

# Our Customer Report.

Autumn/Winter 2023/2024  
17 September 2023 to 31 March 2024



# Welcome

I'm pleased to introduce the Greater Anglia customer report covering the period from 17 September 2023 to 31 March 2024. It was a period when we delivered more positive progress for our customers, in particular another six months of very good train service performance, the return of the 4 trains an hour service for the Stansted Express and the announcement that we will be fitting tables in all the bays of 4 seats on our Stansted Express trains, which also cover some of our intercity services. We also saw further investment in our stations and continued initiatives to make our railway more inclusive, more sustainable and more biodiverse. On a less positive note, we saw increasing challenges from extreme weather and the ongoing impact of industrial action.

Looking first at punctuality and reliability, once more we delivered sustained periods of impressive performance so that, by the end of the period under review, annual average performance across our network was 94.45%, using the long-standing public performance measure (which covers arrival times at each train's ultimate destination), having averaged 94.04% across the 6 month period under review, and was 94.32% on the more challenging "Time to 3" measure (which covers arrival within 3 minutes at every station served by every train run), having averaged 93.95% across this six month period.



Class 720 train at Colchester

These results mean that we were the best performing train operator in the UK over that period. To have maintained our very high performance standards, despite the additional challenges of much more frequent extreme weather, with more storms, high winds and issues caused by heavy rain or localised flooding (during what was one of the wettest UK autumn and winter periods ever recorded), and the ongoing extensive industrial action (which affected travel on a number of days over this period), was a significant achievement and reflects the commitment of our teams right across our network, along with those working for key partners, such as Network Rail, Alstom and Stadler.

We have again seen the benefits of the better performance characteristics and resilience of our new trains, more reliable infrastructure performance delivered by our Network Rail colleagues and the annual joint performance improvement plans which our two organisations develop and implement.

Obviously, a primary objective over the months ahead will be to maintain these high standards, look for further opportunities for improvement and work on projects, often with Network Rail, to take further steps to try and prevent or mitigate the effects of more extreme weather - which can include high winds bringing down trees, debris or

other obstacles onto the railway (causing blockages or damage to the infrastructure) or flooding from torrential rain, as well as heat-related impacts such as speed restrictions.

Another positive aspect of this period was the first full autumn/winter period with all services operated by new trains. Although, with 117 of our Class 720 trains in service at the end of March, we still had 16 new trains still to be delivered, because the original order included an allowance for prospective increases in demand and passenger numbers, all services have run using new trains since 4 April 2023.

As already mentioned, the new trains have been a major factor in the excellent punctuality and reliability we have been delivering, as they accelerate quicker, brake quicker and provide greater resilience than the trains they replaced. They also provide more seats, a more comfortable travelling environment, plug and USB points, fast free Wi-Fi, air conditioning, lighter, airier interiors and better accessibility features.

Once more we've been investing in station upgrade projects, often in partnership with local authorities, or other stakeholders. Projects completed included the station upgrade project for Harlow Mill, a new waiting shelter at Roydon, car park improvements at Audley End and Diss, and better signage at Derby Road and Oulton Broad South, while projects underway included new lifts for Billericay and Chelmsford and additional cycle security work at Cambridge North.

We continued to see the impact of our new "We're All Ears" survey, which provided extensive and targeted customer feedback on key priorities – both small and large, short and long term. One area of significant comment to which we have responded is the provision of tables of in the bays of 4 seats on our Stansted Express trains, which also cover a small number of intercity services between Norwich and London. These trains will now have tables fitted, with the

installation expected to begin in autumn 2024, with project completion due by the end of 2025.



Wildlife Friendly Station accreditation at Shelford

As always, another highlight was the fantastic work of our community rail partnerships (CRPs) and station adopters in improving station presentation, strengthening community links and promoting the railway locally. Examples included CRP involvement in events such as "Santa Expresses" to local Christmas fayres in Essex and Suffolk, a Christmas Fayre at Lowestoft station, a children's event at Norwich station, a rail ale trail for the Hertford East branch and murals at stations such as Great Bentley and Wrabness. Meanwhile, our station adopters continued to do fantastic things across our network, with great work on station gardens and planters and more initiatives to support biodiversity – with more stations accredited under our Wildlife Friendly Stations accreditation scheme. The support of our CRPs and station adopters is much appreciated and we have reached a new record number of over 335 station adopters working with us.

A further positive trend has been the continuing return of customers to travel by train again, which also informed the main timetable improvements delivered in the December 2023 timetable change – the return of an all day, 7 days a week, 4 trains per hour Stansted Express service and increased capacity or additional services, where needed, at peak times on the Great Eastern and West Anglia main lines.

There was also further independent recognition for Greater Anglia, as we won three Golden Whistles awards for train performance for the second year running – Best London and South East operator (for our commuter and regional services), Best Long Distance operator (for our Norwich – Ipswich – Colchester – London intercity services) and Best Operational Performance (for minimising delays). We also won the Net Zero Pioneer award at the Spotlight Rail Awards, recognising a further improvement in our carbon reduction – down another 17% (making that a 39% reduction over 3 years) and more projects such as the use of dynamic changeover from electric to diesel power “on the move” on our bi-mode trains, to minimise fuel usage and emissions.



Finally, I'd like to reiterate my gratitude to everyone at Greater Anglia for the way they have continued to provide our customers and communities with a very impressive service over this period. Our priorities looking ahead continue to be to maintain our very high performance standards; maximise the positive impact of our new trains, which are now operating all our services; keep running a safe, reliable railway; attract even more passengers back to the rail network and play our full part in the region's ongoing recovery from both the pandemic and the current economic and cost of living challenges. Our new trains are a major asset in delivering a better service for customers and communities, as well as supporting the sustainable development of the regional economy.

