

DEVON AND EXETER RAIL PROJECT WORKING PARTY

14 July 2017

Present:

Devon County Council:

Councillors K Ball (Chairman), R Bloxham, J Hawkins, J Hodgson, J Mathews, D Sellis, C Slade and N Way

North Devon Council

Councillors J Flynn and D Luggar

East Devon District Council

Councillor B Bailey

Teignbridge District Council

Councillors J Goodey and R Prowse

Apologies:

Councillors T Wardle, R Longhurst, Y Atkinson, A Eastman and I Hall (Devon County Council)

* 1

Minutes

RESOLVED that the minutes of the meeting held on 17 February 2017 be signed as a correct record.

* 2

Update from Great Western Railway (GWR)

Mr L Ward, Regional Development Planning and Programme Manager and Mr D Okey, Regional Development Manager, gave a presentation covering, in particular:

- arrival of new trains
- additional solutions for rolling stock in the West
- timetable enhancements in 2018
- customer and Communities Improvement Fund Year 3
- progress of gateline and station car park projects
- rail industry working with Local Authorities, LEPs and Communities to bring added value to investment, e.g. station masterplans, new stations, more services.

Matters discussed with Mr Ward and Mr Okey included:

- the potential conflict of First Group running two train services to London;
- a dip in passenger numbers not being unusual;
- the lack of data for punctuality on local lines as opposed to showing the fleet data;
- the extra service on the Crediton line being subject to resources and timetable;
- new trains being cleaner and greener;
- success of the special offer non-peak travel to Barnstaple, which would run again in the future.

[NB A copy of the presentation is appended to these Minutes.]

* **3** **Update from South West Trains**

Mr Phil Dominey, Stakeholder Manager, presented an update which covered:

- the award of the South Western rail franchise to First MTR South Western Trains Limited from 20 August 2017 for a period of seven years, with optional extensions;
- timetable awaited from Network Rail relating to the Waterloo works in August and the operation of some trains to Reading;
- refurbishment of rolling stock
- response to the Competition and Markets Authority report on the Exeter-London route.

* **4** **Update from Network Rail**

Mr D Northey, Senior Strategic Planner, presented an update, which covered the need to look at issues including:

- joined-up working to produce a cohesive network;
- the route plans for the Barnstaple line and how this would inform other areas nationwide;
- new stations at Cullompton and Wellington and options being worked on;
- long term strategy for the Dawlish line and flooding along the Exe Valley;
- air quality and the siting of freight containers;
- improving travel to work and cross-city journeys;
- the potential for further development in East Devon;
- Community Volunteer Days, where any ideas or schemes were welcome; and
- different ways of funding for the future.

Discussion with Members and Mr Northey, covered:

- options being explored for a second passing loop West of Whimble, where funding bids had been submitted for this and other enhancements;
- the need for a new station at Exminster as a result of further housing developments in area;
- lack of information on what was happening on the Dawlish line, in particular, the cliffs between Teignmouth and Dawlish, and the involvement of the Peninsula Task Force and government funding of £10m to take to the next stage;
- the need to engage with other travel operators to provide better connections with Barnstaple and other areas, and how Park and Ride sites were being considered along the Tarka Line.

* **5** **Update from the Devon and Cornwall Rail Partnership**

The Head of Planning, Transportation and Environment, on behalf of the Manager of Devon and Cornwall Rail Partnership, gave a presentation which covered:

- the impact of good publicity for the Tarka Line Offer, using social media and press releases;
- Tarka Line Foodie Guide highlighting places to eat, buy local produce and food events, shortly to be published;
- results of the recent North Devon survey undertaken.

Mr Ward, from GWR, acknowledged and noted that the most frequently asked question was for the provision of extra trains to coincide with the London trains.

[NB A copy of the presentation is appended to these Minutes.]

* **6** **Progress Report**

The Head of Planning, Transportation and Environment gave an update which covered, inter alia:

- Devon Metro refresh 2017 including development of line plans;
- Marsh Barton - New Stations Fund announcement awaited;
- Station enhancement works at Exeter St David's, Exmouth, Newton Abbot and Barnstaple;
- GWR and Department for Transport in discussions about potential trial service at Okehampton;
- continued working with partners and Department for Transport to review costs for the Bere Alston to Tavistock line;
- new franchisee providing discussion opportunities;
- an alternative format for the Working Party.

[NB A copy of the presentation is appended to these Minutes.]

* **7** **Future Development of the Working Party role**

RESOLVED that the Working Party consider the future role and format of the Working Party and send their deliberations to the Committee Secretary, for reflection at the next meeting.

* **8** **Next Meeting**

Friday 19 January 2018, 1.30pm.

