

- 2 Rail Minister visits Greater Anglia
- 6 Enjoy sky high savings for Imperial War Museum events

news

Drivers take leap into new technology

While our new trains are being built and tested, there's a great deal of other work going on behind the scenes to make sure we're ready for them to go into service – and that includes training our drivers to drive the new trains.

It's a huge leap in technology from driving our existing trains – many of which are over 35 years old – to driving our brand new state-of-the-art trains. We have installed four simulators – which replicate exactly the cabs of our new trains – to help familiarise our drivers with the new technology which will soon become part of their day-to-day job. We have simulators to prepare our drivers for each of the different trains we are getting – Stadler bi-mode and electric trains from Swiss manufacturer Stadler and Bombardier electric trains which are currently being made in the UK.

The basic elements of driving a new train are the same – similar to driving a brand new car compared to an older model. It's the technology available to the driver that's different including CCTV screens in the cab to enable the him/her to take a close up look at every door of the train,



buttons to control the train's temperature, and a Train Control and Management System to ensure the smooth operation of the train.

Realistic CGI animation is shown through the windows of the view ahead and from the cab's side windows as the driver "drives" along routes. Drivers on the simulator are given a number of different scenarios which they might face, including encountering animals on the line, varying weather conditions and customers on board needing emergency help.

Read more about this and watch a video showing the simulator in action here greateranglia.co.uk/simulator

You said

We did

Making sure more trains arrive on time

We know a top priority for customers is that our trains arrive on time. We've been working very hard to improve punctuality across our network, with Network Rail. We've looked in depth at what causes delays and implemented initiatives to prevent them. These include altering stopping patterns of some trains, closing doors 30-60 seconds before departure and taking a "back to basics" approach to train maintenance. All this year we have seen punctuality improve as a result. In March, punctuality was amongst the best of the past 20 years. We're keeping up this work as we want punctuality across the network to further improve.

Read more here greateranglia.co.uk/punctuality

Proud day

I was very proud to host a visit by the Rail Minister, Andrew Jones, to Norwich, Ipswich and Witham stations on the day we brought in delay repay compensation for delays of 15-29 minutes. He met a number of our customer service staff, including Nicola Garwood, our Employee of the Year, who is our fantastic welcome host at Norwich. The stations were all looking good, and as ever, staff were a credit to the company.

I'm very happy that we've been able to introduce delay repay payments for shorter delays. It wasn't in our franchise agreement, but we wanted to bring it in because that's what our customers wanted. In truth, I hope we don't have to use it much, because what we want most of all is to provide a really punctual and reliable service to customers. You'll see from our latest performance figures that punctuality on our trains is continuing to get better. This is a trend that we are all determined to continue. Our directors bring together teams from engineering, customer service and train service delivery every week to analyse performance, take an in-depth look at delays and what causes them, and come up with initiatives to improve our performance. This approach is reaping dividends, but rest assured we are not complacent, we will continue to work with our own teams and with Network Rail to improve performance across our railway.



Jamie Burles,
Managing Director,
Greater Anglia



Rail Minister visits Greater Anglia

Rail Minister Andrew Jones paid a visit to three of our stations in order to mark a triple bill of good news for the network: improved delay repay compensation, faster services between Norwich, Ipswich and London, and new trains.

The Minister's visit to Norwich, Ipswich and Witham stations was on the day that our delay repay compensation scheme was extended to cover delays between 15-29 minutes. While at Norwich, the Minister had a go at "driving" one of our new trains on a simulator we're using to train our drivers to drive the new trains. He was also keen to talk to passengers and staff about the four new faster services starting in May, connecting Norwich with London in just 90 minutes.

He said: "Our top priority is ensuring passengers get the reliable and punctual services they expect, but if things do go wrong, it's only right that they are compensated fairly and quickly. This is why the launch of DR15 is excellent news for passengers. With faster services and brand new trains coming soon, we are working hard to deliver significantly better journeys for passengers on Greater Anglia."

How are we doing?

