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# news

## Celebration events for new trains



We've been celebrating the arrival of the first of our new trains with launch events giving guests the chance to ride our new bi-mode trains which are replacing all of our old diesel trains on regional routes across the network.

Thomas Ahlburg, the group chief executive of Stadler, a Swiss company making 58 new trains for us, joined us in Norwich for the official launch of our new bi-mode trains, along with Mark Swindell, chief executive of train leasing company Rock Rail. Invited guests and media took part in celebrations, including a performance by our giant red hare, a steel band, speeches and a trip to Great Yarmouth for further celebrations and the chance to see a sand sculpture replica of a new train.

As Greater Anglia News goes to print, we now have nine new trains in passenger service on the Norwich to Great Yarmouth, Lowestoft and Cambridge lines – and further events are being planned for the Norwich to Sheringham and intercity routes once new trains are in passenger service on them.

The bi-mode trains run on electricity and diesel – and are much quieter and more environmentally friendly than our old diesel trains. All of our new trains – and we're getting 169 in total – are longer, with more seats, plug and USB points, free fast wifi, air conditioning, better passenger information screens and improved accessibility features.

The first 100 carriages of our Bombardier trains – which will form the first 20 trains – have now been built too. We're getting 111 Bombardier electric trains which will run on our busy commuter routes between Liverpool Street and Essex, Cambridge, Ipswich and Hertfordshire.

It's a complicated and lengthy business bringing in new trains. Find out more by reading our blog [greateranglia.co.uk/new-trains-blog](https://greateranglia.co.uk/new-trains-blog)

You said

We did

### Improving secure bike parking at Ipswich

You told us you wanted better secure cycle parking at Ipswich station. We've had a shake-up of the way we operate the compound at Ipswich station so that more people can use it. Instead of giving out fobs on a permanent basis, they will now need to be renewed on an annual basis, which means we can make sure all the available spaces are used. Find out more here: [greateranglia.co.uk/ipswich-bikes](https://greateranglia.co.uk/ipswich-bikes)

Merry Christmas and a Happy New Year to all of our customers

# End of year greetings

I can't believe it's the Christmas edition of Greater Anglia News already! We've been so busy working hard to bring in our new trains that the year has absolutely whizzed past. It's been a fantastic couple of months being able to celebrate our new trains going into passenger service on new routes. We're very much looking forward to getting more out there so even more customers can benefit from the much-improved travel experience they bring. As they bed in, they will certainly help with our punctuality as they should be faster and more reliable.

Our recent punctuality remains better than last year and I was very pleased when the Office of Rail and Road released statistics showing that we are one of the top five train companies in the country for most improved punctuality and in the top ten for most improved reliability. I want to see us get even better, though, and we continue to work with Network Rail on our Every Second Counts campaign to make sure the maximum number of trains run on time. Autumn is traditionally a challenging time for the railway with slippery rails, but we're working together to try to reduce the impact so that trains can brake and accelerate without slipping too much.

It's great that so many of our routes are mostly engineering-free this Christmas, making it easier for you to travel to work or see friends and family over the festive season. Wherever you are, I wish you a very Merry Christmas and a Happy New Year.



Jamie Burles,  
Managing Director,  
Greater Anglia



# Japanese know-how making our railway more punctual

We've started using Japanese technology to help more of our trains run on time. Toshiba Digital and Consulting Corporation (TDX) and Mitsui – which part owns Greater Anglia have developed a "digital twin" software package to help us plan our timetable more efficiently. The digital twin flags up any timing or platform conflicts, enabling us to tweak our timetables to try to reduce delays. It's been trialled on our West Anglia route, from Cambridge to London Liverpool Street and is now being rolled out across the network. TDX data engineers spent five months collecting data for the trial, including the existing timetable, train performance and information about the track and signals. They travelled on trains along the route and interviewed station and train staff so that they were aware of any human factors not present in the data.

