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# Great Western Railway

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Customer Panel - Exeter

November 2018



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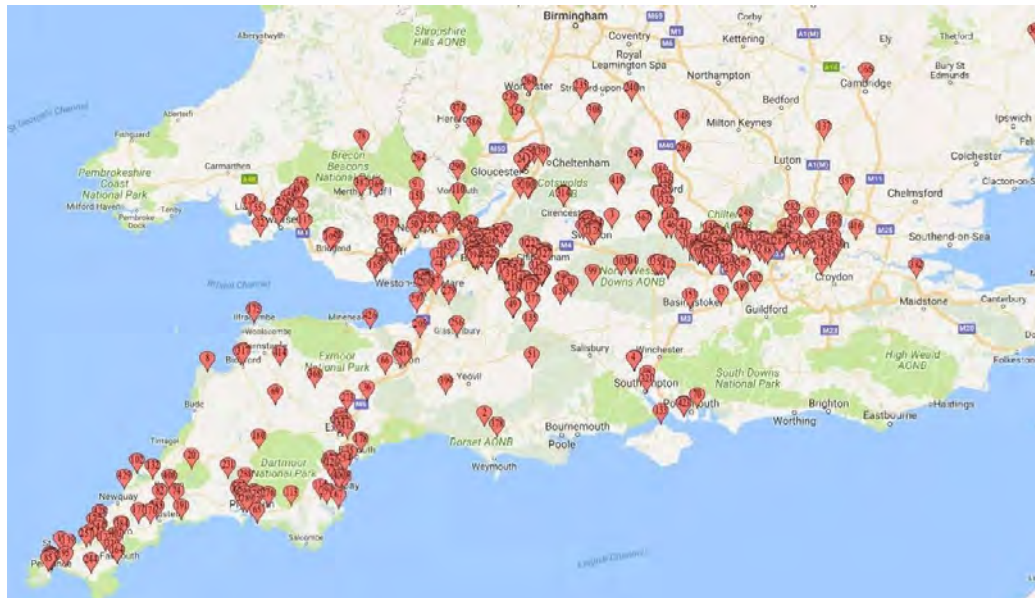
# Contents

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- introduction
- headlines
- performance
- operational challenges
- new trains
- timetable changes
- stations investment
- depot investment

# Introduction

More than 400 customers have joined our panel community. We've now visited Bristol, Cardiff, Didcot, Exeter, and Plymouth since starting the new-style panels.



We've also held a number of Meet the Manager sessions across the region. And, we'll be launching an online members area in 2019.

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# Headlines

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- May 2018 National timetable changes now fully implemented
- electrification completed as far as Swindon; Newbury improvement work complete
- Heathrow Express
  - Phase 1 - transfer of staff to GWR complete
  - Phase 2 - to deliver in 2019; GWR to use Class 387 trains on services
- franchise consultation complete – Direct Award confirmed April 2020 - March 2022
- Famous Five – new campaign launched Autumn 2018; focusing on regional destinations including Bristol, Exeter, and Penzance
- Smartcard ticketing for Season Tickets at gated stations launches December 2018
- Christmas 2018 improvement work - major impact on services in and out of London
- National Rail Passenger Survey - Autumn 2018; results due in January 2019

