

# OnTrack AGM

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# Greater Anglia business update

- Performance improving (89% v 88% national average) and many local routes 92-94%
- Train reliability upgrade projects working well
- Autumn performance better, following innovative modification for some regional diesel trains
- Over 100,000 extra seats provided a week across our network (mainly peak times), with extra 20 trains we leased
- Train refurbishment programmes progressing well (commuter trains and regional trains)
- Wi-fi now being fitted to electric suburban trains



# Greater Anglia business update continued

- **Customer Contact Centre now open 24/7**
- **Station upgrade programme underway – including customer information systems, re-painting and re-surfacing of platforms, car parks and approach roads**
- **Smart ticketing roll out working well – highest take-up on the UK rail network – 28% (almost 60% of season tickets)**
- **More good value fares 26-30 Railcard trial, Club 50 railcard launched**
- **Compensation process easier and now available in cash, automatic delay repay being trialled**



# Beast from the East

- **Snow fall was not as forecast, but was heavy and drifted when it came, whilst temperatures were also very cold, causing faults and issues with both trains and infrastructure**
- **Key route strategy implemented - Network Rail only offered a basic service and nothing on some rural routes**
- **Reinstated services where practical, but capacity issues at some stations**
- **Real commitment by our teams**
- **Ran the best service we could**
- **In summary, we did well during the bad conditions, but customers and stakeholders unhappy with key route strategy approach – so review underway**



# Customer Service Measures

- **National Rail Passenger Survey**

- 81% for Autumn 2017, up on the Autumn 2016 score
- 82% average for 2017, best annual result with current franchise shape
- Station facilities – 83% (overall)
- Train facilities – 76% (overall)

- **Overall punctuality performance – 88.77%** (last 12 months)

- East - 89.78%
- West – 88.67%
- Rural – 87.85%
- Stansted Express – 88.29%

# Customer Service Measures

- **New Ticket Vending Machines installed at 92 stations**

- 24/7 Customer contact centre opened in March
- New machines link to customer contact centre – Vita link

- **Station Adopters**

- Over 200 in place, now 95 stations covered
- We welcome any individuals or groups that would like to adopt their stations.

- **Community space**

- Making unused station space available for community use
- Details and application instructions can be found on our website



# The next few months.....

- **More work on performance**
- **Train refurbishment programmes completed**
- **Station upgrade programme continues**
- **Smart ticketing roll out continues and more ticket vending machine upgrades**
- **Prepare for FlexCarnet product launch in the autumn**
- **Hoping to agree Delay Repay 15 – lower threshold for compensation – with the Department for Transport**
- **First new trains arrive for testing and commissioning later in the autumn !!**



# New trains

- **Train specification confirmed**
- **First trains now being built by both Stadler in Switzerland and Bombardier in Derby**
- **First testing on the continent over the summer**
- **Train maintenance and stabling strategy being finalised. Crown Point and Ilford depots being upgraded. Additional stabling and wheel lathe to be confirmed - some challenges emerged with Brantham site, so review underway**
- **Platform alterations being finalised**
- **Virtual Reality Road shows**



# Key infrastructure priorities – latest position

- **Great Eastern Main Line and West Anglia taskforces re-doubling efforts to secure funding**
- **Very challenging environment**
- **Network Rail seeking third party funding for Ely, Haughley Junction, Trowse and Loops between Colchester and Witham, which will help prioritise those schemes**
- **Level crossing upgrades also critical**
- **Third party funding more important than ever**
- **Raise the schemes at every opportunity with ministers, MPs, chambers of commerce, LEPs, local authorities**



Thank you