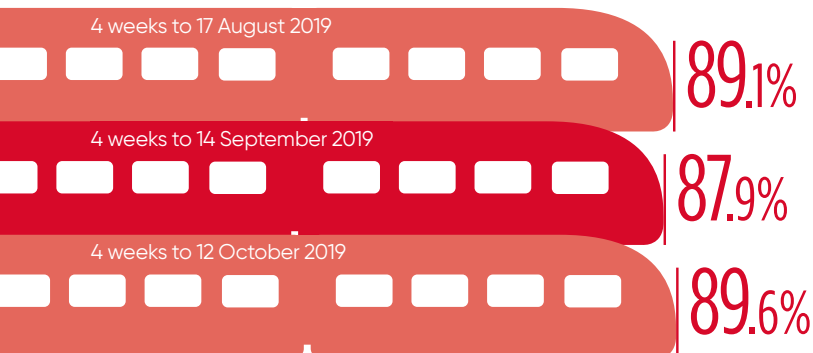
They then built a simulator model – the digital twin – which they used to adjust calling patterns, train timings and platform allocations to make our timetable better. Using the digital twin model, our train planners, who write our timetables, can see at a glance where any conflicts are and how a tweak here or a 30-second change of timing there may make journeys run better. The new technology is already being used for the May 2020 timetable.

Find more information here:  
[greateranglia.co.uk/Japanese-tech](http://greateranglia.co.uk/Japanese-tech)

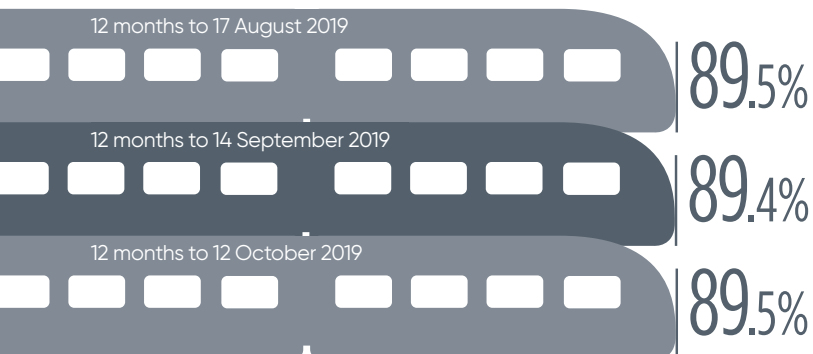
## How are we doing?

### Punctuality – how many trains run on time\*

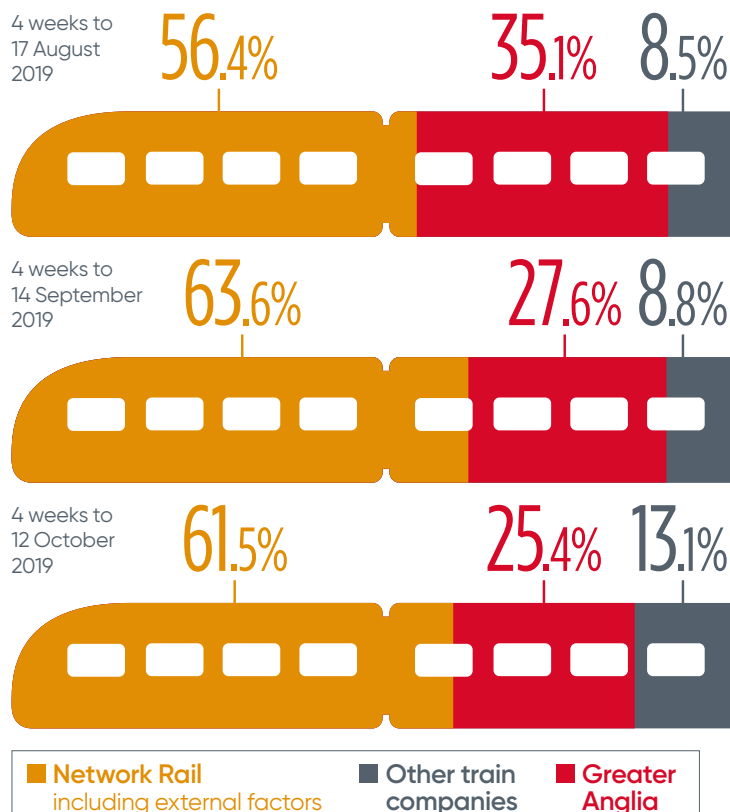
#### Greater Anglia performance:



#### Annual average performance:



### Responsibility for delays



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

# Keeping the railway working in slippery autumn conditions

An article in association with



We've teamed up with Network Rail to keep the railway running smoothly during the autumn. Leaves on the line pose problems for the railway as they stick to damp rails and passing trains compress them into a thin, slippery layer on the rail which – much like black ice on the roads – can affect braking distances and reduce traction and acceleration. This means train drivers must slow down earlier for stations and signals to avoid overshooting them. They must also accelerate more gently to avoid wheel spin. All this can increase journey times and lead to delays for passengers.

Following months of careful planning, six leaf busting trains will operate 24/7 to minimise the disruption caused by leaves on the line. Network Rail has analysed data to identify several problem hotspots across the Anglia route – particularly where trees and vegetation grow close to the line – where rail head treatment trains (RHTT) will operate. The specialist trains will travel around 80,000 kilometres until 13 December across Norfolk, Suffolk, Cambridgeshire, East London and Essex, which is the equivalent of travelling around the world twice. The trains blast leaves off the track using high pressure water jets, then coat the rail with a gel – which provides more grip to the train to prevent delays caused by slippery rails.

Leaves also cause track circuits (the system which detects where trains are) and signals to fail, so much planning has been done to remotely monitor key problem areas. Network Rail will deploy response teams across the route to carry out daily inspections to remove the build-up of leaves in a number of hotspots.

This year is also the first full year that all Greater Anglia trains are fitted with Wheel Slide Protection (WSP) – which is like ABS in cars. WSP helps the trains' wheels to brake more evenly, preventing wheel damage and wear that could lead to trains being taken out of service for repair. Last year, thanks to WSP, none of Greater Anglia's train wheels needed repairs, helping to maintain the reliability of the service.

Read more about it here: [greateranglia.co.uk/autumn-prep](https://greateranglia.co.uk/autumn-prep)



## How to... check for less busy trains to London

Would you rather travel on a less busy train and are flexible about what time you travel? Then check out the 'Less Busy Trains' section of our website: [greateranglia.co.uk/travel-information/less-busy-trains](https://greateranglia.co.uk/travel-information/less-busy-trains). It's under the "Travel Info" tab. You can tap in the details of your journey and we'll tell you which are the busiest and quietest services available.

## Check before you park

We've now introduced indicative live car park occupancy information on our website for 20 stations: Audley End, Broxbourne, Cambridge, Cheshunt, Colchester, Diss, Harlow Town, Hatfield Peverel, Ingatestone, Ipswich, Kelvedon, Rayleigh, Whittlesford, Wickford, Billericay, Bishop's Stortford, Manningtree, Marks Tey, Shenfield and Witham.

You can view current availability at the car park ahead of your visit, as well as expected occupancy for any given time or day of the week. It's available via [greateranglia.co.uk](https://greateranglia.co.uk) and Great Anglia Parking Portal: [gaparking.co.uk](https://gaparking.co.uk)

## £1 million station upgrades

We've spent over £1 million this year on upgrading station car parks, approach roads, pedestrian crossings, bus lanes and platform surfaces at 53 stations. The work's included filling potholes, levelling surfaces, re-laying tarmac, re-lining and marking car parks, refurbishing platforms and platform edging stones, putting up fences and erecting anti-vandal measures.