Great Western Railway

GWR Business Update

Devon & Exeter Rail Working Party

14th July 2017

Dan Okey
Regional Development Manager

Lewis Ward
Regional Development Planning & Programme Manager

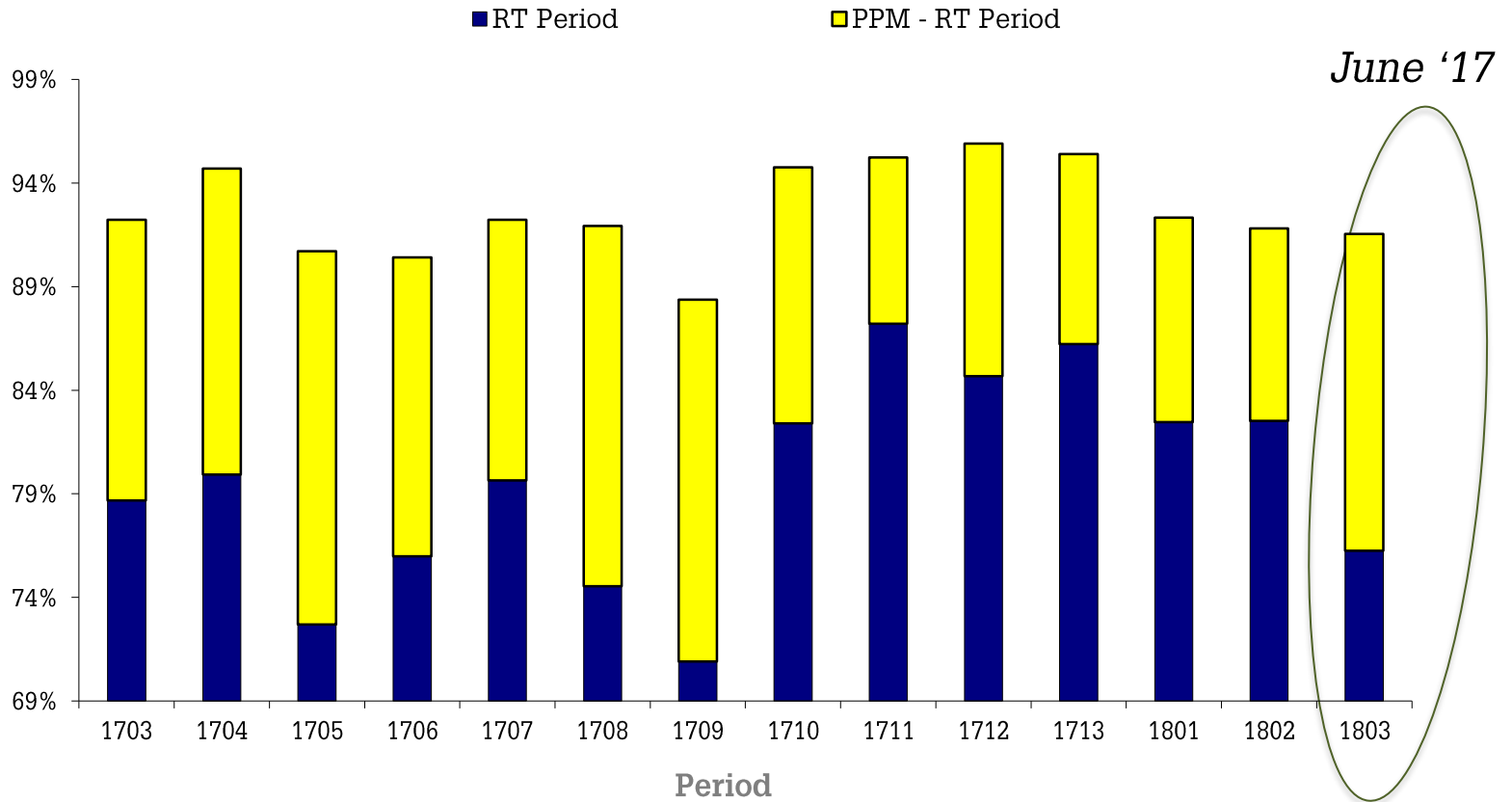


Business Update

- 
- A photograph of a GWR train (number 150247) on tracks at a station platform. The train is green with yellow accents and has the GWR logo on its side. The platform is visible on the right, and there are buildings in the background under a blue sky with some clouds.
- Performance Update
 - Performance Response
 - Patronage Update
 - Community Investment
 - Local Improvements and News
 - 2017: Transition in progress