Punctuality – how many trains run on time*

Greater Anglia performance
4 weeks to 31 March 2019

91%

Annual average performance
12 months to 31 March 2019

87.9%

Responsibility for delays

64.8%

11.6% 23.6%

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

Restoring our heritage

Thanks to contributions from the Railway Heritage Trust, we're carrying out restoration work on two of our beautiful old station buildings in Norfolk.

We've just finished renovating Attleborough station – a listed building. We stripped back the interior, replaced UPVC windows with timber sash windows, fitted new doors, redecorated in the building's original heritage colours and carried out extensive roof repairs. We're now looking for a tenant or tenants to use the building – and there may be further grants available from the Railway Heritage Trust towards restoration of the interior.

Heritage features of Thetford rail station are also due to be restored, including four rare 130-year-old terracotta decorative brick panels and detailing on the front of the grade II listed former ticket office building. Find out more here greateranglia.co.uk/norfolk-restoration

How to... get a weekly Season Ticket on a Smart Card

We're now issuing weekly season tickets on Smart Cards, which are quicker and easier to use than paper tickets.

Either go to a ticket office to get a Smart Card straightaway, or order one via the app or website and we'll send it to you – order before 10am and you'll get it the next day.

Once you have a Smart Card, buy your weekly tickets up to 28 days in advance or on the day you want to travel.

You can buy it in one of the following ways:

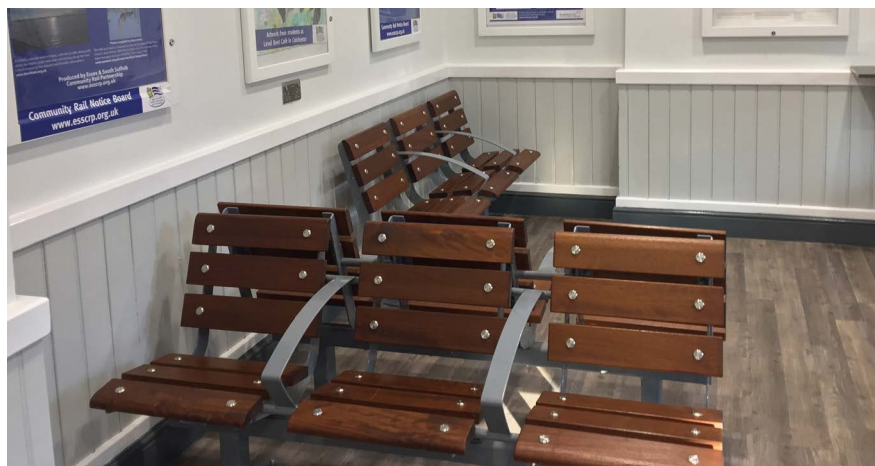
1. Buy it online or via our app, wait two hours and then you can load it on at the ticket gate or reader at a station
2. Buy it on your Android phone using the GA app and you can load it onto your card from your phone almost immediately
3. Buy it from a ticket office and we'll load it onto your Smart Card.

Billericay and Rochford waiting rooms refurbished

We've given waiting rooms at Billericay and Rochford stations an overhaul, improving access and making them a much more pleasant place to sit and wait for your train.

We've put in wider doorways, with push-button automatic doors and installed new flooring. Essex and South Suffolk Community Rail Partnership repainted them and put up posters to create a more welcoming look.

Find out more and watch a video here greateranglia.co.uk/waiting-rooms



Dullingham cycles

We've created 30 new cycle spaces at Dullingham station by removing the old cycle hoops and replacing them with two-tier covered cycling racks.



Surprise send-off for station stalwart

We were very touched when commuters organised a surprise farewell for one of our colleagues when she retired after 21 years on the railway. Commuters came together in the morning rush hour to present a bouquet of flowers, a signed card and a generous gift to Pat Dixon, who worked in the ticket office at Hatfield Peverel station.

