

# Our Customer Report.

Spring/Summer 2023  
1 April to 16 September



greateranglia



# Welcome

I'm pleased to introduce the Greater Anglia customer report covering the period from 1 April to 16 September 2023. It was another period of really positive progress, in particular ongoing excellent train service performance and the completion of the transition to new trains operating every single one of our services across our network. We also saw further investment in our stations and more initiatives to make our railway more sustainable and biodiverse. On a less positive note, we continued to experience the ongoing impact of industrial action.

Looking first at punctuality and reliability, we again delivered sustained periods of impressive performance so that, by the end of the period under review, annual average performance across our network was 94.13%, using the long-standing public performance measure (which covers arrival times at each train's ultimate destination), having averaged 94.97% across the 6 month period under review, and was 93.09% on the more challenging "Time to 3" measure (which covers arrival within 3 minutes at every station served by every train run), having averaged 94.76% across this six month period.

To have further improved performance standards, despite the additional challenges of more extreme weather, with more storms, high winds and issues caused by heavy rain or localised flooding (or, though less frequently this year, hot and dry conditions), and the ongoing extensive industrial action (which affected travel on at least one or two days every month), is testament to the dedication of our teams right across our network, along with those working for key partners, such as Network Rail, Alstom and Stadler.

We have again benefitted from 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 core objective for the months ahead will be to keep up these high standards, look for



further opportunities for improvement and work on projects, often with Network Rail, 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 area of achievement was the completion of the transition to all services being operated by a completely new train fleet. Monday 3 April was the last day of operation for the last of the older Class 321 trains. From Tuesday 4 April onwards, every single service on the Greater Anglia network has been operated by new trains, transforming the quality of service





across our region, as we promised we would do. At the end of the period under review, 109 Class 720s were in service with us, leaving just 24 to be delivered to complete the full order of new trains. The reason that the switch to all services being operated by new trains could be achieved before all the new trains are delivered, is because the order included provision for prospective increases in demand and passenger numbers that were expected at the time the order was placed.

All our new trains 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. They've also been a key factor in the high performance standards we've consistently been delivering, as they accelerate quicker, brake quicker and provide greater resilience than the trains they replaced.

We've again continued to invest in station upgrade projects, often in partnership with local authorities, or other stakeholders. Projects undertaken included the station upgrade project for Harlow Mill, refurbishment of the waiting rooms at Cambridge, improved signage

at Rye House and Trimley, lighting upgrades at six stations and submission of the planning application for improved customer facilities at Wickford (a scheme which had been delayed by the pandemic).

As ever, another highlight was the excellent 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 extra services for events such as the First Light Festival in Lowestoft, the 125th anniversary of the old station building in Felixstowe, and an ale trail on the Braintree line. 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 a further 12 stations accredited under our Wildlife Friendly stations accreditation scheme) – while the work of our Westerfield station adopters was featured on BBC's Gardener's World in August! As always, the support of our CRPs and station adopters is much appreciated and we have reached a new record number of over 330 station adopters working with us.

Another positive trend has been the continuing return of customers to travel by train again, which also informed the main timetable improvements delivered in the May 2023 timetable change – the reintroduction of a 4 trains per hour Stansted Express service at peak times on Mondays to Fridays 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 were runners up in the Passenger Operator of the Year award at the National Rail Awards 2023, after winning the award in 2022 – an impressive achievement in what is a highly competitive category.

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



Class 720 at Cambridge North



Rye Meads nature reserve signage at Rye House

this period. Our priorities looking forward are again 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 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





# 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, as we completed 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 94.97% across our network under the long-standing public performance measure (PPM – which covers arrival times at each train's ultimate destination), and 94.76% 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 94.13% – continuing the excellent standards we've been delivering since early 2020 – and our annual T-3 result was a similarly positive 93.09%.



Class 720 at London Liverpool Street

These very good results were achieved despite the continuing challenges of more extreme weather, including instances of high winds blowing trees or other objects/debris onto the line, and torrential rain causing flooding. 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.

Once again, the most significant developments related to the introduction of 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.

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 middle of September 2023, 109 of the 133 new suburban trains we are receiving were in service, enabling all services to be operated with new trains.

