

GEML Taskforce Stakeholder Conference Presentation by Greater Anglia

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Jamie Burles
Managing Director



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Greater Anglia update

- **New trains update**
- **Customer service and commercial update (including DR15)**
- **Performance update**



New trains update

- **The first completed train was unveiled at the InnoTrans exhibition in Berlin in September 2018**
- **Stadler continue to test the new trains across Europe before they are delivered to the UK**
- **The first four Stadler trains have arrived on our network, with testing and commissioning now underway**
- **A series of successful stakeholder trips were held in Switzerland and Derby last year**
- **Ilford and Norwich Crown Point upgrades progressing well**
- **Other maintenance and stabling arrangements to be announced soon**



New trains update (2)

- **First new trains expected in passenger service from the early summer onwards**
- **Stadler bi-mode trains to be first**
- **First Bombardier trains expected in service in the autumn**
- **All trains due to be in service by the end of 2020**
- **Our Stakeholder Equality Group have been consulted throughout the entire process on the accessibility aspects of the new fleet, leading to further enhancements**
- **Feedback on train quality (both train types) is very good**



Benefits for customers and communities

- Intercity services all 12 carriages, not 8 or 9 as they are now
- More seats - circa 20%
- More comfortable on-train environment
- Air conditioning, fast free wifi, plug points, USB ports
- Better access and accessible toilets
- 6 cycle spaces (currently 6 on intercity trains/4 on local trains)
- More reliable and resilient
- Suburban trains offer a similar increase in capacity
- Regional services will be all 3 & 4 carriage trains, not 1, 2 & 3 carriage trains, as they are now



Timetable improvements

- **Aiming to introduce two Norwich in 90 and Ipswich in 60 services each way from May 2019**
- **Most other timetable improvements likely to be phased in over the following two years**
- **Impact of challenges elsewhere on the UK network last year have had a knock-on effect and some schemes are dependent on infrastructure upgrades (mainly level crossings)**
- **However, likely to see some journey time reductions and Sunday frequency improvements**



Customer service and commercial update

- **Station investment in more seats, better lighting, new information screens and re-surfacing of platforms**
- **£25 million investment in car park upgrades with ANPR, CCTV, re-surfacing, more spaces and easier payment options**
- **Launched our initiative to make smartcards the default option for season tickets (highest UK smart take-up)**
 - Customers can still request a paper ticket if they wish
- **2019 sees flex-carnet launched and 26-30 Railcard becomes a national standard product**
- **Further work and DfT discussions on Delay Repay 15, now nearing agreement**



Jonathan Smith
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Customer service and commercial update

- Ticket vending machine roll out to most regional stations now complete, enabling easier ticket purchase and better information provision
- Additional land sheriffs employed to further improve our customer safety, security and service standards
- Taking part in the national trial of a new passenger assist app
- New vegan range and wine options on intercity trains
- Launched our new customer newsletter

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NEWS

Take a look...
2 Common causes of disruption explained
3 How to... report lost property

"Can I have a seat" badges now available

Please offer me a seat
My need may not be visible
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Badges are now available for passengers who need a little bit of extra help and consideration when they're travelling on our trains. You will soon also see staff wearing badges offering help.

If someone is in a wheelchair or has a white stick or guide dog, it's obvious to everyone that they may need a bit of help when travelling on the railway. However, not all disabilities or conditions are visible, such as MS, epilepsy or early stages of pregnancy. Also, not everyone feels comfortable or confident to ask for help if their condition is not obvious.

The idea behind the badges is to make it easier for customers who need help to get assistance. If you see someone wearing one of our new badges, maybe ask them if they need your seat or a little help getting off the train.

Thank you to the thousands of people who took part in our social media poll to work out the best wording for the badges for customers. After reviewing all the feedback, we decided to purchase two different badges with the wording "Please offer me a seat. My need may not be visible" and "Not all disabilities are visible. Please offer me a seat".

Our colleagues try their best to give customers the help they need. These badges will make it easier to identify people who want that help. The badges for staff say "Not all disabilities are visible. Can I help you?"

The badges are now available from customer information desks at Norwich, Ipswich, Colchester, Chelmsford, Shenfield, London Liverpool Street, Truro, Exeter and Cambridge.

Christmas travel update

Network Rail is carrying out ten days of engineering works over the Christmas period as part of its major railway signal railway upgrade. This is three of the year when the lowest number of passengers travel on the railway. There are no rail services at all on Christmas Day and only the Stansted Express runs on Boxing Day with a reduced frequency.

From Sunday 23 December to Sunday 3 January there will be no rail replacement services between Ipswich and Haverhill Park, where you can use your Greater Anglia ticket to travel on the Central Line to Liverpool Street. When working overnight, trains between Haverhill and Haverhill Park on 25, 27 and 28 December, and between Southend Victoria and Haverhill Park on 26, 28, 31 December and 1 January. Rail replacement buses will be in operation between Ipswich and Haverhill from 18:00 on 27 and 28, 29 and 27 December.

Remember to check before you travel at greateranglia.co.uk/seasonofchristmas

Plans in place to handle disruption better

You said **We did**

When there is a disruption, we ask our hundreds of train customers waiting to us to manage it better. We are trying hard to improve. We're currently re-writing our contingency plans and we've tested the plan for the West Anglia route by Cambridge, Bishops Cleeve, Harlow Road to London Liverpool Street. The new plan focuses on getting customers moving quicker once trains are up and running again and keeping you better informed.

Performance update

- **Annual performance at 87% against national average of 85%**
 - Challenging start to the New Year with several infrastructure related incidents
 - Reduced adverse impact of Autumn conditions through joint action plan with Network Rail
- **After some challenges with short formations, primarily due to cl. 321 Renatus problems, these are now much reduced**
- **Performance summit held with Network Rail in December to drive improvements during 2019 and £20 million investment in reliability initiatives for our existing trains**
- **Performance improving, but more to do**



Next steps

- **Try and secure agreement on DR15**
- **New trains commissioning, training, deployment**
- **May 2019 timetable – planning introduction of Norwich in 90 and Ipswich in 60 services (2 each way, as per the contract)**
- **Main new train roll out begins in the middle of the summer**
- **New marketing and PR campaign, plus new uniforms**
- **Most of the Stadler trains due in service by the end of 2019**
- **Other timetable improvements to be phased in**
- **Continued stakeholder campaign for infrastructure investment**



Thank you

