



Investment Report 2020

The rail industry's commitment to keep Britain moving now and in 2020, improving services, supporting communities and boosting economic growth



**Big Plan.
Big Changes.**

IN 2017, WE COMMITTED TO INTRODUCE
7,000 NEW TRAIN CARRIAGES



WE HAVE IMPROVED ON OUR COMMITMENT AND
ARE NOW PLANNING TO DELIVER

8,000 NEW TRAIN CARRIAGES.

THAT'S OVER HALF OF THE COUNTRY'S
TRAINS, BY THE MID 2020s

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Rail Delivery Group



Contents

| | |
|---|------------|
| Foreword: Big Plan. Big Changes. | 5 |
| Delivering now and in 2020 | 8 |
| Delivering on our commitments | 12 |
| Realising major improvements | 16 |
| HS2: Connecting the country | 20 |
| Running Britain's railway | 22 |
| How do we fund running and improving the railway | 26 |
| Rail freight: Working for Britain | 28 |
| Working together to change and improve | 30 |
| Continually improving for customers | 32 |
| Enhancing Accessibility | 32 |
| Investing in our people | 37 |
| Innovating and harnessing technology | 42 |
| Supporting a sustainable environment now and for the future | 43 |
| Delivering a safe and secure railway | 46 |
| Improvements in your area | 48 |
| Scotland's railway: Better in the making | 52 |
| Supporting the Northern Powerhouse | 60 |
| Building a rail network fit for Wales' future | 72 |
| Powering the Midlands Engine | 80 |
| Transforming journeys in East Anglia | 88 |
| Modernising travel in the South West | 96 |
| Keeping London and the South of England moving | 104 |
| Conclusion: Now and for the long term | 112 |

Foreword



the rail industry is working together to bring passengers real benefits now

Paul Plummer, Chief Executive, Rail Delivery Group



Big Plan. Big Changes.

For almost 200 years, the fortunes of Britain's railway have run in parallel with those of the nation. Over the last 25 years the railway has supported economic growth but also the shifting patterns in how people live and work.

Now, just as the country faces a moment of generational change, so too does the rail network. The current system for running the railway has enabled a doubling of passenger numbers. It has transformed the industry's finances, benefitting taxpayers by £1.5bn a year, and improved services for passengers and local communities with new rolling stock, better stations and thousands of extra trains in the timetable. But this system has reached the limits of what it can achieve.

The industry itself called for a wide-ranging reappraisal of how the different parts are bolted together and put forward its own proposals for a better system. The subsequent government-led review, independently chaired by Keith Williams, is due to report shortly. Rightly, it will recommend big, bold changes to how the railway is run and the industry stands ready to help deliver the structural change that is needed.

Reform of the industry is vital but for the passengers, communities and businesses that rely on rail, how it is run is less important than the simple desire for a seat on a train that arrives when promised.

That's why the rail industry is working together to bring passengers real benefits now, as part of a long-term plan to change and improve. We are part way through that journey and this investment report sets out what people can expect to see next year.

Across Britain, money from the public and private sectors is being invested in tangible improvements. In 2020, passengers are going to see over 1,000 extra, better train carriages arriving, part of more than 8,000 new train carriages being delivered between 2017 and 2025 – equivalent to replacing over half of the nation's train fleet new for old. Air conditioning, more seats and better Wi-Fi will make journeys more comfortable and the time people spend on the train more productive.

An estimated £20 billion will be spent running and improving the railway, much of it on vital infrastructure like tracks and signalling. Recent upgrades mean that more trains can run – over 1,000 extra services will be added to weekly timetables for next year, part of 11,300 being added over eight years, an overall increase of almost 10 per cent.

Each extra train means a town, village or city better connected. A person able to get to a new job. A business linked to a new market. In many cases, much faster than before.

There will be other improvements too, aside from the headline numbers: new and upgraded stations; an app to help disabled people know what facilities to expect when they arrive for their journey; trials of greener, noise-reducing battery-diesel trains, and much more besides.

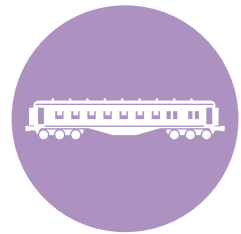
For both the nation and the railway, 2020 is set to be a year of great significance. Looking ahead to the improvements set out here and the forthcoming changes to how the railway is run, there is a phrase that neatly sums up the year ahead: Big Plan. Big Changes.

Britain's Railway today



4.8m

journeys a day



14,000

number of train carriages



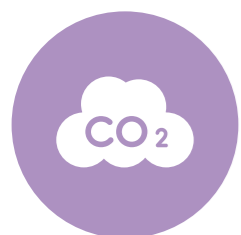
140,000

services a week in 2020



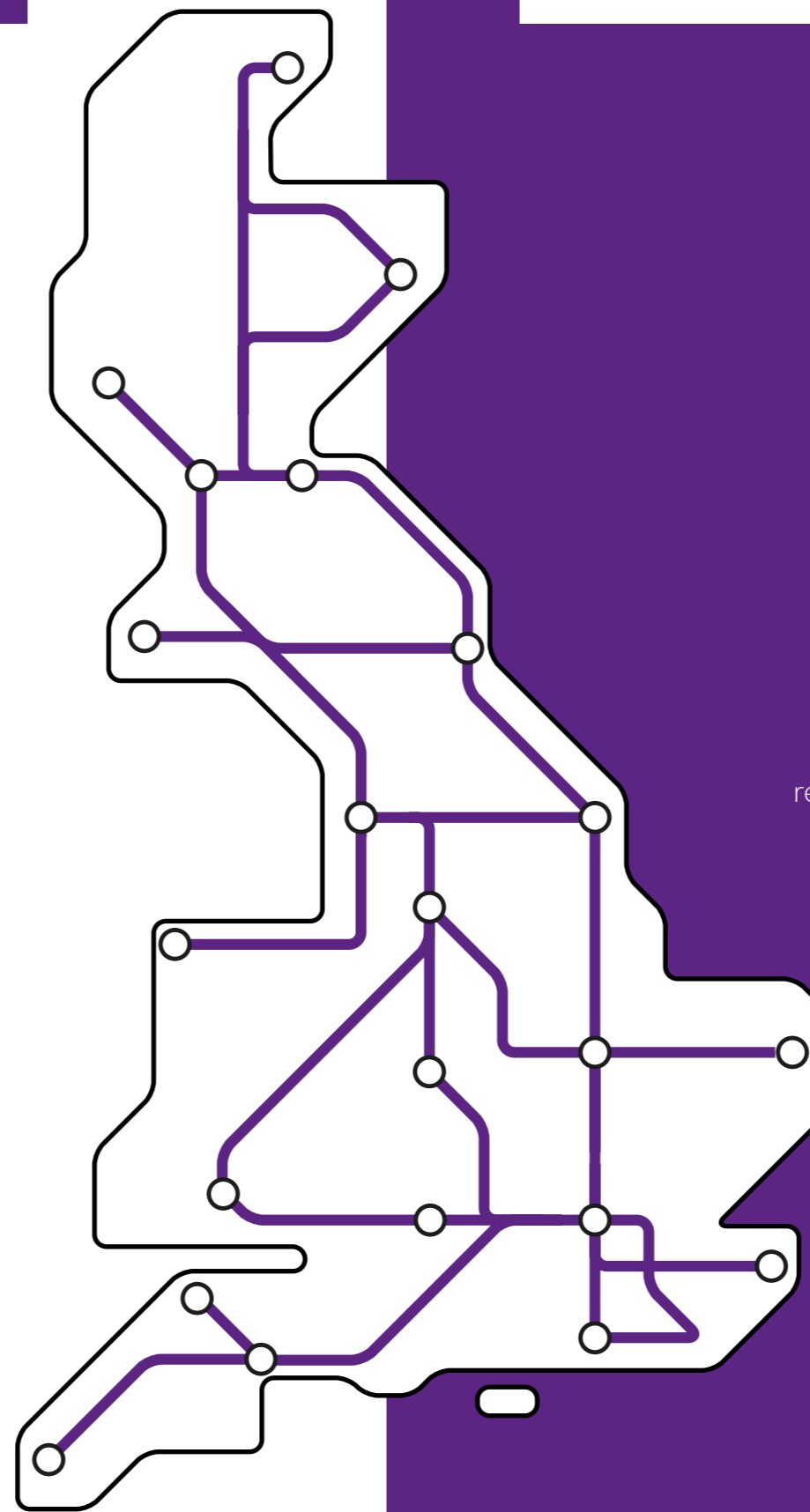
70%

of journeys are on greener electrified railway



7.7m

tonnes of CO₂ emissions are saved per year by using the railway rather than other types of transport



Investing to improve for tomorrow

£20bn

estimated spend in 2020 to improve and keep our railway running



8,000

new train carriages between 2017 and 2025, representing £15.7bn private sector investment, replacing over half of the country's trains by the mid 2020s



11,300

extra services each week between 2017 and 2025



£52bn

public sector funding for Network Rail between 2019 and 2024



£300m

Access for All programme continues



Delivering now and in 2020





Every 20 minutes 80,000 people – enough to fill Twickenham stadium – catch a train and every second three trains leave a platform somewhere in the country. Add to that maintaining 20,000 miles of track and 14,000 train carriages while carrying out extensive building work improvements at numerous sites.