Performance: Punctuality

% Devon Metro PPM and Right-Time arrivals at Destination

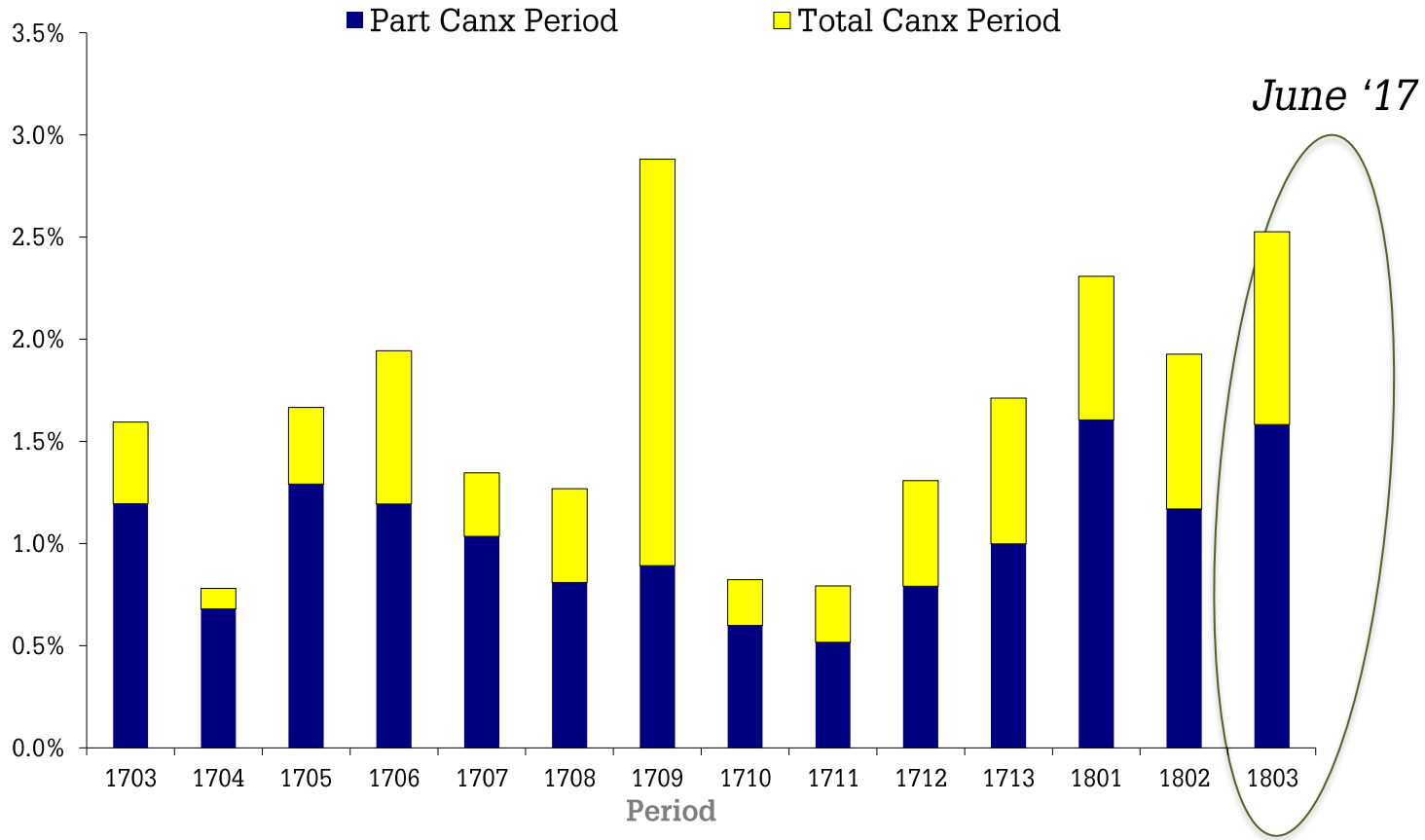


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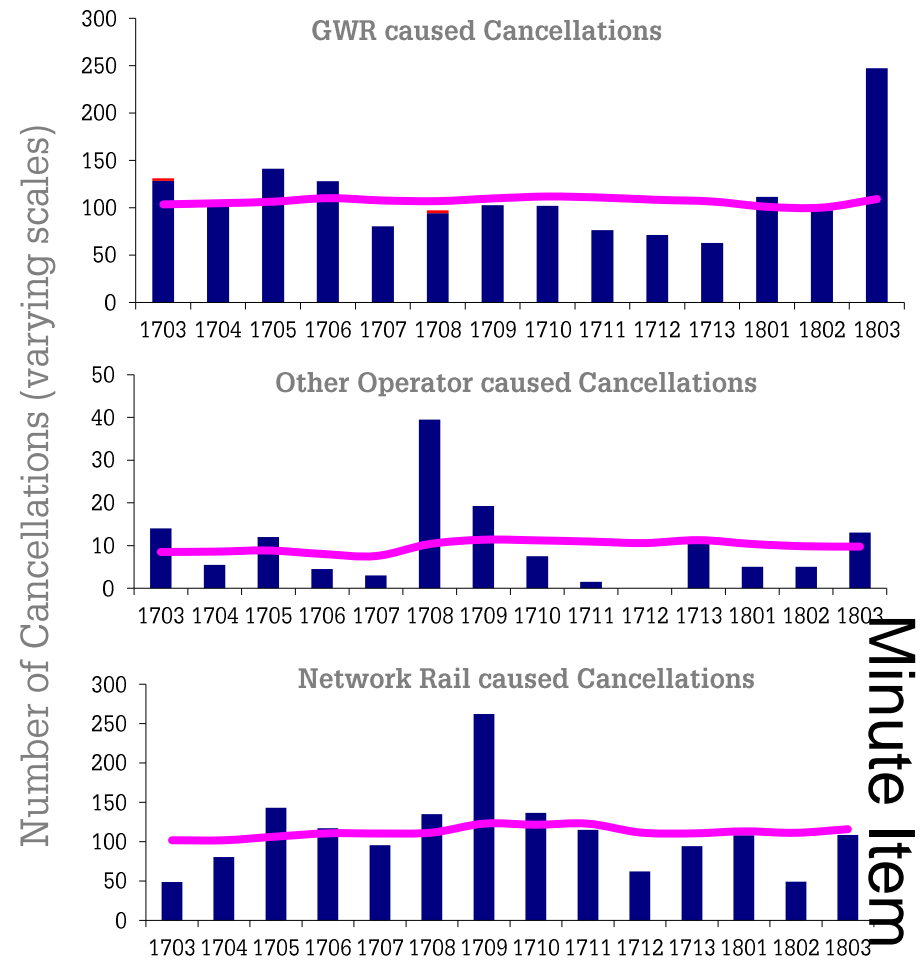
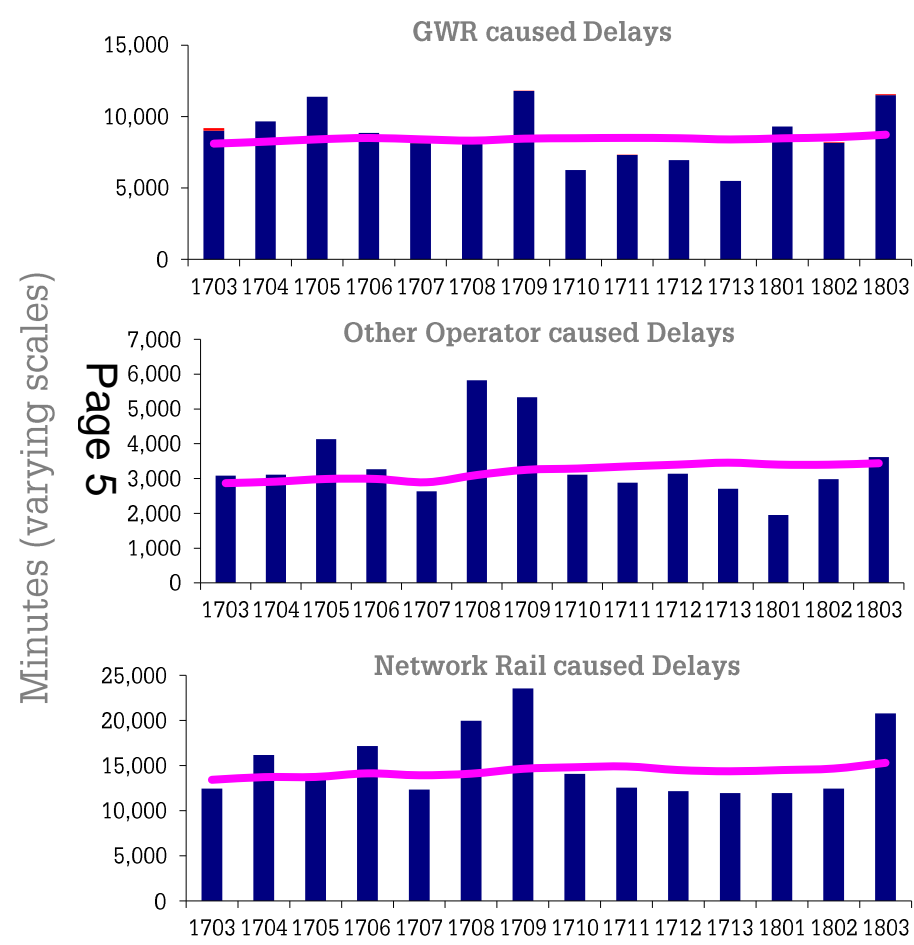
Minute Item 2