In this report you'll find more details about how we've been performing and the initiatives we're implementing to provide you with a better service.

Jamie Burles,  
Managing Director



Battlesbridge Wildlife Friendly Station accreditation

# Investing in trains and services

## *What we've been doing recently*

As always, our first priority has been to deliver a safe railway and very good performance. We've therefore continued to focus on taking full advantage of our new trains, following completion of the transition to new trains operation. The results of those actions can again be seen in the performance over the period under review, with an average punctuality of 94.04% across our network under the long-standing public performance measure (PPM - which covers arrival times at each train's ultimate destination), and 93.95% on the more challenging "Time to 3" measure ("T-3" which covers arrivals within 3 minutes at every station served by every train run). That meant that at the end of the period our annual PPM figure stood at 94.45% - continuing the excellent standards we've been delivering since early 2020 - and our annual T-3 result was a similarly positive 94.32%.

These very good results were achieved despite the continuing challenges of much more extreme weather, including numerous instances of high winds blowing trees or other objects/debris onto the line, and torrential rain causing flooding, during what was one of the wettest UK autumn/winter periods ever recorded. We continue to work with Network Rail on initiatives to both prevent and mitigate the impacts of adverse weather, as well as recover more quickly and effectively when severe conditions do occur.

Our joint performance action plan with Network Rail remains integral to our efforts to increase and sustain high levels of performance. Their ongoing programme of infrastructure maintenance and renewals is also helping to reduce faults and raise reliability.

We continue to work closely with the Network Rail team to invest in and tackle the most disruptive and frequent infrastructure faults and deliver more effective service recovery after problems, to maintain the excellent results of the period under review.



Bi-mode train and flowers at Marks Tey

Once again, the most significant developments related to the benefits of our new trains, over the first autumn/winter period with all services operated by new trains. The acceleration and deceleration capabilities of our new regional bi-mode, intercity electric, Stansted Express electric and suburban electric trains are helping to increase punctuality levels across our network and provide greater resilience in the event of any disruption. Their overall reliability levels have again been increasing, but there are still further opportunities to raise their reliability standards even higher - as there is still additional progress to be made before they reach the very high rates of planned performance set out in our agreements with Stadler and Alstom, who both built and now maintain their trains. Nevertheless, our 4-carriage bi-mode trains won the rail industry Golden Spanners award for the most reliable train of their type in the UK at the annual event to recognise train fleet performance.

As well as supporting better performance, the completion of the roll out of the new suburban trains onto all services, was providing wider benefits and service improvements for customers

across our network. These high-quality new trains offer over many more seats than the trains they replaced - additional capacity that is especially valuable as post-pandemic demand keeps on increasing. By the end of March 2024, 117 of the 133 new suburban trains we are receiving were in service, enabling all services to be operated with new trains.

Feedback from customers about all of our new trains continues to be very positive, with praise for every aspect of the carriages, from the longer trains with more seats to increased comfort, air conditioning, plug points, Wi-Fi, the quiet, smooth ride and the excellent accessibility features including, on the regional, intercity and Stansted Express trains, the low floors and retractable steps which make boarding and alighting so straight forward.

The key change in the December 2023 timetable change was the restoration of an all day, 7 days a week, a 4 trains per hour Stansted Express service, along with some increased capacity or additional services, where needed, at peak times on the Great Eastern and West Anglia main lines.

### *What we plan to do over the next year*

Over the next few months, we will be focused on maintaining our ongoing high-performance standards and working to ensure we maximise the positive impact of our new trains. We will also be examining options for future timetable changes to further optimise the deployment and benefits of the new trains and ensure we maximise the positive impact of our new fleet for our customers.



Full Stansted Express service – 4 trains an hour, 7 days a week – restored in December 2023 timetable

## **| New trains**

Now the transition to new train operation on all our services is complete the focus will be on maximising the performance, reliability and wider positive impact of the new trains, as the remaining 16 trains enter service – with all of the new fleet due to be with us by spring 2025. New trains have been routinely covering all scheduled Greater Anglia services from 4 April 2023 onwards. As at 31 March 2024, 117 of the 133 five-carriage Class 720 trains had been delivered. With all regional, intercity and Stansted Express trains already in service and working well, the focus will be on optimising the positive impact of the Class 720 suburban trains and assessing their day-to-day performance characteristics to inform future timetabling plans.

The £1.4 billion investment programme has delivered more comfortable trains (with air conditioning, plug and USB points, Wi-fi and better accessibility) and longer trains with, on average, 20% more seats and much better facilities, thereby enabling some quicker journey times and some other timetable improvements in the years ahead.



Flowers and Class 720 at Colchester



Accessible GA train at Ipswich

## **| Other improvements**

As well as delivering extra seating capacity, the new trains should also help sustain the improved reliability and resilience we've been delivering across our network. With more trains and more carriages, but fewer train types, train maintenance and availability should improve still further and the works we've been undertaking to upgrade our depots and stabling facilities should help us continue to increase performance standards and service consistency. Regional lines are already benefitting from the longer 3 and 4 carriage new trains, compared to the 1, 2 and 3 carriage trains they replaced, whilst on the new suburban trains, air conditioning, plug points and better accessibility facilities are all notable steps forward.

We will continue to adjust and amend timetables in line with emerging demand and travel patterns over the year ahead – with the key immediate highlights being the further speeding up of journey times between Norwich and London and some additional peak time trains on the Great Eastern Main Line from the start of the new timetable in June 2024.