It's an incredible feat delivered all day, every day, by the men and women who work on our railway. Around a quarter of a million people working together across the railway and it's supply chain to run, maintain and improve tracks and trains to keep people moving now, tomorrow and for years to come.

On a network carrying twice as many passengers and a third more trains than 20 years ago, things do sometimes go wrong. We're sorry when that happens. We work hard to put it right and to learn the lessons. Since the disruptive timetable change in May 2018, which aimed to deliver a once in a generation improvement with better train times and more frequent services, we have made the timetable more reliable and added thousands of new routes and trains to better connect communities and improve journeys. These improvements continue, as does work to make infrastructure better to improve reliability and unlock capacity.

To improve journeys, boost local economies and better connect communities, we are introducing:

- 11,300 additional services between 2017 and 2025, of which 4,000 have been introduced. This new figure is an increase on the commitment we made in 2017 to run an additional 6,400 services a week.

This means more frequent trains for passengers and better connecting towns and cities across the country. Following December's timetable change there will be over 1,000 extra services per week running on the network by train operators.

- over 8,000 new train carriages – equivalent to replacing more than half of the nation's train fleet new for old – and hundreds more refurbished-like-new trains so that these extra services can run and our passengers have more comfortable journeys. Again, this new figure builds on our previous commitment in 2018 to introduce 7,000 new train carriages across Britain. Our plans mean that there will be over 1,000 more carriages running on the railway by the end of 2020.

On top of additional services and new and refurbished trains, we're working together to improve in other ways too:

- publishing on time punctuality measures with a focus on running more services to the timetable
- the industry is listening to customer feedback at every stage of their journey, through new, groundbreaking research which will improve the service we provide to people
- a new Rail Ombudsman is up and running, giving passengers more confidence and helping to improve the complaints process
- accessibility maps and assistance booking tools are live, helping to open up the railway
- the new Train Driver Academy is training our drivers of the future, supporting a new generation of talent

4,000

additional services every week since 2018

| DEPARTURES | |
|------------|---------------|
| Time | Destination |
| 08:33 | Extra Service |
| 08:37 | Extra Service |
| 08:54 | Extra Service |
| 09:03 | Extra Service |
| 09:10 | Extra Service |
| 09:13 | Extra Service |
| 09:17 | Extra Service |
| 09:45 | Extra Service |

11,300

extra services each week committed to be delivered by the mid 2020's

In the longer term, we are also pushing for wide-ranging reforms to the structure of the industry:

- publishing radical proposals for once in a generation reform of the fares system to deliver what 20,000 people told us they wanted - part of the biggest ever rail fares consultation
- calling for a new structure for the entire industry that puts the customer first, improves accountability and better joins up the railway

In this Investment Report customers and businesses can see an overview of the investment and improvement in their trains, stations, network and timetables. Passengers can get more details on what the industry is doing together to make accessibility, safety, customer service and community relationships better. More broadly, everyone with a stake in the railway can see how we are delivering other important changes from utilising technology and running a greener network to attracting and skilling a diverse workforce that better represents the communities we serve.

Building on the industry's joint plan, *In Partnership for Britain's Prosperity*, rail companies are continuing to work together to change and improve. 2020 will be a year of significant change for the better on Britain's railway.

Delivering on our commitments

Two years ago, as part of our plan to change and improve, the rail industry came together to make commitments to strengthen our contribution to the economy, increase customer satisfaction, boost local communities and create new jobs and more rewarding careers. Here is what we have delivered so far...

What we committed to in 2017...

“Maintain private sector investment to bolster government funding”



£1.3 Billion

What we have delivered so far

Private sector investment in rail rose to **£1.3 billion** in 2018, the highest it has been in the last decade

“Build a bigger and better railway for the country by investing more than **£50 billion** in the next decade, of which **£11.6 billion** is from the private sector”



Between 2014-19, Network Rail invested **£40 billion** to run and improve the railway. A further **£52 billion** of investment is being delivered by Network Rail between 2019-2024

As of 2019, private sector investment in new train carriages totals **£15.7bn**

“Run **7,000** new train carriages by 2021”



As of November 2019, passengers are travelling in **2,569** new train carriages. We have improved our commitment and are now planning to introduce **8,000** train carriages, that’s over half of the country’s trains by the mid 2020s

What we committed to in 2017...

“6,400 extra services per week by 2021”



On top of the 4,000 services already delivered, we are on track with over 1,000 extra services each week from the start of 2020. In total, over **11,300** additional services will run every week by the mid 2020s.

“Customers can use mobile phones as tickets on seven out of ten journeys by the end of 2018”



Nine out of ten tickets can now be loaded onto mobiles or smart cards

“To-the-minute rail performance published”

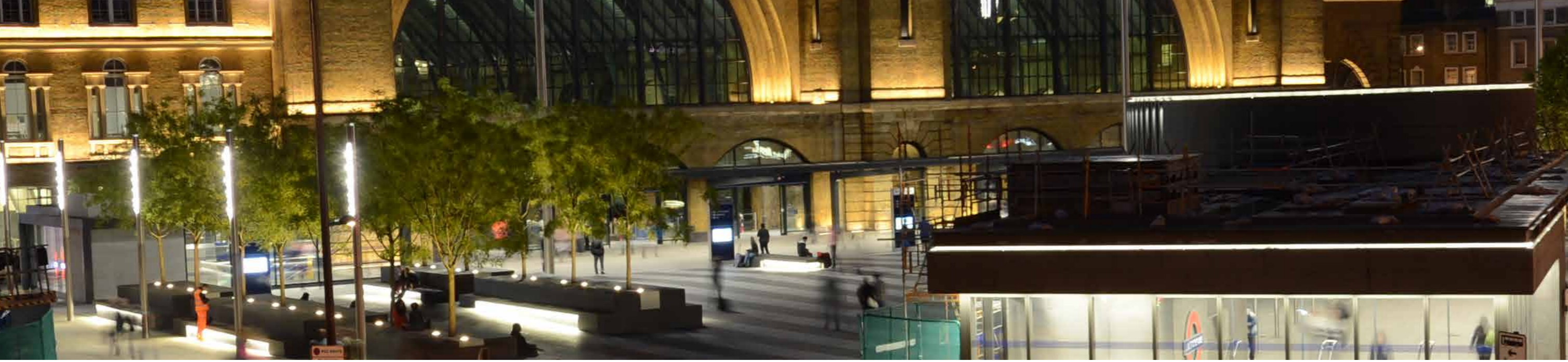


Since April 2019, the industry’s measure – recording train punctuality to the minute at almost all stops on the journey – has been the primary way of measuring performance. This makes Britain the most transparent railway in Europe

“New independent rail Ombudsman by Summer 2018”



In July 2018 the rail industry appointed its first Ombudsman to uphold the highest standards in its complaints procedure for passengers



What we committed to in 2017...

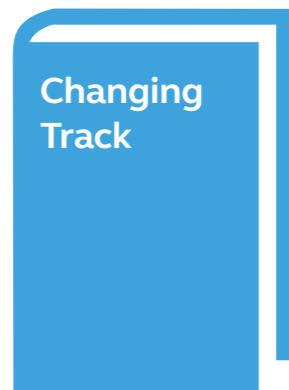
“Major improvements to the network – including Thameslink, the Great North Rail Project and Edinburgh Glasgow Improvement Programme”



What we have delivered so far

Space for 50,000 more commuters to the capital at rush hour, journey times slashed between Edinburgh and Glasgow, and thousands of extra services a week introduced across the North by 2022.

“Reform of regulation to make easier fares for all”



Our proposals for regulatory change to make rail fares easier were submitted to the Williams Rail Review in 2019, based on more than 20,000 responses to our consultation

“As franchises come up for renewal, we are rolling out compensation for delays of just 15 minutes, instead of the previous limit of 30 minutes.”



Nine rail franchises now offer Delay Repay after 15 minutes. There has been an 75% increase in compensation claims over the last three years with passengers receiving £79 million a year in compensation

What we committed to in 2017...

“Building on the millions of Railcard discounts for the over 60s, students, and people with disabilities”



What we have delivered so far

In 2018/19, we sold 3.8 million railcards, saving people over £780 million. At the start of 2019, we launched the 26-30 Railcard. We also worked with the Government to deliver the new 16-17 Saver, which gives young adults in education half price fares.

“Changing the industry to better reflect the diverse customers we serve”



Rail employers are actively recruiting women, Black Asian and Minority Ethnic (BAME) people, young people and part-time workers through apprenticeships, diversity schemes and rail career days in schools and universities

“Growing the next generation of drivers – led by the new Train Driver Academy and wider training partners”

Train Driver Academy opened its virtual doors in May 2019



Realising major improvements



Improving now and for the long term

Across Britain train operators are working hand-in-hand with Network Rail to deliver transformative upgrades for passengers and the communities connected by rail. New and refurbished trains, carrying more people, on new routes, to more destinations. Passengers are already experiencing the benefits of recent upgrades and new projects will bring further improvements in 2020 and beyond.



East Coast Upgrade

Network Rail is working with train operators to deliver £1.2 billion of investment that will create capacity for up to 10,000 extra seats a day on long-distance services, create faster journeys and increase reliability for passengers. The upgrade has already improved the power supply between London and Doncaster as well as other improvements to support the introduction of new Azuma trains. The project will also involve changes to the tracks on the approach to London King's Cross station and a new platform at Stevenage.