## Thank you adopters



We celebrated the work of our amazing team of volunteer adopters at our annual station adopter awards in October. We have adopters across the network who get involved with their local stations to come up with ideas and projects that benefit their communities. A big thank you to all of them. Read about the amazing work they do here: [greateranglia.co.uk/cambs-adopters](https://greateranglia.co.uk/cambs-adopters) [greateranglia.co.uk/adopters](https://greateranglia.co.uk/adopters) [greateranglia.co.uk/community-hero](https://greateranglia.co.uk/community-hero)

## Clearer information

More of our stations have been fitted with new improved customer information screens. 53 of the new screens have just been fitted at Cambridge station, featuring latest LED technology to display train information in a clear easy-to-read format which also reduces energy consumption. Our control room can display customised messages on the screens so that we'll be able to keep you better updated if there's disruption. They're gradually being rolled out at stations across the network.



# Engineering works in November

Please refer to  
journey planner  
for full details  
[greateranglia.co.uk](http://greateranglia.co.uk)

## March – Peterborough

Buses will replace trains all day.  
Saturday 9 November  
Sunday 10 November

## Cambridge – Ely/ Bury St. Edmunds

Buses will replace trains all day.  
Saturday 9 November  
Sunday 10 November

## Hertford East – Broxbourne

Hertford East services will start and terminate at Broxbourne, change trains for onward journeys.  
Saturday 9 November  
Sunday 10 November

## Hackney Downs – Cheshunt

From 23.15 until 05.00 the next day lines will be closed between Hackney Downs and Cheshunt. Services that normally run via the Lea Valley/Tottenham Hale will be diverted via the Southbury Loop/Seven Sisters.  
Monday 4 November  
Tuesday 5 November  
Wednesday 6 November  
Thursday 7 November

04.40 Liverpool Street to Stansted Airport will call at Seven Sisters instead of Tottenham Hale.  
Tuesday 5 November  
Wednesday 6 November  
Thursday 7 November  
Friday 8 November

The following services are diverted to stop at Tottenham Hale Station instead of Seven Sisters Station:  
22.51 Cambridge to Liverpool Street,  
23.30 Stansted Airport to Liverpool Street,  
23.45 Stansted Airport to Liverpool Street,  
23.39 Hertford East to Liverpool Street.  
Monday 18 November  
Tuesday 19 November  
Wednesday 20 November  
Thursday 21 November

## Stratford – Tottenham Hale

West Anglia train services will be diverted via Seven Sisters (Southbury route). Services to/from Stratford; will be diverted to operate to/from London Liverpool Street.  
Saturday 9 November  
Sunday 10 November  
Sunday 17 November  
Meridian Water to Stratford services will not run.  
Sunday 17 November

## 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 – Norwich

23.30 Liverpool Street to Norwich, operating into the next day, will be replaced by a bus service between Ipswich and Norwich.  
Monday 11 November  
Tuesday 12 November  
Wednesday 13 November

