# Great Western Railway

What can we expect in 2019?

Matthew Golton, Deputy Managing Director

# Overview

- Transforming our services

- Performance

- Infrastructure change

- Trains and services

- Station improvements

- What's ahead in 2019?



GWR

# Transforming our services


Intercity Express Trains


Cascade of Turbos


Station investment


Alliance Working

GWR

# Transforming our services


Depot investment


Work with communities


Gatelines and smart ticketing

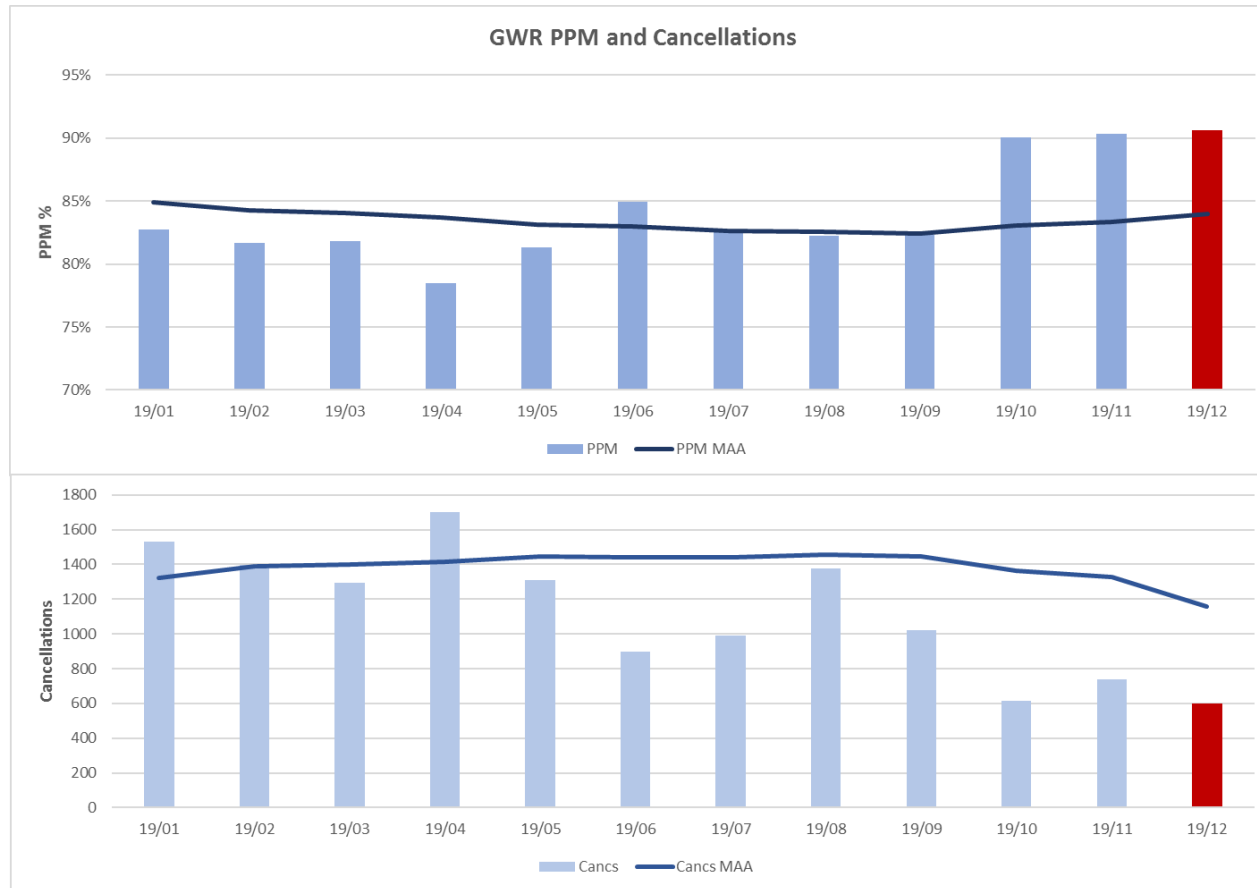Infrastructure investment
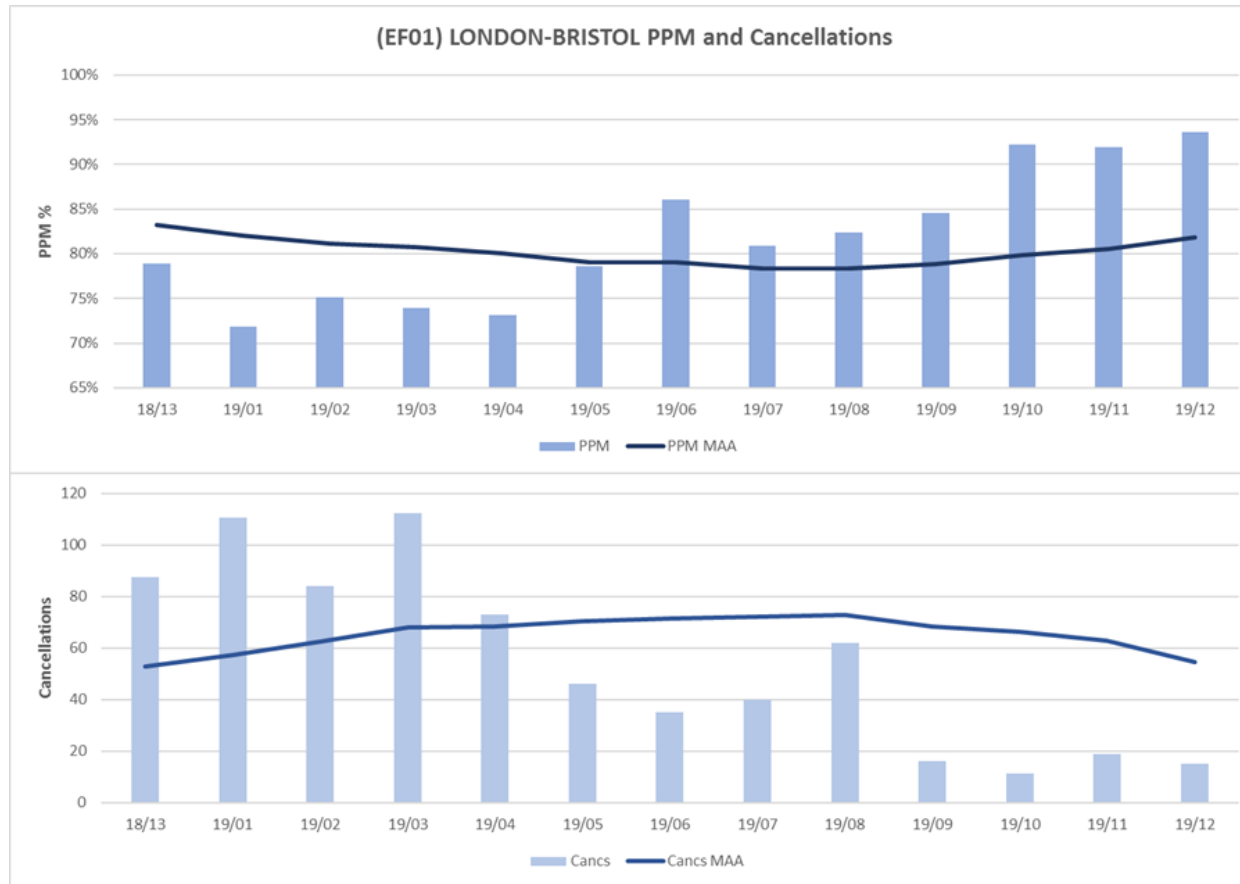

