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news

Making sure more trains run on time



A new collaborative approach to cutting delays to our trains has led to punctuality improving month by month, and some record figures.

In December, we teamed up with Network Rail to launch our Every Second Counts campaign – to tackle every aspect of delays and improve punctuality for our customers. Since then more trains have been running on time each month. In the most recent figures, as Greater Anglia News went to print, average punctuality in May was 93.7 per cent – the best since May 2013.

Performance on some routes is amongst the best in the last 20 years. Punctuality on the Great Eastern Mainline, between Ipswich, Colchester, Harwich, Clacton and Southend to London, is the third best of the last 20 years, at 95.5 per cent, while the Intercity route between Norwich and London, saw the second-best performance of the last 20 years, with 93.5 per cent of trains on time last month.

We're holding regular "performance summits" with Network Rail to look at problems causing delays and analyse how to overcome them. We have joint improvement plans and a more proactive recovery policy established for dealing with delays caused by broken down trains. Network Rail actions include setting up a £10 million booster fund for initiatives specifically to improve performance, increase

maintenance work on problem areas and remove long-standing speed restrictions.

The top five most punctual routes last month were Marks Tey-Sudbury, 97.5 per cent, Norwich-Sheringham, 96 per cent, London-Harwich, 95.9 per cent, London-Southend/Southminster, 95.6 per cent and London-Colchester/Clacton/Walton and Norwich-Lowestoft, 95.2 per cent.

Punctuality on the West Anglia route, which includes Cambridge to Liverpool Street, and Stansted Express was also over 90 per cent, at 92.4 per and 92.6 per cent respectively.

Other routes with more than nine out of ten trains on time last month were Norwich-Great Yarmouth, 93.4 per cent, London-Ipswich/Norwich, 93.2 per cent, East Suffolk, 92 per cent, Ipswich-Peterborough/Cambridge 91.5 per cent and Ipswich-Felixstowe, 90 per cent.

Find out more here
greateranglia.co.uk/record-results

You said

We did

Water fountains at more stations

Summer has finally arrived, and you asked for more free water refill stations. We've installed water fountains at Cambridge, Ipswich, Chelmsford, Wickford, Billericay, Shenfield and Witham. We're planning more, so make sure you're following @greaterangliaPR on Twitter for all the latest news.

Hard work pays off

It's six months since I called for a joint performance summit with Network Rail because I wanted an improved focus on better punctuality for all of you, our customers. I am absolutely thrilled that the campaign we launched together, Every Second Counts, has had such a tremendous effect on improving your experience of travelling with Greater Anglia. Every month this year we've seen punctuality get better, with record levels on some routes. There's still some work to do to provide a consistent service across the whole network, but I hope you have noticed the difference. I am fully committed to making sure both we and Network Rail keep working hard to prevent delays as much as possible and speed up our response to them if they do happen.

By the time I write my next article for Greater Anglia News, the first of our new trains should be in passenger service. I can't tell you how excited I am about that! I am absolutely certain that passengers will love the new trains which are such a huge step change from what we have now. They should also really help with reliability, especially on our rural lines, where we run our diesel trains.

I hope you have a fabulous summer and take advantage of engineering-free weekends to get out and about on our network – maybe even take a ride on a new train.



Jamie Burles,
Managing Director,
Greater Anglia



New Intercity trains now in East Anglia

Did you see one of our brand new Intercity trains arrive in East Anglia? We're replacing every single one of our existing trains with new trains – and that includes ten Intercity trains from Swiss manufacturer Stadler to run between Norwich, Diss, Stowmarket, Ipswich, Manningtree, Colchester, Chelmsford, Stratford and London.

We now have two of our new Intercity trains in East Anglia, ready for safety and performance testing before they go into passenger service in early autumn. The new Intercity trains, which will be the only trains in our new fleet to have first class seating areas, will be 12 carriages long, with over 140 more seats than our existing Intercity trains. They will all have plug and USB sockets, free wifi, air conditioning, passenger information screens in each carriage, a café bar, and improved accessibility features including a low-level floor for easier access with wheelchairs or buggies.

Meanwhile, testing is going well on our new bi-mode trains which will replace our existing diesel trains on our rural routes and be powered by diesel and electricity. The first is due to go into passenger service this summer.