# Investment in stations



New car park at Manea

## *What we've been doing recently*

We've continued to improve station facilities across our network, often in partnership with stakeholders such as local authorities.

Projects included a station upgrade for Harlow Mill, work on new lifts for Billericay and Chelmsford, a new waiting shelter for Roydon, toilet refurbishment at Cambridge, car park upgrades at Audley End and Diss, platform canopy restoration at Burnham on Crouch, and signage improvements at Derby Road and Oulton Broad South. Planning permission was also secured for improved customer facilities at Wickford (a scheme which had been delayed by the pandemic). Meanwhile, at Manea, a new car park funded by the Cambridge and Peterborough Combined Authority was opened.

Other stations have seen smaller schemes such as re-painting and platform/car park re-surfacing, while Community Rail Partnerships (CRPs) and station adopters have again played a positive role in smaller scale initiatives such as shelters, seating or signage at stations on their routes.

Specific CRP station projects included signage at Sheringham and support for new signage at Oulton Broad South. There were also local partnerships with arts groups or schools resulting in murals at Great Bentley and Wrabness. In addition, station adopters continued to undertake great work more widely in improving station presentation across our network.

Work has continued on the progression of the access for all scheme at Stowmarket, although some delays in the project's development unfortunately mean that the date for the installation of the new footbridge has slipped and we are awaiting confirmation from colleagues at Network Rail of the expected dates for its installation. We're also continuing to work on initiatives to improve access at Bury St Edmunds, Colchester, and Wymondham (though again with more to do to achieve approvals, funding and delivery of all of them). Once again, collaboration was integral to all of these projects and others, such as improved security and accessibility measures at Cambridge Cycle Point and the completion of a major project to provide better integrated transport facilities at Norwich station.



Station adoption at Brundall Gardens



## **What we plan to do over the next year**

Over the next year, we will continue to deliver station improvements, although the challenging funding situation facing the rail industry has meant that the progression of the major upgrade projects for Wickford and Witham has taken longer than we hoped. Now we have secured planning permission for the Wickford scheme and funding for the progression of it in the 2024/25 financial year, we plan to go out to tender for a contractor to deliver the scheme with the aim of starting some of the work towards the end of the year. We will also

complete further planned cycle parking improvements at stations. We hope to make further progress on plans for a new accessible footbridge with lifts at Stowmarket and on the accessibility improvement projects for Bury St Edmunds, Colchester and Wymondham.

We will continue to work with local authorities and other relevant partners to help make travel to and from stations by other modes, easier, more convenient and better promoted, with better facilities and better information provision. We'll also continue our joint station projects with Community Rail Partnerships.



Bi-mode trains at Norwich station

# Serving our customers and communities

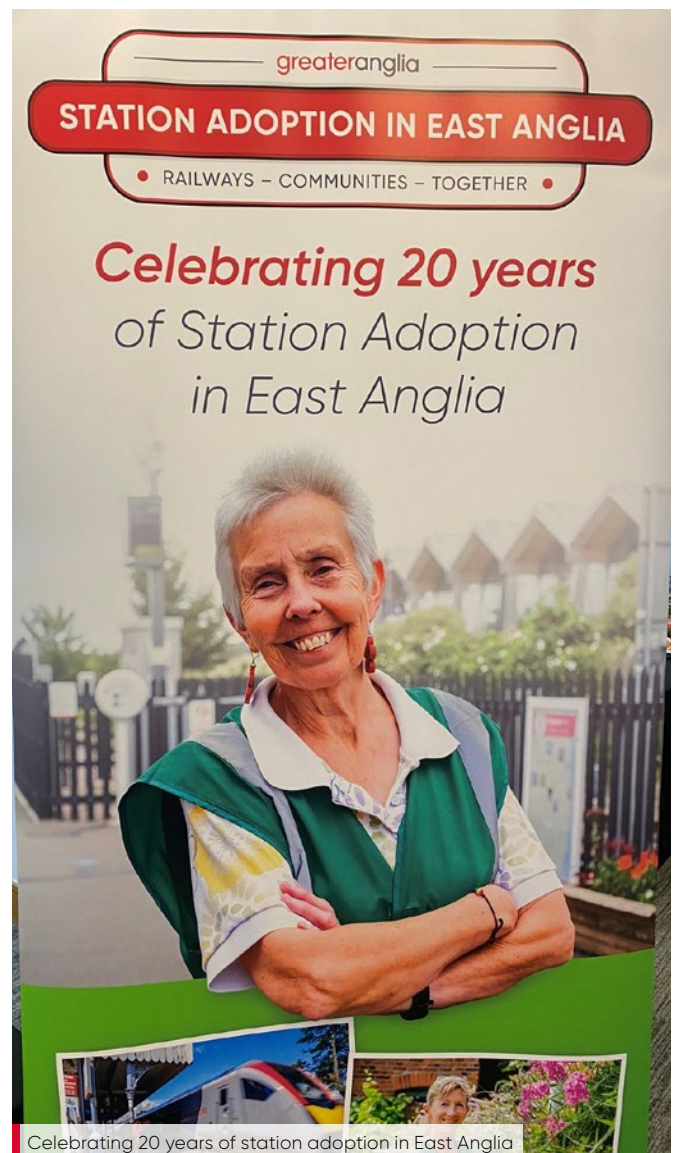
## *What we've been doing recently*

Over the period covered by this report, we have implemented a number of initiatives to provide customers with a better service. With trains, the full transition to all services being operated by new trains is now complete, delivering both an increase in seating capacity and a major improvement in journey quality – with a more comfortable travelling environment, plug and USB points, fast free Wi-Fi, air conditioning, lighter, airier interiors and better accessibility features.