Performance: Cancellations

% Devon Metro Services Partly or Totally Cancelled



Performance: Sources of delays and cancellations



Minutes (varying scales)

Number of Cancellations (varying scales)

Minute Item 2



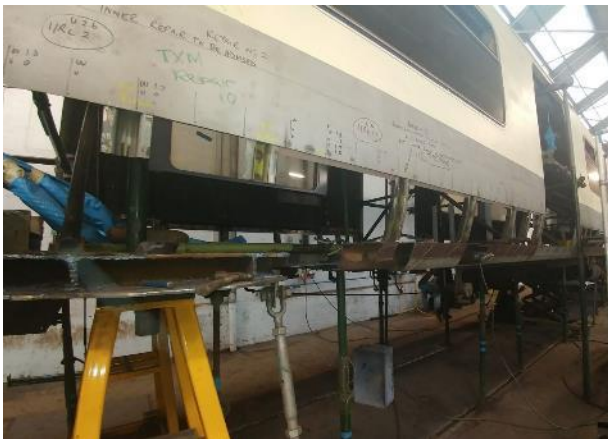
Performance: Our Joint Industry Response

- Improvement to fleet spares and reactive repair facilities in remote locations involving crew training (Cornwall Trial now in progress, roll out to Devon considered as next step)
- Performance 'War Room' established this week to address recent challenges involving fleet engineering, Network Rail, and Operations responsibilities
- Ongoing major overhaul of West fleet (C6 Exam) with Class 150 fleet programme due to be complete by end of 2017
- Long term – Exeter Depot enhancement will create improved facilities for carrying out maintenance
- Focussed review of Devon Metro service recovery options, considering alternatives to turning trains at Topsham, improved information through our systems, working with other public transport operators
- Cascade of further Turbos to West will increase fleet numbers and permit flexibility, capacity and allow more 'TLC' of trains on depot
- Temporary challenge of transition with new trains and depots – new people, new trains and new practices all bedding-in as part of the cascade