How are we doing?

Punctuality – how many trains run on time*

Greater Anglia performance
4 weeks to 27 April 2019

93.1%

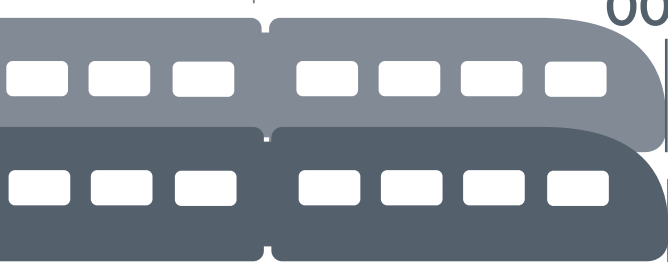


Greater Anglia performance
4 weeks to 25 May 2019

93.7%

Annual average performance
12 months to 27 April 2019

88.1%



Annual average performance
12 months to 25 May 2019

88.4%

Responsibility for delays

4 weeks to 27 April 2019

65%

12%

23%



Network Rail
(including external factors)

Other train companies
Greater Anglia

4 weeks to 25 May 2019

61%

13%

26%



Network Rail
(including external factors)

Other train companies
Greater Anglia

*Based on Public Performance Measure figures. For more details see [greateranglia.co.uk/about-us/our-performance/performance-figures](https://www.greateranglia.co.uk/about-us/our-performance/performance-figures)

Express services to Norwich and Ipswich have now started



We're now running our fastest ever train service between Norwich, Ipswich and London, making East Anglia and London just that little bit closer.

Fastest journey times between Norwich and London are now 90 minutes and just 55-57 minutes between Ipswich and London. We're running four express services a day currently at introductory times, departing Norwich at 09.00 and 17.00, Ipswich at 09.33 and 17.33 and London Liverpool Street at 11.00 and 19.00, calling at Ipswich at 11.55 and 19.57, Mondays to Saturdays. They shave 12 minutes off the current fastest journey between Norwich and London and cut the fastest journey between Ipswich and London by 4 minutes. The new services are the result of years of campaigning by politicians and businesses in the region and a proactive approach from Greater Anglia.

Find out more here greateranglia.co.uk/norwich90

How to... sign up for the cheapest tickets from Greater Anglia

Do you want to travel between London and Norwich for £10, Cambridge and London for £7, Southend and London for just £6, or take advantage of one of our other cheap Advance tickets? Sign up for an Advance ticket alert to make sure you bag the cheapest fares!

It's easy – just fill in the form here alerts.buytickets.greateranglia.co.uk saying when and where you want to travel and we'll let you know as soon as the cheapest tickets go on sale, which is usually 12 weeks in advance.

Thank you Southend customers

A big thank you to all our Southend line customers for their patience during nine days of engineering works over Whitsun. Network Rail replaced 27.8km of overhead wire, installed eight wire support structures, removed 33 redundant structures and brought into service two electrified train crossovers – which help trains to change between the tracks. It's part of a £46 million investment in the route replacing all overhead wire and supporting structures between Southend Victoria and Shenfield. We hired over 300 buses and 75 additional staff to try to ensure that customers who needed to travel were able to complete their journeys. Meanwhile, Network Rail's team ensured the work was completed right on time.

By doing the blockade, we've been able to shave off 11 weeks of mid-week and six weekends of engineering work and bring forward the finish date.

Charity train

We were delighted to hand over £22,000 to the East Anglia Children's Hospices after running a charity charter train using two Class 37 diesel locomotives which will soon be replaced by our brand new trains. We've now raised £54,000 for this vital charity by running three charity charter trains. Find out more here greateranglia.co.uk/each



Defibs at Marks Tey and Manningtree

Life-saving heart resuscitators have been installed on platforms at Marks Tey and Manningtree, thanks to funding by the Essex and South Suffolk Community Rail Partnership. The Automated External Defibrillators (AEDs) deliver a shock to treat someone in cardiac arrest. They can also monitor the heart's activity and give instructions to the users. Dial 999 to be given a code to open the defibrillator's storage box.