At stations, we continue to offer flexi-season car park tickets to match the flexible rail season tickets that are available. We also maintained the more flexible car parking tariffs at a number of stations, where you can park for shorter periods, not just a whole day. In addition, we extended the availability of lower car parking prices at 14 of our stations – Audley End, Billericay, Bishop's Stortford, Broxbourne, Diss, Harlow Town, Hatfield Peverel, Kelvedon, Lowestoft, Manningtree, March, Marks Tey, Rayleigh, Whittlesford and Wickford, to support the post-pandemic recovery in rail demand, as we work to attract customers back in the aftermath of the pandemic.

Our work to make rail travel more accessible benefitted significantly from the completion of the project to introduce new trains on all services (as has been the case from 4 April 2023 onwards). The new Stadler trains, in particular, have been widely welcomed by accessibility groups for the impressive accessibility features they offer, with the low floors and retractable steps offering level access at many stations.

We also launched new online virtual train tours for all our new train types, to help people travel with confidence. A first for the rail industry, they have been designed to support journey planning, give customers a clearer picture of what they can expect on board and reduce anxiety about travelling. They are particularly aimed at helping disabled customers who are wanting to check how accessible their journey is.



Using the virtual train tours, people can find out where the toilets, accessible spaces and cycle spaces are located and 'walk through' the train using the navigation tools. Detailed 360-degree photography has been used to map each of our new train types, capturing all public areas, which people can navigate virtually. Members of our Accessibility Panel, a group of disabled customers who meet regularly with us, offered feedback during the development of the project and have been supportive of it. The web-based online virtual tour offers the option to navigate through the trains and an interactive map to see the entire train layout with 'hot spot' links to specific areas of the train.



Greater Anglia donates portable ramps to the North Norfolk Railway

The tours compliment the online virtual station tours now available for some of our busiest stations. With the addition of London Liverpool Street, there were 15 stations covered by this helpful planning tool as at 31 March 2024 – Bishop’s Stortford, Broxbourne, Cambridge, Chelmsford, Colchester, Ely, Harlow Town, Ingatestone, Ipswich, London Liverpool Street, Manningtree, Norwich, Shenfield, Southend Victoria and Stansted Airport, with more to follow. These helpful guides provide help for those planning a journey in understanding the layout and accessibility features of the stations they will be using.

Our website has also been upgraded to enable visitors to access online content and services more easily, in a way that best suits their needs. Visitors are now able to access a wide range of accessibility and language support tools to customise their digital experience through Recite Me assistive technology. Being able to offer an inclusive experience is essential to support over 20% of the population who may encounter barriers online due to having a disability, learning difficulty, visual impairment or if they speak English as a second language. The new Recite Me assistive toolbar on Greater Anglia’s website includes screen reading functionality, multiple reading aids, customisable styling options, and an on-demand live translation feature that offers over 100 languages, including 65 “text to speech” and styling options.

In addition, we’ve continued the roll out of an industry-leading training programme for our employees to enable them to provide a better service for passengers with special needs. Led by disabled trainers with expert knowledge of rail journey issues, it is helping us raise our standards in how we look after everyone who travels with us.

We’ve also seeing the ongoing benefits from our Accessibility Panel, operated jointly with c2c, which provides advice to help us improve accessibility provision using the input of experts and customers with lived experience of the issues affecting those with accessibility needs and how best to try and address them.

Another key initiative is the ongoing impact of our “We’re All Ears” Customer Survey (launched in May 2023), to help us improve passengers’ journeys. The new customer satisfaction survey gives customers the opportunity to leave feedback about every aspect of a specific journey including, but not limited to, the provision of information, the helpfulness of its team or general comments about stations and trains. Using intelligent software, the survey system categorises the responses and asks extra, more detailed, questions on areas that customers identify as needing attention. The survey asks a small number of open and closed questions in order to best understand customer perceptions.

By the end of the period under review, we had already received over 20,000 items of feedback, helping us to shape priorities and improvements. Examples of resulting improvements include led to improvements including more staff checking tickets at the barriers at Stansted Airport station to reduce queuing, additional seating at Tottenham Hale and the opening of an additional entrance to Billericay station's car park more often – as well as the development of plans to improve the toilet facilities at Cambridge and Norwich stations.

As we looked to further increase patronage, we another Hares Fares offer, which took place in the first quarter of 2024. These popular good value promotions have proved attractive to customers, who again took full advantage of them.

Meanwhile another initiative illustrating the “welcoming” nature of our network was the launch of our “Celebrating Black History” – liveried train in October, reinforcing the fact that Greater Anglia is a diverse and inclusive network for staff and customers alike.

We've continued to collaboratively with all our Community Rail Partnerships (CRPs – Bittern, Essex and South Suffolk, East Suffolk, Hereward, New River and Wherry) on local community-focused initiatives, such as “Santa Expresses” to local Christmas fayres in Essex and Suffolk, a Christmas Fayre at Lowestoft station, a children's event at Norwich station, a rail ale trail for the Hertford East branch and murals at stations such as Great Bentley and Wrabness.

The ongoing expansion of our station adoption programme continued, with station adopters undertaking a range of positive local projects, such as new flower beds or wildlife havens, with bee and butterfly-friendly planting or sculptures at more stations across the network, plus other biodiversity initiatives.

