
Great Western Railway

North Bristol SusCom

19 November 2015

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GWWR

Three simple letters symbolise and crystallise
our unprecedented journey back to great...



GWR

New Franchise – GWR

Direct Award franchise to 1st April 2019

(+ up to 1 year)

Delivering:

- Faster journey times
- Higher service frequencies
- Increased capacity
- Investment in stations and passenger facilities
- **New or updated trains in every area of the network (including EMUs, DMU cascade, IEP & AT300)**



Key Challenges

- **The Hendy review**
- Keeping passengers moving
- Electrification of a diesel railway operation
- Staff recruitment and training
- Engineering changes
- Localism

Service Changes

Three Service Level Commitments through the franchise:

- SLC 1 – Start to May 2017
- SLC 2 – May 2017 to December 2018
- SLC 3 – December 2018 - End

Service Level Commitment 1

Current service pattern with capacity and service improvements where possible:

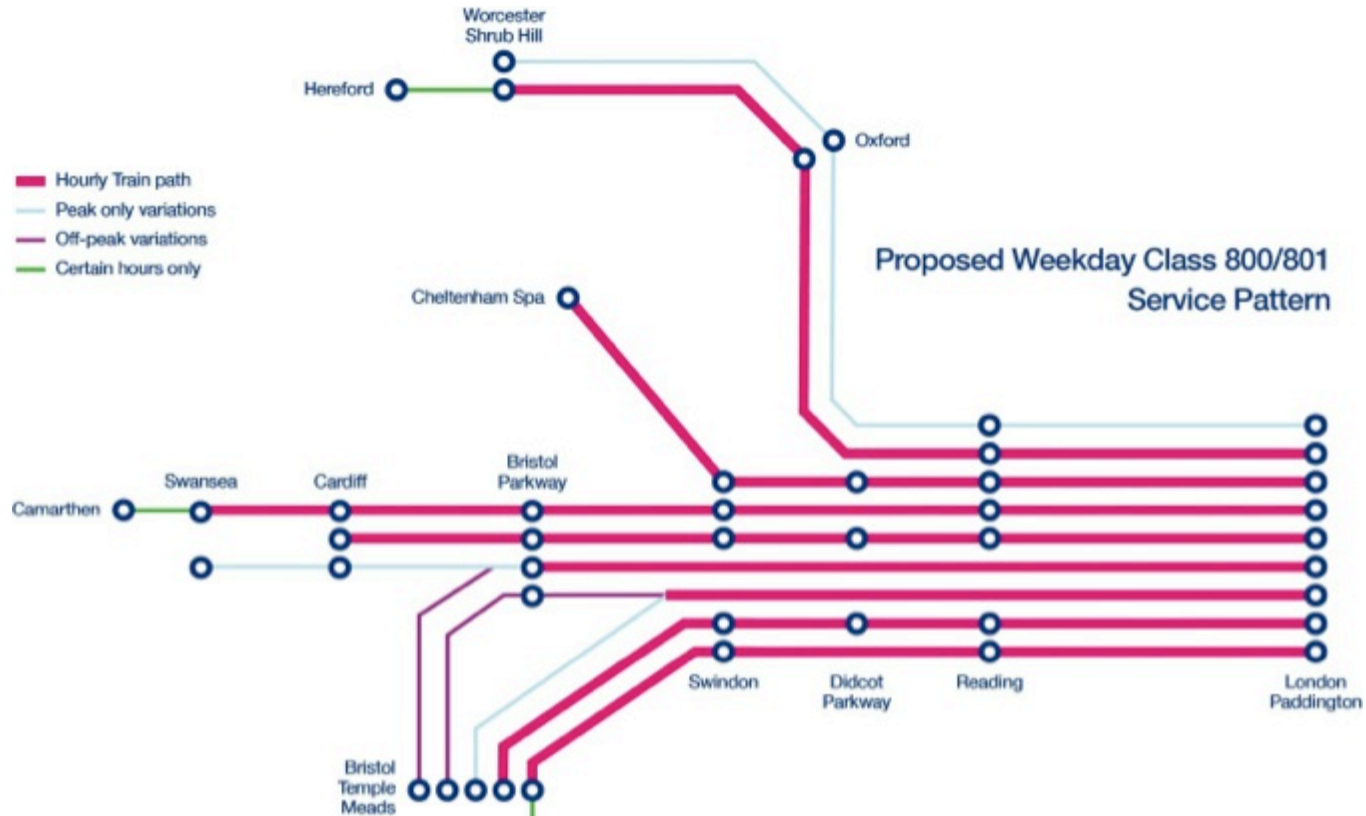
- Intend to run our first EMU services between Paddington and Hayes in Spring 2016
- North Cotswolds Line Improvement (December 2015)

Service Level Commitment 2

- Full deployment of EMU fleet in the Thames Valley
- Thames Valley branch through trains cease
- 2 trains per hour between Reading and Gatwick
- EMUs replace HSTs on the Paddington-Oxford peak services route
- Introduction of EMUs to Newbury and Oxford during SLC2
- Additional HSS services



Service Level Commitment 3



- Peak service structured differently with a third Bristol TM service via Bath and a third South Wales service. All peak trains will be 9/10-car Class 800/801 trains.