Rail pastors gone west

Rail pastors are now patrolling the Greater Anglia network between Cambridge and Harlow Town, following their success across Essex. They patrol throughout the day and into the evening, at stations and on trains, helping anyone who is vulnerable, distressed or in need of help. Find out more here greateranglia.co.uk/pastors-west



Cash boost for bikes

We've secured £1.1 million of funding to spend on improving cycling facilities at seven stations including creating 510 new cycle parking spaces. Stations to benefit are Audley End, Braintree, Chelmsford, Manningtree, Marks Tey, Newmarket and March. Find out more here greateranglia.co.uk/cycle-spaces

Engineering works in July

Please refer to
journey planner
for full details
greateranglia.co.uk

Norwich – Wymondham/Ely
Buses will replace trains:
Saturday 13 July Sunday 14 July

Reedham – Great Yarmouth
No service, Cantley and Reedham customers for Great Yarmouth to travel via Brundall, no service for Berney Arms. For further advice please use the station help point or speak to a member of staff, until further notice

Ipswich – Bury St. Edmunds
First Ipswich to Cambridge train will be replaced by bus to Bury St. Edmunds.
Sunday 7 July

Bishop Stortford – Cambridge
Buses will replace trains between Bishops Stortford and Cambridge for the 23.28 Liverpool Street to Cambridge Service.
Monday 8 July Tuesday 9 July
Wednesday 10 July Thursday 11 July

Waltham Cross – Bishops Stortford/Hertford East
Buses will replace trains until 09.00.
Saturday 6 July Sunday 7 July

Hackney Downs – Cheshunt
Lines will be closed between Hackney Downs and Cheshunt from 23.15 to 05.00. Services that normally run via the Lea Valley/Tottenham Hale will be diverted via the Southbury Loop/Seven Sisters.
Tuesday, Wednesday, Thursday and Friday morning, the 04.40 Liverpool Street to Stansted Airport will call at Seven Sisters instead of Tottenham Hale.
Monday 1 July Tuesday 2 July
Wednesday 3 July Thursday 4 July
Trains are diverted to stop at Tottenham Hale instead of Seven Sisters: 22.57 Cambridge to Liverpool Street, 23.30, 23.45 Stansted Airport to Liverpool Street, 23.39 Hertford East to Liverpool Street.
Monday 15 July Tuesday 16 July
Wednesday 17 July Thursday 18 July
Friday 19 July

Liverpool Street/Stratford – Hackney Downs
No trains via Southbury/Hackney Downs on Saturday or Sunday. All services will be diverted via Stratford into Liverpool Street, with Hertford East services on Saturday terminating/starting at Stratford.
Saturday 6 July Sunday 7 July
Saturday 13 July Sunday 14 July
Saturday 20 July Sunday 21 July
Saturday 27 July Sunday 28 July

07.32 and 07.51 Cambridge to Liverpool Street services will terminate at Stratford. 08.57 and 09.28 Liverpool Street to Cambridge will start from Stratford.
Sunday 14 July

Ipswich – Norwich
23.30 Liverpool Street to Norwich service will terminate at Ipswich and be replaced by a bus between Ipswich and Norwich.
Monday 8 July Tuesday 9 July
Wednesday 10 July Saturday 13 July
06.52 Norwich to Liverpool Street will be replaced by buses between Ipswich and Norwich.
Taxis provided, as required — 07.25 Norwich to Lowestoft, 07.36 Norwich to Great Yarmouth.
Sunday 7 July Sunday 14 July

Ipswich – Woodbridge
Buses will replace trains.
Saturday 13 July Sunday 14 July

Ipswich – Felixstowe
Buses will replace trains.
Saturday 6 July (after 1850) Sunday 7 July
Saturday 13 July Sunday 14 July
Saturday 20 July (after 1850) Sunday 21 July

Broxbourne – Audley End/Stansted Airport
Buses will replace trains until 09.10.
Sunday 28 July

Witham – Colchester
00.18 and 00.46 Liverpool Street to Colchester services will terminate at Witham, with a bus running from Witham to Colchester.
Monday 29 July Tuesday 30 July
Wednesday 31 July

