
Great Western Railway

Caerdydd Canolog
Cardiff Central

Customer Panel

Cardiff

24th April 2018

GWR

Introduction

- Welcome to our panel
- GWR overview
- New and upgraded trains
- Community
- Performance
- Investment and possessions
- Future of the Franchise
- Thank you and questions



GWR overview

- **1,700 trains a day**
- Services to **276 stations**, and manage 206 of them
- The most diverse fleet in the UK - over **192 train sets** of various types
- **1,360 miles of operational track**
- £7.5bn Great Western Mainline modernisation programme
- New or refurbished trains on every part of the network by the close of the franchise (March 2020)

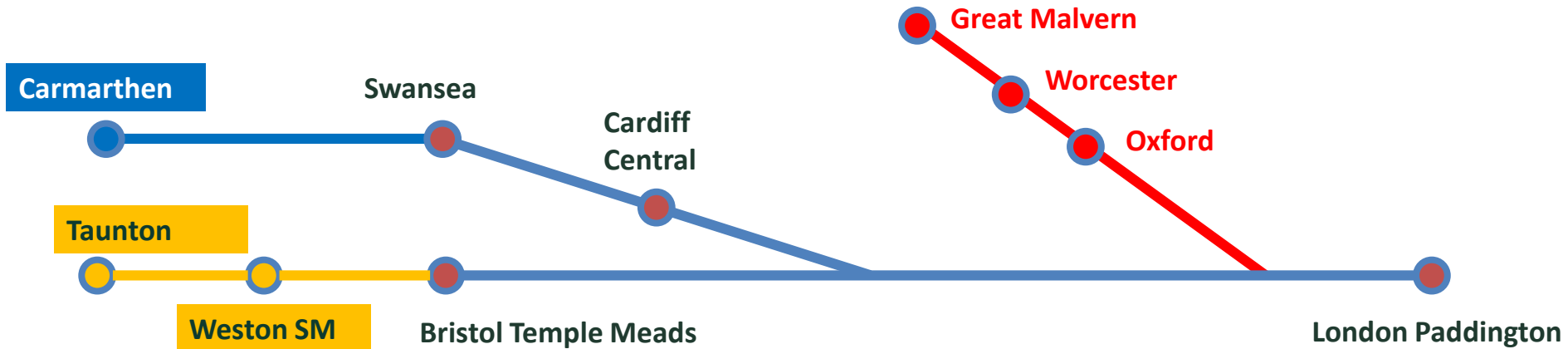


Intercity Express Trains

- 29 2x5-car sets in service
- 20%+ increase in seating capacity
- Up to 14 minute journey time saving between London and Cardiff
- Individual at-seat power, improved Wi-Fi, and laptop-friendly tables
- More legroom than previous trains
- Window blinds throughout
- Baby changing facilities in all toilets
- New customer information and reservation systems
- Wheelchair-friendly
- At-seat catering throughout and Pullman dining on selected services



Intercity Express Trains in operation



1. Oct 2017 - 2 lots of 2x5 car trains
2. Nov 2017 - 4 lots of 2x5 car trains
3. Dec 2017 - 6 lots of 2x5 car trains
4. Dec 2017 - 8 lots of 2x5 car trains

KEY LOCATIONS:

London
Reading
Didcot
Swindon
Chippenham
Bath
Bristol

Newport
Cardiff
Swansea
Weston SM
Taunton
Carmarthen
Oxford
Worcester
Gt. Malvern

Rolling stock cascade (1)

- A number of long-distance HSTs converted for use as high-quality local trains
- More legroom, tables designed for laptops - and at-seat power points
- Enhanced luggage space for seasonal holiday traffic
- All trains have 4 carriages, fully modernised to accessibility standards, capable of speeds up to 100mph
- Will be used on Cardiff - Taunton services, with trains extended to Exeter and beyond
- **Serving Wales from autumn 2018**



Rolling stock cascade (2)

