

Fastrack Route A service improvements

Improvements have been made to *Fastrack* Route A that are helping to make local travel even easier.

You can now buy your ticket on board the bus as well as from the roadside ticket machines. Period ticket and concessionary pass holders should now show their passes to the driver. *Fastrack* Route A now picks up at the *Fastrack* stop on the south side of Home Gardens – located just outside Waitrose – making it even more convenient to return from a shopping trip in Dartford town centre.

Cleaning up with *Fastrack*



Cleaning Team from left to right – Jane Britton, Molly Freed, Debbie Walsh, Joan Hale, Carol Jones.

Carol Jones has been part of the cleaning team readying *Fastrack* buses since the service began in March 2006. Carol and her team work varying shifts throughout the day and often late into the night. She told us "It can be a bit of a thankless task but we do take great pride in making sure the buses are spick and span before they go out."

Carol says you never know what you might find cleaning out the bus, the most frequent finds being school P.E. kits, wallets and mobile phones. "We had a situation recently when a phone could be heard ringing periodically on the bus, with nobody around and no sign of a phone it was a bit alarming. We finally tracked down the source though. The phantom phone had dropped down behind the seats and we had to remove the whole seat assembly to retrieve it!"

Help Carol and the team keep *Fastrack* buses clean and tidy by taking your rubbish with you and placing your used ticket in the bin by the door when you get off.



Government Ministers and Albanian Mayors line up to visit *Fastrack*...

Over the past few months not one but three government ministers have visited *Fastrack* – and all of them went away saying they were "very impressed".

Transport ministers Paul Clark and Shahid Malik visited in June and September respectively, and Secretary of State for Communities John Denham also visited in September.

Recently KCC also played host to 26 mayors from Albania who were on a fact-finding mission to discover best-practice in delivery of local services. Even though most of them couldn't speak English they could all easily understand the benefits that a bus rapid transit system like *Fastrack* has to offer!

Christmas *Fastrack* Services

Christmas Eve

Normal service, last buses around 21:30

Christmas Day

No service

Boxing Day

Fastrack A - No service

Fastrack B - half hourly between Temple Hill & Bluewater only

27th & 28th December

Sunday service

29th to 31st December

Saturday service (last buses on 31st around 21:30)

New Years Day

Sunday service

fastrack

For more information about *Fastrack* visit www.go-fastrack.co.uk or contact the *Fastrack* project office on 01474 338 800 or email: info@go-fastrack.co.uk.

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ARRIVA

To obtain this leaflet in a different format please telephone 01474 338 800

The journey begins... with your award-winning *Fastrack*

In this edition of 'On Track' we celebrate Arriva's roll out of mobile phone ticketing and the exciting December launch of full Southeastern High Speed services from Ebbsfleet International.

Arriva rolls out m-ticketing following *Fastrack* trial

The trial of m-ticketing on *Fastrack* services previewed in the January edition of On Track has ended. We are delighted to report that Arriva has now rolled out an improved version, not just across *Fastrack* but also across all of its bus operations in Kent, Sussex, Essex and Surrey!

The new m-ticket no longer requires scanners on the bus, it looks the same as a paper ticket, but on your mobile phone screen so you simply show your phone to the driver as you board. The new technology now works with Blackberries, and early in 2010 iPhones will also be supported.

"The *Fastrack* trial was a great help to us", said Kevin Hawkins, Arriva's commercial director, "but it was just that – a trial – and we've learned some valuable lessons. We've made the new m-ticket system even more straight forward and easy to use. You just pre-purchase your daily, weekly or 4-weekly ticket on your mobile phone, it's displayed on your mobile and you simply show it to the driver each time you board. It's easy, convenient, fast and has a host of built in security features. On top of all that there is currently a 10% discount on 4-weekly saver tickets when you use the m-ticket service."

One *Fastrack* passenger who has already switched to the m-ticket system told us "It really is much less hassle. Everyone carries their phone anyway so why not add your ticket to it? It's so easy now – just one less thing I have to worry about!"