## Marks Tey – Colchester

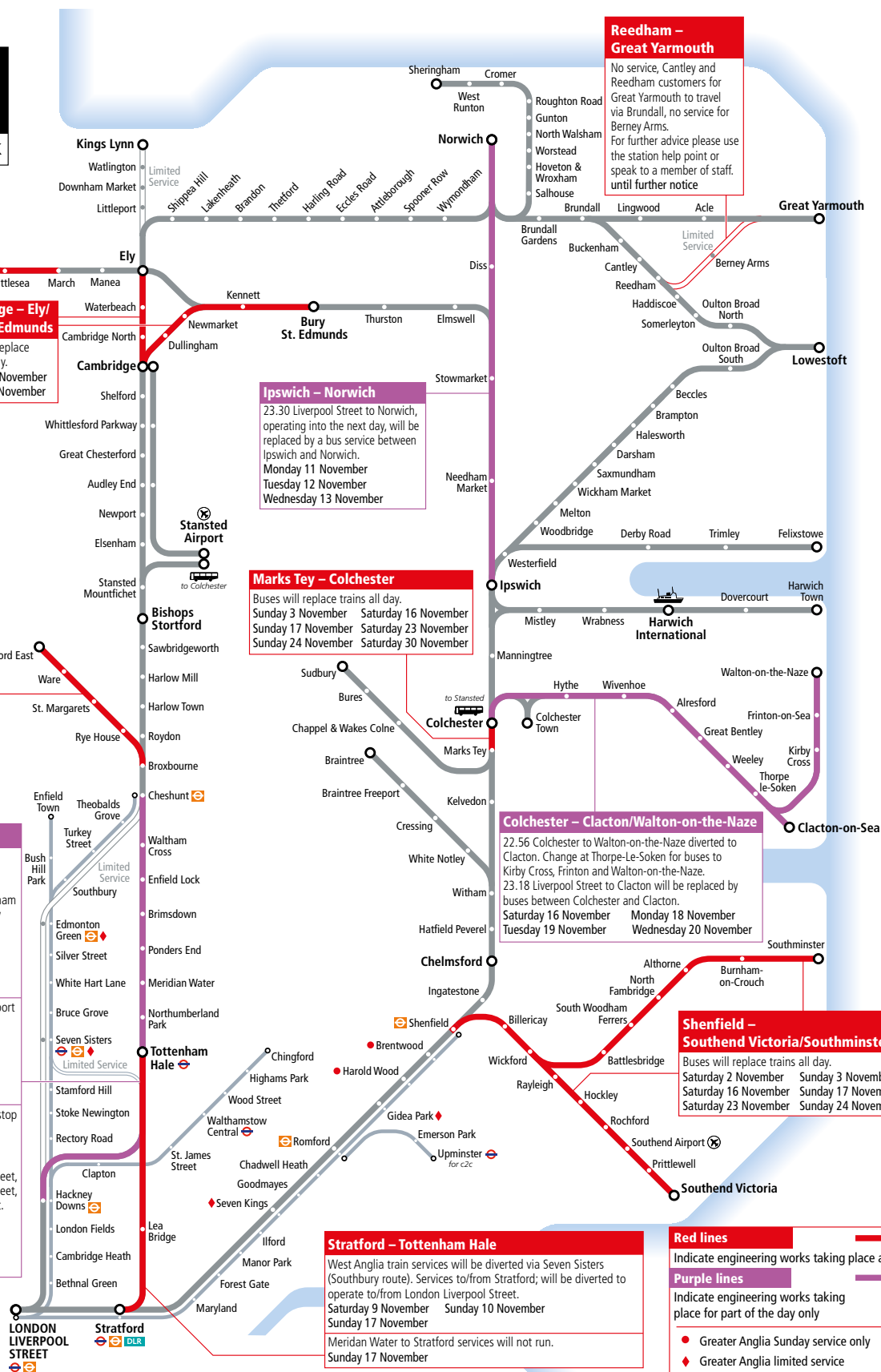
Buses will replace trains all day.  
Sunday 3 November  
Saturday 16 November  
Sunday 17 November  
Saturday 23 November  
Sunday 24 November  
Saturday 30 November

## Colchester – Clacton/Walton-on-the-Naze

22.56 Colchester to Walton-on-the-Naze diverted to Clacton. Change at Thorpe-Le-Soken for buses to Kirby Cross, Frinton-on-Sea and Walton-on-the-Naze.  
23.18 Liverpool Street to Clacton will be replaced by buses between Colchester and Clacton.  
Saturday 16 November  
Tuesday 19 November  
Monday 18 November  
Wednesday 20 November

## Shenfield – Southend Victoria/Southminster

Buses will replace trains all day.  
Saturday 2 November  
Sunday 3 November  
Saturday 16 November  
Sunday 17 November  
Saturday 23 November  
Sunday 24 November