Delivered



Ongoing



Thameslink programme

As part of the £7.2 billion Thameslink Programme, travel across London and the South East is being transformed to provide new faster, more frequent and more reliable journeys for thousands of passengers.

- 30% more capacity for trains into and through London Bridge
- 115 new trains = 1140 new carriages

New stations at Blackfriars and London Bridge and extensive renovation of Farringdon

London Bridge Station

The award winning new £1 billion London Bridge station opened in 2018. The UK's fourth busiest station can now serve 96 million passengers a year, with wider, longer platforms, and a new concourse bigger than the pitch at Wembley Stadium.



Edinburgh Glasgow Improvement Programme

The Edinburgh Glasgow Improvement Programme (EGIP) includes modernisation and upgrades to key junctions and infrastructure:

- 150 kilometres of new electrified railway including between Edinburgh and Glasgow
- three redeveloped stations, Cumbernauld, Haymarket and Queen Street
- 42-minute fastest journey time between Edinburgh and Glasgow, down from 51 minutes, and longer eight-car electric trains creating 30% more capacity

Great North Rail Project

The Great North Rail Project (GNRP) is delivering a multi-billion pound package of improvements for passengers across the north of England. By 2022 it will have enabled 2,000 extra services each week and allow 40,000 more passengers to travel across the region each day.



Liverpool City Region

Upgrades to Liverpool Lime Street, the Halton Curve project and a new station for Maghull North are a few of the vital schemes that formed part of a £340m railway investment on-track to finish by 2020.



Manchester to Preston electrification

Passengers can take advantage of greener and quieter journeys on a new high-speed section of track following upgrades and electrification on one of the North West's busiest routes.



Platform extensions

Lengthening platforms allows passengers access to every carriage on the new longer trains being introduced by train operators. Throughout 2018 and 2019 Network Rail, in partnership with TransPennine Express and Northern Rail, is extending over 100 platforms at more than 70 stations in the north of England.

8,000 more train carriages

by the mid 2020s


Delivering new trains and new journeys

- ▣ **Great Northern, Thameslink and Gatwick Express** – completed the roll out of 1,290 new train carriages
- ▣ **Caledonian Sleeper** – entirely new fleet of 75 new train carriages introduced
- ▣ **Great Western Railway** – more and faster services on new trains between London, the South West and Wales
- ▣ **Greater Anglia** – over a thousand new train carriages will replace the entire fleet
- ▣ **Hull Trains** – 25 new train carriages on services between London and Yorkshire and the Humber
- ▣ **London North Eastern Railway** – 65 new trains will run between London, Yorkshire, the North of England and Scotland
- ▣ **London Overground** – 180 new train carriages on routes around London
- ▣ **Merseyrail** – the introduction of new trains on routes in Liverpool and around Merseyside starting in 2020
- ▣ **Northern** – the first of 101 new trains have started to run on routes in the North of England
- ▣ **ScotRail** – 70 new Hitachi Class 385 trains running between Glasgow and Edinburgh
- ▣ **South Western Railway** – from the middle of 2020 the start of a new fleet of 90 trains will run
- ▣ **TransPennine Express** – 44 new trains being introduced on routes connecting northern England
- ▣ **West Midlands Trains** – more seats and space for people in and around the West Midlands from 2020

Our plan means that there will be over 1,000 more train carriages running on the railway by the end of 2020 compared to today, part of the 8,000 new train carriages being introduced by the mid 2020s.



Great Western Electrification

 Greener, faster, more reliable journeys have been delivered for passengers with electrification along the Great Western Mainline through Newbury, Bristol Parkway, Chippenham and into Cardiff from January 2020.


Midland Main Line upgrade

 The rail industry is supporting the Government's £1.5 billion upgrade of the Midland Main Line with brand new trains, extra services, station and infrastructure upgrades to add 50% more seats per hour during peak times. Electrification of the line to Corby will go live in 2020.


Meridian Water station

 In June 2019, Meridian Water station opened, ready to serve the 10,000 homes which are being developed nearby. The new station is part of the Lee Valley Rail Programme, involving a £170 million investment to support job creation and local regeneration. From September 2019 a half hourly service to Stratford was introduced, to ensure rail plays its full part in this major development programme. Greater Anglia, which manages the station, is also replacing their entire fleet of trains, new for old.

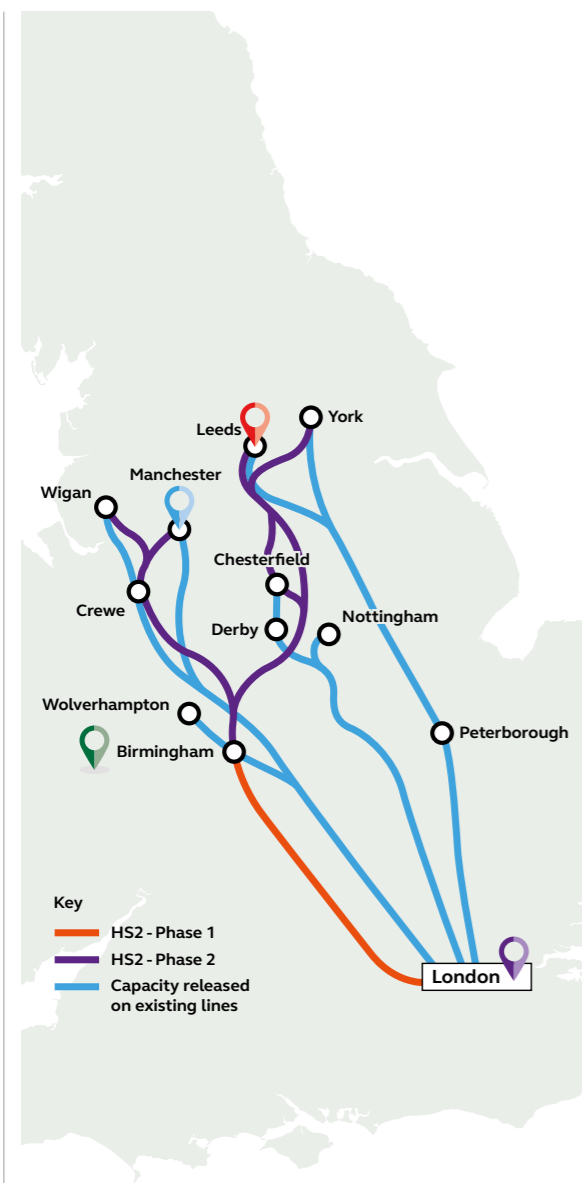
The Elizabeth Line

 Work continues on Europe's largest infrastructure project, the Elizabeth Line, which will carry an estimated 200 million passengers every year when fully operational. The new line will transform rail transport in London and the south east, increasing central London rail capacity by 10%. In total, 1.5 million more people will be brought within a 45-minute commute of the existing major employment centres of the West End, the City and Canary Wharf, up from five million currently. Services through central London are expected to commence between late 2020 and early 2021.

East West Rail

 The new route will be a world class rail link connecting Oxford, Bicester, Milton Keynes, Bedford, Cambridge, and communities in between. Throughout 2020, major work to allow trains to run between Bicester Village and Bedford will be carried out, with the first trains running on this section from the end of 2023. Work will include a new station at Winslow, building two new platforms at Bletchley, installing eight new bridges, 22 new foot bridges or subways, and changes to 97 railway crossings.

HS2: Connecting the country



HS2 is an integral part of tomorrow's national rail network, crucial to ensuring there is capacity on the existing railway to run the extra trains that will be needed in the decades ahead.

The new line will fully integrate with the existing rail network and connect eight out of ten of Britain's largest cities, forming the backbone of the system. It will stimulate economic growth for decades to come by better connecting communities across the country, while directly creating 30,000 jobs during construction.

- 345 miles of new high-speed track will connect the city centres of London, Birmingham, Manchester, and Leeds, and cross onto existing track to serve the North and Scotland. It will make it easier for people to live and work where they want.
- Improving services from 73 stations on the existing rail network and creating space for 144 extra freight trains a day – enough to transport 2.4m lorries' worth of cargo.
- HS2 is expected to carry over 300,000 passengers a day – around 100 million a year.
- Up to 48 HS2 trains will run on the rail network every hour, serving over 25 stations. Improving connectivity will support the creation of 500,000 jobs and nearly 90,000 new homes.
- Many journey times will be cut in half. For example, the journey between London and Manchester will be cut in half to just over an hour.

Benefits across the country from the completion of phase 1 and phase 2 of HS2

Midlands

- Birmingham is already benefiting from **HS2** with businesses including Deutsche Bank, Jacobs Engineering and HSBC choosing to make the city home. The surrounding area of Curzon Street station has attracted £724 million of investment.
- Birmingham's Interchange station and **HS2** Curzon Street station will help generate 52,000 jobs and 5,900 homes.
- The West Midlands Combined Authority's **HS2** Growth Strategy has the potential to add £14 billion to the economy and create and support 100,000 jobs.
- Across the East Midlands the opportunities for trade, investment and jobs that the completion of **HS2** brings are equivalent to 74,000 new jobs and an extra £4 billion to the local economy.