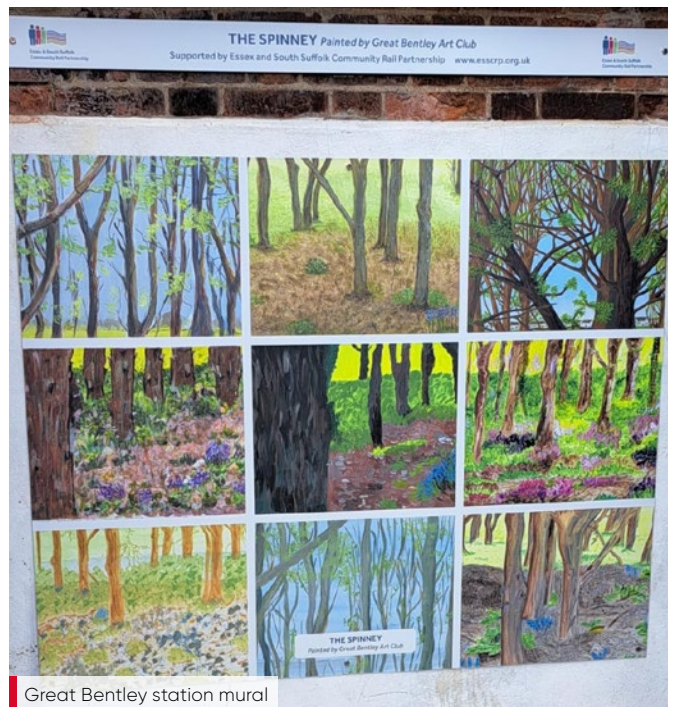
We now have 126 of our stations adopted with over 335 station adopters, helping to make them great community-focused gateways to their communities and we're now focusing on seeking adopters for the last remaining unadopted stations.



Celebrating Black History train livery launched at London Liverpool Street station – October 2023

Our other notable joint initiatives on biodiversity have been also progressing well. All our station gardens and our adopters' wildlife and planting areas have been pledged to the Wild East initiative – which is looking to re-wild 20% of land in East Anglia – and Network Rail have now joined up too, pledging some of their land near Haddiscoe station to the scheme. The development of station gardens by our adopters has now increased to cover over 9000 sq. m (from 7400 sq. m in 2022), with 66 station gardens now in place across our network.

Meanwhile our pioneering Wildlife Friendly Stations accreditation scheme, operated in partnership with Norfolk Wildlife Trust (and the other regional Wildlife Trusts), to recognise the biodiversity efforts of station adopters across our network, saw the accreditation process completed for stations at Battlesbridge, Brundall, Darsham and March, in addition to already announced accreditations for Attleborough, Alresford, Brundall Gardens, Bures, Cantley, Diss, Dullingham, Great Bentley, Needham Market, Norwich, Somerleyton, Saxmundham, Thetford, Weeley, Westerfield and West Runton.



Great Bentley station mural

We have also maintained our constant focus on safety, trespass and safeguarding issues on the railway through the work of Georgia Payne, our Trespass and Safeguarding Manager. Georgia focuses on prioritising safeguarding of vulnerable individuals who travel on the network has achieved our accreditation under the Safeguarding on Rail Scheme, as well as helping to discourage trespass. In addition, we are part of a Department for Transport-funded trial involving six Transport Safety Officers in Essex providing advice, support and extra reassurance for travellers on Greater Anglia and c2c trains, along with bus services across the county.

We continued to work closely with Chambers of Commerce, Local Enterprise Partnerships, tourism organisations and the wider business community to help promote and optimise the economic and tourism potential of the region, as well as collaborating with the Great Eastern and West Anglia Taskforces, and other stakeholders, to build the case for further investment in rail infrastructure in the region (especially the Ely area and Haughley Junction upgrades) – to maximise the opportunities presented by our new train fleet. We are continuing to play an



Transport Safety Officers at Chelmsford



active role in the sustainable development of the region, with initiatives supporting business, tourism, the arts, sports and special events and the environment. We also donated some accessible ramps which were not appropriate for our new trains to the North Norfolk Railway, where they will be ideal for supporting better access to their train carriages.

Our ongoing liaison with key stakeholders through our Stakeholder Advisory Board provides valuable input in shaping improvement and investment priorities, as does our Integrated Transport Forum.

Other notable events during the period included a ceremony at London Liverpool Street to mark 85 years since the Kindertransport rescue missions in 1938, where those coming to the UK arrived by boat at Harwich and then came by train to the capital, and another event at Liverpool Street to mark the 150th of its opening in 1874.

More widely, our proactive engagement with stakeholders across our region remains a key part of our strategy to provide the best possible service for the customers and communities we serve in East Anglia. We continue to provide weekly updates to key stakeholders across our network. These briefs are a very useful way of engaging with partners and informing them of Greater Anglia initiatives and developments. They also help us collaborate on wider issues in

support of the region's rail network, local communities and the regional economy (especially given the current wider economic challenges). It's a positive approach we intend to maintain.

### ***What we plan to do over the next year***

#### ***Customer service***

We are planning to further improve service standards following the completion of the transition to all services being operated by new trains; further increase smartcard and mobile ticketing; continue to improve standards for accessibility and keep on upgrading customer information.

#### ***Community Engagement***

We will continue to deliver positive initiatives to benefit the customers and communities we serve, driven by proactive engagement with our stakeholders, along with more progress on environmental performance – seeking to further minimise energy and water usage and increase recycling; maintain apprenticeship, graduate and work experience schemes; continue the roll out of our station wildlife accreditation scheme for our station adopters; increase our support for regional development and a continue our proactive and positive role in seeking to secure more rail investment and upgrades for East Anglia.