- 5-carriage Turbo trains on services between South Wales and the South Coast
- Refreshed and upgraded trains on services between Cardiff and Taunton
- Disabled toilets
- Electronic screens
- At seat power points
- **Most trains in service by January 2019**



Pictured top: c16X train
Above: reconfigured HST
Left: refreshed c158

Cardiff Central Masterplan

- Use at Cardiff Central proposed to rise from 13m today to 32m by 2043
- Network Rail proposal to increase passenger concourse capacity at busiest station in South Wales
- Positive announcement in earlier 2018 by Cardiff Capital Region Cabinet of £40m funding towards £160m scheme

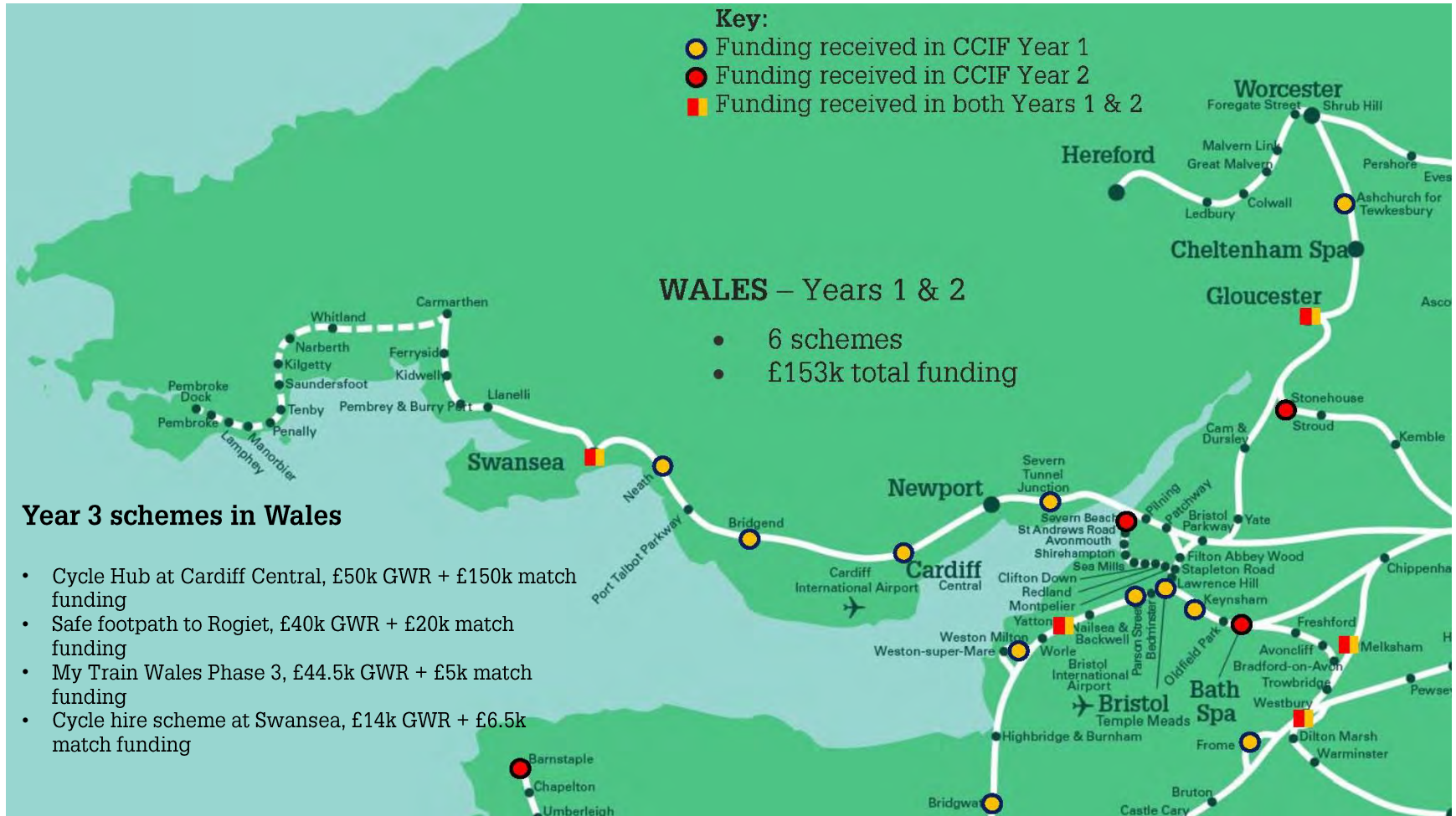


Community Schemes

- Customer and Communities Improvement Fund (CCIF)
- GWR pioneering initiative
- £2.2m fund to support community projects addressing a social need
- £750k per year for 3 years from April 2016