Leeds

- Since the announcement of the Government's Bill of Phase Two of **HS2** £500 million of investment has been attracted to the area. Leeds South Bank redevelopment next to the **HS2** station is expected to provide 40,000 jobs and 4,000 homes alone.

Manchester

- Redevelopment plans at Manchester Piccadilly include a mixed-use neighbourhood with offices, homes and public spaces. **HS2** is estimated to support 40,000 new jobs and commercial development in Manchester.

London

- When completed, **HS2's** London terminus at Euston could support up to 19,000 jobs and 1,700 new homes locally.
- Thanks to **HS2**, West London has ambitious plans to deliver 25,500 new homes, together with up to 65,000 new jobs.

Running Britain's Railway



GRAND CENTRAL

Gabi
sushi & bento

Keeping millions of people moving every day



240,000 people work in rail



more than 4.8 million journeys a day on average



In the last 20 years the number of people travelling on the rail network has doubled



2,563 train stations serving passengers across the network



40,000 signals 'the traffic lights of the railway' across the network



20,000 miles of steel track make up the British railway

It costs over £11 billion per year to keep almost 5 million people moving by rail every day. Train operators and Network Rail work together at 11 Rail Operating Centres around Great Britain to keep passengers safe and moving efficiently.

Working together as one team, everyone is focused on improving punctuality and reliability across the network.

Staff on trains and platforms are the face of the railway, specially trained to give travel advice, help people with accessibility needs and keep passengers safe.

Maintenance depots around the country service passenger and freight trains 24/7. They store, service, test, maintain and clean passenger and freight carriages and locomotives.

Network Rail is upgrading the railway in 2019/20 replacing:

- **1,100 miles** of rail - over **three miles** a day
- **520,000** sleepers - that's a sleeper laid almost every minute
- **1.8 million** tonnes of ballast - equivalent to **35,000** tonnes a week.

Extreme Weather Teams

When summer heatwaves, floods or snow and ice hit our railways, Extreme Weather Action Teams spring into action. Specially trained Network Rail teams, working in partnership with train operators, measure trackside temperatures, paint the sides of rails white to reflect heat, install flood barriers, points heaters and NASA-grade insulation and send out de-icer trains or snow ploughs. The team can also call on a thermal-imaging helicopter. When conditions are severe, teams continuously monitor the affected areas and temporary speed restrictions can be introduced to keep passengers safe and prevent damage to the rail line, minimising delays.



How do we fund running and improving the railway?



Running Britain's railway and moving millions of people every day costs money. In 2017/18, £11.8 billion was invested in operating and running the railway. This includes buying equipment and materials to keep trains running and the track, bridges, embankments, signals and electrification systems in good condition, paying rail workers and buying fuel and power.

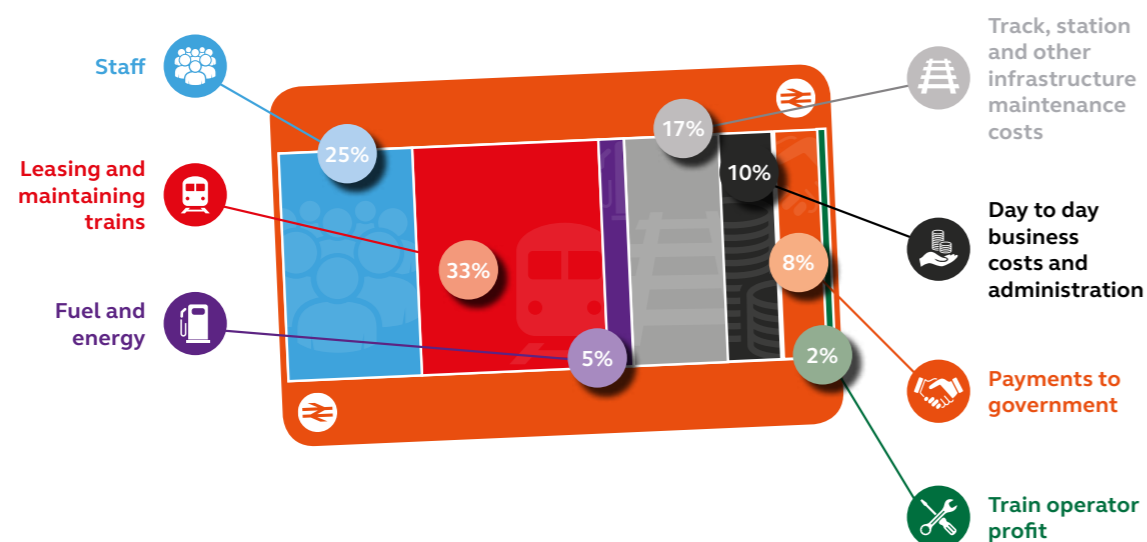
With 98p in every £1 fare going back into running the railway, income from passengers is crucial to underpinning taxpayer and private sector investment to improve the network.

Railcards

In 2020, the Railcards offered by train companies will continue to help specific groups - young people, families, disabled people, seniors, job seekers and members of the armed forces - save money when travelling by train. Railcards generally pay for themselves after one or two trips.

In 2019 the rail industry launched two new types of Railcard for young people. In its first six months the 26-30 Railcard was bought by 328,000 people who saved £43 million on 6.5 million journeys. The 16-17 Saver, launched in August to support 1.2 million young people travelling to school, college and work, gives 16-17 year olds half price travel.

Where does my fare go?



Improving rail ticketing systems

Train companies are investing in upgrading systems to provide better services in the future when people buy their tickets.

An example of this is the work underway to significantly improve the national reservation system, which dealt with over 150 million bookings in the last year. The replacement system will meet the needs of a growing railway, while also offering the opportunity to improve information for passengers when there is disruption and provide more flexibility when booking a ticket.

The upgrade is part of a longer term strategy by rail companies to improve the experience when people buy tickets by better using the data and technology available to rail companies and other organisations that sell tickets.



Opening up how tickets are sold

The rail industry is making it easier for other organisations to sell train tickets. We are increasing customer choice by encouraging more companies, including new start-ups, to innovate and open up travelling by rail to more and more people. By investing in technology and innovation, retailers are making rail travel easier and are supporting the industry's smart ticketing strategy. New journey planners give customers the best options to meet their needs within the current fares system.



Rail freight: working for Britain

Rail freight – working for Britain

Every year, rail freight delivers £30 billion worth of goods to customers across Britain and generates £1.7 billion of economic benefits. In 2020, we expect to move more than 70 million tonnes of freight by train.

Britain's economy depends on the ability of rail to move goods and materials around the country and internationally via our ports, every day. Deliveries of consumer goods are on the up, with freight trains moving 75% more consumer products than a decade ago following £3.5 billion of investment to increase capacity since 1997.

Rail freight makes a big difference to our environment. Taking freight off overcrowded roads reduces carbon emissions by 76% when compared to road haulage. It also reduces congestion across our road network.

Network Rail has built a new 1.3km track loop that will significantly increase freight capacity from the Port of Felixstowe, supporting environmental sustainability by getting lorries off the roads, reducing congestion on the A14, and improving reliability for passengers.

In 2020 the new East Midlands Strategic Rail Freight Interchange will open, providing a 22.5 acre rail terminal capable of handling 16 freight trains per day, and a storage capacity equivalent to 45,000 pallets of cargo. The site provides direct access to the UK's network of rail freight interchanges, East Midlands Airport, the M1 and all major UK ports. Amazon, Nestle and Shop Direct have all taken warehouse space at the linked logistics hub.

