
Great Western Railway

GWR Business Update Devon & Exeter Rail Working Party 14th July 2017

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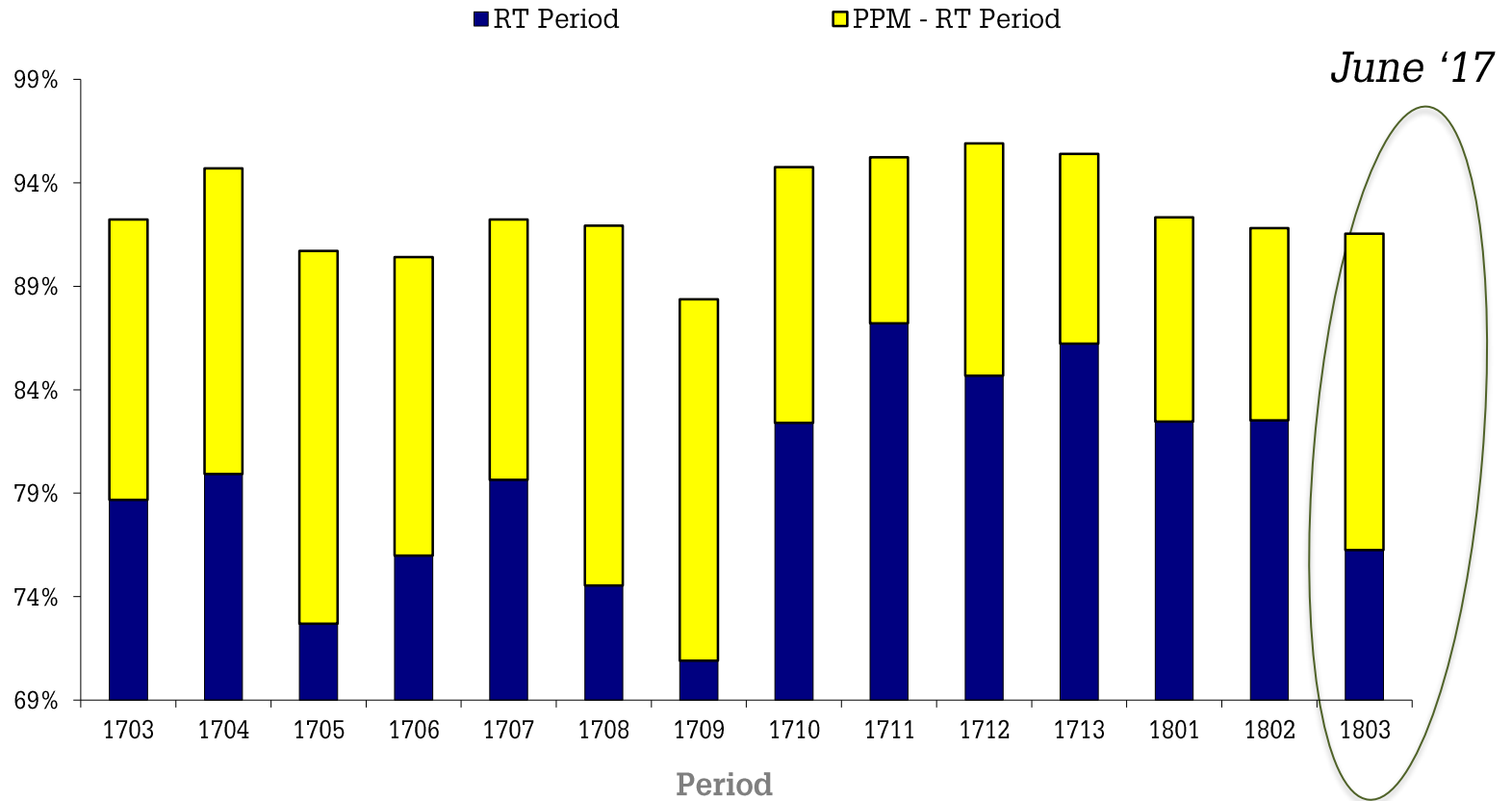
Business Update