Making parking easier

We've now got Automatic Number Plate Recognition (ANPR) technology at 20 of our stations, making it easier and quicker to pay for parking. The ticketless technology increases the variety of payment options available and improves security. It's now available at Audley End, Billericay, Bishop's Stortford, Broxbourne, Cambridge, Cheshunt, Colchester, Diss, Harlow Town, Hatfield Peverel, Ingatestone, Ipswich, Kelvedon, Manningtree, Marks Tey, Rayleigh, Shenfield, Wickford, Witham and Whittlesford Parkway. Find out more here greateranglia.co.uk/anpr

Back in time to station house childhood

When Craig Ruggles asked if we could help him take a trip down memory lane, we were happy to oblige. His grandparents lived at Audley End station house from 1966-1993, and Craig spent most Christmases and birthdays up to the age of seven at the house and even greeted the Queen there when she visited the station in 1988. It's currently empty and Craig asked us if he and his nan could have a look around. Read more here greateranglia.co.uk/memory-lane

Engineering works in May

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

**Norwich –
Cambridge North –
Peterborough**
Buses replace trains.
Sunday 12 May

Sheringham – Cromer
Buses replace trains.
until Sunday 5 May

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
Buses replace trains.
Sunday 19 May Saturday 25 May
Sunday 26 May Monday 27 May

Ipswich – Woodbridge
Buses replace trains.
Sunday 5 May Monday 6 May
Sunday 12 May Sunday 19 May
Saturday 25 May Sunday 26 May
Monday 27 May

Ipswich – Norwich
Buses will replace trains all day.
Sunday 19 May Saturday 25 May
Sunday 26 May Monday 27 May
23.30 Liverpool Street to Norwich
service will be replaced by a bus
between Ipswich and Norwich.
Tuesday 28 May
Wednesday 29 May

Ipswich – Felixstowe
Buses will replace trains from
18.50 Saturday and all day
Sunday, Monday and Tuesday.
Sunday 5 May Monday 6 May
Saturday 11 May Sunday 12 May
Saturday 18 May Sunday 19 May
Saturday 25 May Sunday 26 May
Monday 27 May Tuesday 28 May

**Broxbourne –
Audley End/Standed Airport**
Buses will replace trains until 09.10.
Sunday 5 May

Liverpool Street – Standed Airport
Stansted Express –
Direct bus service will replace trains until 09.10.
Sunday 5 May

Hackney Downs – Cheshunt
Between 23.15 to 05.00 the next day
services that normally run via the
Lea Valley/Tottenham Hale will be diverted
via the Seven Sisters/Southbury Loop.
Monday 20 May Tuesday 21 May
Wednesday 22 May Thursday 23 May
04.40 Liverpool Street to Stansted Airport
will call at Seven Sisters instead of
Tottenham Hale.
Tuesday 21 May Wednesday 22 May
Thursday 23 May Friday 24 May

Stratford – Tottenham Hale
Trains to/from Hertford East will be
diverted to start/terminate from
Liverpool Street until 18.00.
These trains will additionally call at
Hackney Downs instead of Lea Bridge.
Sunday 12 May

**Stratford – Cheshunt/
Hackney Downs**
Lea Valley/Tottenham Hale
services will be diverted via the
Seven Sisters/Southbury Loop.
Sunday 26 May
Monday 27 May

Witham – Colchester
00.18 and 00.46 departures from
Liverpool Street will be replaced
by bus from Witham to Colchester.
Date shown indicates timetable
days of operation – services operate
beyond midnight into the next day.
Monday 6 May
Tuesday 7 May
Wednesday 8 May

**Wickford –
Southend Victoria**
Buses replace trains.
A reduced train service will
operate between Wickford and
Liverpool Street.
Train service will still
operate between Wickford and
Southminster.
Sunday 25 May until
Sunday 2 June inclusive

**Shenfield –
Southminster/
Southend Victoria**
Buses replace trains.
Saturday 4 May
Sunday 5 May
Monday 6 May
Saturday 11 May
Sunday 12 May
Saturday 18 May
Sunday 19 May