To help underpin and continue the improvements in punctuality and reliability, we also completed an upgrade for the maintenance facilities at Colchester depot with two huge 40,000-litre fuel tanks, a 14-tonne sanding storage tower, a 10,000-litre AdBlue storage tank and a sand dispenser all installed, along with new toilet emptying equipment and toilet water system pumps, plus new walkways – all enabling the servicing of 10 trains a day and providing more resilience, as some trains will no longer need to travel to Norwich or Ilford for some maintenance requirements.

Feedback from customers about all 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 floor and retractable step which make boarding and alighting so straight forward.

The key change in the May 2023 timetable change included the reintroduction of a 4 trains per hour Stansted Express service at peak times on Mondays to Fridays and increased capacity or additional services, where needed, at peak times on the Great Eastern and West Anglia main lines.



Stansted Express 745 – first new train departure from the airport



We also worked very effectively with Great Northern to optimise the timetable pattern from Kings Lynn and Ely to Cambridge and London from May 2023. As a result of us concentrating our services on Ely and Cambridge (and not running to Kings Lynn), it enabled Great Northern to introduce a very convenient half hourly Kings Lynn to Cambridge and London Kings Cross throughout the weekday morning and evening peak periods – a real benefit for passengers.

### ***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.

### ***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 24 trains enter service – with all of the new fleet due to be with us by the end of 2024. With 109 of the 133 five-carriage trains delivered, the new Class 720s have been routinely covering all scheduled Greater Anglia services from 4 April 2023 onwards. 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.



Pride train – Class 720 at London Liverpool Street

### ***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 be improved and the works we've been undertaking to upgrade our depots and stabling facilities should help us further 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 highlight being the return of the 4 trains an hour, 7 days a week Stansted Express service from the start of the new timetable in December 2023.

# Investment in stations

## *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 undertaken included the station upgrade project for Harlow Mill (including new waiting facilities, better lighting, better car parking and more cycle parking), refurbishment of the waiting rooms at Cambridge, improved signage at Rye House and Trimley, and lighting upgrades at six stations (Trimley, Great Bentley and Brimsdown stations and Brampton, Attleborough and Mistley station car parks), which means that since 2018, we have replaced the existing lighting with LED lights at 110 stations

across our network. We also began work on new lifts for Billericay station and improvements to the car park at Audley End (including better lighting, more electric car charging facilities and additional blue badge parking) and submitted the planning application for improved customer facilities at Wickford (a scheme which had been delayed by the pandemic).

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.

Bi-mode train at Salhouse





There has been further progress on the development of access for all scheme at Stowmarket (where the project to install a new accessible footbridge with lifts is planned to start in the first quarter of 2024), while we continue to work on initiatives to improve access at Bury St Edmunds, Colchester, and Wymondham (though 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.

Community rail partnership station projects included special heritage signing at Brundall Gardens, and new signage to the local nature reserve at Rye House. There was also more great work by station adopters more widely in improving station presentation across our network.

### ***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, with revenue still below pre-pandemic levels, has meant that the progression of the major upgrade projects for Wickford and Witham is taking longer than we hoped. We have secured planning permission for station improvements at Wickford and we hope to secure funding for delivery of this scheme in the 2024/25 financial year. We will also complete further planned cycle parking improvements at stations. We are also expecting to start the project to install a new accessible footbridge with lifts and Stowmarket and we aim to make more progress 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.



Class 720 at Chelmsford

# 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 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 trial 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 see what impact it had on travel patterns and patronage. This pilot was to help inform its effect on rail demand as we work to attract customers back in the aftermath of the pandemic and will help inform future car park pricing policy.



Our work to make our services more accessible has seen further steps forward now that all of our services are operated with new trains (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 floor and retractable steps offering level access.

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.

The tours compliment the fourteen online virtual station tours now available for some of our busiest stations, with the Manningtree tour added to ones already in place for Bishop's Stortford, Broxbourne, Cambridge, Chelmsford,



Bi-mode train at Buckenham

Colchester, Ely, Harlow Town, Ingatestone, Ipswich, Norwich, Shenfield, Southend Victoria and Stansted Airport. 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 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 was the launch of our "We're All Ears" Customer Survey in May, 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 almost 10,000 items of feedback, helping us to shape priorities and improvements.



As we looked to further increase patronage, we ran more of our Hares Fares offers, which took place both in the late Spring/early Summer and in the early autumn. These popular good value promotions have proved attractive to customers, who took full advantage of them.