- Performance Update
- Performance Response
- Patronage Update
- Community Investment
- Local Improvements and News
- 2017: Transition in progress

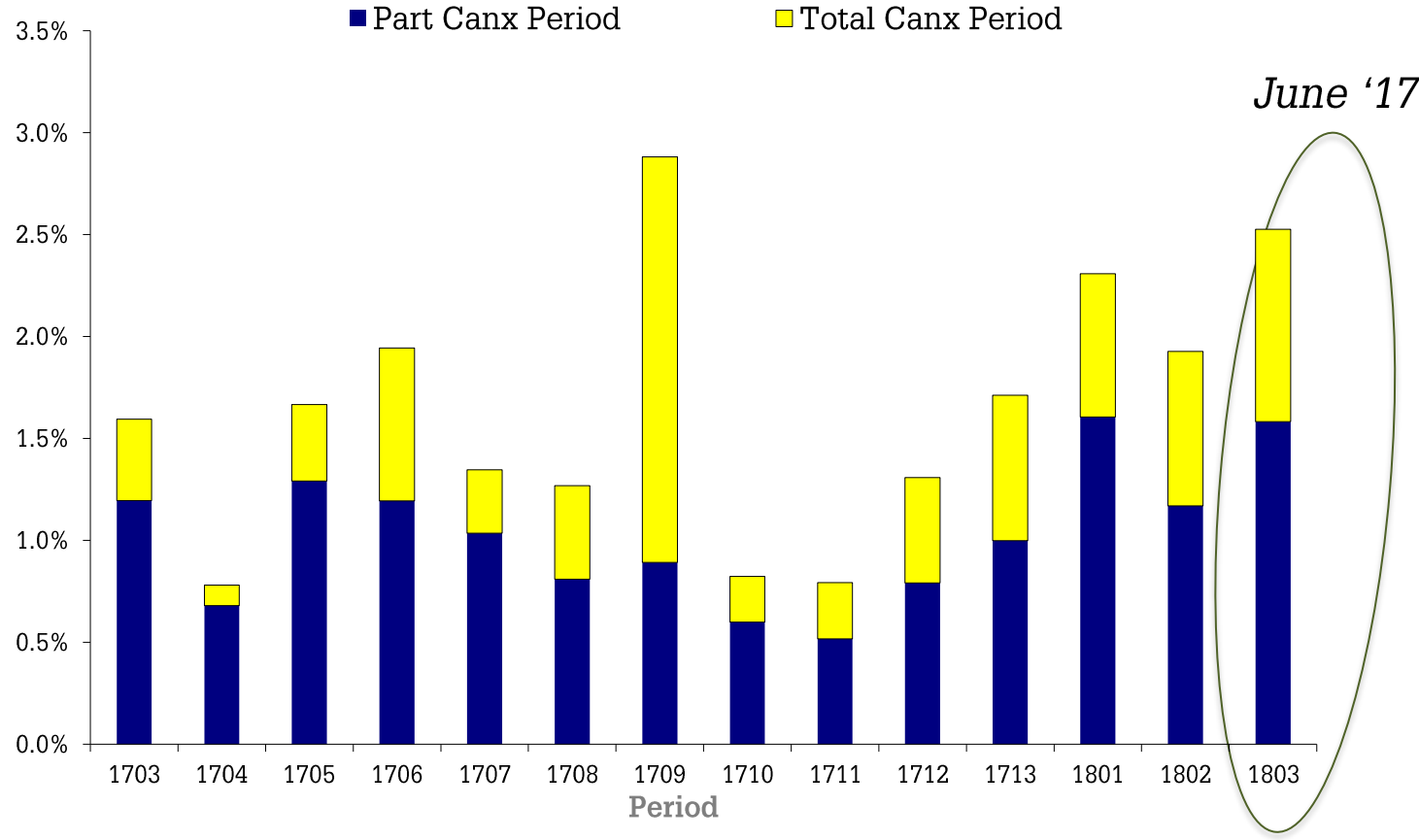