If you would like to join the growing band of m-ticket users simply text "mbus" to 82500 or visit arrivabus.co.uk.



View the NEW *Fastrack* video at www.go-fastrack.co.uk

fastrack



Fastrack video now available online

The new *Fastrack* video is now available for online viewing.

Featuring background to the award-winning project and the comments of regular users, the video underlines the importance of *Fastrack* to the sustainable regeneration of the area.

See the link to the video from the *Fastrack* website home page at www.go-fastrack.co.uk

Ebbsfleet. Closer than you think.

Travel from London to Ebbsfleet in just 17 minutes on the UK's first high speed rail line.



Fastrack to Southeastern's High Speed trains at Ebbsfleet and Gravesend! See the full story inside...



In this special feature we look at how Southeastern and *Fastrack* are making high speed travel even easier!



Southeastern's high speed service even better

Many *Fastrack* passengers will have tried Southeastern's high speed "preview service" between Ebbsfleet International and St Pancras International so will have already experienced the convenience of high speed rail travel. But now the service is set to get even better!

From 13th December around 200 high speed services will operate every weekday between St Pancras, Ebbsfleet and a variety of destinations in Kent and Medway. This will be the first domestic high speed service in the UK. High Speed service trains will travel both on the dedicated HS1 track between St Pancras International and Ashford via Ebbsfleet and also on existing mainline rail tracks, offering convenient through travel and dramatically reduced journey times.



Ebbsfleet. Closer than you think.

Travel from London to Ebbsfleet in just 17 minutes on the UK's first high speed rail line.



Southeastern High Speed service - Facts and figures

From 13th December around 200 high speed services will operate every weekday.

It takes just 17 minutes to get from Ebbsfleet to St Pancras and only 20 minutes to Ashford.

29 six-carriage high speed trains will be used on the service.

Each train will seat 338 passengers in a 2+2 configuration and have a total capacity of around 500.

The trains are built in Japan by Hitachi and feature aluminium bodies for lightness and strength.

Trains will travel at up to 140mph on HS1 and up to 100mph on the mainline rail network.

Buying tickets

There are a range of ticket types to suit your journey. Rail tickets can be bought at self-service ticket machines or ticket offices at stations, or online by visiting www.southeasternrailway.co.uk

southeastern.
highspeed

Fastrack to High Speed at Ebbsfleet & Gravesend!

Fastrack can help you make the most of the new high speed rail travel opportunities from Ebbsfleet and Gravesend stations, with services right to the station door and special combined bus and rail tickets.

Fastrack Route B services already stop outside the main entrance at Ebbsfleet International station, offering frequent and convenient links from across Kent Thameside (see map opposite).



And passengers using the new high speed service from Gravesend will also find that *Fastrack* Route B offers a convenient service to get them to the station with no parking hassles! The *Fastrack* stop at Garrick Street is less than a minute's walk from Gravesend station.

For added convenience the *Fastrack* part of your journey to and from a variety of Kent Thameside destinations can be paid for as an 'add-on' to the rail ticket bought from Southeastern.

'Add-ons' to day, weekly, monthly and annual tickets can be purchased. For details of 'add-on' prices ask at any Southeastern station or visit www.go-fastrack.co.uk.

New opportunities for rail travel timetable

High Speed services are just one part of what will be the biggest change to the railway timetable in this part of the country for 40 years, with a completely new Southeastern timetable effective from 13th December.

As well as the 200 new high speed services running every weekday Southeastern will be adding 50 extra metro services on their busiest routes to accommodate the rising demand for transport in and out of London.

The new Southeastern timetable will include direct hourly services between St Pancras and Margate via Ashford and Canterbury, and Dover via Ashford and Folkestone as well as half hourly services to Faversham via the Medway Towns.

But it is the new opportunities for high speed travel into London St Pancras that feature in the new timetable. St Pancras offers passengers a variety of onward travel connections - more underground lines than at any other London train station; excellent bus services; and easy access to rail links to the North East, East Midlands and mainland Europe: and to the North West and West Midlands via London Euston, just one underground stop away.