Staff and training


Car parking

GWR

# Challenges

- Last year was a difficult year for our customers due to train service performance issues

- We recognise impact on customers and on local communities

- Impact of massive engineering work programme, Bristol re-signalling and fleet change for every route

- Impact on Severn Beach Line, South Wales – South Coast

- Some routes are now seeing significant improvement, but more work to do to sustain that

- Joint Network Rail / GWR working groups focusing on worst performing service groups

- Performance Director appointed

# Performance

# Performance



(EF01) LONDON-BRISTOL PPM and Cancellations

# Infrastructure Change

- Electrification now to Bristol Parkway and Newbury
- Filton Bank four tracking now providing benefits
- Platform lengthening complete in several locations
- Obviating or upgrading level crossings eg. Stroud Valley and Bath to Westbury
- Deploying remote condition monitoring equipment across the region – helping to give a find and fix solution before equipment fails



Trains passing on Filton Bank



First day of electric service at BPW 2/1/19



Melksham platform extension

# Trains and Services

- **Intercity Express Trains** launched on Monday 16 October 2017, now in regular operation

- London Paddington – Bristol Parkway now energised

- All GWR long distance services to be InterCity Express trains by Spring 2019

- 24% increase in seating capacity

- Able to run in either electric or diesel – significant performance benefits

- December 2019 timetable to capitalise on faster journey times and more frequent services





GWR

# Trains and Services (2)

- Planning for a fully enhanced timetable to operate in Dec 2019
- The timetable change will be based on using the new infrastructure and IETs and principally reduces journey times by up to c.15 mins on key routes. The vast majority of the infrastructure and resources are in use now

**London- Bristol/South Wales:**

- Extra two trains per hour **off peak** from Bristol TM-Bristol PW and non-stop to London
- At **peak** times one of these services runs via the Avon Valley, running non-stop Chippenham-Paddington
- Three trains per hour at **peak** times instead of two currently on the Bristol-Paddington and Cardiff-Paddington corridors
- Changes to calling patterns on South Wales services to provide faster journeys

# Trains and services (3)



What is a Turbo?

- Longer vehicles (23m v 20m)

- More seats (256 v 222 in equivalent 3 car trains)

- More modern interior design and environment

- **Turbo trains** now on Severn Beach Line, Cardiff – Taunton, Weston-super-Mare – Bristol Parkway and Cardiff – Portsmouth services

- Further cascade from January following Newbury electrification

- Progressive 5-car service introduction on Cardiff – Portsmouth
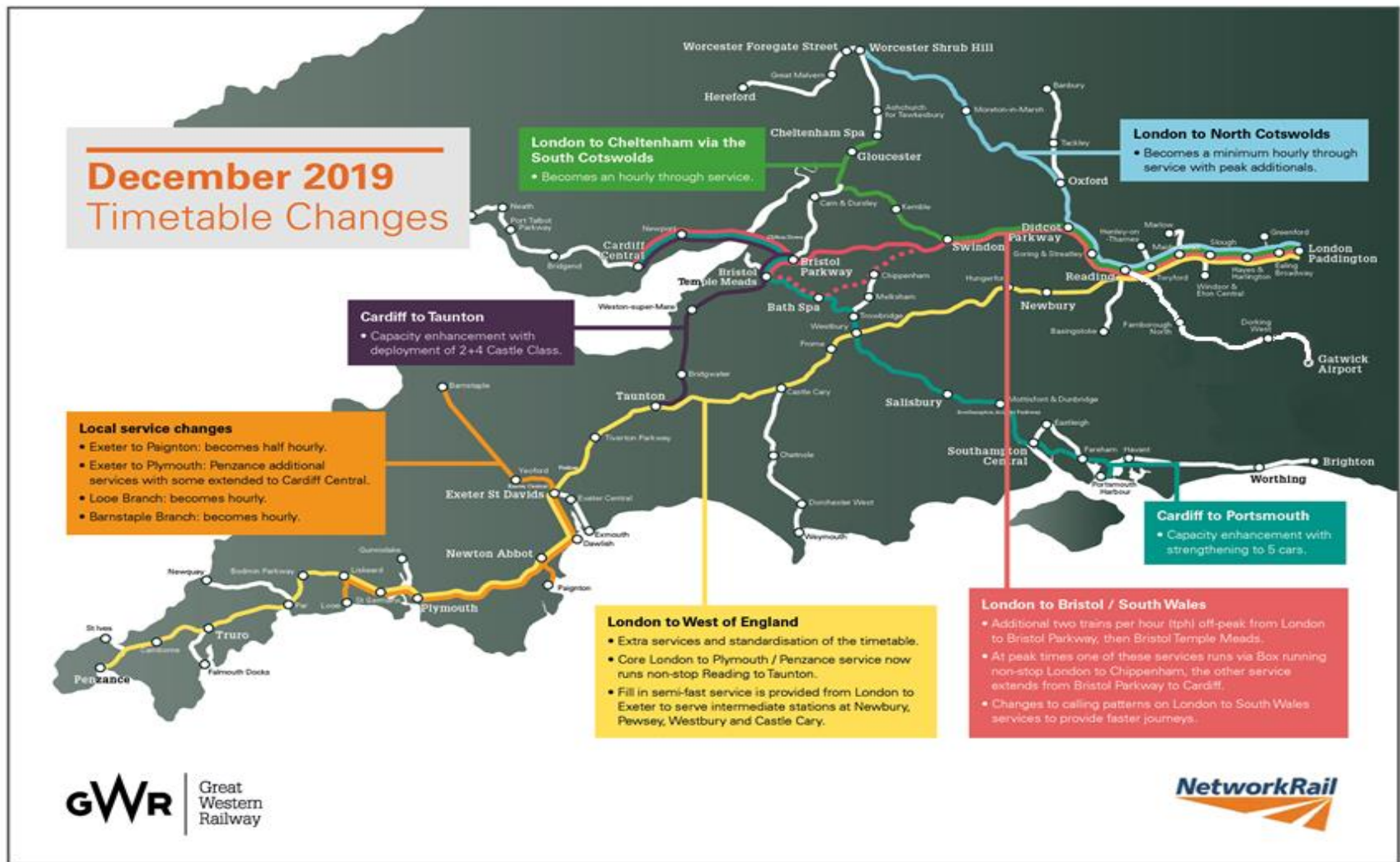
GWR