Performance: Punctuality

% Devon Metro PPM and Right-Time arrivals at Destination

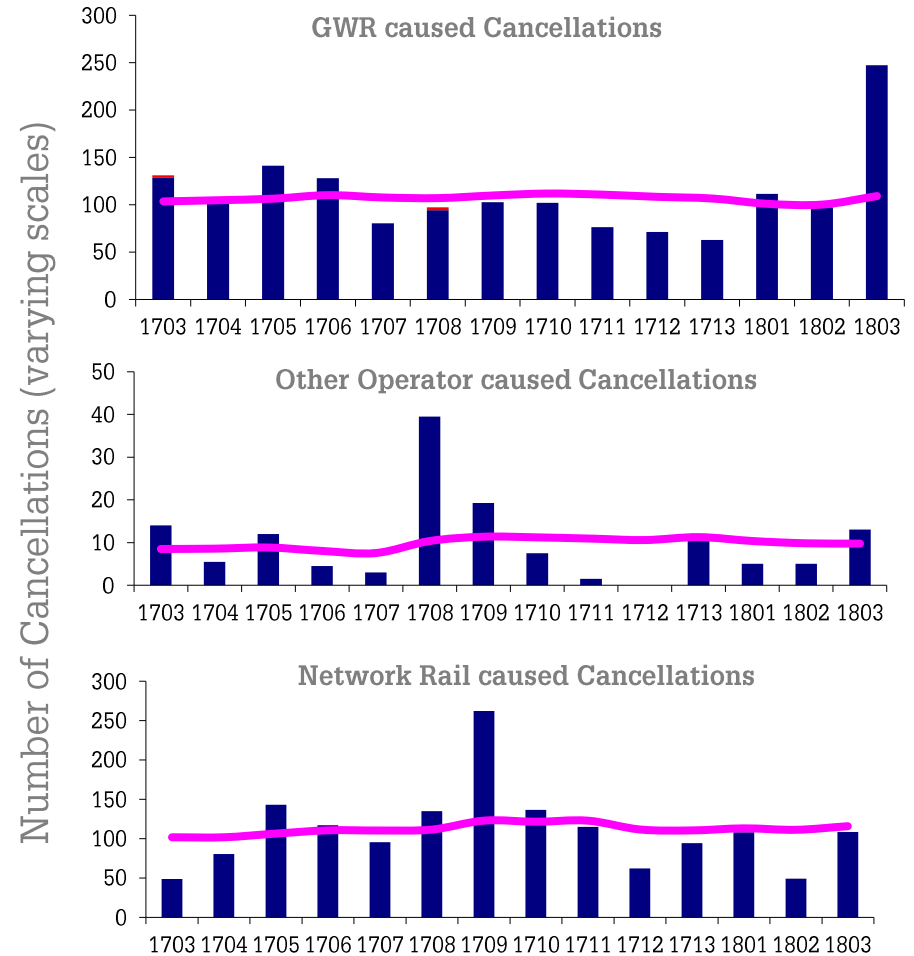
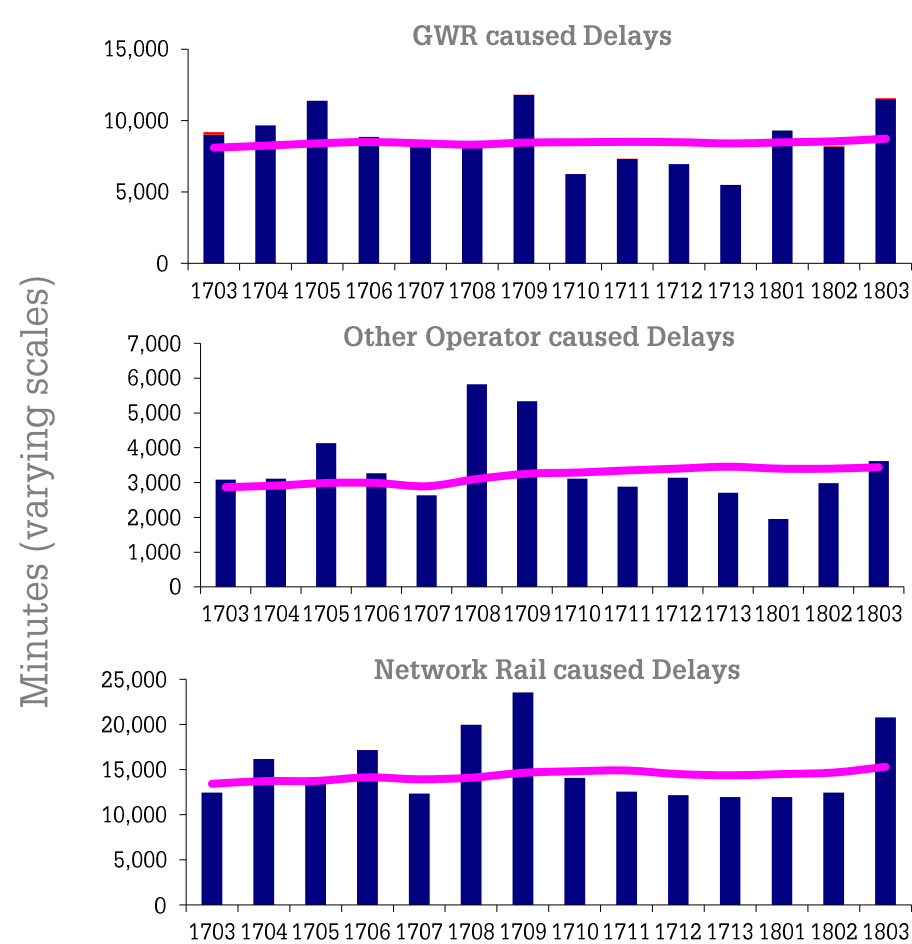