Heavy Maintenance in Pictures

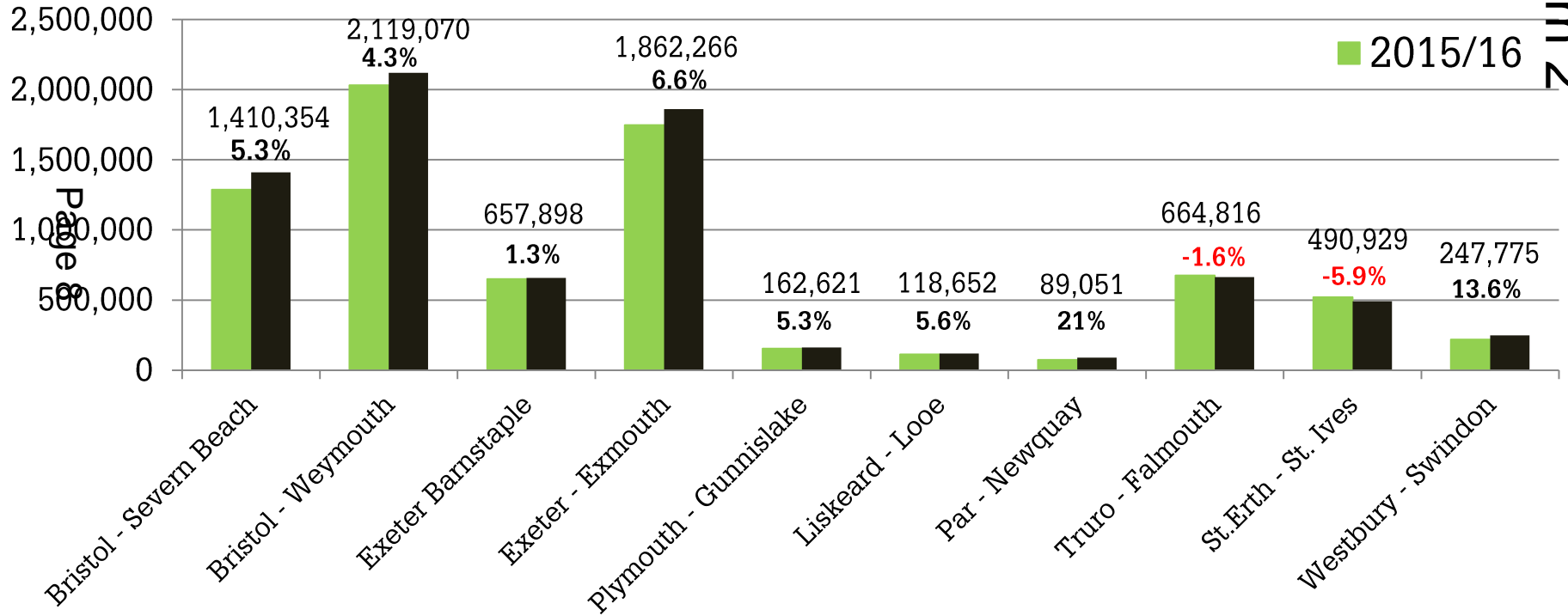
Class 150 refurbishment and C6 heavy maintenance at KBRS Wolverton

- Overhaul and modification to help meet customer needs including PRM modifications
- Work more intrusive than first expected and the harsher marine climate has played a part
- GWR and KBRS have managed to reduce the overhaul time from 232 to 52 days
- Reduced overhaul time per train will get Class 150 fleet back to full strength by end of 2017



Minute Item 2

Passenger growth on Community Rail lines



Community Investment

Customer & Communities Improvement Fund

- GWR pioneering approach
- Funding for projects that support the community, looking beyond the station
- Bids vary but typically up to £100k
- £750k per year... 18/19 our final year
- Proposals include outreach projects, promotions, station projects, reusing old station buildings
- Bids ultimately approved by DfT
- www.gwr.com/CCIF

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Local Improvements and News

- 'Royal Oke' Okehampton HST special raising profile of OkeRail (March 2017)
- First step CCIF improvements at St James Park and Polsloe Bridge (complete)
- GWR Community Rail Conference held in Barnstaple (June 2017)
- Newton Abbot Gateline (July 2017)
- Exmouth NSIP scheme (Sept 2017)
- Further CCIF schemes in progress e.g. Barnstaple station access improvements
- Network Rail Access for All Improvements at Torquay and Totnes
- Service enhancements and securing 7-day Exmouth - Paignton frequency

2017: Transformation in progress

Upgrade of local train fleet



Class 150/2 with new livery

- All Class 150/2 train fleet to be Persons of Restricted Mobility compliant by end 2017
- Refurbished seating, information, accessible WC with retention tanks
- Class 158 refurbishment planned for completion by end 2018
- Other trains receiving GWR livery when overhauled



Refreshed Class 158 interior



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2017: transformation in progress

Electrification driving the cascade of trains



Cascade of Class 165 and 166 'turbo' trains from the electrified Thames Valley area starting to provide more capacity. Class 158 and 150 trains to be focussed at an enhanced Exeter Depot.

Local fleet remains supported by class 143 and class 153 trains during this period of transition.



2017: transformation in progress

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Arrival of Intercity
Express Trains in the
South West for testing

Photo Credit: Rob Thomas

Minute Item 2



2017: transformation in progress

Devon & Cornwall High Speed AT300 fleet being built for introduction summer 2018



- First AT300 on its way from Kobe, Japan in June 17
- Rest of AT300 fleet being built now in Italy at the Hitachi Pistoia factory
- Testing underway

2017: transformation in progress

Additional early train from London to the South West Dec 2017 / Jan 2018

- 06.37 from Paddington arriving Plymouth before 10.00 and Penzance before 12.00
- 07.06 from Paddington to go to Paignton

2017: transformation in progress

Exeter Depot Plans: Bringing forward the plans for depot enhancement, supporting additional trains for service improvements.

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2017: transformation in progress

New app for m-tickets and journey planning

- Barcode readers at Exeter St Davids and Exeter Central*, with readers installed at Bristol TM and planned for Newton Abbot, Plymouth, Truro**