# Trains and services (3)



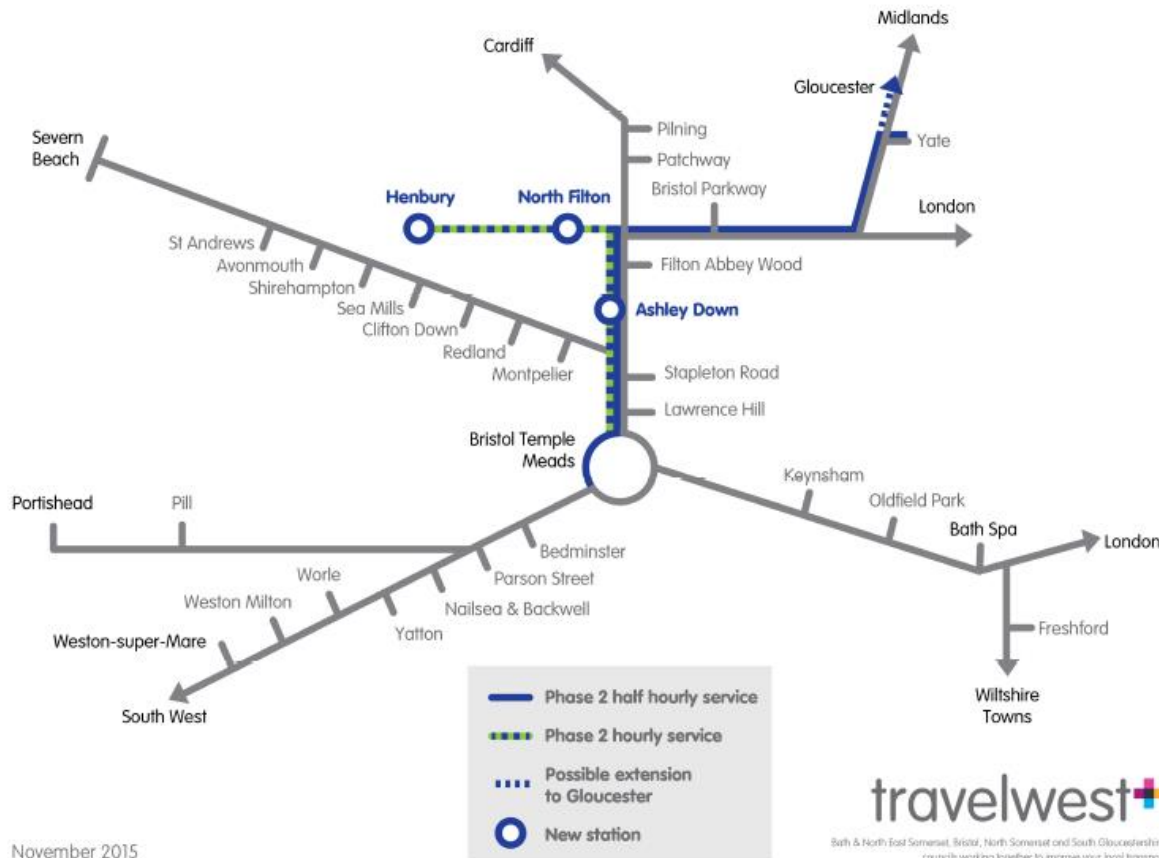- **Castle Class** already working in Westcountry - will extend to work Taunton to Cardiff via Bristol during 2019

What is a Castle class?