### 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

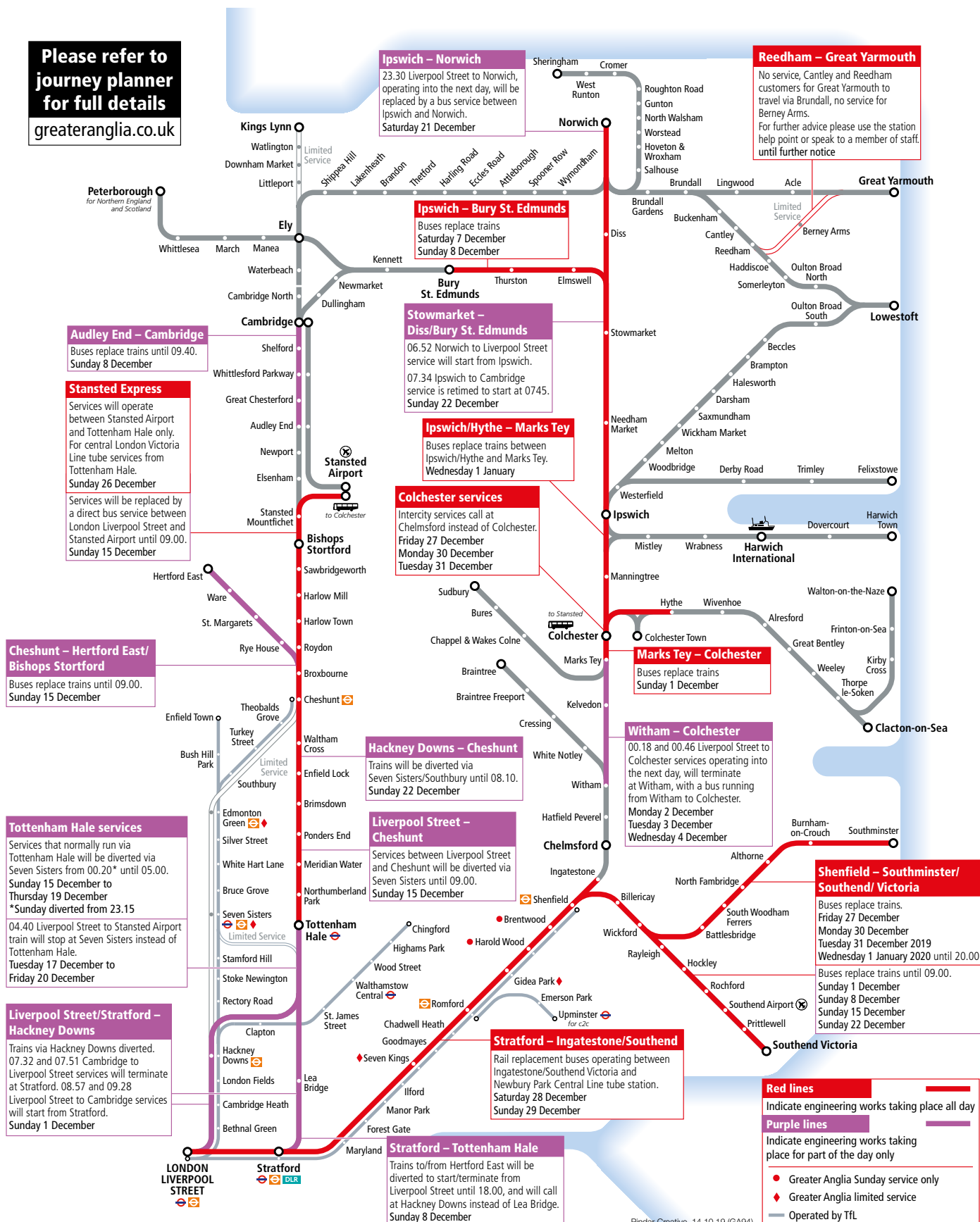
♦ Greater Anglia limited service

— Operated by TfL

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# Engineering works in December

Please refer to  
journey planner  
for full details  
[greateranglia.co.uk](http://greateranglia.co.uk)



# Meet... Canute Tyndale



Canute Tyndale is Greater Anglia's Event Delivery Manager, based at Northumberland Park. This new and exciting role is geared towards managing the tens of thousands of people who use Northumberland Park, Meridian Water and Tottenham Hale during large events.

He has been in this role since August 2019. Prior to this he was an Assistant Area Customer Service Manager for the line between Cheshunt and Hertford East and he has worked in the revenue protection team.

The West Anglia route is going through a massive redevelopment programme. With Tottenham Hotspur Football Club at their new stadium, and more than 65 events (including NFL, boxing, concerts, rugby and festivals) planned over the year at the stadium and nearby venues, Canute and his team are responsible for managing crowds at the stations.

