



Delivering improvements for train services in East Anglia

Shaping Norfolk's Future Conference

3rd December 2010

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Agenda

- NXEA introduction
- What we announced last year
- Progress over the last 12 months
- Next steps
- A broader vision



NXEA introduction

- Franchise to October 2011
- Punctuality over 90% moving annual average
- Major deal with DfT brings 188 extra carriages
 - 68 extra modern carriages December 2010
 - 120 extra new carriages from March 2011 onwards
- Also enables improvements to Norwich – London, Norwich - Cambridge, Norwich - Gt Yarmouth, Ipswich – Lowestoft & Ipswich – Cambridge services
- Changes widely supported in consultation process
- Ongoing programme of station upgrades
- Improving integrated transport options
- Committed to continuous service improvement



What we announced last year

1. December 2010 timetable improvements
 - Longer and faster intercity trains
 - Plans for wi-fi on intercity trains
 - Some local service improvements
2. A new vision for the Norwich – London mainline
 - Quicker journey times with a fastest service of 1 hour 30 minutes
 - New intercity trains
 - Infrastructure upgrades to improve speed, performance and comfort



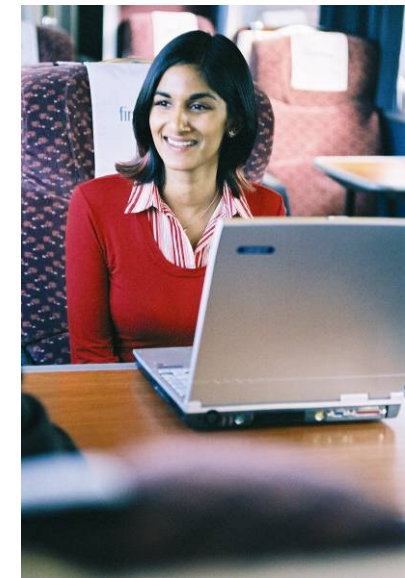
What we've delivered (1)

- Over 3500 extra peak time seats in Dec'09 and a further 4000 peak time seats in Dec'10 to/from London
- Over 1000 extra seats on intercity trains from Dec'10
- 20 trains a day with faster journey time
- Fast 07.40 Norwich – London business (1 hour 44 minutes) with First Class breakfast service from Dec'10
- Wi-fi on intercity trains delivered in early 2011 through partnership scheme with EEDA/Norfolk & Suffolk County Councils
- Longer Norwich – Cambridge trains (3 carriages)
- 4 additional trains on the Norwich – Gt. Yarmouth line



What we've delivered (2)

- New £1M customer service investment
 - Additional cleaning staff
 - New carriage washers
 - More turnaround cleaning
 - Appointment of new Customer Information Manager
 - Commuter News update for customers
 - Enhanced First Class breakfast service on 07.10/07.40 from Norwich
- Improved train reliability through innovative on-train monitoring system
- Better connections at Cambridge on
- Sundays during engineering work



What we've delivered (3)

Progress towards the Norwich – London line vision

- December 2010 timetable improvements
- GEML stakeholder group formed
- EEDA study shows £3.7bn worth of economic benefits from an upgrade of the Norwich – London main line to 90 minute journey time/125mph
- Aspiration in new franchise specification
- Work to secure more 100mph running
- Now on DfT/Network Rail agenda



Next steps

- Co-ordinated stakeholder/political pressure
- Further emphasis on the business case
- Secure infrastructure benefits from current Network Rail investment projects
- Push for major investment in next Network Rail funding period (Control Period 5 – 2014 to 2019)
- Route upgrade to be in next Route Utilisation strategy
- Secure benefits from franchise renewal
- Look for other funding opportunities



Longer term vision and strategy

- Norwich – London route and service upgrade
- Fewer weekends with disruptive engineering work
- Less need for buses during engineering work
- Continue to upgrade Norwich – Cambridge route
- Better northern access to Stansted Airport
- Hourly frequency on all local routes with more trains to meet peak time/seasonal demand
- Refurbished trains
- More smartcard ticketing
- Enhanced customer communication
- Passenger Panel



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