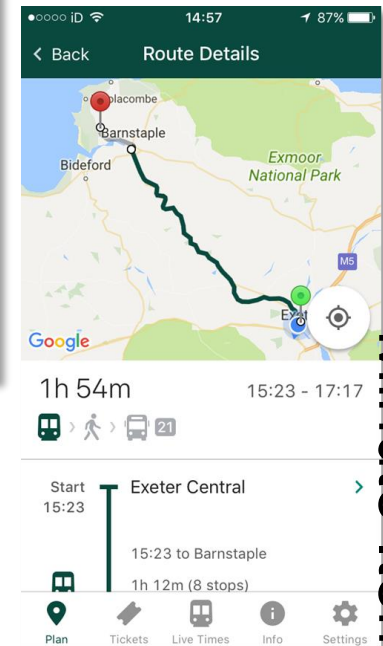
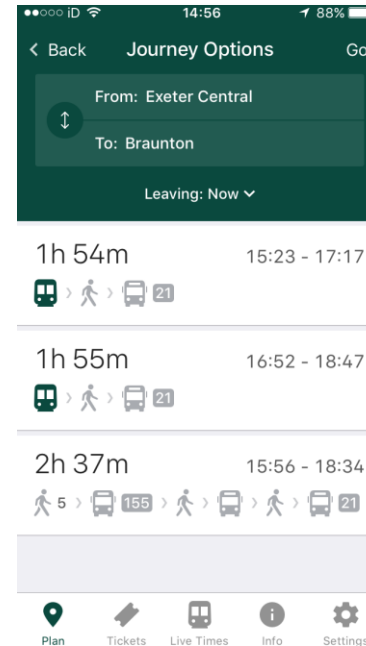
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New App supporting walk up and advance tickets for mobile devices

- Facilitates print at home and mobile purchase
- Integrated journey planner for rail & bus

*funded by Torbay Council as part of the Riviera Line SMART project

**Plymouth and Truro barcode readers funded by Cornwall Council, D&CRP and DfT



Minute Item 2

2017: transformation in progress

New and extended gatelines with barcode readers



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Gatelines supporting revenue protection, smart ticketing, improved access and capacity

- Bristol Temple Meads (complete)
- **Newton Abbot (July 2017)**
- Chippenham (December 2017)
- Gloucester (December 2017)
- Weston-Super-Mare* (2018)
- **Exeter St Davids extension* (2018)**

*SCPF funded projects

Summary

- Arrival of new trains!
- Cascade creating capacity across the network
- Additional solutions for rolling stock in the West
- Timetable enhancements in 2018
- Customer & Communities Improvement Fund Year 3
- Progress of gateline and station car park projects
- Rail industry working with Local Authorities, LEPs and Communities to bring added value to our investment e.g. station masterplans, new stations, more services

Thank you



The Tarka Line

Update from the Devon & Cornwall Rail Partnership

Richard Burningham - Manager

Tarka Line Offer

- Following on from success in 2015, TRA (and we) lobbied for repeat.

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- Offer ran October 22 – April 17

- Half price Off Peak Day Return to Barnstaple

- From Exeter stations e.g. £5.00
- All Tarka Line stations e.g. £4.05 from Crediton
- Also Exeter St Thomas, Digby & Sowton, Newcourt and Topsham



£5 **BARNSTAPLE BY TRAIN** DAY RETURN FROM EXETER

- Usually £10.30, now better than half-price til 17 April
- Take any train after 09:00, return the same day
- 5-15 year-olds get a further 50% off
- £5 fare from Exeter stations including Polsoe Bridge, £5.05 from Digby & Sowton, Newcourt and Topsham

GWR

Great Western Railway



Devon County Council

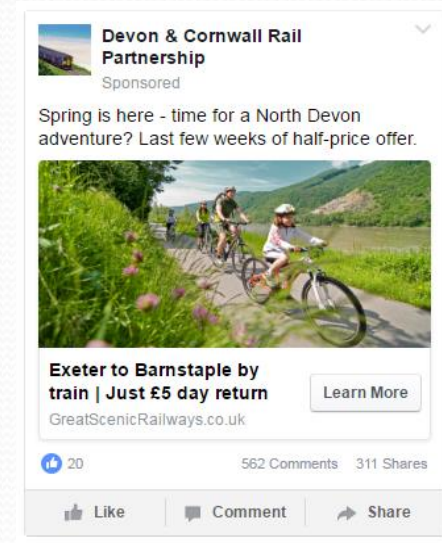
Devon & Cornwall RAIL PARTNERSHIP

Train times & day trip ideas: greatscenicrailways.com National Rail Enquiries: 03457 484950

Minute Item 5

Tarka Line Offer

- We ran a significant marketing campaign
 - Seven weeks of press adverts in Express & Echo, Crediton Courier and Crediton Gazette
 - Several targeted online adverts via Facebook
 - Launch press release and, of course, the door to door leaflets featured the offer.
 - Devon County Council provided further financial assistance through their Local Access Fund project



Tarka Line Offer

- Results
 - No of tickets sold tripled
 - Revenue nearly doubled

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	No of tickets issued	Revenue
16 – 17	13908	£61,239.10
15 – 16	4600	£31,732.15
Increase	9308	£29,506.95
%	202.3	93.0

Tarka Line Foodie Guide

- Being distributed very soon – this highlights great places to eat, great foodie events and great places to buy local produce easily reached from the Tarka Line.
- Not just on the line itself – Instow, Fremington, Braunton & Ilfracombe included.
- 72,000 22 page booklets – distributed across GWR and via Westward Marketing leaflet racks in Exeter, east and south Devon.

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Survey

- Ran from November - February.
Mainly online (hard copies available too)

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- Publicised through the local press – a well covered press release and press adverts. Network Rail did further publicity and this too was well covered.
- Wide sharing of the online link including by North Devon MP Peter Heaton-Jones, Chamber of Commerce etc

TRAINS: HAVE YOUR SAY

Whether you use the train or not, you can help shape future railway services to and from North Devon. Just take our short survey.

All views are welcome, whether you're a regular or haven't been on a train for years; whether you use Barnstaple, Tiverton Parkway, Taunton or another station. Take part at:

www.northdevonsurvey.com

Hard copies are also available at Barnstaple station and Barnstaple Library.