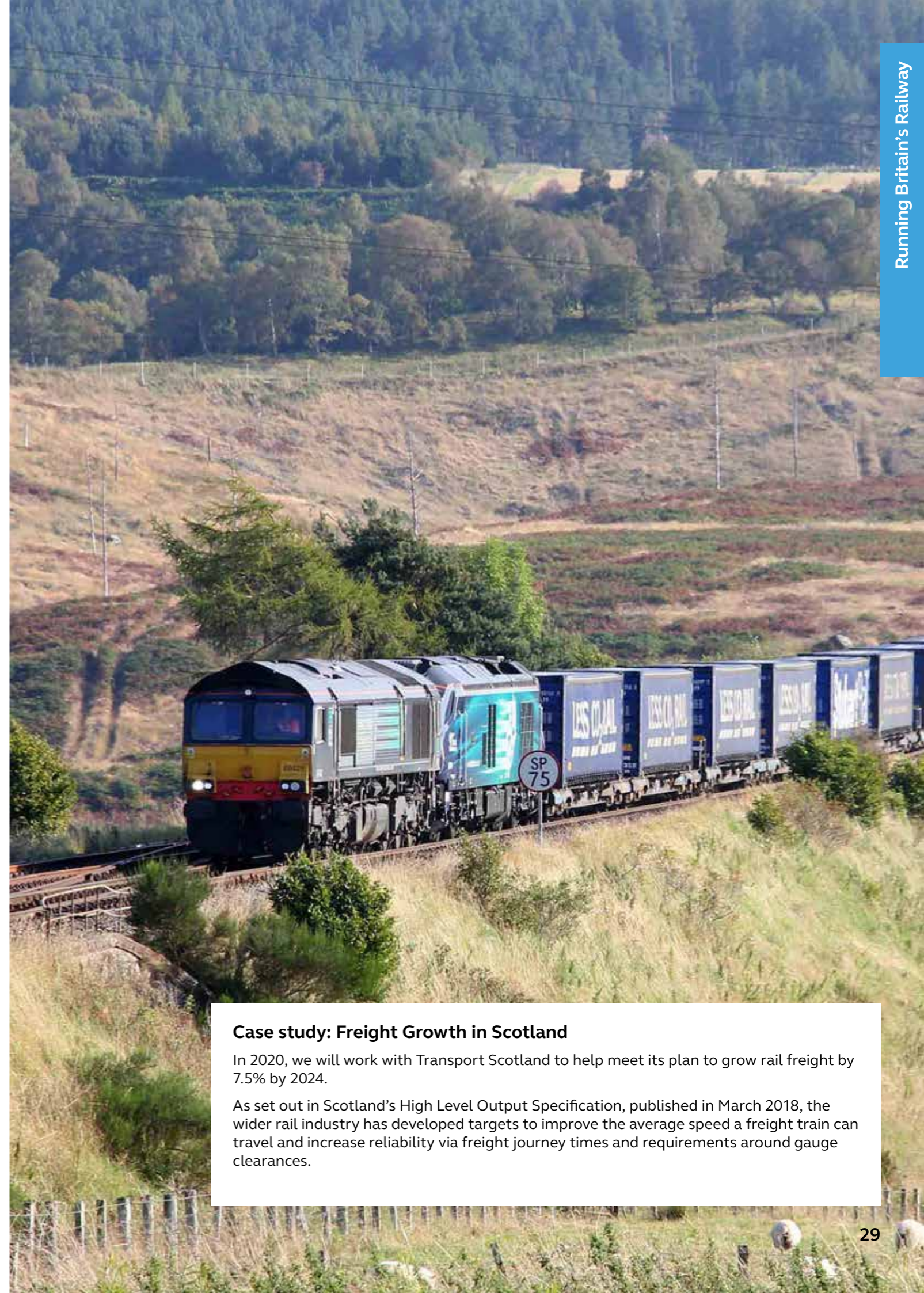
Did you know? In 2020...



We will run more than 600 freight trains every day, delivering goods for businesses 24 hours a day



Every freight train takes 76 lorries off our roads, that's 16.6 million fewer heavy goods vehicles every year



Case study: Freight Growth in Scotland

In 2020, we will work with Transport Scotland to help meet its plan to grow rail freight by 7.5% by 2024.

As set out in Scotland's High Level Output Specification, published in March 2018, the wider rail industry has developed targets to improve the average speed a freight train can travel and increase reliability via freight journey times and requirements around gauge clearances.

Working together to change and improve

Working together to change and improve

Working together to change and improve



Continually improving for customers

In 2020 the Rail Delivery Group will continue to work with the Department for Transport in a ground-breaking rail industry programme to help better understand the needs, expectations and frustrations of customers. This will help pinpoint how the rail industry's five customer promises (set out below) are being met, by tracking how customers feel when travelling by rail.

The programme works by capturing and listening to weekly customer feedback at every stage of their rail journey, from pre-travel planning through to post-journey support and evaluation, identifying new ways to enhance customer experience.

The rail industry's five customer promises



Put the customer in control

By providing real-time information, travel updates and greater choice, customers can make informed, confident decisions about their journey, especially if their plans change or unexpected disruption affects their journey



Ensure the customer is always feeling loved

Making customers feel safe, respected and supported, so they will enjoy traveling by train and feel reassured by how much they are valued as customers



Enable the customer to be always on

We help customers to live their increasingly connected lives, on the move, at their schedule, without inconvenience and with easy access to facilities and WiFi



Give the customer clear value

Simple pricing and clear communication will give customers a better understanding of where their money goes. We need to help them identify the best price for the right service and demonstrate clear value to choosing rail



Let the customer travel my way

Allowing customers to personalise their journey based on individual preferences gives them a greater sense of freedom and possibility. We want to make their travel experience as effortless and enjoyable as possible

Rail Ombudsman

In 2018 the rail industry delivered on its promise to create Britain's first Rail Ombudsman. Train companies work hard to resolve passenger complaints and the Ombudsman provides an extra layer of consumer protection if a case cannot be resolved within 40 days. The Ombudsman is part of the industry's efforts to uphold the highest standards in its complaints process and increase customer satisfaction.

Between January 2019 and June 2019 the Ombudsman assessed 195 complaints and referred many others to the right authority for decision. All train operators will continue to be part of the Ombudsman service in 2020. The industry is continually improving how it handles passenger feedback and through our plans to improve, we want fewer complaints to go to the Ombudsman in 2020.



In 2020, the rail industry will work with passenger groups to encourage more people to claim compensation



Putting things right

Rail companies work together to run train services on time and are committed to improving punctuality and reliability. When things do go wrong, we're sorry and we want everyone to get the compensation they're entitled to. Passengers who are delayed for at least 30 minutes, and increasingly for at least 15 minutes on many routes, can claim compensation as a proportion of their train ticket, no matter what caused the delay.

Rail companies have been working hard to make it easier and quicker to claim compensation:

- More passengers than ever are aware of their right to compensation, with the number of customers claiming Delay Repay increasing by 75% in the last three years.
- Last year around £79 million was paid back to customers under the Delay Repay scheme.
- Faster 'one-click' automated claim systems, available via smartphones and smartcard registration are being rolled out.

In 2020, the rail industry will work with passenger groups to encourage more people to claim compensation and raise awareness of the arrangements.

Enhancing Accessibility

We want everyone to benefit from the opportunities train travel opens up. Ensuring the rail network is accessible and easy to use is a key focus of improvements at stations and on trains across Britain. Accessibility benefits everyone – people with mobility and health requirements, people travelling with children and luggage, plus anyone who needs extra support.

Access Map

In 2019 the rail industry launched an interactive access map. Now passengers, including visually-impaired people, can find out about station accessibility in one click, helping people to feel more confident about travelling by train.

Between March 2019 and July 2019 more than 24,000 people logged on. We expect over a 100,000 journeys to be planned using the map in 2020.

An app version of our new access map will go live for passengers in 2020.



Passengers can see:

- step free access
- accessible toilets and changing places
- alternative stations for on-the-go planning

Visit www.accessmap.nationalrail.co.uk

Passenger Assist

Passengers can book assistance for any train journey, with one number. Between summer 2017 and August 2019 more than 45,000 people called 0800 0223 720 or texted 60083 to organise help at the station, a ramp to board or to be met at the end of a journey.

We expect over 20,000 journeys to be planned using the number in 2020 as we help passengers with accessibility needs travel by train.

The rail industry is developing a new app to book assistance in a few clicks. Passengers will have their own profile and can get live information delivered to their phone during the journey.



Work will continue in 2020 to deliver £300 million investment in the Access for All programme



Access for All

Work will continue in 2020 to deliver improvements as part of the ongoing £300 million government investment programme. The programme has so far delivered accessible, step free routes at more than 200 stations, as well as smaller scale accessibility improvements at more than 1,500 others. During 2019 a further 73 stations were added to the programme and improvement plans are being developed to make the network more inclusive. Rail companies will continue to work together to improve accessibility at stations as funding sources become available.



Case Study: Inclusive Design

Greater Anglia has involved accessibility specialists in designing accessible features for 169 new trains coming into service from 2019. A wheelchair user, a blind person and a visually impaired person and his guide dog visited Swiss manufacturer Stadler, who are making 58 of the new trains, with Greater Anglia, to test the new designs in the factory. The group suggested improvements including changing the layout of wheelchair spaces to offer options in both directions of travel and improving the signage on the train which shows the location of accessible seating and toilets.

Investing in our People

Britain's railway rests on the skills of its people. As part of our continued commitment from In Partnership for Britain's Prosperity, the rail industry is investing in the 240,000 people who work in rail, including more than 16,000 train drivers, unlocking the potential of diverse new recruits and developing the transferable skills we need for today's and tomorrow's railway. As part of this commitment, rail companies are focusing on four key areas:

- ensuring our people have the skills they need as we harness new technology and innovation to run a better railway
- building a more diverse and inclusive railway that better reflects our society
- supporting our people to become the next leaders of the industry, with the skills to manage, lead and inspire their teams to deliver what passengers want
- engaging closely with our people and working together to keep improving for our passengers

Train Driver Academy

It takes more than a year of practical and theoretical training to learn how to safely drive a train, which could carry up to around 1,000 people at the busiest times. As rail companies run an additional 11,300 services a week by 2025, we plan to recruit more people into the industry, including thousands of new drivers. The Train Driver Academy opened its virtual doors in May 2019, with standardised training for new drivers across the industry. Through the Academy and on-the-job work with train operators, trainees learn to drive passenger, freight and depot trains as well as on track machine operations. In 2020 the Train Driver Academy will welcome hundreds of new drivers into training, offering the opportunity of a Level 3 apprenticeship qualification.

The next generation

The rail industry is addressing skills challenges in a co-ordinated and collaborative way to attract and train people who have traditionally been under-represented in the sector - young people, women, Black, Asian and Minority Ethnic (BAME) candidates and part-time employees.