# Passenger Charter Performance

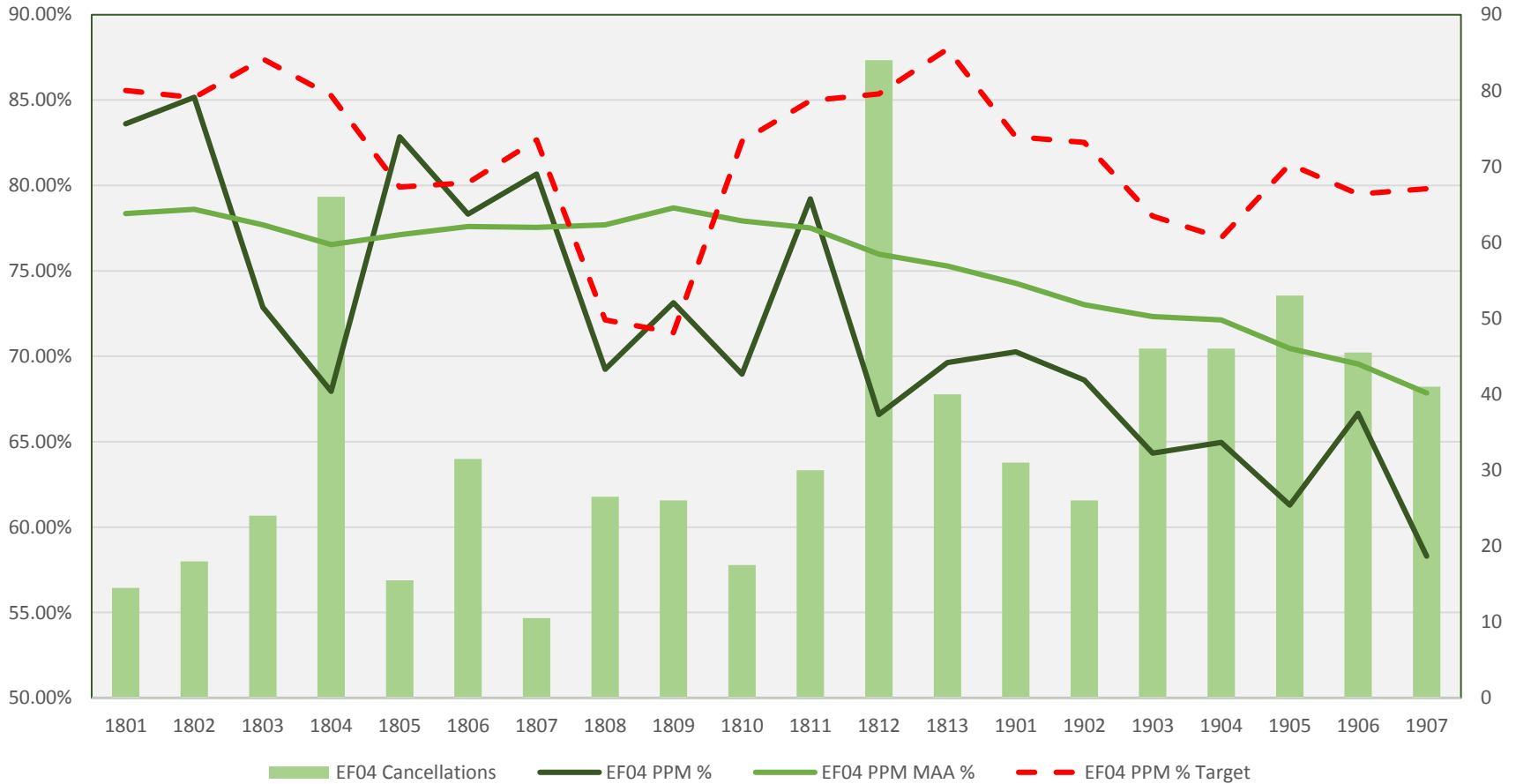
- Devon and Cornwall have had resilient performance this year.
- disappointing result in Devon over the last month.
- Focus is being given to the worst performing areas of the business; with joint taskforces setup to identify the problems and agree solutions.
- next taskforce being set up to improve Devon and Cornwall mainline.