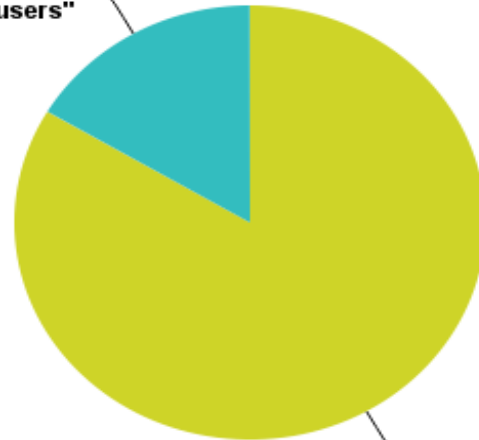
Survey

- 2,218 respondents. 84% users, 16% non users

Q1 Do you ever use the Barnstaple - Exeter rail line?

Answered: 2,211 Skipped: 7

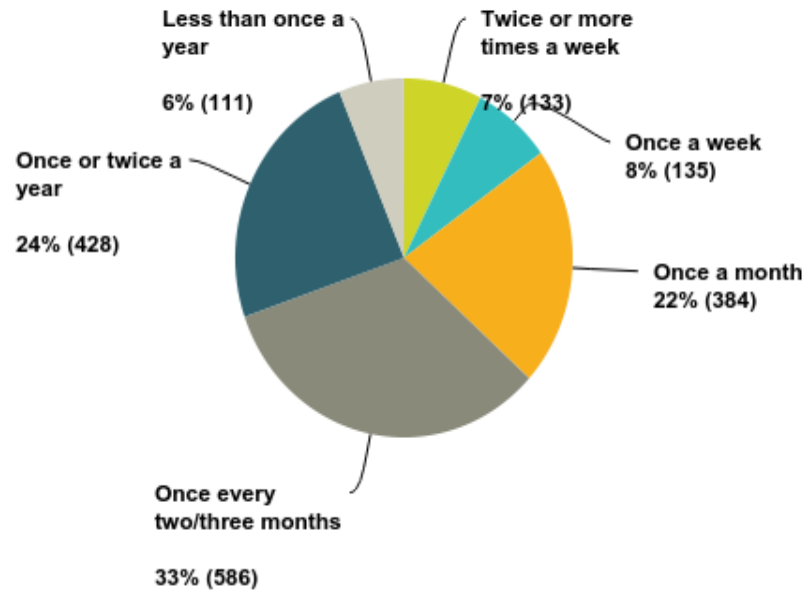
No - please go to the "Non users" section



Yes - please go to "Current users" section

Q2 How often do you use the line?

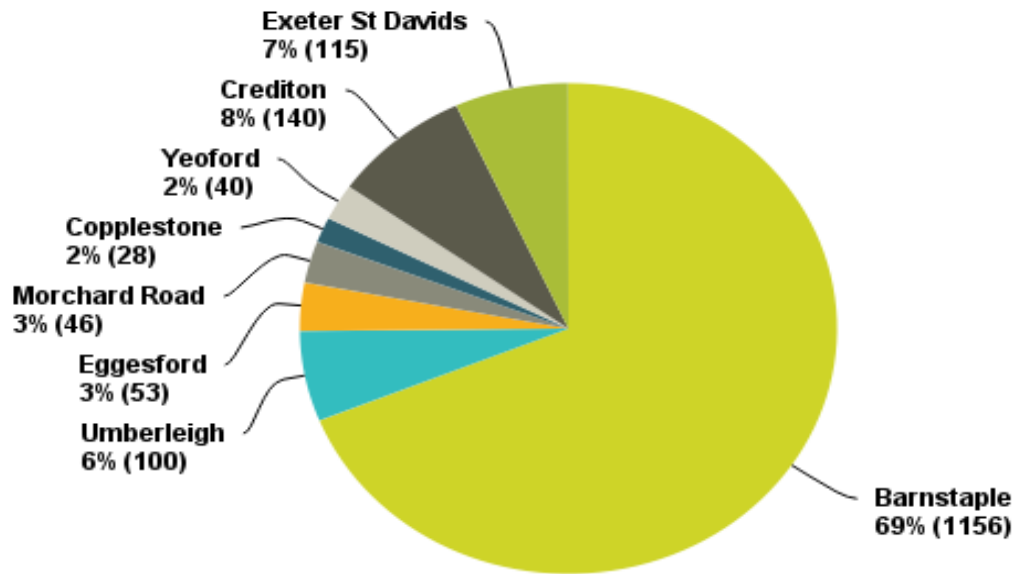
Answered: 1,777 Skipped: 441



- Only 15% are frequent users - at least once a week
- 22% use the line once a month
- 63% use the line once every two/three months or less frequently.

Q3 Which station do you usually start your journey from?

Answered: 1,678 Skipped: 540



- A good and pretty proportionate spread of responses from along the line
- Other stations – Lapford and King’s Nympton each 22, Newton St Cyres 16, Portsmouth Arms 4 and Chapelton 2.

What users think of the service

- Issues that scored pretty well include –
 - Upkeep of the station - 69% good or very good, 24% average
 - Feeling of personal safety – 63% good or very good, 31% average
 - Reliability of the service - 54% good or very good, 33% average
- Issues where the score was reasonable include
 - Value for money – 43% good or very good, 38% average
 - Overall satisfaction – 43% good or very good, 35% average

What users think of the service

- Issues that people were less happy with –
 - Frequency – 33% good/v good, 36% average, 31% poor/ v poor
 - Journey time – 33% good/v good, 36% average, 31% poor or v poor
- Issues that people are really pretty unhappy about -
 - Availability of seats - 23% good/v good, 27% average, 50% poor/ v poor
 - Comfort on train - 12% good/v good, 32% average, 56% poor/v poor

Big difference with Spring 16 on-train survey

On train – 600 responses over 3 days in Feb/Mar		Good	Average	Poor
Frequency	Online	33	36	31
	On train	50	32	18
Journey time	Online	33	36	31
	On train	55	30	15
Seat availability	Online	23	27	50
	On train	52	24	24
Comfort on trains	Online	12	32	56
	On train	38	38	24

What top 3 improvements do users want?