Colchester – Clacton/Walton-on-the-Naze
22.56 (Saturday night) Colchester to Walton-on-the-Naze diverted to Clacton. Change at Thorpe-le-Soken for buses to Kirby Cross, Frinton and Walton-on-the-Naze.
Saturday 13 July

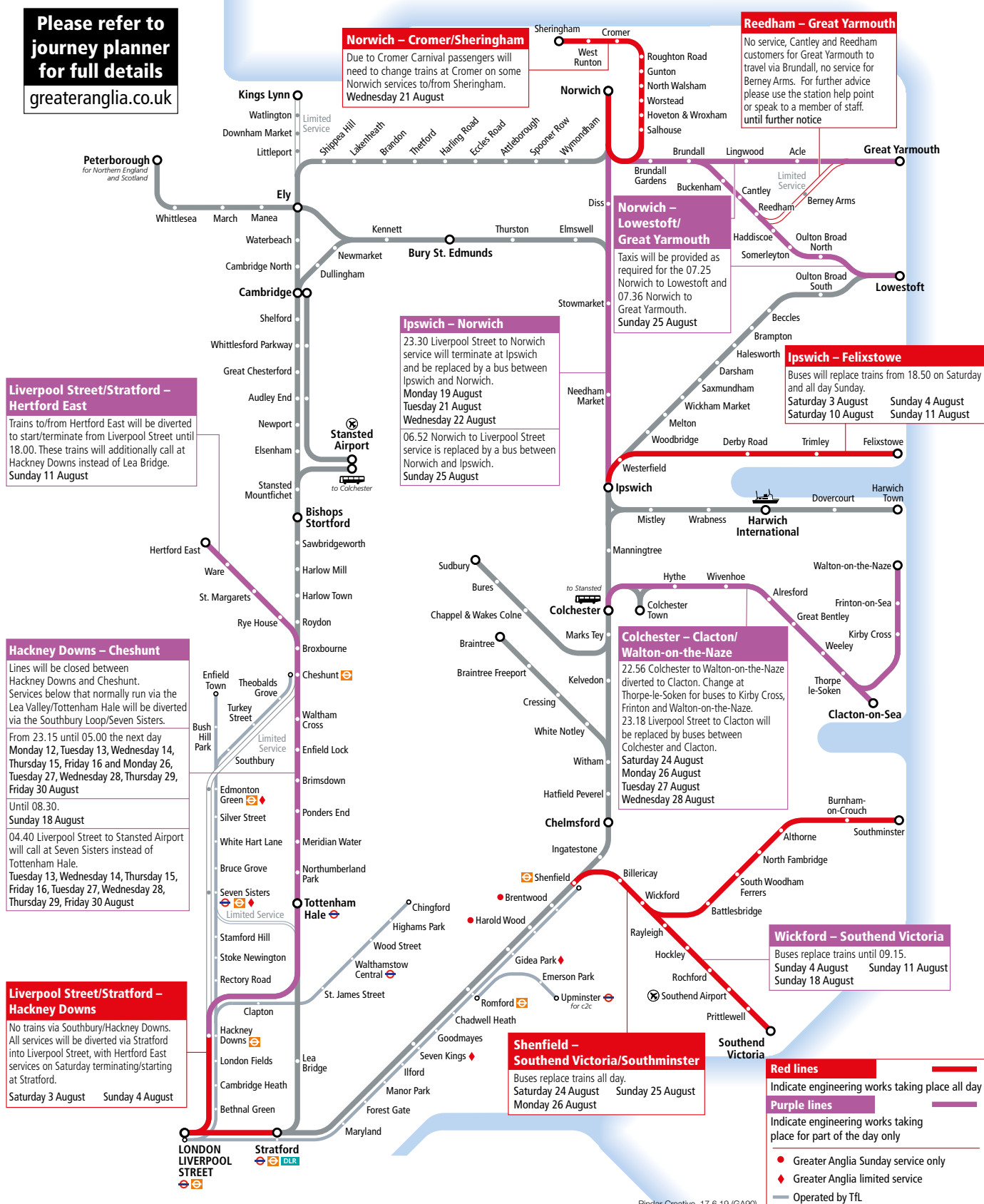
Wickford – Southend Victoria
Buses replace trains until 09.15.
Sunday 7 July Sunday 28 July