- First year funded 7 schemes across South Wales - from car parking at Severn Tunnel Junction to My Train Wales school education programme in West Wales



Community Schemes



Performance - where we are now

- We're transforming our network to increase capacity in line with demand, proposing faster and more comfortable journey times for customers
- More trains than before; over 1,700 every day in the working week, and over 2,300 across the weekend
- Electrification of the Western route has been retimed and rescope; the cascade of trains has been delayed and colleague training and recruitment have been impacted, all leading to more demanding timescales
- Real competition across both GWR and Network Rail for resources

Performance

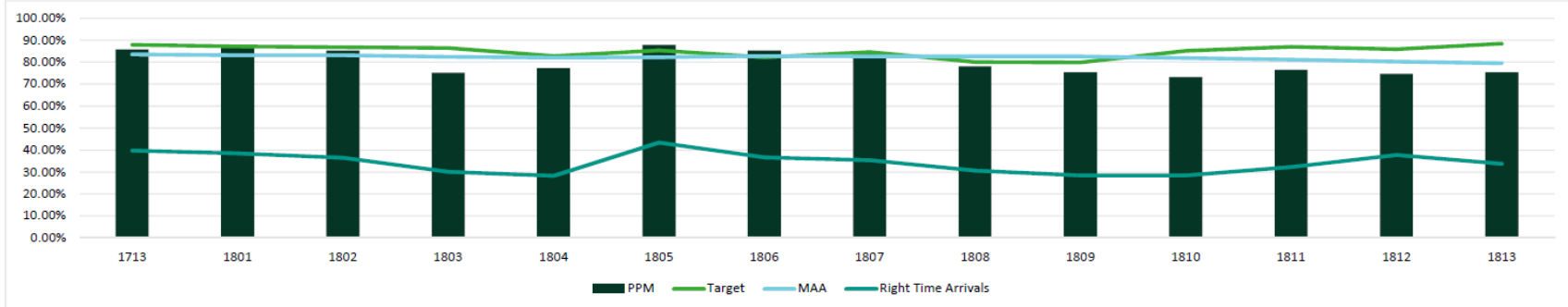
London - South Wales PPM Summary

Rail Period 13 2017/18

Sunday 04 March to Saturday 31 March 2018

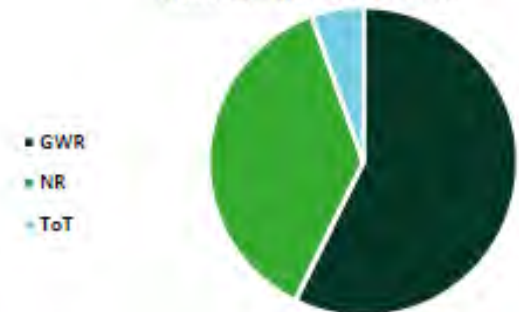
Contribution to Overall GWR PPM Failures: **5.4%**