Meanwhile another initiative illustrating the “welcoming” nature of our network was the launch of our “PRIDE”-liveried train in July, demonstrating 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, including station

improvements; guided walks leaflets; local timetable and promotional leaflets; special “event trains” for new residents in the UK (on the Wherry Lines to Lowestoft), days out for those with dementia (on the Flitch line to Braintree), station garden trips and “crabbing” trips on the East Suffolk Lines; a day out for students in Southend; a coffee morning at March; the Lowestoft Men’s Shed initiative; history boards; community events; tourism events; murals at stations and initiatives to celebrate the King’s Coronation in May.

We’ve also further expanded our station adoption programme and adopters continue to undertake 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 such as the bug hotel at Diss and a hedgehog hotel at Ely. Our adopters at Ingatestone, Westerfield and Wivenhoe have all received national awards for their work to support local bee populations.







Class 321 Farewell at Walton-on-the-Naze

We now have 126 of our stations adopted with over 330 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.

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 and announced for another 12 stations – Diss, Attleborough, Norwich, Alresford, Great Bentley, Bures, Weeley, Westerfield, Somerleyton, Needham Market, Saxmundham, and Dullingham, as planned – following the first four stations accredited (Brundall Gardens, Cantley, Thetford and West Runton) in Spring 2022.

We have also continued our steps to address 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 and work towards accreditation for the Safeguarding on Rail Scheme, as well as helping to discourage trespass. The return of our Rail Pastors onto the network in June also helped us increase our actions on this important agenda.

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 active role in the sustainable development of the region, with initiatives supporting business, tourism, the arts, sports and special events (e.g. Cromer Carnival or the First Light Festival) and the environment (e.g. a recycling day at Cambridge, promotion of our water bottle refill points at stations and supporting Better Transport Week in June), as well as some charitable projects (such as our special Class 321 Farewell trip at the end of April, which raised over £22,000 to be split equally between East Anglian Children's Hospices, Haven's Hospices and the Railway Mission).

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.

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 April to September 2023 period, performance averaged 94.97% across our network under the long-standing public performance measure (PPM – which covers arrival times at each train's ultimate destination), and 94.76% 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 3 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 16 September 2023 the moving annual average performance for the different service groups was 95.00% for Great Eastern Main Line services, 94.33% for intercity services, 94.91% for regional services, 90.92% for Stansted Express services, 93.06% for West Anglia services and 94.13% 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 on the next page shows our average performance figures for the period from 1 April 2023 to 16 September 2023, 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.

## Key performance statistics

Routes	On time		Arrive at station within 3 minutes		Arrive at station within 15 minutes	
	01/04/23 – 16/09/23	Annual Average	01/04/23 – 16/09/23	Annual Average	01/04/23 – 16/09/23	Annual Average
Great Eastern	90.52%	83.06%	96.11%	93.21%	99.63%	99.50%
Intercity	84.50%	80.41%	92.79%	90.69%	98.74%	98.41%
Rural	87.04%	84.36%	94.52%	93.11%	99.35%	99.25%
Stansted Express	83.14%	82.08%	93.02%	92.81%	98.99%	99.12%
West Anglia	85.40%	83.40%	93.92%	93.41%	99.37%	99.38%
<b>Greater Anglia</b>	<b>87.51%</b>	<b>83.20%</b>	<b>94.76%</b>	<b>93.09%</b>	<b>99.41%</b>	<b>99.33%</b>

  

Routes	All cancellations		Greater Anglia caused cancellations		Short formed train (fewer carriages than planned)	
	01/04/23 – 16/09/23	Annual Average	01/04/23 – 16/09/23	Annual Average	01/04/23 – 16/09/23	Annual Average
Great Eastern	1.09%	1.02%	0.33%	0.32%	0.03%	0.05%
Intercity	1.68%	1.50%	0.18%	0.24%	0.01%	0.03%
Rural	1.10%	0.92%	0.20%	0.19%	0.00%	0.00%
Stansted Express	3.28%	2.67%	0.43%	0.54%	0.00%	0.00%
West Anglia	3.52%	2.97%	0.76%	0.73%	0.04%	0.02%
<b>Greater Anglia</b>	<b>1.91%</b>	<b>1.65%</b>	<b>0.41%</b>	<b>0.41%</b>	<b>0.02%</b>	<b>0.03%</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 this period across GA the average results we achieved were station ambience 80.7%, station cleanliness 85.2%, station information 87.9%, station ticketing and staffing 81.8%, train ambience 92.1%, train cleanliness 87.1%, train information 93.7%, staff helpfulness 94.2% and

online information 91.1%. These were again 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 1 April to 16 September 2023, 16,490 customers pre-booked assistance, while assistance was also provided to a further 20,128 passengers travelling on a "turn up and go" basis. Over the same period ticket offices were open for 94.36% 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: **33,677,201**