Performance: Cancellations

% Devon Metro Services Partly or Totally Cancelled



Performance: Sources of delays and cancellations



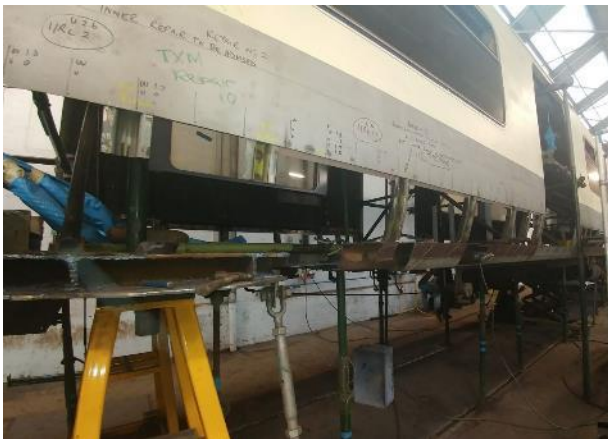
Performance: Our Joint Industry Response

- 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

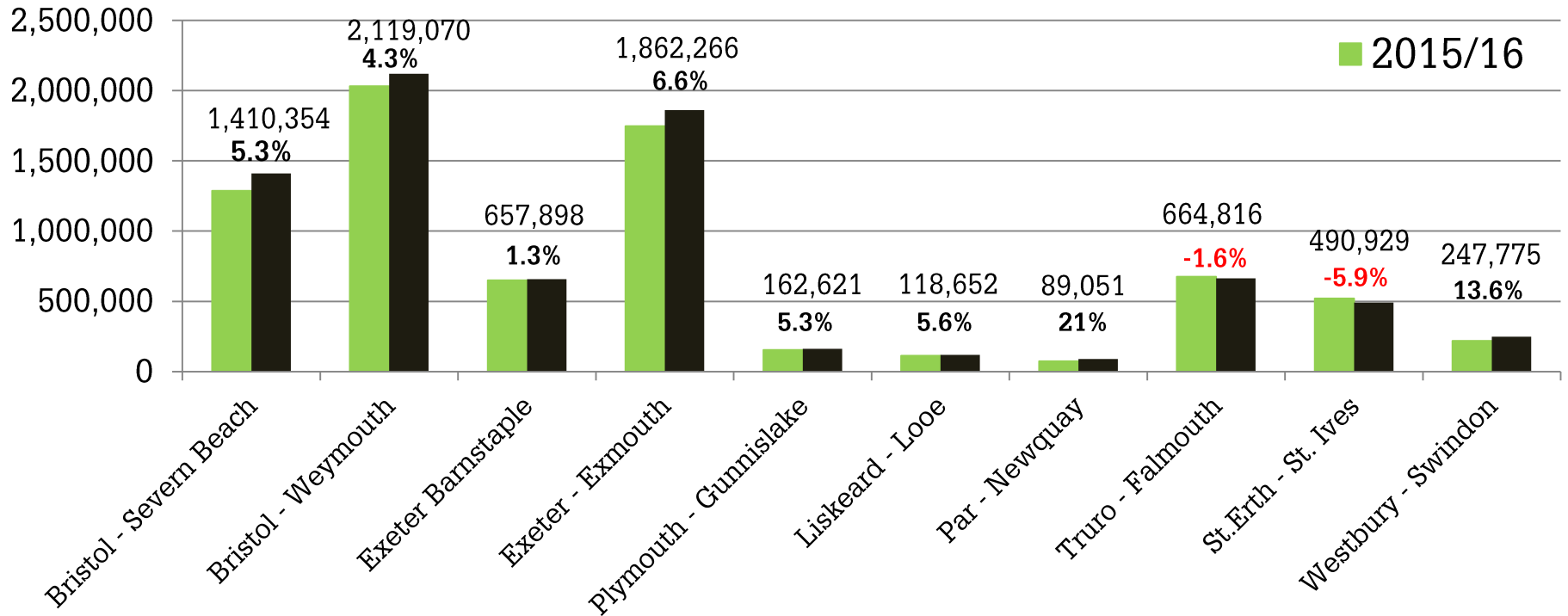
Heavy Maintenance in Pictures

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



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



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



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

Arrival of Intercity
Express Trains in the
South West for testing

Photo Credit: Rob Thomas



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.



