Franchise Agreement¹ to uphold service quality.

Southeastern are not currently in breach of any Performance Benchmarks. However, the Department closely monitors performance and will take appropriate action when necessary.

In addition, I continue to chair the South East Quadrant Taskforce which includes Network Rail, GTR, Southeastern and Transport Focus. This group is absolutely committed to making improvements and, crucially, to making sure that rail customers see the benefits of these improvements.

You will be pleased to know that I am working with Southeastern on introducing additional rolling stock into the Southeastern franchise to help alleviate crowded metro services. Subject to business case, I hope to make an announcement regarding additional trains in the coming weeks.

Thank you for your interest in this important issue. If you would like to meet and discuss this further then please do get in touch with my office.

Claire Perry

P.P. **CLAIRE PERRY**

Signed by a Private Secretary to avoid delay.

¹ https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/485668/red_lser-rail-franchise-agreement.pdf