4 weeks average 16th September 2018	Punctuality %	Target Punc	Reliability %	Target Rel
High Speed services	79.9	90.0	99.0	99.2
London - Thames Valley	78.4	92.0	98.8	99.0
Bristol suburban services	78.5	92.0	98.1	99.5
Devon services	87.3	92.0	99.2	99.5
Plymouth & Cornwall services	96.5	92.0	98.6	99.5
South Wales - South Coast services	84.7	92.0	97.4	99.5

12 months moving annual average 15th October 2017	Punctuality %	Trigger	Reliability %	Trigger
	MAA		MAA	
High Speed services	80.2	88.0	97.8	98.2
London - Thames Valley	75.3	89.0	97.8	98.0
Bristol suburban services	77.6	89.0	97.6	98.5
Devon services	90.5	89.0	99.2	98.5
Plymouth & Cornwall services	96.9	89.0	98.6	98.5
South Wales - South Coast serv	82.9	89.0	97.0	98.5

# High Speed Performance

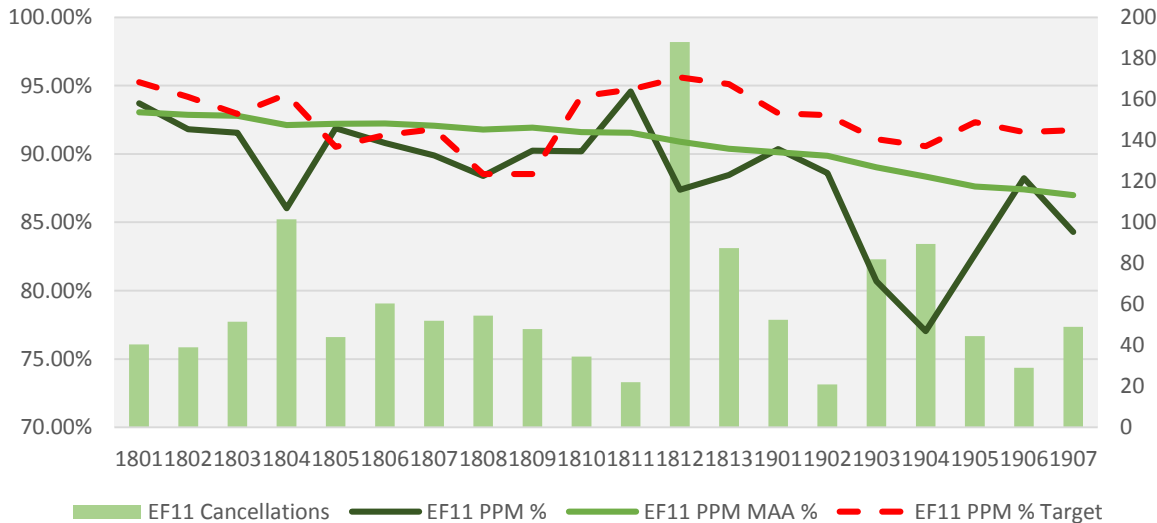
EF04 Paddington - Plymouth/Penzance Performance



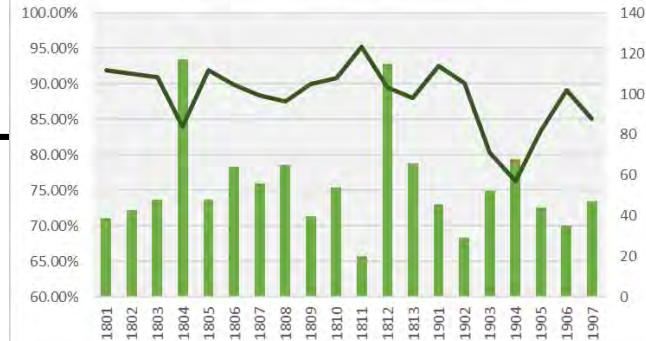
# Local performance

- a difficult summer. Late changes meant re-planning the daily service to make best use of available capacity
- performance has improved in the last few months across the branch lines although there are still some capacity concerns on specific services.
- working with train planning and engineering to address this with the next unit cascade
- currently coping with leaf fall conditions although we expect more challenging days before the end of the season