| Public Performance Measure | 1713 | 1801 | 1802 | 1803 | 1804 | 1805 | 1806 | 1807 | 1808 | 1809 | 1810 | 1811 | 1812 | 1813 |
|----------------------------|--------|--------|--------|---------|--------|--------|--------|--------|--------|--------|---------|---------|---------|---------|
| Actual | 85.63% | 86.66% | 85.18% | 75.13% | 77.11% | 87.74% | 85.15% | 84.04% | 78.10% | 75.33% | 73.06% | 76.46% | 74.56% | 75.40% |
| Variance | -2.29% | -0.46% | -1.62% | -11.34% | -6.75% | +2.35% | +2.96% | -0.61% | -1.99% | -4.54% | -12.16% | -10.46% | -11.24% | -13.09% |
| MAA | 83.54% | 83.20% | 83.17% | 82.37% | 82.00% | 82.25% | 82.88% | 82.64% | 82.56% | 82.62% | 81.94% | 81.21% | 80.29% | 79.48% |
| MAA Variance | -1.65% | -0.03% | -0.16% | -1.04% | -1.49% | -1.31% | -1.12% | -1.17% | -1.34% | -1.70% | -2.51% | -3.13% | -4.16% | -5.28% |



- 79.48% Moving Annual Average punctuality
- Combination of infrastructure and train fleet issues

Responsibility of PPM Failures



Performance

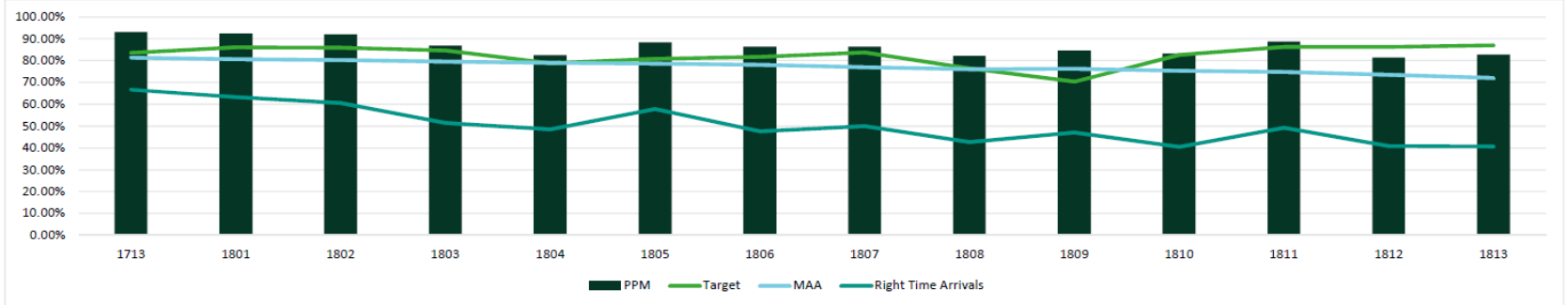
South Wales - South Coast PPM Summary

Rail Period 13 2017/18

Sunday 04 March to Saturday 31 March 2018

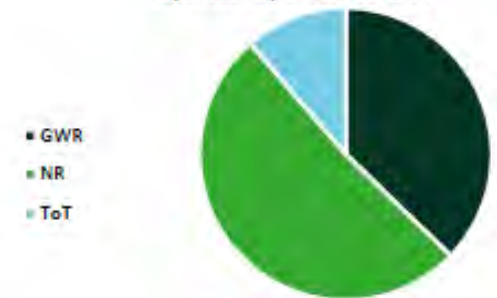
Contribution to Overall GWR PPM Failures: 11.5%

| Public Performance Measure | 1713 | 1801 | 1802 | 1803 | 1804 | 1805 | 1806 | 1807 | 1808 | 1809 | 1810 | 1811 | 1812 | 1813 |
|----------------------------|--------|--------|--------|---------|--------|--------|---------|---------|---------|--------|---------|--------|---------|---------|
| Actual | 85.63% | 82.49% | 82.56% | 70.74% | 69.60% | 76.71% | 71.68% | 73.02% | 63.49% | 69.31% | 65.47% | 76.59% | 67.32% | 65.66% |
| Variance | +2.11% | -3.65% | -3.38% | -13.86% | -9.20% | -4.00% | -10.08% | -10.74% | -12.99% | -1.01% | -17.22% | -9.75% | -18.88% | -21.35% |
| MAA | 81.27% | 80.65% | 80.32% | 79.50% | 78.90% | 78.55% | 77.97% | 77.00% | 76.11% | 76.25% | 75.31% | 74.78% | 73.46% | 71.94% |
| MAA Variance | -1.49% | -0.64% | -0.90% | -1.97% | -2.69% | -2.99% | -3.77% | -4.60% | -5.60% | -5.71% | -6.90% | -7.28% | -8.75% | -10.43% |