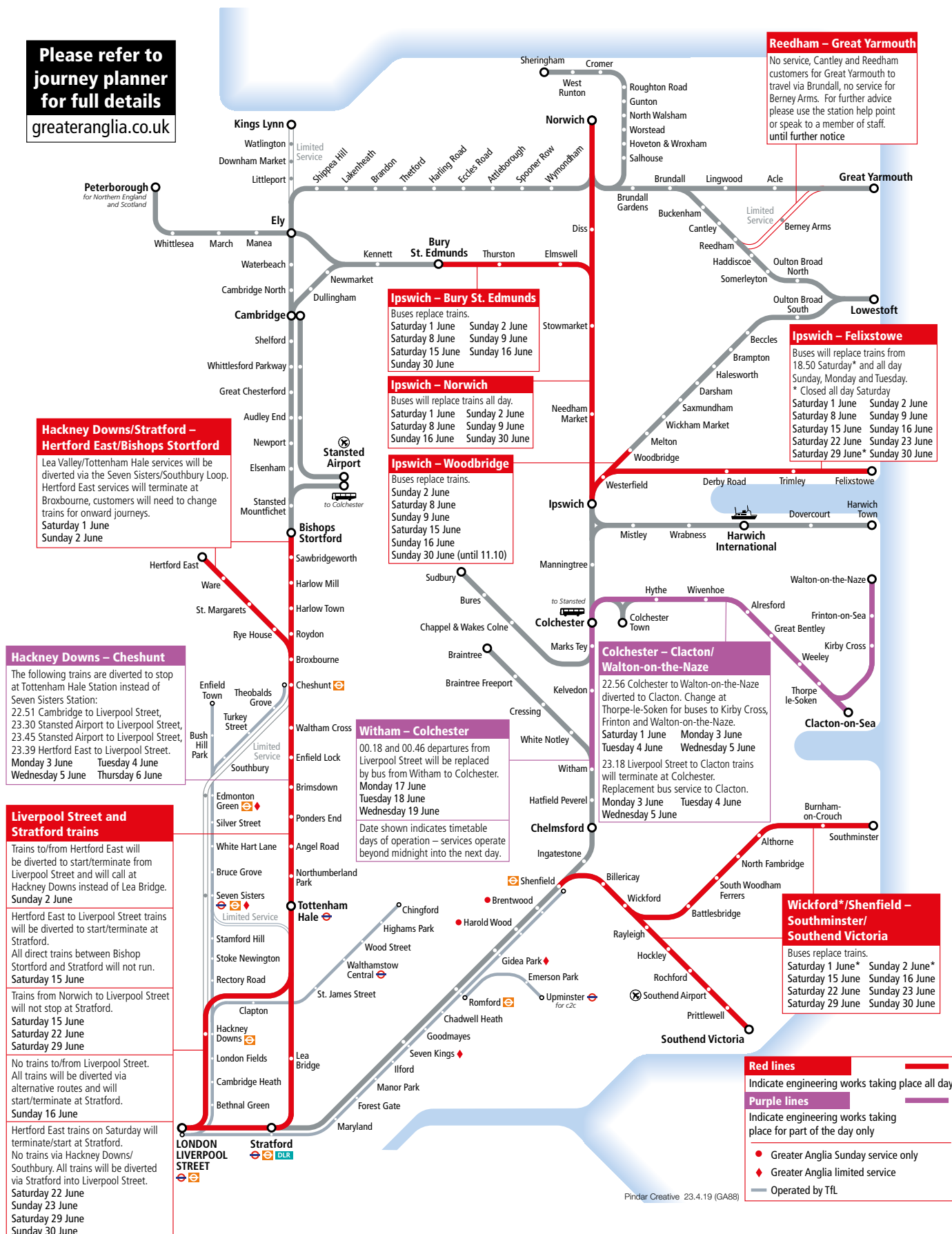
Red lines
Indicate engineering works taking place all day
Purple lines
Indicate engineering works taking
place for part of the day only

• Greater Anglia Sunday service only
♦ Greater Anglia limited service
— Operated by TfL

Pindar Creative 17.4.19 (GA87)

Engineering works in June

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



Meet... Georgia Ansell

Georgia works in the Greater Anglia Social Media Team, responding to customers who get in touch on our @greateranglia Twitter account and Facebook, providing the latest, up to the minute information about how trains are running.