# How are we performing?

Over the September 2023 to March 2024 period, performance averaged 94.04% across our network under the long-standing public performance measure (PPM – which covers arrival times at each train's ultimate destination), and 93.95% on the more challenging "time to 3" measure (covering arrivals within 3 minutes at every station served by every train run) – more very good results, extending our period of historically high performance standards to over 4 years. These results again reflected a number of factors, including better train performance, better infrastructure performance, the positive impact of the acceleration/deceleration capabilities of our new trains and our joint performance initiatives with Network Rail to improve performance.

They were also achieved despite some extreme weather conditions, including more instances of high winds blowing trees or other objects onto the lines, causing obstructions or damage to equipment (or in some cases to trains), and more instances of localised flooding, where intense rainfall can lead to the railway being temporarily impassable. However, despite those challenges we still delivered very high punctuality levels throughout the period under review, as reflected in the overall average results across the six months.

It was also notable that the very good performance was achieved for all parts of the region we serve, so by 31 March 2024 the moving

annual average performance under the public performance measure for the different service groups was 96.49% for Great Eastern Main Line services, 94.47% for intercity services, 94.59% for regional services, 89.96% for Stansted Express services, 92.81% for West Anglia services and 94.45% for Greater Anglia as a whole.

We are working closely with Network Rail and other key partners, such as Alstom and Stadler, to ensure we maintain these high levels of performance in the months ahead, by further increasing the reliability of both the rail infrastructure and our trains. Our future timetable planning work is also focused on embedding some of the positive progress of recent months. In addition, Network Rail are examining how to both prevent and mitigate the adverse effects of extreme weather as far as possible (including with a national taskforce looking at extreme weather challenges and issues).

The table that follows shows our average performance figures for the period from 17 September 2023 to 31 March 2024, using the new more demanding "T-3" measures for performance covering the arrival times of every service at every station, not just the destination stations for services. They show the percentage of services arriving within 3 minutes of schedule at every station, within 15 minutes at every station and the percentage of cancellations for each service group.



GA train at Saxmundham

## Key performance statistics

Routes	On time		Arrive at station within 3 minutes		Arrive at station within 15 minutes	
	17/09/23 – 31/03/24	Annual Average	17/09/23 – 31/03/24	Annual Average	17/09/23 – 31/03/24	Annual Average
Great Eastern	89.28%	89.86%	95.76%	95.92%	99.59%	99.61%
Intercity	80.66%	82.46%	91.00%	91.83%	98.62%	98.68%
Rural	84.12%	85.46%	92.82%	93.60%	99.22%	99.28%
Stansted Express	80.14%	81.36%	92.19%	92.53%	98.81%	98.88%
West Anglia	82.68%	83.93%	93.32%	93.59%	99.35%	99.36%
<b>Greater Anglia</b>	<b>85.13%</b>	<b>86.22%</b>	<b>93.95%</b>	<b>94.32%</b>	<b>99.34%</b>	<b>99.37%</b>

Routes	All cancellations		Greater Anglia caused cancellations		Short formed train (fewer carriages than planned)	
	17/09/23 – 31/03/24	Annual Average	17/09/23 – 31/03/24	Annual Average	17/09/23 – 31/03/24	Annual Average
Great Eastern	0.96%	1.02%	0.23%	0.25%	0.04%	0.04%
Intercity	2.23%	1.98%	0.33%	0.24%	0.01%	0.01%
Rural	1.71%	1.43%	0.21%	0.20%	0.00%	0.00%
Stansted Express	3.42%	3.36%	0.46%	0.42%	0.00%	0.00%
West Anglia	3.91%	3.73%	0.51%	0.57%	0.03%	0.03%
<b>Greater Anglia</b>	<b>2.17%</b>	<b>2.05%</b>	<b>0.32%</b>	<b>0.33%</b>	<b>0.02%</b>	<b>0.02%</b>

# Customer Experience and Service Quality

During this period, we have been measured under a new service quality regime (SQR), designed to assess how we are delivering a number of aspects of our service relating to the standards of stations, trains and customer service – recognising that whilst a safe, punctual and reliable railway is always

customers' first priority, they rightly have high expectations about other aspects of the service we offer too. In the stations category, this covers issues such as station ambience, presentation and assets (condition of the station building and facilities), cleanliness, information provision, ticketing and staffing. For trains it covers train



presentation, cleanliness and information provision. For customer service it covers staff helpfulness and online information.

These are all areas which customers regard as important and in which we are always seeking to both deliver to a very high standard and keep on improving, as evidenced by a number of the initiatives described elsewhere in this report.

For the full 2023-24 year across GA the average results we achieved were station ambience 81.2%, station cleanliness 87.1%, station information 87.0%, station ticketing and staffing 82.0%, train ambience 92.1%, train cleanliness 90.5%, train information 94.5%, staff helpfulness 96.3% and

online information 95.9%. These were all good scores, but as we are still in the first phase of the new SQR process, we're still monitoring how the results evolve over time and, even more importantly, look at how we consistently seek to maintain and then raise standards.

Looking at two other key customer experience measures, from 17 September 2023 to 31 March 2024, 25,178 customers pre-booked assistance, while assistance was also provided to a further 22,499 passengers travelling on a "turn up and go" basis. Over the same period ticket offices were open for 94.52% of their scheduled hours, slightly below the target of 95%, primarily due to the impact of industrial action during this period.