- Fleet position helped by 2 January changes, but we are still vulnerable to short forms
- Filton four tracking will ease congestion through Bristol which in turn will ease performance of services to/from Wales
- Short term possession impact and associated crew position will continue into 2018

Responsibility of PPM Failures



Customer Charter

| Service group | Punctuality % Moving Annual Average | Trigger | Reliability % Moving Annual Average | Trigger |
|----------------------------|---|---------|---|---------|
| High Speed Services | 85.2 | 88.0 | 98.4 | 98.2 |
| London – Thames Valley | 80.0 | 89.0 | 98.0 | 98.0 |
| Bristol Suburban Services | 84.8 | 89.0 | 98.2 | 98.5 |
| Devon Services | 93.3 | 89.0 | 99.2 | 98.5 |
| Plymouth & Cornwall | 97.5 | 89.0 | 99.1 | 98.5 |
| South Wales to South Coast | 86.8 | 89.0 | 97.6 | 98.5 |

Performance in last 12 months (from April 2017 to April 2018)

Improving performance

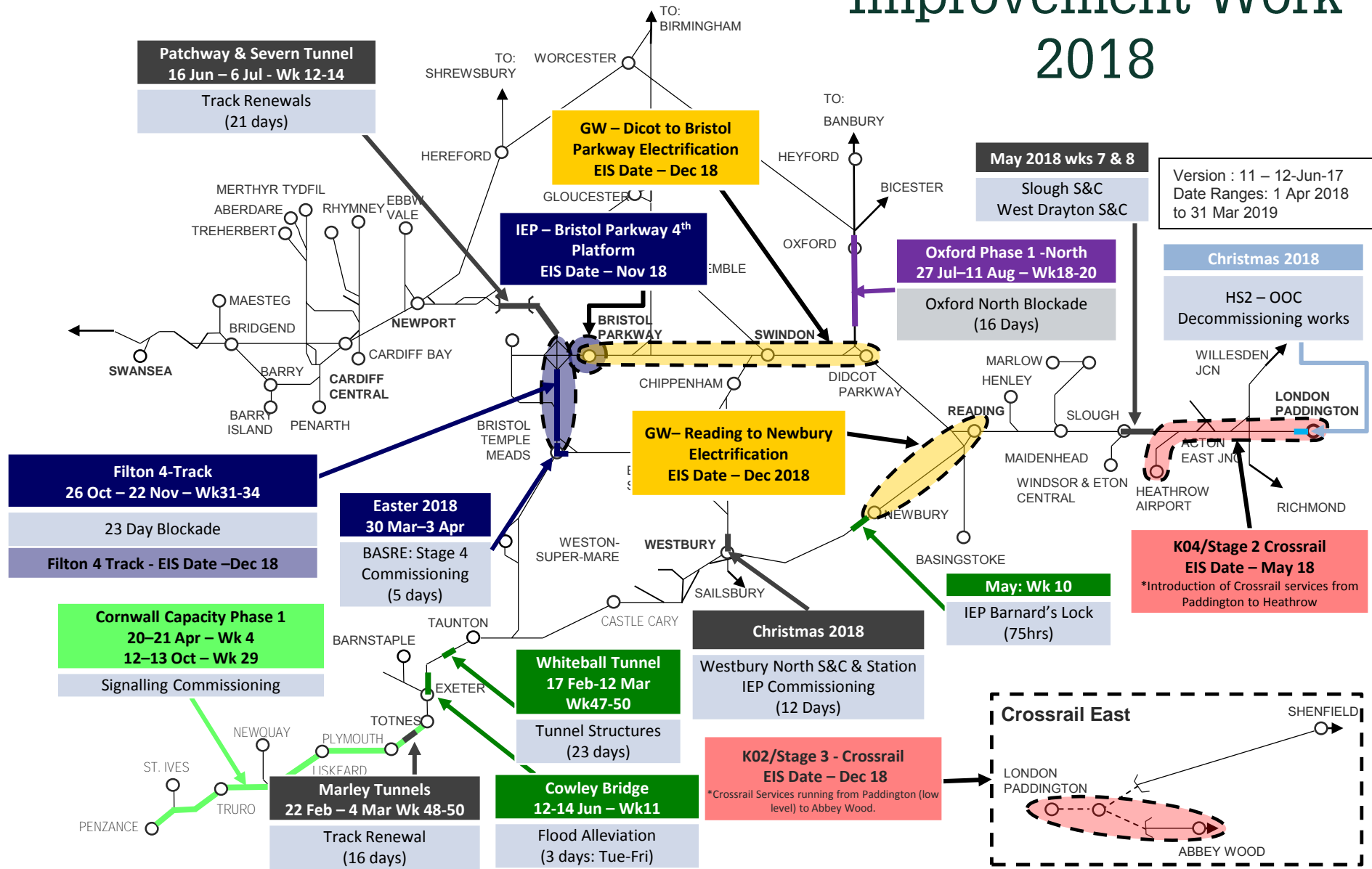
Immediate and short term measures

- Recruitment and training of new staff