Total number of passenger complaints: **6,796**

Total number of passenger complaints per 100k journeys: **20.17**

Complaints answered within 20 working days: **99.99%**

## 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. Plans are now underway for a successor survey to the NRPS and, once that 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 11% reduction in both 2021/22 and 20/21. 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 1 April and 16 September 2023, was 32,548.04 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 a reduction of 3.13% per vehicle km from the same timeframe last year.

Overall Traction Carbon is approximately 93.6% 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 1 April and 16 September 2023, our average for water usage each period at our sites was 11,454.5 m<sup>3</sup>, with a year-to-date reported consumption at these sites of 167,428m<sup>3</sup>. The total water consumption at our depots (Norwich Crown Point, Clacton, Southend, Ilford, Orient Way, London and Cambridge Sidings) for the period under review was 41,468.3 m<sup>3</sup> and the consumption at the stations (excluding tenants) was 27,258.4m<sup>3</sup>.





## Waste

During the time period between 1 April and 16 September 2023, we generated 876.13 tonnes of waste and the total amount of waste generated for the financial year of 2022/23 was 1623.21 tonnes.

The overall recycling figure in the timeframe was 61.21%, 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

Between 1 April and 16 September 2023 our automatic energy meters (and invoices where automatic meters are not used) have recorded 8,065,095.74 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 WEMS (Wireless Energy Monitoring Systems) 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 Wireless



Bi-mode train at Peterborough

Energy Management Systems in May 2019, there has been a total saving of 7.26 million kWh of energy usage, up to the end of September 2023, which is a saving percentage of 18.19%.

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.

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



## 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 330 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. The first four stations accredited under this great initiative, in Spring 2022, were Brundall Gardens, Cantley, Thetford and West Runton. During the period under review another 12 stations were accredited. These were Diss, Attleborough, Norwich, Alresford,

Lowestoft – North Lowestoft Men's Shed



Great Bentley, Bures, Weeley, Westerfield, Somerleyton, Needham Market, Saxmundham, and Dullingham. We expect to complete accreditation for more stations, including Eccles Road, March, Reedham, Shelford and Whittlesford Parkway, 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, 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 April 2023 included:

- Sudbury In Bloom volunteers Andy Howes, Mark Mason and Maxine Hinshellwood became 'station adopters' and worked with us to make Sudbury station more welcoming and wildlife friendly, with flower displays, supported by the Essex and South Suffolk Community Rail Partnership (ESSCRP)



- Suffolk rail station gardens joined St Elizabeth Hospice's Great Garden Trail in the summer to help raise funds for the charity and raise the profile of station adoption on the East Suffolk line, with the support of the East Suffolk Lines CRP (ESLCRP) and Greater Anglia.
- Ingatestone, Westerfield and Wivenhoe station adopters received 'Bee Friendly Awards' from the Bee Friendly Trust for the work they've done to create areas which provide food and shelter for bees and other creatures, with support from ESSCRP, ESLCRP and Greater Anglia.
- South Woodham Ferrers station adopters celebrated a decade of improvements. Angela Kellett, Bob Barnes, Ged Cooper, Freddie Knighton, Bernice Knighton, and Jenny Martin have carried out many projects at the station, including colourful murals along the platforms, the installation of a talking bench, and a history board that provides tourists with information about the area – all of which put the station at the heart of the local community.

- The Bittern and Wherry Lines CRPs continue to support the installation of planters at a number of stations on their routes, including Lowestoft.
- Further work continued on the Wild East projects at Haddiscoe and Somerleyton with Network Rail also pledging some of their land near Haddiscoe to the scheme. All our station gardens are already part of this really positive project.

A special mention must go to Sandy Burn and Yvonne Maynard, adopters at Westerfield whose wonderful work featured on BBC Gardeners World in August!!

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](https://twitter.com/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](https://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](https://greateranglia.co.uk/allears) or by scanning the relevant QR codes in place at some stations.