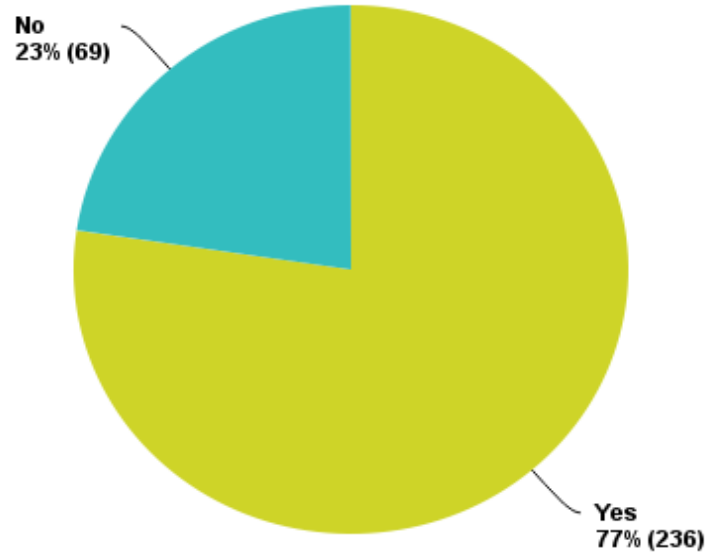
- More capacity & comfort on trains 26% (1st 41%)
- More frequent trains 15%
- Better trains (general) 12%
- Faster trains 9%
- Remainder a myriad of issues including more early trains (2%), more late trains (6%), better connections etc

How about non users?

- 66% make journeys on other lines, 34% don't. Of rail passengers, 64% use Tiverton Parkway, 28% Exeter St Davids, Taunton 6%.

Q11 Would any changes to the line and its services encourage you to use it?

Answered: 305 Skipped: 1,913



What top 3 improvements do non users want?

- More frequent trains 20% (1st 25%)
- More capacity & comfort on trains 18%
- Faster trains 15%
- Better trains (general) 12%
- Remainder a myriad of issues including high cost (9% - only 3% for users) and more late trains (6%, same as users)

Users and non users want the same things

- But have slightly different preferences

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As % of top three improvements combined	Users	Non users
More capacity & comfort on trains	26%	18%
More frequent trains	15%	20%
Better trains (general)	12%	12%
Faster trains	9%	15%

Survey highlights the opportunities after service improvement in December 18



- More seats, more frequent services and better trains all coming from December 18
- Lots of people will take a fresh look at the line then
- The key will be train service performance and that capacity matches demand

Survey highlights the opportunities after service improvement in December 18

- Marketing and communications need to be well timed and not go too early or over sell

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All key issues for the Strategy – plus faster trains

- Between 2008 and 2012, the number of journeys made on the line went up by 50%.

What level of growth could we see by 2022?



Devon and Exeter Rail Working Party Progress Report – July 2017

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Andrew Ardley

Transportation Manager (Policy)
Devon County Council

Minute Item 6

Strategy

- Devon Metro refresh 2017 including development of line plans
- Discussions with DfT on new GW and Cross Country Franchises from 2019 onwards
- Greater Exeter and JLP (South / West Devon and Plymouth)

New Stations

- Cranbrook and Newcourt performing well
- Marsh Barton awaiting New Stations Fund announcement
- Cullompton / Wellington – initial timetable feasibility study completed. Exploring next steps.
- Okehampton East / Parkway – car park earth levelling works almost complete; starting design work

Station Enhancements

- Exeter St Davids – GWR commissioned initial masterplan work, looking to set up joint team to progress
- Exmouth – GWR expecting to start enhancement works to station building in September
- Newton Abbot pedestrian and cycle access – working towards GRIP3, land and planning

Station Enhancements



- Barnstaple – NDC CCIF funding to improve pedestrian access to town centre

New routes

- Okehampton – DfT and GWR in discussions about potential trial service. DCC working with OkeRail, GWR, Aggregate Industries and Dartmoor Rail to examine capital works required for regular service
- Bere Alston – Tavistock: DCC continuing to acquire land. Working with partners and DfT to review costs and innovative ways of funding

The Way Forward?

- Rail Working Party has been successful but...
 - Need to focus more on developing Devon Metro as a strategy
- December 2018 = a step change
- Link in with land use planning e.g. Greater Exeter, Joint Local Plan (South West Devon), North Devon / Torrington, Cullompton Garden Village
 - Franchise changes – an opportunity

An alternative format?

- Move from a committee based format to a stakeholder event, potentially remaining on twice a year format
- More direct engagement with stakeholders and clarity of roles and commitments e.g. funding
- Work closely with Devon and Cornwall Rail Partnership to develop event

An alternative format?

- Workshops on specific topics including plans for specific routes, feasibility of new services, stations etc.
- Surgeries with Network Rail and operators
- Clearer separation of funding streams between promotion and service enhancements – district councils to continue to support promotion activity
- Your thoughts?

Thank you