## Complaints data

Total number of passenger journeys: **41,625,829**

Total number of passenger complaints: **7,601**

Total number of passenger complaints per 100k journeys: **18.06**

Complaints answered within 20 working days: **98.66%**



Class 720 train

## National Rail Passenger Survey

The pandemic and its aftermath have meant that the National Rail Passenger Survey (NRPS) has not been taking place as it would usually do. In recent months, a national review has been taking place to look at how NRPS should evolve for the future, but the outcome of that review is not yet confirmed. However, we have continued to work very closely with Transport Focus, the statutory national rail passenger watchdog, to receive their advice and feedback on customer priorities. Their ongoing research into passenger priorities, attitudes and satisfaction with rail services during the pandemic and beyond has shaped our actions and plans in delivering services throughout the period covered by this report. At this point there are no confirmed plans for a successor survey to the NRPS, but assuming one is put in place, once it is launched and running, we will report headline results for Greater Anglia from it in this report.

# Environment and Energy efficiency

## Environment

We are committed to improving our performance in all aspects of environment and sustainability. Results in this area are mostly reported on an annual basis. The most recent overall results are therefore for the 2022/23 financial year, where we again reduced our Scope 1 and 2 carbon emissions, by 17%, following on from an 12% reduction in 2021/22. This section outlines our wider progress on this agenda over the period covered by this report.



### Sustainability

We are in the process of implementing our Sustainability Strategy which is underpinned by the company decarbonisation roadmap. As part of these plans, we are looking at our overall carbon footprint and reviewing opportunities to reduce our overall energy consumption and environmental impact as part of the company journey towards net-zero in by 2050.



### Traction Carbon

The traction carbon figure for the time period between the 17 September 2023 and 31 March 2024 was 41807.09 tonnes of CO<sub>2</sub>e from energy used to operate the trains. This included both direct emissions from diesel fuel and indirect emissions from electricity consumption (e.g., from electric trains). This consumption figure represents an increase of 17.16% per vehicle km from the same timeframe last year, predominately because of an increase in vehicle mileage.

Overall Traction Carbon is approximately 93.1% of our total scope 2 emissions and therefore a small improvement in fleet energy efficiency or a move towards energy efficient driving can help us to reduce our overall carbon emissions. We continue to look at ways to improve fleet energy efficiency wherever practical and the ongoing roll out of our new train fleet will help in this respect, which includes utilisation of features such as regenerative braking and DAS-assisted eco-driving techniques.



### Water

We are working to reduce our water consumption by at least 10% from a baseline figure of 262,444m<sup>3</sup>. To help us achieve this target, our Asset Management team are continuing to detect and fix water leaks to help reduce unnecessary water consumption. We are also encouraging staff to report known leaks or faults, to reduce them as much as possible.

We also have new carriage wash machines installed across the network which are more efficient compared to previous models, using around 10% less water compared to the system it replaced. Each wash is logged electronically, showing exactly how many litres were used per train.

During the period between the 17 September 2023 and 31 March 2024, our average for water usage each period at our sites was 12,761.71 m<sup>3</sup> (our total water usage during the period of the 17 September 2023 and 31 March 2024 at our sites was 87,835.3 m<sup>3</sup>) with a year to date reported consumption at these sites of 169,841.39 m<sup>3</sup>. The water consumption at our depots for the period of the 17 September 2023 and 31 March 2024 was 48,092.38 m<sup>3</sup> and the consumption at the stations (excluding that of station tenants) was 39,742.92 m<sup>3</sup>.



## Waste

During the time period between the 17 September 2023 and 31 March 2024, we recorded 1,032.389 tonnes of waste and the total amount of waste generated for the financial year of 2023/24 was 1,949.864 tonnes. The overall recycling figure in the timeframe was 64.95%, which was below the desired recycled rate, however we are facing issues with cross contamination of recycled material by food waste, coffee cups and residue from the trains and from the stations, at the level that are not accepted by the waste recycling contractor. Further to that, there is a decline in the recycled material that is being collected and this is related to a reduction in printed paper and potentially a reduction in overall consumption of plastic bottles and cans too which is supported by the encouragement of re-using personal drinking receptacles.



## Domestic Energy

Another notable milestone was the publication of our annual energy and environment report in July, reporting back on our progress for over 2022–23 financial year.

Between 17 September 2023 and 31 March 2024 our automatic energy meters (and invoices where automatic meters are not used) have recorded 15,128,144.86 kWh of electricity and gas usage. We continue to review energy use from our station buildings and depots and continue to seek opportunities to improve overall efficiency. Current projects include extending Wireless Energy Monitoring Systems (WEMS) to more sites, reviewing options for loft insulation and improvements to windows, and replacement of lighting to LED.

As we seek to put together further plans for decarbonisation, we are also looking at opportunities for alternative power sources which includes looking at options for renewable power such as solar and wind. This includes a scheme to place solar panels above Norwich Crown Point.

A recent report has also shown that since the implementation of WEMS in May 2019, there has been a total saving of 7,793,091 kWh of energy usage, up to the end of March 2024, which is a saving percentage of 17.22% at sites where it has been implemented.

The roll-out of AMR meters at more sites managed by Greater Anglia and the consideration of consumption from tenants has also enhanced reporting of non-traction energy usage.



Greater Anglia bi-mode train



New River Line signage on the Broxbourne to Hertford East route



## Biodiversity

Our station gardens, some of which have been developed over many years, are becoming havens for local wildlife populations and the railway is increasingly being recognised by ecologists as a 'green corridor', which provides a sanctuary for many kinds of flora and fauna. Our team of station adopters – who help to look after their rail stations for the benefit of their communities – have again been working to increase both the extent of our station gardens and their biodiversity. 126 of our 135 stations are now adopted and supported by over 335 station adopters.

