



# Improving Britain's Railway

**ATOC**

## Britain's railway has changed beyond recognition since privatisation.

By switching the focus to passengers and investing billions of pounds on improving services, train companies working with Network Rail, the government and suppliers, have ended years of decline and created a booming railway. Over 1.5 billion journeys were made on the network last year, with 4,000 more services a day than in the mid-1990s, a 20% increase. Passenger satisfaction and punctuality are near record highs, and Britain now has the safest major railway in Europe.

### But this is just the start.

With the number of passengers expected to double in coming decades, operators are aiming ever higher, to do more for their customers more efficiently so that the railway play an even greater role in helping Britain grow.



**4,000**

More services a day than  
in the mid-1990s

# On the train



## More comfortable journeys

Every train company has refreshed and refurbished its train fleet, providing more seats with better levels of comfort. More modern interiors come with new facilities, such as power points for tablet devices and smartphones, LED-information displays and airline-style at-seat TVs. To make sure operators meet passenger needs, carriages are refurbished on a rotating programme.

In the early years of privatisation, train companies invested around £4.5bn in new rolling stock. Working with the rolling stock companies and the government, they continue to support the delivery of new vehicles. Newer electric trains are quieter, offer a smoother, more comfortable journey, and are better for the environment.

## More reliable

Operators have invested hundreds of millions in refurbished depots, which has helped improve train reliability.

Whether it's South West Train's 30% improvement in the reliability of its commuter fleet, Southern's £115m complete overhaul of its depot at Selhurst in East Sussex or East Midlands Trains' £22m expansion of facilities at Derby, train companies are investing in maintenance and service facilities to make sure trains are more reliable than ever.

This work sits alongside improved signalling technology led by Network Rail and smarter driver training, with train companies' investment in 20 state-of-the-art driver simulators, costing over £20m.



Passenger satisfaction with trains

**79%**

National Passenger Survey Spring 2013

**143%**

Improvement in reliability of fleet since 2006/7 (measured as unit miles per technical incident)

## More services, more often

Train companies have improved existing services and added new ones as markets have emerged. Over 4,000 new services have been added.

Commuter routes have been strengthened, with First Capital Connect adding 30% more seats and new services for the South East of England. South West Trains is providing 100 more carriages over the next two years, adding 20,000 seats to the 700,000 they offer every day. In the Midlands, there are now more trains to and from Birmingham.

Across the country on longer distance routes, Arriva Trains Wales has added new North-South Wales services, and rail links connecting the East of England with the North West have been improved with more seats on services running from Norwich to Liverpool.

East Coast's new 2011 timetable introduced 117 extra services, and in 2012 Virgin doubled the number of London-Glasgow weekday services.



**£255m**

invested in National Rail Enquiries by train companies

## Keeping you connected

Take the information at the station with you with Twitter feeds operated by train companies and National Rail Enquiries. Operators now have over 700,000 Twitter followers and together with National Rail Enquiries have sent out over 1.2m tweets, keeping passengers informed about service changes and answering thousands of queries daily.

To keep you connected on board, train companies have spent over £10m on improved wifi coverage across many of their services. Eleven train companies currently offer wifi for passengers, with new routes connected every year. In the last year alone, ScotRail has added wifi to many of its short distance commuter services, and passengers on services between Norwich and London can get online with wifi from Greater Anglia. Train companies are also funding research looking at new ways of boosting signals on board, such as installing antennas in train carriage windows.

# At the station

## Improving facilities

Over the past decade, train companies, working in partnership with Network Rail and the government have directly funded over £400m of improvements at hundreds of stations across the country, including new ticket halls, waiting shelters, toilets and first class lounges. Operators have also opened a number of brand new multi-million pound stations, such as Corby and Buckshaw Parkway.

Warrington



Gillingham



Uckfield



Peterborough



Passenger  
satisfaction with  
stations

76%

National Passenger  
Survey Spring 2013

## Accessibility enhanced

Under the Access For All scheme, £370m is being spent on making 154 of the busiest stations more accessible by 2015, including lifts, accessible toilets and reducing gaps between train and platform. More than 1,000 stations have already received grants for smaller scale access improvements under the programme.

Stations Made Easy is an online guide showing passengers how to get around when travelling by train. It makes it easier for elderly and disabled people and parents with young children, to plan their train travel.

Passenger Assist, launched by operators in 2012, is a free service for disabled passengers and others who require assistance with any part of their train journey. Staff can help plan journeys, book tickets and make reservations, and assist at stations and on trains, with anything from changing platforms to finding your seat.



£370m  
to improve station  
accessibility

## Easier journeys

Train companies have invested in improving ticket machines, to make it easier and faster to buy tickets.

Over 50m journeys a year are now booked online, and train companies have invested in better websites and smartphone booking services.

London and South East operators worked with TfL to roll out Oyster Pay As You Go to all 350 national rail stations in the capital, making travel cheaper and easier for millions of people. There are now 3.1m journeys made every week using Oyster Pay As You Go.

Since 2008, train companies have more than doubled the number of cycle spaces at stations, to 53,000, with plans to raise this to 68,000 by 2015. Around £25m is being invested in station improvements including cycle parking and cycle hire. Northern Rail for example has delivered new cycle facilities at over 100 stations, including the pioneering CyclePoint in Leeds.

## Keeping you informed

With more than 352m queries a year, National Rail Enquiries (NRE) is the most popular travel information service in the country. Its apps for smartphones, launched last year, allow users to access real time departure and arrival information for all rail stations, and keep updated with any delays or cancellations. Passengers have made over 53m queries using the apps – equivalent to a query every two seconds.

Train companies have given over 7,000 smartphones to station staff and spent millions installing help points at stations, so passengers can stay up to date with any changes to services. Southeastern for example, has spent £1.2m installing help points at all of its 128 stations.



## Keeping you safe

More than £14.5m has been invested in over 33,000 cameras covering stations and trains around the country. In 2012, a major CCTV hub opened in London, supported by British Transport Police, train companies, Network Rail and Transport for London. Train companies work closely with the police to crack down on railway crime, and their combined efforts have resulted in a decline in recorded notifiable offences.

Around a thousand stations are now accredited under the government's Secure Stations Scheme, and train companies have spent millions to make passengers feel safe, including appointing safer travel teams and setting up security control centres.

# Looking ahead

- Many passenger improvements are driven through the franchising process, and with ten franchises up for renewal by 2018, passengers can look forward to more services, newer rolling stock, and more comfortable journeys.
- Working with Network Rail and industry partners, train companies will deliver in the morning peak 20% more seats into Central London and 32% more seats into cities across England and Wales by 2019.
- By 2019, train companies will have delivered up to 4150 new vehicles on to the rail network and will be moving 225m more passengers every year.
- At stations, train companies will be working with industry partners to deliver improvements through the National Stations Improvement Programme, with £100m of funding for new projects.
- To improve connectivity in the North, the Northern Hub, a £560m programme of upgrades to the railway in the North of England will allow up to 700 more trains to run each day and provide space for 44m more passengers a year.
- Passenger information will be more accurate and consistent thanks to National Rail Enquiries' work to link some 40 data systems across the network so that they all work from a single source.
- To help protect the environment and offer quicker journeys, train companies will work with Network Rail to deliver electrification on key routes, including the Midland main line, North Trans-Pennine, Cardiff Valleys and further schemes in Scotland.



**4150**  
new vehicles delivered  
by 2019



Association of Train Operating Companies

[www.atoc.org](http://www.atoc.org) | 020 7841 8000