Liverpool Street – Stansted Airport
Stansted Express — direct bus service will run between Stansted Airport and Liverpool Street until 08.45*/09.10^.
*Sunday 7 July ^Sunday 28 July

Liverpool Street – Stratford
Southend services will start/terminate at Stratford all weekend. Norwich to Liverpool Street services will not call at Stratford on Saturday.
Saturday 6 July Sunday 7 July Saturday 13 July Sunday 14 July
Saturday 20 July Sunday 21 July Saturday 27 July Sunday 28 July

Red lines
Indicate engineering works taking place all day
Purple lines
Indicate engineering works taking place for part of the day only
• Greater Anglia Sunday service only
♦ Greater Anglia limited service
— Operated by TfL

Engineering works in August



Meet... Anita Stuart

Anita is a friendly, familiar face on our West Anglia route. Based at Ely, but covering stations from Cambridge North to March, she has been in this role for seven years.

Anita's career began in Ipswich as a train dispatcher, but she thoroughly enjoys her current role. Ely is a busy interchange and one of the biggest challenges it faces is that it accommodates four different train operators – Greater Anglia, Great Northern, Cross Country and East Midlands Trains.

She is passionate about the local communities which we serve, and has recently been working with Branching Out, a charity which supports adults with learning disabilities. Recently, they held a pop-up shop at Ely station, selling their handmade crafts and treats. The event was such a success, it will be repeated this Christmas.

Anita, who will celebrate working on the railway for 20 years this November, plans to create a community garden at Ely station. This would see herbs grown in tubs on the platform for the benefit of passengers, who could help themselves on their way home.



Summer in the capital

July and August weekends are perfect for heading between London and the East of England, as Network Rail lifts its most disruptive engineering works on lines into the capital during the summer months.

If you are planning to take a trip between London and East Anglia be sure to check out our great value fares, including Advance fares from £6, Groupsave giving groups of between three and nine adults travelling together 1/3 off Off-Peak tickets and the wide range of railcards offering discounts off travel of 1/3. Combine a great value fare with a two for one offer on attractions across the region and London and you'll have a money-saving trip to remember. Check out the offers greateranglia.co.uk/offers-events page on the Greater Anglia website for details of discounts available. And don't forget to book your tickets on the Greater Anglia website or app – we don't charge booking fees, unlike The Trainline, and we guarantee you'll get the lowest fare or we'll refund the difference.



Standon calling

Are you planning to go to the Standon Calling festival in Hertfordshire from 25-28 July? We've partnered with them to offer a special discounted ticket price package including train travel, a shuttle bus and entry to the event.

There's a great line-up, including Rag'N'Bone Man, Wolf Alice, Nile Rodgers & CHIC, and special guests Friendly Fires and for children there's Dick & Dom, How To Train Your Dinosaur Live and Mr Bloom & His Band. There's also a dog show, swimming pool and a sizzling late-night party atmosphere with club night takeovers and acclaimed DJs.

People can save up to £122 with the Greater Anglia package, which includes open return train tickets from selected Greater Anglia stations to Bishop's Stortford station, discounted entry to Standon Calling Festival and shuttle buses to and from Bishop's Stortford station to the festival site

For timetables and to book tickets, visit greateranglia.co.uk/standon-calling-festival

New airport services

We've teamed up with London Southend Airport to run extra train services for passengers to easily connect to early morning and late evening flights.

We're running an extra service, Monday to Saturday mornings, from Liverpool Street, departing at around 04.30, dependent on day, to connect with early morning outbound flights. There will also be an additional late-night service, Sunday to Friday nights, from the airport to Liverpool Street, departing 23.59, for passengers landing later in the evening that need quick and easy access to London.

Find out more here greateranglia.co.uk/southend-airport

Find out more about Greater Anglia

If you want more news and updates about Greater Anglia, there are plenty of places you can get them. Follow Greater Anglia News on Twitter @GreaterAngliaPR. Find us on Facebook facebook.com/greateranglia or follow Greater Anglia on LinkedIn. Check out the News Desk section of our website for the latest news articles and blogs greateranglia.co.uk/newsdesk