

Improving train services for the Southend Victoria line

Update from Abellio Greater Anglia

Jonathan Denby

Head of Corporate Affairs

4 December 2014

Agenda



- Our franchise
- Some rail industry context
- Review of our initial franchise (February 2012 – July 2014)
- New short franchise (July 2014 to October 2016)
- The Greater Anglia long franchise – a crucial opportunity
- Questions and Answers

Our franchise



- Wholly owned by Abellio
- Serves 175 stations across the region
- Run over 1900 trains each weekday
- Carry over 2 million passengers a week
- Around 9% of UK rail passenger journeys
- Complete mix of services – short and medium distance commuting, airport express, intercity service and local/regional services
- Around 3000 employees
- One of the larger train operators

Some rail industry context



- Rail franchises are let and specified by government
- Train operators seek to exceed expectations as well as fulfil their obligations, but the framework shapes what's possible
- The rail infrastructure (track, signalling, overhead line equipment, etc.) is owned and operated by Network Rail
- Rolling stock is owned and leased to us by rolling stock companies
- The fares framework is set and specified by government
- Most franchises make less than 3% margin
- Abellio made 0.25% margin in its first 29 months
- The Greater Anglia franchise is a premium franchise
- It pays over £150 million a year back to Treasury/DfT, which then goes to support other parts of the network

Some rail industry context (2)



- We have seen a low investment, plain vanilla franchise let in 2003, followed by a 29 month franchise (but let as an 19 month one), followed by a 27 month franchise
- So by 2016 will have been in a constrained franchise regime for 12 years
- c2c has seen a 15 year (but extended to 18 year) franchise with new trains, followed by a new 15 year franchise
- c2c fares were deliberately held down during the last years of British Rail (the “Misery Line” era) after extended service problems
- Fares in place at privatisation formed the basis of subsequent fares changes. Equalisation between the two lines would mean either big rises on c2c or major reductions on the Greater Anglia line – neither seen as acceptable by the DfT/government

Some rail industry context (3)



- Infrastructure performance usually accounts for 70 – 80% of the delays that do occur
- Network Rail fully focused on improving reliability and consistency
- Overhead lines between Shenfield and Southend some of the oldest such equipment in the country
- Overhead lines to be replaced by 2019
- We are also working to improve train reliability
- Southend Airport additional access currently not practical due to overnight maintenance and engineering work access (we have bid additional services,
- Need to find more mutually beneficial and incentivised relationship with Southend Airport
- Crossrail services devolved next May, new trains in 2017/18, full service by 2020

First short franchise review - performance



- Reached new “highs” for punctuality levels – 95.7% period in May 2013 and MAA of 92.7% in June 2013
- Best performance for at least 14 years – possibly ever, but comparable statistics not available
- Southend line over 94% PPM until autumn 2013 – very good punctuality

But.....

- Severe storms and flooding badly affected performance from late October to March – with further consequences for train formations
- Poor infrastructure performance (and some train faults) on the Great Eastern Main Lines in late June/July

So very good first half, more difficult second half - though still above national average.

First short franchise review – customer service (1)



- Inspire customer service programme for employees
- Better information – blackberries for employees, Journey Check, extended Twitter service (over 43,000 followers)
- Major project launched focused on customer information provision during disruption
- Major station upgrades underway at Bishops Stortford, Cambridge and Chelmsford
- Station refresh programme complete
- Free wi-fi at 120 stations
- More ticket vending machines including successful partnership projects at various locations

First short franchise review – customer service (2)



- Class 156 refurbishment completed and Class 153 refresh almost completed
- Annual deep clean programmes for the whole fleet
- Class 321 and Class 317 Demonstrator units enter service
- Major reduction in weekends affected by disruptive engineering work (i.e. involving buses all day !)
- NPS 77% Spring 2013, 80% Autumn 2013, 81% Spring 2014 (most representative survey, unlike Which)
- Annual Report to Customers published in 2013 and 2014

First short franchise review – integrated transport



- Chelmsford cycle point opens
- Cycle hire (Bike and Go) launched at 14 stations
- Additional cycle parking at 20 stations and secure cycle parking compounds introduced at 18 stations
- New cycle forum launched
- Improved bus links with integrated ticketing - Audley End – Bishops Stortford and Halesworth - Southwold
- Cab and Go taxi booking service launched at 48 stations
- Funding secured to install electric car charging points at 20 stations across our network

First short franchise review – other developments



- Stakeholder panel launched
- Station adopter network extended and celebrated 10th anniversary
- Doubled Community Rail Partnership funding to help to promote and support rural line developments
- Alliance with Network Rail continues to bring benefits
- External recognition for our approach and achievements - Outstanding Teamwork award (Rail Innovation Awards for Olympics/Paralympics), Achievement in Customer Satisfaction Award (British Quality Foundation), 3 Cycle Marks (Cycle-Rail Awards 2013) and Public Transport Operator of the Year (London Transport Awards 2014)

First short franchise review – strategic agenda



- Control Period 5 plans confirmed and included Bow Junction, West Anglia three tracking (Copper Mill Junction to Angel Road), Felixstowe to Nuneaton upgrades including at Ely (though more needed), Norwich to Great Yarmouth and Lowestoft re-signalling
- Crossrail and West Anglia Inners devolution confirmed
- Further momentum developed for West Anglia (London Stansted Cambridge Corridor consortium)
- Cambridge to Stansted service proposals finalised
- Norwich in Ninety Taskforce launched – real momentum created for GEML upgrades
- Greater Anglia direct award negotiated and agreed