Working with the Strategic Transport Apprenticeship Taskforce, rail and freight operators, supply chain companies and Network Rail pull together to:

- create new, high quality apprenticeships
- improve diversity in the transport sector
- promote transport careers to young people and their influencers



Training the next generation

Apprenticeships

Apprenticeships help create specialised rail knowledge and skills. They also act as an essential tool in addressing inequality and driving social mobility. The latest Strategic Transport Apprenticeship Taskforce figures show 8,200 apprenticeships have been created in rail, road and the supply chain since 2016, with 2,900 apprentices starting in 2018/19. We expect the growth in apprentices to continue in 2020, with thousands hired by the rail industry and wider supply chain.

Case Study: DB Cargo 2019 Freight Apprentices

In 2019 rail freight operator, DB Cargo UK, and the National College for High Speed Rail joined forces to launch a new Level 3 Train Driver Apprenticeship programme. Seven apprentices will finish their 18-month training in summer 2020.

In 2018/19 Network Rail welcomed 825 new apprentices.



Since 2016 more than £45 million has been invested in developing Network Rail employees through apprenticeships.



Case Study: Caitlin Gent TransPennine Express Apprentice

Caitlin's role at TransPennine Express gives her a perspective of how engineering, design, depot and operational teams integrate. Working alongside fleet engineers, Caitlin investigates technical faults and oversees performance of TPE trains. Caitlin plans to complete her Level 4 apprenticeship in Systems Engineering and secure a full-time job, before starting a degree.

Case Study: GBRf Simulators in Peterborough

In May 2019 GBRf unveiled two new cutting-edge simulators at their training facility in Peterborough with engineering partner Corys as part of a £1 million investment. The sims will allow trainee drivers to trial a number of circumstances in a very realistic environment as well as ensure the continued competency of existing drivers.



Improving Diversity

Research shows that organisations with a diverse workforce better understand the people they serve, are more innovative and run more effectively. Rail companies are committed to building a workforce that reflects Britain today.

Developing and nurturing a diverse pipeline of talent will ensure the railway can meet future skills challenges. By 2020 the transport sector is working towards a target of a 20% increase in BAME representation and a 20% increase of technical and engineering roles to be filled by women.

In 2018 the rail industry participated in the Year of Engineering. More than five million 7-16 year olds across the UK were able to experience engineering first-hand with female engineers at Crossrail, Network Rail and Transport for London on hand to share their personal experience with young women.

Case Study: Get into Railways

2019 is the fifth year Govia Thameslink Railway has partnered with The Prince's Trust to run Get into Railways, a programme for young people from difficult backgrounds. The 18-30-year-old participants receive four-week and two-day courses at a training centre on the Govia Thameslink Railway. The programme has helped 182 young people gain skills and work experience, with many going on to permanent roles in the company.



Southeastern is aiming for

40%

of applicants for train driver roles to be from women by 2021.

Innovating and harnessing technology



Digital railway

Network Rail, train operators and the supply chain will work together in 2020 to ensure new signalling systems and trains are digital or digital ready. The latest in rail technology helps:

- safely run more trains every hour because the trains are closer together, meaning more services and more seats
- give passengers instant updates about the arrival of their services and where to get on for free seats and accessible toilets
- cut delays by allowing trains to get moving more rapidly after disruption

Signals go digital

- In the next 15 years two-thirds of the rail network's signalling system will be replaced
- All signal renewals will be digital or digital ready, starting in 2024
- Digital doesn't happen overnight - more than 4,000 trains and 20,000 miles of network will need to be fitted out and upgraded

Some of the latest in rail technology is already operating: digital train control is deployed on the Thameslink core through central London. Traffic management tools are being used on Network Rail's Western, Anglia and Wales routes to recover services more quickly when disruption occurs. Work to start fitting the

UK's freight fleet with digital train controls will start in 2022, providing around 150 skilled engineering jobs in the UK.

Smart trains

The introduction of new technology means that passengers have more information at their fingertips as more trains start to 'talk' to passenger information systems. Passengers will know whether the toilet is working and accessible, which carriages have spare seats based on footfall and reservations, and even where to stand on the platform to board the train. This technology will become more common in 2020 as hundreds of new train carriages are rolled out on the network.

Case study: New camera recognition technology, which identifies each carriage, is being piloted by Arriva Rail London. This aims to provide better information on the number and order of carriages on trains and when carriages need to be cleaned

Chiltern, Grand Central, LNER and parts of Northern and ScotRail have been using GPS-driven systems to better inform passengers about their service. GPS provides more accurate train journey information to passengers and will reduce the likelihood of train delays increasing sharply at short notice.

GPS data will also be used in National Rail's 'Alert Me' service, as well as a Facebook Messenger tool designed by Zipabout to personalise information for passengers, including suggestions for alternative routes during disruption.

Supporting a sustainable environment now and for the future

Greener transport

Britain's rail system is one of the lowest carbon modes of transport. It continues to improve its carbon performance with emissions per passenger kilometre reducing by nearly 30% since 2005. And rail's strong environmental performance is helping to reduce UK carbon emissions by up to 7.7 million tonnes every year including through modal shift.

The industry has come together through the Rail Decarbonisation Task Force to respond to a ministerial challenge to remove "all diesel-only trains off the track by 2040" and "produce a vision for how the rail industry will decarbonise". The Task Force's work confirms that the rail industry can lead the way in Europe on the drive to decarbonise. It sets out the key building blocks required to ensure the rail industry can be a major contributor to the UK government's target of net zero carbon by 2050.



Britain's rail system is one of the lowest carbon modes of transport



Supporting a sustainable environment now and for the future



Alternative power

In August 2019 a pioneering trial started using solar energy to partly power an electrified railway line in Hampshire. The trial, developed by charity 10:10 Climate Action and Imperial College London, will help support decarbonisation of the railway.

A partnership between the University of Birmingham's Centre for Railway Research and Education (BCRRE) and rolling stock provider Porterbrook, led to the testing of HydroFLEX, the UK's first hydrogen train in June 2019. Unlike diesel trains, hydrogen-powered trains only produce electricity, water and heat at the point of use. Testing and trials will continue in 2020 with hydrogen-fuelled train services planned to run on the network afterwards.

Both projects are being funded through the Department for Transport's innovation programme

Case Study: Marylebone Station

Marylebone Station in London, managed by Chiltern Railway, is leading the way to greener journeys. Chiltern has partnered to bring nanocarbon filters designed by Air Labs which removed 70% of pollutants from the air. In addition, the station has launched SimplyCups, which is expecting 135,000 cups to be recycled by the end of the year.

Greener stations

At the 20 biggest stations in the UK managed by Network Rail:

- current recycling rates are 73%
- free water fountains are reducing the impact of single use plastic water bottles
- plastic cutlery and cups will be banned by the end of 2020
- all coffee grounds will be recycled by the end of 2020

Case Study: Blackfriars Station

As part of the multi-billion pound Thameslink programme, the rebuilt and upgraded Blackfriars station now generates half of the station's energy from solar panels on its roof.



Delivering a safe and secure railway

Everyone working in the railway is committed to a safer and more secure railway for passengers and our people.

Educating young people to prevent trespassing on the railway

Network Rail and British Transport Police community safety campaigns to reduce trespass on the railway across Great Britain intensified this year. Working with industry partners, the You Vs Train campaign targeted the more than 25% of trespass incidents reported to involve young people. The campaign reached 174 million people in the first four months.

Tackling unwanted behaviour

Police and the rail industry have been working together to encourage people who experience unwanted sexual behaviour to 'Report it to Stop it'. The programme has been rolled out nationally and is designed to make all passengers, particularly women and girls, feel safer and know that reported incidents will be taken seriously by rail operators, British Transport Police and local Police forces, providing vital information to help catch offenders.

In 2020, a new team set up by rail operators in partnership with the BTP will take this campaign with the aim of continuing to tackle unwanted sexual behaviour.

Preventing suicides on the railway

The rail industry is committed to preventing suicides, working together with the belief that suicide is not inevitable and that the traumatic loss of life can be reduced. In 2018/19, rail employees, the police and members of the public intervened in more than 2,200 suicide attempts on the railway. These people have gone on to live their lives and other people have avoided being involved in potentially tragic events.

Rail companies have helped to promote suicide prevention nationally, working to de-stigmatise mental health, support compulsory suicide prevention training in the health sector and working with schools to improve awareness of issues. Working together, the industry has also pioneered a national bystander campaign, Small Talk Saves Lives, which looks to engage our passengers and the public in preventing suicides within their own communities.

As part of the programme of work to prevent suicides, rail companies work closely with Samaritans. Frontline staff are trained by Samaritans to provide them with the skills and confidence to approach someone in need and teaches some of the listening skills that underpin the services that the charity provides. The industry is also proud to welcome volunteers into stations and support Samaritans' campaigns to help make the railway a safe and supportive place for people who are finding life tough.

Working alongside British Transport Police

Train operators and Network Rail work closely in partnership with British Transport Police to make Britain's railway one of the most safe and secure of the major railways in Europe. In 2020, the rail industry will provide over £240 million of funding to help secure a safer railway.

Train operators will continue to make stations safer in 2020. More than 673 of Britain's railway stations are BTP-accredited, setting the standard in reducing crime, safeguarding vulnerable people and ensuring safer journeys for passengers.