EF11 Devon services



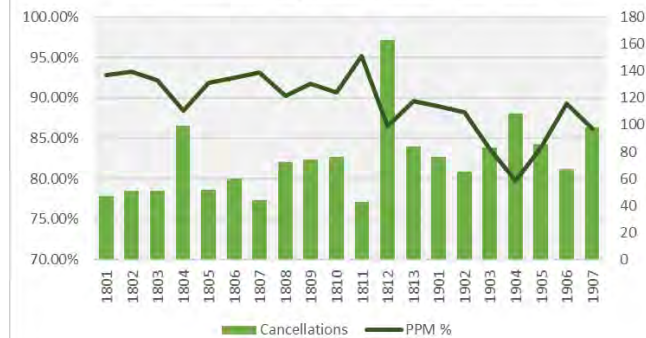
Exeter - Exmouth Performance



Exeter - Barnstaple Performance



Exeter - Paignton/Plymouth Performance



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# Operational challenges

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- Short platforms

  - Commitment to increase platform lengths on the Exmouth line given by Network Rail

- Overcrowding

  - temporary solution for the 1557 – using an Intercity Express Train, while a long-term solution is developed
  - three and four car services coping with Devon peak time services
  - still too many incorrectly formed services on a daily basis

- Rolling stock condition

  - Class 143 trains are still performing well in the region
  - Class 150 and 158 train reliability has remained static this year, although still not performing as expected



# Intercity Express Trains

- 44 out of 58 5-car trains delivered
- 15 out of 35 9-car trains delivered
- our Intercity Express Trains now make up 50 of the 72 high-speed trains in service on a typical day
- planned for all services to Swansea, as well as the majority of North/South Cotswolds and Bristol services
- services commenced to Frome and Paignton in July, and Penzance in August
- test runs completed to Newquay in October
- transition from High Speed Trains continues on West of England until spring 2019



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# Intercity Express Trains - challenges

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- reliability
- short formations (5 carriages vs 9)
- reservation system
- seat comfort - especially in First Class
- luggage space on busy services
- bike space management
- Standard Class catering arrangements  
- especially when trains are crowded

# West Fleet

## **Turbo cascade continues:**

- 17 of 21 Class 166 trains now in Bristol alongside 4 Class 165 2-car trains
- Newbury electrification allow transfer of remaining Class 166 trains and some Class 165 trains in new year
- 5-car Turbo services will commence on Cardiff – Portsmouth route in early 2019, releasing Class 158 trains for service further west

## **Diesel unitscascade further west:**

- all Cornish branch line services now planned to have 2-car Class 150 trains
- The first Castle Class train now in service, with the second and third planned for later this year and early next year
- Our 158 and Castle Class trains strengthen main line services and start to release Class 150 trains to strengthen Devon Metro services



## **Trains released from franchise:**

- 9 Class 153 and 15 Class 150/1 units released from franchise earlier this year

# Station investment Devon

## **Improvements completed this year:**

- Exeter St Davids Concourse improvements
- Exmouth booking hall and access improvements
- GWR Wi-Fi installed at Crediton, Digby & Sowton and Polsloe Bridge
- CCTV installed at Crediton, Exmouth, Polsloe Bridge and Topsham



## **Improvements to come:**

- information screens to be installed at Polsloe Bridge early 2019
- new waiting shelter to be installed at Exton in early 2019
- Totnes Access for All footbridge complete late 2018

# Station investment Peninsula

## **Improvements completed this year:**

- Night Riviera Sleeper Lounges at Truro and Penzance
- car park expansion at Truro
- Wi-Fi at all Cornish stations



## **Improvements to come:**

- Saltash station building renovation by Saltash Town Council
- St Erth multi-modal transport hub
- Penzance entrance canopy
- Plymouth station redevelopments

# Station investment further East



## Improvements to come:

- Weston Nov 2018 - gatelines
- Westbury Xmas 2018 - car park extension
- Taunton early 2019 - station rebuild starts
- Castle Cary spring 2019 - car park
- Bridgwater summer 2019 - forecourt
- Taunton March 2020 - station rebuild



# Depot investment

## **Improvements completed this year:**

- Long Rock depot expansion complete
- Exeter depot construction underway
- Laira modifications for Class 802 train maintenance



## **Improvements to come:**

- Exeter new depot complete
- Exeter New Yard shore supplies