New short franchise July 2014 to October 2016 - context



- New franchise policy and re-letting programme introduced in the aftermath of the West Coast franchise problems
- Negotiated against difficult backdrop
- Affordability issues the key priority for DfT
- Period too short to enable funding of major rolling stock refurbishment or replacement programmes, plus DfT did not want to fetter bidders options for “GA long”
- All previous direct awards had seen very little investment at all and been agreed at the last minute

New short franchise - headlines



- First direct award to be agreed early
- First direct award to include significant investment – over £20million across franchise term
- Includes some rolling stock upgrades and prepares the ground for other schemes
- Protects existing service levels and includes some enhancements
- Sets the scene for “GA long” franchise developments
- Continues progress on strategic agenda

New short franchise - key themes



- Performance
- Customer service
- Rolling stock upgrades where practical
- Managing Crossrail and West Anglia Inners devolution
- Laying the ground for the long franchise

New short franchise – key improvements (1)



- Major refresh for intercity carriages with new seat covers, carpets, better lighting, improved toilets and plug points
- Convert seating in RF catering vehicles from First Class to Standard (extra 1600 standard seats per weekday)
- Fitting of Controlled Emission toilets to intercity carriages and some Class 321s
- Accessibility upgrades for 12 Class 321s and work with Eversholt to try and agree a deal for refurbishment of a small number of Class 321s
- Ongoing feedback on Class 321 and Class 317 demonstrator units to inform “GA long” plans

New short franchise – key improvements (2)



- New Cambridge to Stansted off peak service launched on Mondays to Fridays
- Sunday service enhancements on Norwich to Sheringham (hourly all year round from 5 October), Marks Tey to Sudbury, Ipswich to Lowestoft, Norwich to Lowestoft and Norwich – Ipswich – Colchester – London routes
- Enhanced heavy clean programme for trains
- Additional 400 cycle parking spaces at stations and all stations will have some cycle parking
- 20% increase in Community Rail Partnership funding

New short franchise – key improvements (3)



- Introduction of on-line compensation for season ticket holders during franchise term
- Continuation of employee customer service training programme
- Completion of station upgrade schemes at Bishops Stortford, Cambridge and Chelmsford
- Further work to improve train service performance and reliability
- Continued proactive role in Great Eastern Rail Taskforce (formerly Norwich in 90 Taskforce) and on the strategic regional rail agenda

New short franchise – progress so far



- Cambridge to Stansted service working well
- Contract for Mk3 carriage refurbishment already signed, so first vehicles will start to enter service in early 2015
- More cleaners being recruited
- Bishops Stortford station upgrade scheme completed

But.....

- Further periods of poor infrastructure performance and engineering work over-runs on the GEM, exacerbated by suicides, severe weather and below average fleet reliability
- Southend line annual punctuality at 91.7%
- Actions underway (and still above national average for PPM), but more to do to achieve consistency of delivery

New short franchise – further investment



- Additional £10 million investment announced last week
- Refresh for Class 317/6s on West Anglia and new seat covers for Class 360s on the Great Eastern
- Additional Mk3 intercity set leased to improve service consistency (will help during refresh programme and is being modified/commissioned for service – 6 weeks)
- New automatic ticket gates at London Liverpool Street, Shenfield, Southend Victoria, Colchester, Ipswich, Norwich and Harlow
- Additional 40 cleaners, 10 customer service staff, 6 maintenance staff and 6 catering staff
- Upgraded PA system at 8 stations
- Standby buses at Norwich, Ipswich and Witham
- Refresh for waiting rooms Southend to Billericay

Franchise renewal – context and key issues

- **Process for letting next franchise starts next week**
- **Award in Summer 2016 for October 2016 start**
- **Crucial determinant of service upgrades for the next decade**
- **Specification vitally important as shapes bidders' approach**
- **A premium franchise which contributes hundreds of £millions to government, but in first 29 months less than 0.25% profit to the train operator**
- **One of two regions which contributes to GDP and deserve our fair share of enhancement investment – especially in rolling stock (all franchises around us have new trains on order !)**
- **Essential to make a compelling, business and economic case now for a high quality, ambitious, transformative franchise contract to be let**
- **In addition, do respond to both the franchise consultation and Network Rail route study processes**

Franchise renewal issues



- Rolling stock should be number 1 priority – especially replacement or major upgrade of Class 317s, Class 321s and intercity fleets, plus expansion of the local diesel unit fleet, which has no flexibility for growth or seasonal/peaky demand
- Look at timetable/service frequency issues
- Resources for train cleaning and condition
- Performance
- Station upgrades
- Crucial to maintain coordinated approach in place since launch of East Anglian Rail Prospectus, as it is having a real impact with DfT and ministers

Wider strategic agenda



- Need to consider Southend line future aspirations
- Wider aspirations for Great Eastern Main Line (also relevant to Southend), West Anglia route and Felixstowe also important
- Plus other priorities as outlined in East Anglian Rail Prospectus, but important to push now and lobby politicians of all parties given uncertainty of upcoming election outcome
- East Anglian customers/stakeholders merit fair share of national investment pot

Summary



- Significant progress made during two short franchises, with improvements to customer service, information provision, integrated transport, easier ticket purchase and until Autumn 2013 better performance
- Secured investment for current franchise of £20 million and have now added a further £10 million with real focus on issues like cleaning, train condition, etc. station upgrades
- Performance not as consistent as we would wish in last 12 months – mainly due to infrastructure faults, fatalities (up over 50%) and severe weather, but acting on it and constructively pushing Network Rail for better performance
- Crucial opportunity to shape future service standards and upgrades with franchise consultation and Network Rail route study consultation

Questions, answers and comments



Thank you