Improvements in your area



Improvements in your area

P60 Supporting the Northern Powerhouse

- ✓ 220 new Nova train carriages by May 2020 on TransPennine Express
- ✓ New trains on Merseyrail from 2020 that can carry 50% more passengers
- ✓ 65 new Azuma trains on LNER will be rolled out by June 2020
- ✓ 101 new Northern trains worth £500 million and 243 refurbished trains coming throughout 2019 and 2020
- ✓ 5 new trains for Hull Trains passengers, worth £60 million from late 2019

P72 A Rail network fit for Wales' future

- ✓ £40 million train refurbishment programme in 2020 on Transport for Wales trains
- ✓ From January 2020, Transport for Wales services will offer free travel for children under the age of 11, as well as under-16s on off-peak services when accompanied by a fare paying adult.

P96 Modernising travel in the South West

- ✓ £80 million sea wall rebuilt in Dawlish by summer 2020
- ✓ Major changes to timetables will mean quicker and more regular services

P52 Scotland's railway: Better in the making

- ✓ Glasgow Queen Street station redevelopment will complete by Summer 2020
- ✓ 70 new ScotRail trains running by December 2019
- ✓ 75 new Caledonian Sleeper train carriages in operation

P80 Powering the Midlands Engine

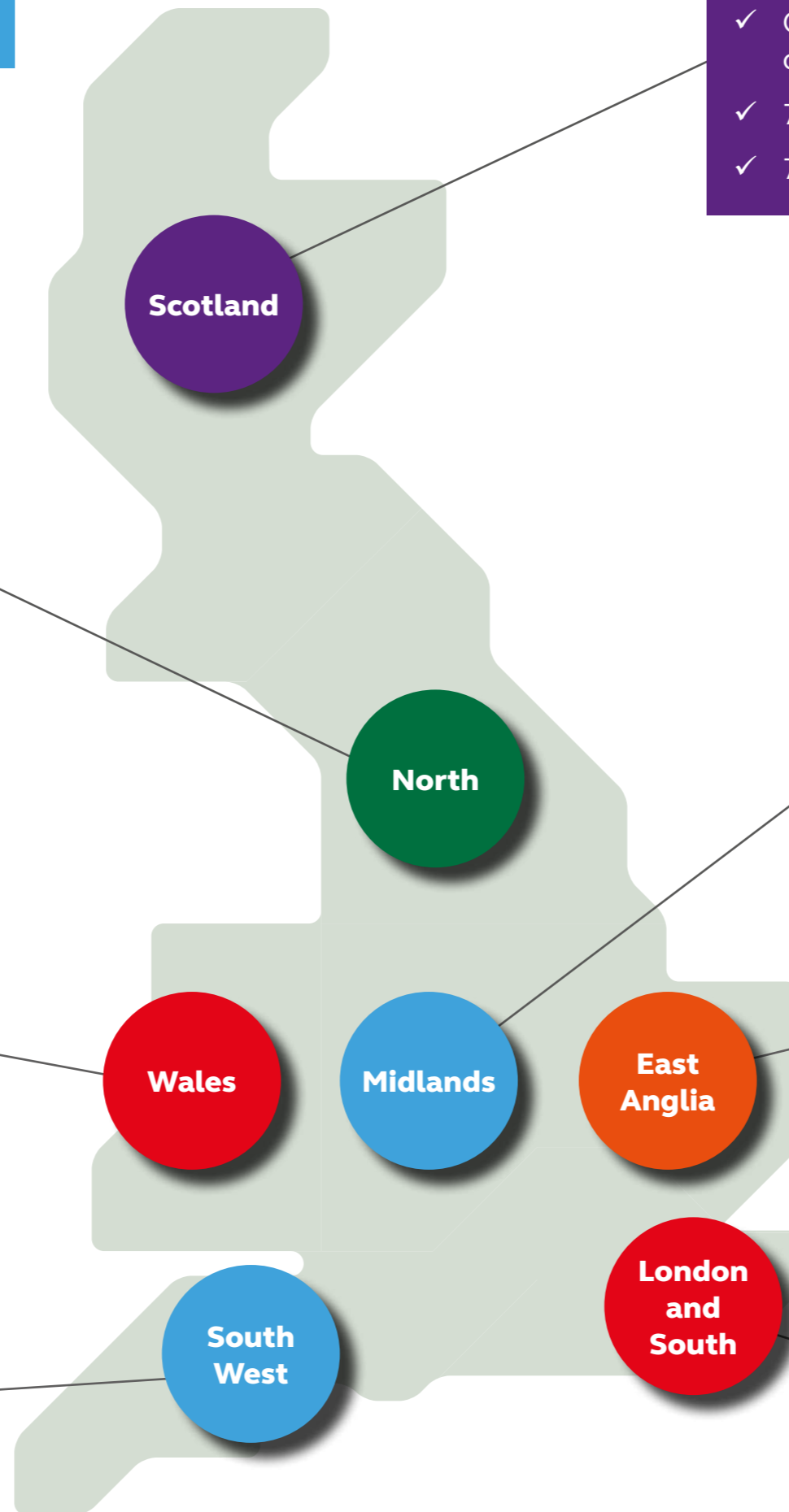
- ✓ East Midlands Railway is introducing a new half-hourly electric service from St Pancras International-Luton-Corby every 30 minutes, due to start in December 2020
- ✓ Chiltern Railways will be trialling a greener and noise-reducing hybrid battery-diesel train, the Class 165 HyDrive in early 2020
- ✓ Strategic Rail Freight Interchange opens terminal for 16 freight trains per day in 2020
- ✓ 180 new train carriages and 50,000 extra standing spaces to and from Birmingham
- ✓ Wolverhampton Interchange opening Summer 2020 as part of a £150 million hub

P88 Transforming journeys in East Anglia

- ✓ 169 new trains on Greater Anglia worth £1.4 billion – all trains are being replaced
- ✓ £27 million improvement work to allow eight carriage trains to operate between Cambridge and King's Lynn

P104 Keeping London and the South of England moving

- ✓ Construction will start in 2020 on the £150 million upgrade of Gatwick Airport Station
- ✓ South Western Railway passengers due to see the first of 90 new trains from the middle of 2020



Scotland's railway: Better in the making



Now and in 2020 passengers, communities and businesses will benefit from...

Trains



- ✓ **70 new ScotRail trains running**
- ✓ **On the Caledonian Sleeper an entirely new fleet of 75 train carriages is running as part of a £150 million investment**
- ✓ **New trains running on services between Scotland and the North of England**

Stations, tracks, depots



- ✓ **Robroyston Station will open in December 2019**
- ✓ **Kintore Station is planned to open in spring 2020**
- ✓ **Aberdeen station redevelopment will begin in mid-2020.**

Communities



- ✓ **WhatsApp customer support for ScotRail passengers in 2019**
- ✓ **ScotRail Interpreter Now service, to assist deaf passengers, will continue**

Major upgrade work

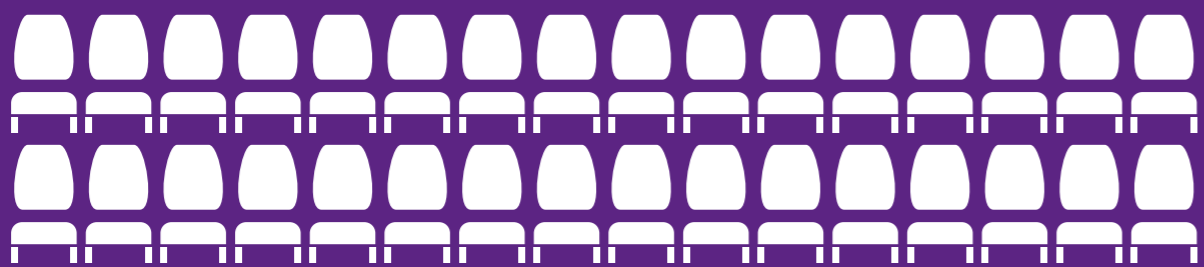


- ✓ **Glasgow Queen Street station redevelopment will complete by Summer 2020**
- ✓ **Edinburgh Glasgow Improvement Programme planned to complete**
- ✓ **Work to continue on £4 billion investment by Network Rail on Scotland's railways**

ScotRail timetable improvements

- Half hourly all day service between Aberdeen to Inverurie, providing 3,000 additional seats each day
- New through services from Inverurie to Montrose, reducing the need to interchange at Aberdeen
- Introduction of hourly service between Inverness and Elgin, providing 1,300 additional seats each day

625k



seats on ScotRail trains every weekday.



ScotRail

ScotRail has invested £475 million on new and upgraded trains across the network which, alongside timetable improvements, bring passengers 625,000 seats on ScotRail trains every weekday.

In 2020 passengers will be travelling on 70 new Class 385 trains, with the last of the new fleet starting service in December 2019. This is alongside the continued roll out of more fully refurbished high-speed Inter7City trains connecting Scotland's seven cities, and more Class 170s redeployed to Fife and the Borders.

New-look stations with Robroyston station opening December 2019, Kintore station opening summer 2020 and Aberdeen station starting its redevelopment in mid-2020.

In 2020, Scotland's scenic routes will be boosted with the introduction of upgraded trains that will be able to carry up to 20 bikes or other bulky items such as rucksacks. The upgrades are a pilot project that support's the Scottish Government's commitment to economic development through active tourism throughout the year.

Customers can now keep in touch with ScotRail support teams via WhatsApp . ScotRail is also using the InterpreterNow app, to help deaf customers communicate freely with staff at any station or during their journey. The app provides on-the-spot access to video interpreting for deaf British Sign Language users.