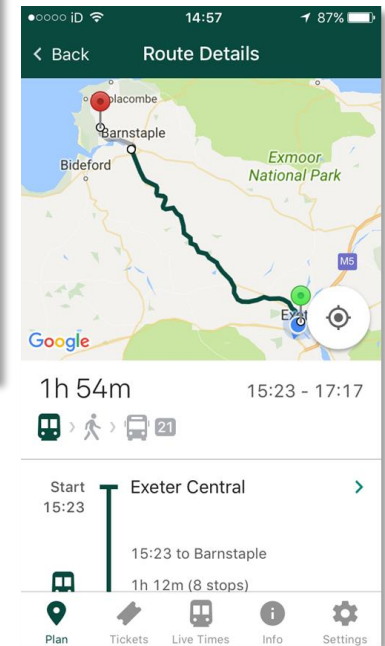
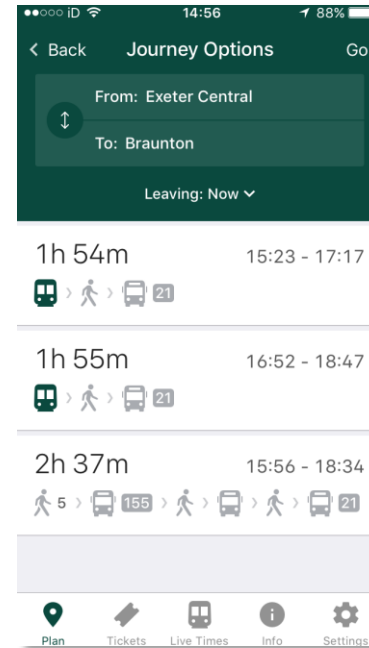
2017: transformation in progress

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**
- 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



2017: transformation in progress

New and extended gatelines with barcode readers



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

A scenic landscape viewed from a moving vehicle. The foreground shows a blurred green field and a wooden fence. In the middle ground, there are rolling green hills with a prominent yellow rapeseed field. The background features a line of trees and a sky filled with large, white, fluffy clouds. A white horizontal line is positioned above the text.

Thank you