Service Level Commitment 3

Journey	2013		December 2018		Improvement	
	Fastest	Typical	Fastest	Typical	Fastest	Typical
London – Bristol Temple Meads	96 mins (1hr 36min)	105 mins (1hr 45min)	79 mins (via BPW) (1hr 19min)	90 mins (1hr 30min)	17 mins (18%)	15 mins (14%)
London – Cardiff Central	119 Mins (1hr 59min)	127 mins (2hr 7min)	105 mins (1hr 45min)	113 mins (1hr 53min)	14 mins (11%)	14 mins (11%)
London – Cheltenham	126 mins (2hr 6min)	130 mins (2hr 10min)	115 mins (1hr 55min)	120 mins (2hrs)	11 mins (9%)	15 mins (7%)
London – Hereford	183 mins (3hrs 3 min)	190 mins (3hrs 10min)	176 mins (2hr 54min)	180 mins (3hrs)	7 mins (3%)	10 mins (5%)

Bristol Area Local Services

“The current rolling stock fleet ... can’t cope with existing passenger numbers and with growth set to continue, on past trends, the need for additional rolling stock is paramount. We expect to see the Direct Award to include the cascade of the Turbo fleet to services in the West of England city region.”
– West of England Partnership DfT stakeholder consultation response, June 2014

May 2017

Redeployment of Class 16X Turbo diesel trains to the Bristol area providing additional capacity on local services, with 3,476 additional seats delivered in the morning peak

- The trains will be equipped with free Wi-Fi and at seat USB power sockets
- Portsmouth-Cardiff services will be predominantly operated with 5-car Turbo trains, with the Class 158s cascaded on to other services in the West
- Turbo trains will work services to Weymouth, Gloucester, Great Malvern and Westbury

December 2018

- As more lines are electrified in the Thames Valley more Turbo trains will be cascaded to the Bristol area, enhancing capacity provision

Stations Investment

£50m of station and car park investment with partners, including:

- £3.5m Station Development Match Fund
- £2.5m Access Fund
- Provision of over 2,000 car park spaces (planned at 11 locations)
- New gatelines (Chippenham and SCPF bid for Weston Super Mare)
- More CCTV, Customer Information Systems, Public Address systems
- Interactive information screens at 10 stations
- Roving microphones at 26 stations
- Additional and upgraded TVMs
- SCPF bids for additional retail at Bath Spa and Bristol Parkway
- Station Travel Plans for 20 major stations (includes Bristol Parkway)

Station staff developments:

- Extended gateline operating hours (Swindon and Bristol Parkway)
- Additional Customer Ambassadors and Customer Assist staff
- New Customer Experience training and more apprenticeships

Bristol Parkway Opportunity

Train service improvements:

- Super Express trains providing 4 trains per hour to Paddington with journey time of 70 minutes
- Crossrail will also reduce journey times across London to the City and Docklands
- Western Access to Heathrow will similarly reduce journey times to Heathrow
- Will make Heathrow, Paddington, City of London and Docklands all within two hours of Bristol Parkway

Metro Bus:

- Provides high frequency bus links to UWE and Cribbs Causeway to transform access to the station by sustainable modes
- Complements recent car park expansion to accommodate expected growth in passengers travelling to the station
- Major opportunity to align with wider improvements at the station

Station Travel Plan – opportunity to make the station a real gateway

Filton Abbey Wood Opportunity

Train service improvements:

- 5 car Cardiff Portsmouth services provide significant capacity increase
- Significant level of suppressed demand expected to be released
- Metro West Phase 2 (Henbury) services will present opportunity for frequency increases and cross Bristol links (eg Portishead to Filton)

Station challenges:

- 1 million entries and exits per year – very busy despite suppressed demand
- Limited facilities with part time staffing in old inadequate shelters
- Land constraints limit potential improvements

Station opportunities:

- 4th platform due to be provided as part of Filton bank four tracking
- Major opportunity to develop plan for wider improvements at the station
- Opportunity to work in partnership with MOD on station improvements in support of Abbey Wood staff travel plan

Thank You