To recognise, reinforce and embed their positive approach we have are continuing to roll out our pioneering Wildlife Friendly Stations accreditation scheme, in partnership with the region's Wildlife Trusts. By September 2023, sixteen stations had been accredited – Attleborough, Alresford, Brundall Gardens, Bures, Cantley, Diss, Dullingham, Great Bentley, Needham Market, Norwich, Somerleyton, Saxmundham, Thetford, Weeley, Westerfield and West Runton. Another four, Battlesbridge, Brundall, Darsham and March, were accredited by

the end of March 2024, with more to follow as we roll out this positive approach across our network.

In total, there are now 66 rail station gardens on Greater Anglia's network, covering over 9000 square metres of land, many of which have seen water butts installed, in an effort to save water and help station adopters care for their gardens. A number of stations across the network also have insect houses and/or bird boxes. Examples of further initiatives delivered in the six months from September 2023 included:

- Primary school children from Edgar Sewter Primary School in Halesworth teamed up with the East Suffolk Lines Community Rail Partnership to plant pollinator friendly flowers at the station on the Ipswich – Lowestoft railway line to support bees. As part of a science project, three classes at the school grew the flowers at school from seeds provided by the Bee Friendly Trust. They later visited the station to plant out their blooms for passengers and wildlife to enjoy, and also received a talk about rail safety.

- Station adopters, Hannah Nairn, Jane Doughty and Cliff Amos, at Attleborough rail station planted 60 metres of hedgerow in the new car park, thanks to funding and support from Attleborough Bloomers, Attleborough Town Council and Greater Anglia. The initiative which will support dunnocks and house sparrows, followed a wildlife survey by a Norfolk Wildlife Trust ecologist – which led to a 'Wildlife Friendly Station' accreditation for the station. The report suggested that by providing mixed hedgerow at the station, it could become an even more valuable habitat for these vulnerable species, providing a space for food, breeding and shelter. The new hedge is expected to make a real difference for these bird species which have been in decline.
- At Chappel and Wakes Colne, a wooden train and carriages full of flowers has been installed as part of a project involving the local station adopters and the Essex & South Suffolk Community Rail Partnership. The planter was expertly crafted by volunteers of the Southminster Men's Shed, following an idea and design from the Chappel and Wakes Colne adopters. Once the installation was complete, the station adopters filled the train and carriages with flowers and will continue to care for them throughout the season. Southminster Men's Shed is located at Southminster rail station and its volunteers have already carried out many projects to help brighten stations, such as planting new areas of garden and building bird boxes and planters.
- Station adopters at Battlesbridge station in Essex received international recognition for their efforts to support

bee populations there. Nathan Dodd and Chris Honeyman, were commended by the Apimondia Federation during their 48th congress in Chile. The father and son team have been working to care for the mature trees around the station, which are an important habitat for solitary bees. Their work has included placing protective covers around the trunks of established and newly planted species of tree and collecting tree seeds to be able to replant, as and when needed.

- At Rochford, the station adopters worked with the Essex & South Suffolk Community Rail Partnership and volunteers from the Rail Delivery Group to create a new cottage garden area and install a large bug hotel, which was funded by Community Rail Network. They spent the day digging, weeding, and planting, using 'seed bombs' to create a wildflower area that will support pollinators and other wildlife.

This period also saw us fully celebrate the 20th anniversary of station adoption in East Anglia, building on the initiative originally launched by Anglia Railways in 2003. Our annual Station Adoption awards saw a special book, video and recognition of the positive impact that the scheme has had on both station presentation and biodiversity, as a way of both marking the amazing progress made and building momentum for the future.

So, overall, it was another six months of really positive progress on the biodiversity front. We are fully focused on continuing this proactive approach to biodiversity across our stations and network over the next 12 months.

# Contact us

We publish the latest performance data and most recent NRPS/CEPM information on our website. We also publish our Customer Reports, such as this one.

If you would like more details or if there are any areas of our service you are not happy about please get in touch with us; our staff will be pleased to help:

- Email us [contactcentre@greateranglia.co.uk](mailto:contactcentre@greateranglia.co.uk)
- Tweet us @greateranglia
- Call us 0345 600 7245 (option 8)
- Write to us: **Freepost GREATER ANGLIA CUSTOMER RELATIONS**

If you are not happy with the response you can contact Transport Focus ([transportfocus.org.uk](http://transportfocus.org.uk)) on 0300 123 2350 or [advice@transportfocus.org.uk](mailto:advice@transportfocus.org.uk)

You can also write to:

**Transport Focus, Freepost RTEH-XAGE-BYKZ, PO Box 5594, Southend-on-Sea, SS1 9PZ**

Our Passenger's Charter complements this Customer Report, giving you details about our commitments to you and how to claim compensation when trains are delayed by 15 minutes or more. **Available on our website and at stations.**

# We're all ears!

We've launched a new customer feedback survey to help us find out what issues matter most to you and enable us to focus our efforts on consistently raising service standards in the areas you highlight, and to prioritise key issues for improvement.

The 'We're all ears' survey enables you to leave feedback about every aspect of a specific journey including, but not limited to, the provision of information, the helpfulness of our team or general comments about stations and trains.

We're looking to use the information from our new survey to better understand what the recurring issues are, make appropriate changes and so provide a better service. We want to continually improve in the areas that our customers tell us are most important. The more passengers that complete the survey, the more insight we'll have to enable us to make more positive progress.

The survey can be filled in anytime, anywhere, and only takes a few minutes to complete. It can be reached through [greateranglia.co.uk/allears](http://greateranglia.co.uk/allears) or by scanning the relevant QR codes in place at some stations.