- Joint GWR/National Rail task force with a simplified ownership of projects, addressing key infrastructure issues
- Mature contingency plan being reviewed
- Replace/upgrade WebCIS (now complete)
- Customer communications
- Sundays in the working week (medium/long term)

Improving rolling stock resource

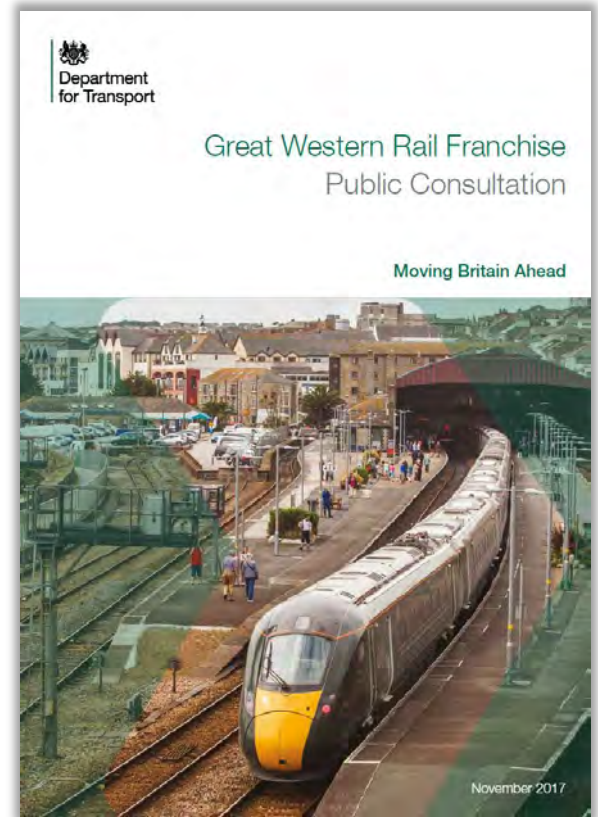
- Extra trains (bi-mode and electric)
- large scale cascade now in progress (following 2 January timetable change)
- Keep existing Class 143 and 153 trains for a limited period
- Upgrade and adaption of existing trains e.g. reconfigured HSTs

Improvement Work 2018



The future of the franchise

- Last Autumn DfT published a new vision for the railways, which set out a number of proposals to increase capacity and improve service
- DfT exercised its option to extend the current GWR franchise contract by one year, to 1 April 2020
- DfT intend to negotiate a Direct Award with FirstGoup for the GWR franchise for a duration of two years to April 2022; with an option for an extension of up to two more years at their discretion