Strategic planning is at the heart of his job. Canute and his team work tirelessly to ensure that stations are prepped and ready for events day crowds, adhering strictly to health and safety codes. Canute wants customers to feel good in the knowledge that they can turn up at the stations on events days to find a team of people who are ready to go the extra mile to support them on their journey.

## Check before you travel for Christmas travel arrangements

Much of our network is free of major engineering works this Christmas, but we're reminding you to check before you travel over the festive season because of earlier last train times and bank holiday timetables. Revised timetables are available in the "service alterations" section of the Greater Anglia website, or on the Greater Anglia app or Twitter.

Many services are operating normally or with only minor changes, especially on the working days between Christmas and New Year. Network Rail is carrying out work at Colchester, but apart from intercity services, trains will still be able to call at Colchester for most of the Christmas season, except for New Year's Day, when there will be a bus replacement service between Ipswich, Manningtree, Colchester and Marks Tey on the main line and between Hythe and Marks Tey on the route from Colchester to Clacton-on-Sea.

Works are scheduled between Shenfield and Liverpool Street on Saturday 28 and Sunday 29 December, so London-bound trains will only run as far as Ingatstone where a rail replacement service to Newbury Park underground station will allow you to complete your journey.

Due to the engineering work between Liverpool Street and Shenfield, on Friday 27, Saturday 28 and Sunday 29 December, West Anglia services to/from Stratford will be diverted to Liverpool Street via Hackney Downs. Also, the service between Stratford, Lea Bridge, Tottenham Hale, Northumberland Park and Meridian Water will not run. Customers are advised to use local bus services.

The major project to replace all the overhead lines and structures between Southend Victoria and Shenfield will continue, from close of service on Christmas Eve until New Year's Day inclusive, with major works taking place at Wickford. Between Friday 27 December and Wednesday 1 January, a bus replacement service will be in operation between Southend/Southminster and Shenfield or Newbury Park.

On Stansted Express services the last service to run on Christmas Eve will be the 23.59 from the airport to London. On Boxing Day, Stansted Express trains will run every 30 minutes between the airport and Tottenham Hale (where passengers can take the Tube into London) due to engineering works in the Bethnal Green and Stratford area.

## Direct Norwich to Stansted service

We're bringing in extra services – including a direct Norwich–Stansted Airport service seven days a week – in our new December timetable which starts on Sunday 15 December. Seven airport services will operate in each direction Mondays to Fridays, 15 on Saturdays and 13 on Sundays – using our brand new bi-mode trains.

And in a boost to rural branch lines, we're also going to start running hourly services on Sundays between Ipswich and Cambridge, Ipswich and Lowestoft and Norwich and Lowestoft. Services between London Liverpool Street and Cambridge are also to be extended to Cambridge North seven days a week. In total, we're running 37 additional services per week from the start of our new timetable, delivering around 9,000 extra seats per week.

Other routes will be improved with all services calling at Prittlewell on the Southend Victoria – London Liverpool Street line Mondays to Fridays, and an additional service from Cambridge to Harwich International and Ipswich to Felixstowe on Sundays.

## Look out for news about signal works

We're working hard with Network Rail to plan for a 23-day period of intensive works as part of the major upgrade of the signalling system on lines between Norwich, Great Yarmouth and Lowestoft in February. Work affecting passenger services will take place during three phases: starting on Saturday 1 February 2020, with a rail replacement bus service due to operate on the following routes:

- Saturday 1 February to Sunday 2 February – between Norwich and Great Yarmouth
- Monday 3 February to Sunday 16 February – between Norwich and Great Yarmouth, Norwich and Lowestoft and between Beccles and Lowestoft
- Monday 17 February to Sunday 23 February – between Norwich and Lowestoft

We're working on arrangements including rail replacement bus timetables, so look out for updates on ours and Network Rail's websites, social media, at stations and in the press.

## 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](https://www.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](https://www.greateranglia.co.uk/newsdesk)