The Social Media Team is based in our Control Room at Romford so that they have direct access to real time train running information which is then passed on to customers.

Georgia and her colleagues work from 06:30 to 22:00 on weekdays and from 10:00 to 19:00 on Saturdays and 10:00 to 18:00 on Sundays. At other times, National Rail Enquiries take it over.

They are purely dedicated to answering customers' queries on social media.

She says, "It's a quick way for you to get information. If you don't know where your train is, if you're delayed or cancelled, we're here to give you up to date information. So if you can't see a member of staff where you are, you can always count on us.

As someone who is really passionate about helping customers, Georgia is also one of our Service Diamonds – which means that she is part of a team that looks at how customer service can be improved across the business.

She says, "I really love my job and my job is to help customers. So I'm really happy to be at the forefront, to really help push customer service within my office and help within the business."



Catering manager named Abellio International Leader of the Year



Do you travel on our Intercity service between Norwich and London and enjoy a snack or a drink while on board? The man behind the catering service, Michael Wyatt, has just been named Abellio Leader of the Year for the positive changes he made to our on-board catering.

Michael, whose official job title is Business Manager, has reintroduced the popular at-seat trolley service as well as bringing in a very popular range of vegan food. He was picked out of 13,000 employees worldwide at an awards ceremony bringing together Abellio staff from across the UK and Europe.

He was also recognised for motivating this team to offer excellent customer service and often actively getting involved by jumping on board to help customers and his team.

During his 18 months in charge, he's also been looking at options for the café-bar on board the brand new intercity trains which come into service later this year.

Read more and watch a video here greateranglia.co.uk/leader

Enjoy sky high savings for Imperial War Museum events

We've partnered with the Imperial War Museum in Duxford to offer a special package including train travel, a shuttle bus and entry to the Duxford Air Festival on Saturday 25 and Sunday 26 May and/or the Battle of Britain Air Show on Saturday 21 and Sunday 22 September. The package includes Friday to Monday open return train tickets from any Greater Anglia station to Cambridge station, a shuttle bus from Cambridge direct to the museum, entry to the event and a flight line walk. For more information and to book go to greateranglia.co.uk/duxford

First Light festival

Have you heard about Lowestoft's new festival for 2019? First Light Festival is a brand new, free, non-stop 24 hour long, multi-arts festival that celebrates the first light of midsummer's weekend at Britain's most easterly point.

Events – which include music, dance, film, literature, art, science, talks, walks, sports, workshops, fire, food and drink and wild camping – will begin on Lowestoft's sandy South Beach at noon on Saturday 22 June and will run continuously through changing tides, light and darkness, sun and stars until noon on Sunday 23 June.

Headline acts include Danny Boyle, Gilles Peterson, Simon Mayo, Talvin Singh and science workshops from the Natural History Museum.

Greater Anglia is supporting the festival with the beautiful beachfront site just a short walk from the station. The event is free but some special attractions require tickets. For the full festival programme and to book your activities visit firstlightlowestoft.com

Engineering-free weekends

The majority of the Greater Anglia network is engineering-free at weekends from now until October. People living along the Great Eastern Mainline from Colchester to London can make the most of rail travel all the way to London for all weekends until October, with the exception of Sunday 8 September. It's a similar picture from Ipswich, but there is an extra day of works planned for Sunday 19 May. Meanwhile a £46 million upgrade project to replace all the overhead line and structures between Southend Victoria and Shenfield will halt over weekends in July and August until the August Bank Holiday weekend. Our advice is always to check before you travel. Planned engineering works are publicised up to 12 weeks in advance at greateranglia.co.uk/alterations

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