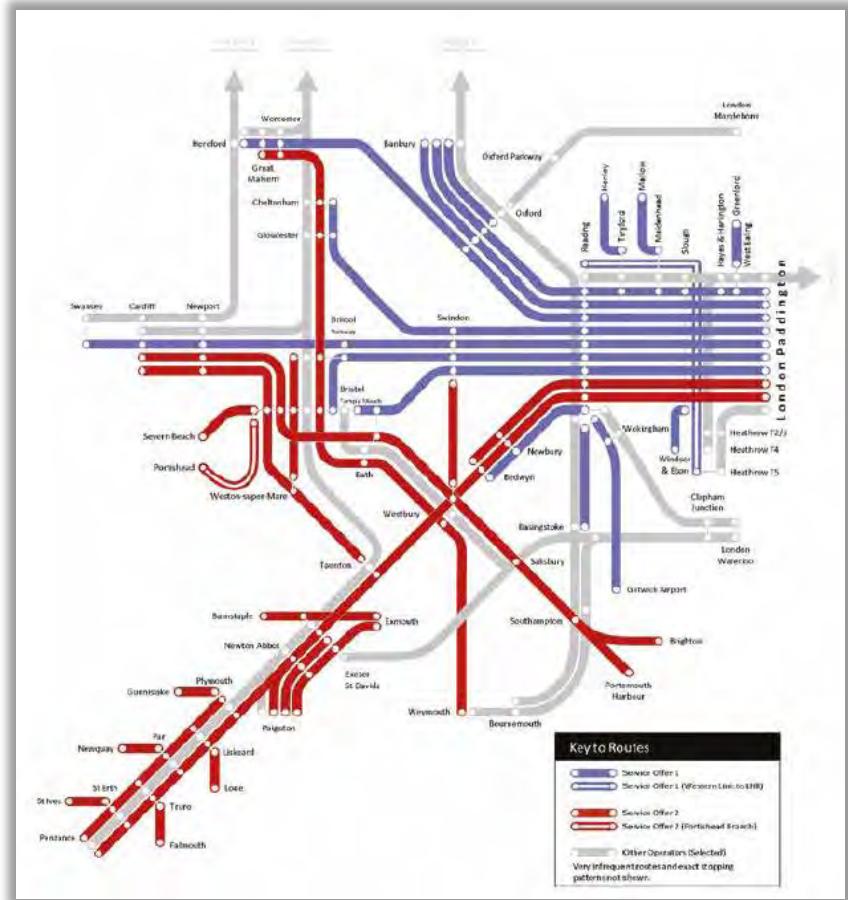


Coming Next - one year extension

- Gives certainty and stability
- Enables GWR to continue to deliver major projects that straddle the period from 2018/19 and into 2019/20 without the contractual complications that would otherwise result
- Enables GWR to deliver key timetable changes and start to bed these and the new trains in
- Continued development by GWR and National Rail of our Alliance partnership and the benefits this will bring to the communities we serve
- Enables GWR to develop plans for the potential new Direct Award franchise commencing in April 2020

Coming Next - after 2020

- The consultation asked whether the franchise should be retained as a single entity or split into two (or more) separate franchises.
- A potential option to split the current franchise in two ('Red'/'Blue') was set out for comment – with a list of perceived pros and cons.
- The GWR franchise could be asked to carry out preparatory work for a split, although this would not prejudice the final decision
- We await the DfT's response on the consultation feedback



Coming Next - After 2020

- Over 800 consultation responses were received. The DfT will issue a summary of responses and a Request for Proposal to GWR by mid-2018
- GWR wants to hear from customers – our ability to develop and shape our response to the DfT’s Request for Proposal will be informed by our interactions.
- The ability to develop well-honed business plans and partnerships had a strong bearing on the shape of the current franchise and will help shape the future



Thank you

GWR is a partnership

We recognise your contribution and we thank you for your help and guidance as together we transform the Great Western

More trains. More journeys. More Adventures.