- Repurposed HST sets, rebuilt to a high quality and fully accessible

- Four carriages, replacing 2 and 3 carriage local trains

- More seats (**305** v **140/225** approx in 2/3 car trains they replace)

- More modern interior design and environment

# December 2019 timetable changes

# MetroWest



- GWR working with Network Rail and local authorities to plan delivery of Metro West services

- Timetabling work in progress – includes review of service extensions to Gloucester and Westbury

- Potential for service enhancement as Units become available

- Planning for Portway Park and Ride from 2020

# Station improvements
## Forecourt schemes

- Bristol Parkway Metrobus stop – expected 2019

- Bridgwater – expected 2019

- Cheltenham Spa – expected 2019

- Taunton – expected 2020

- Gloucester – expected 2021





GWR

# Station improvements (2)
## Car parking schemes

- Tiverton Parkway (185 spaces) – completed

- Kemble (333 spaces) - completed

- Gloucester (245 spaces) – completed

- Westbury (148 spaces) – completed

- Cheltenham (70 spaces) – expected 2019

- Taunton (185 spaces) – expected 2020

- Weston-super-Mare (50 spaces) – expected 2019





GWR

# Station Improvements (3)
## Local station schemes

Cycle Rail investment at Stapleton Road

Avonmouth station enha[ncement]

Severn Beach station enhancement

Local station improvements developed through the Severnside Partnership and crowd funded

Cycle Rail investment at Clifton Down, Stapleton Road, Lawrence Hill

Work with local schools promoting scholar tickets and good behaviour

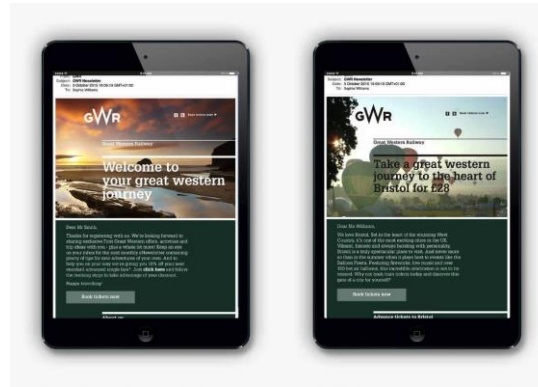Smart card readers supported by gateline enhancements at Bristol Temple Meads

GWR

# Transport Integration
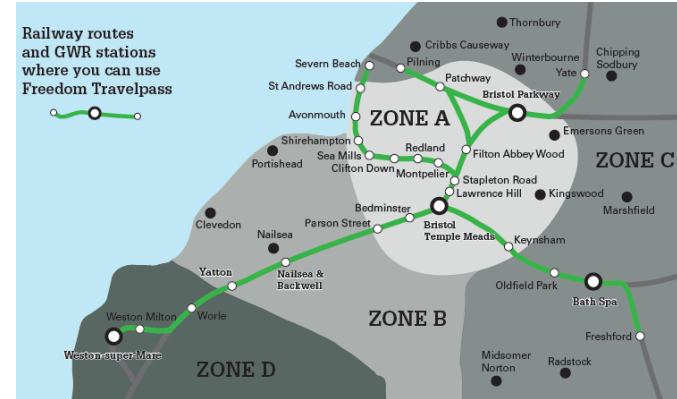# **Smart, mobile and integrated ticketing**







Barcode and smart enabled gatelines in place across the GWR network including Weston-super-Mare, Chippenham and new gatelines at Bristol Temple Meads

Barcoded tickets available for all relevant GWR journeys

Smart card tickets being rolled out for season tickets

Integrated bus / rail tickets e.g. Freedom Travelpass – more needs to be done to promote this and other schemes and 'smart enable' these products

# Working with Communities

- Continued investment in Community Rail Partnerships, including Severnside CRP

- Severnside Partnership were awarded for 'Outstanding Contribution to Community Rail' at the ACORP awards 2018

- Customer and Communities Improvement Fund; we are shortly to announce Year 4 bids (for schemes in 2019/20)





GWR

# Summary - What's ahead in 2019?

- Continued capacity increases on Cardiff – Bristol – Taunton/Portsmouth routes

- All IETs in service – up to 24% more seats per train

- December 2019 timetable enhancements

- All trains brought up to date to latest accessibility standards

- Electrification to Cardiff complete

# Summary – What's ahead in 2019?

We are working hard to upgrade the railway, with new trains, new services, more staff, better stations

Performance has been challenging in the last year, although we are starting to see the improvements our customers deserve

We have plans for further improvements to stations and services and are working with local authority partners to make them happen.

GWR

Thank you

GWR