Network Rail

The Edinburgh Glasgow Improvement Programme will continue. The programme to create 150 kilometres of new electrified track between Glasgow and Edinburgh has involved 4,000 people working six million hours. Fastest journey times between the two cities have been cut to 42 minutes. The Glasgow Queen Street Station upgrade will complete in spring 2020 following a £120 million investment to enhance and expand Scotland's third-busiest station.

A new station will open at Kintore in summer 2020 as part of the Aberdeen to Inverness project, improving frequency and capacity and supporting the local economy. Double-tracks are already complete between Aberdeen and Inverurie.

Network Rail will invest £4 billion in Scotland's railways between 2019 and 2024.

Caledonian Sleeper

An entirely new fleet of 75 train carriages was rolled out in 2019 as part of a £150 million investment, offering ensuite rooms and double beds. The new trains will run throughout 2020, helping to boost tourism into Scotland and support the economy.

Freight

The Grangemouth Freight Branch was electrified in March 2019 and freight connectivity was improved with a new connection at Blackford in Perthshire.

Supporting the Northern Powerhouse



Now and in 2020 passengers, communities and businesses will benefit from...

Trains



- ✓ 220 new Nova carriages by May 2020 on TransPennine Express
- ✓ New trains on Merseyrail from 2020 that can carry 50% more passengers
- ✓ Refurbished trains on the West Coast by the end of 2020
- ✓ 65 new Azuma trains on LNER will be rolled out by June 2020
- ✓ 101 new Northern trains worth £500m and 243 refurbished trains coming throughout 2019 and 2020
- ✓ Five new trains for Hull Trains passengers, worth £60 million from late 2019

Stations, tracks, depots



- ✓ Merseyrail infrastructure upgrades including track, platforms, power supplies and depots at Kirkdale and Birkenhead North
- ✓ Northern has installed more than 600 touch screen ticket machines, making it easier to get the right ticket
- ✓ New stations opening at Warrington West and Horden
- ✓ TransPennine Express will continue introducing mobile touch screen information points at all stations

Communities

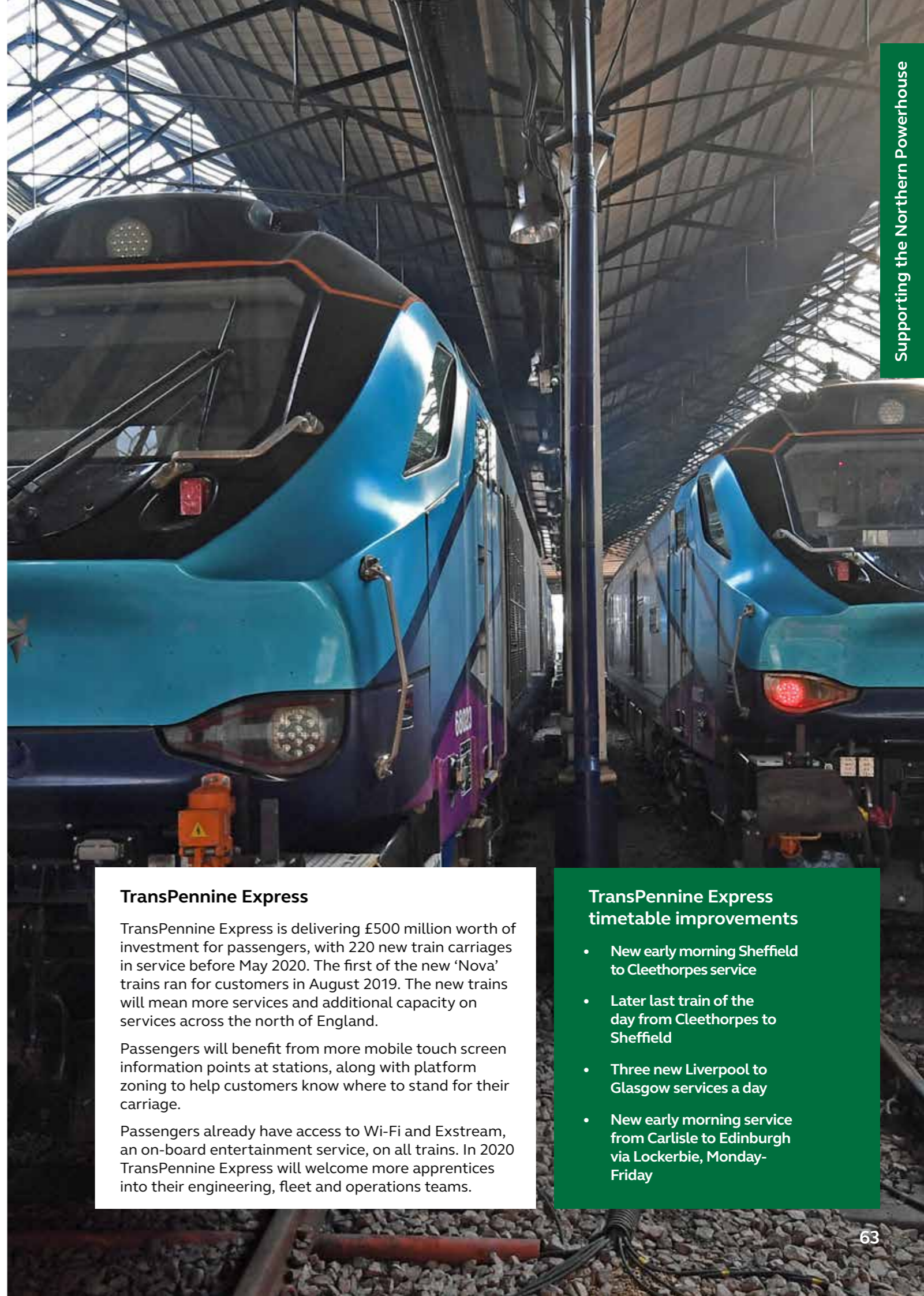


- ✓ Merseyrail working with 7,000 students in 2020 on rail safety and careers within the rail industry
- ✓ First Trenitalia committing to £70 million for free on train Wi-Fi and 5G capability.
- ✓ Northern launched All Right, a railway suicide prevention scheme
- ✓ LNER planted more than 2,800 trees in partnership with the Carbon Trust

Major upgrade work



- ✓ £460 million programme of investment, managed by Merseytravel
- ✓ Over 100 platforms will be extended at more than 70 stations
- ✓ Extra platform at Leeds station



TransPennine Express

TransPennine Express is delivering £500 million worth of investment for passengers, with 220 new train carriages in service before May 2020. The first of the new 'Nova' trains ran for customers in August 2019. The new trains will mean more services and additional capacity on services across the north of England.

Passengers will benefit from more mobile touch screen information points at stations, along with platform zoning to help customers know where to stand for their carriage.

Passengers already have access to Wi-Fi and Exstream, an on-board entertainment service, on all trains. In 2020 TransPennine Express will welcome more apprentices into their engineering, fleet and operations teams.

TransPennine Express timetable improvements

- New early morning Sheffield to Cleethorpes service
- Later last train of the day from Cleethorpes to Sheffield
- Three new Liverpool to Glasgow services a day
- New early morning service from Carlisle to Edinburgh via Lockerbie, Monday-Friday



Merseyrail

New state-of-the-art trains are rolling out for passengers across the Merseyrail network from 2020. As part of a £460 million programme of investment, managed by Merseytravel on behalf of the Liverpool City Region Combined Authority, passengers will also benefit from infrastructure upgrades to track, platforms, power supplies and depot at Kirkdale and Birkenhead North.

From 2020 Merseyrail passengers will see:

- New trains that can carry up to 50% more passengers
- Start of tap-in-tap-out smart card Railpass readers at stations, making travel increasingly seamless
- The start of work for new lifts at five stations to provide step-free access to platforms at Birkenhead Park, Broad Green, Hillside, Hunts Cross and St Michaels

In 2020, Merseyrail will help around 7,000 students learn about safety and rail careers. This follows outreach in 2019 that involved engaging with 6,900 students including more than 200 local students in special education, needs and disability (SEND) schools who attended travel awareness courses.

Merseyrail's environmental programme continues in 2020 with new LED lighting being installed on 26 station platforms.

West Coast

Triple the number of passengers - 40 million - now travel on Intercity West Coast services since Virgin Trains took over running services in 1997. Virgin Trains innovated, introducing automatic delay repay, the free 'Beam' entertainment service, and the ability to buy rail tickets and book travel assistance through Amazon Alexa. Virgin Trains offers 100% of its ticket types digitally in 2019.

From December and into 2020, First Trenitalia will take over the running of services and passengers will benefit by December 2022 from more seats and 263 extra services every week, station upgrades and a 61% reduction to fleet CO₂ emissions via brand-new trains.

In addition:

- 23 new trains will run on the line, improving journeys across the route
- existing trains will be refurbished-like-new: Bombardier trains will be refreshed by the end of 2020 and £117m will be invested in the current fleet of 56 Pendolino trains
- plans to introduce a second hourly service each way between London and Liverpool, and new destinations such as Llandudno, Gobowen and Walsall
- more than £70m has been committed to providing free on train Wi-Fi and 5G capability, keeping passengers connected on their journey

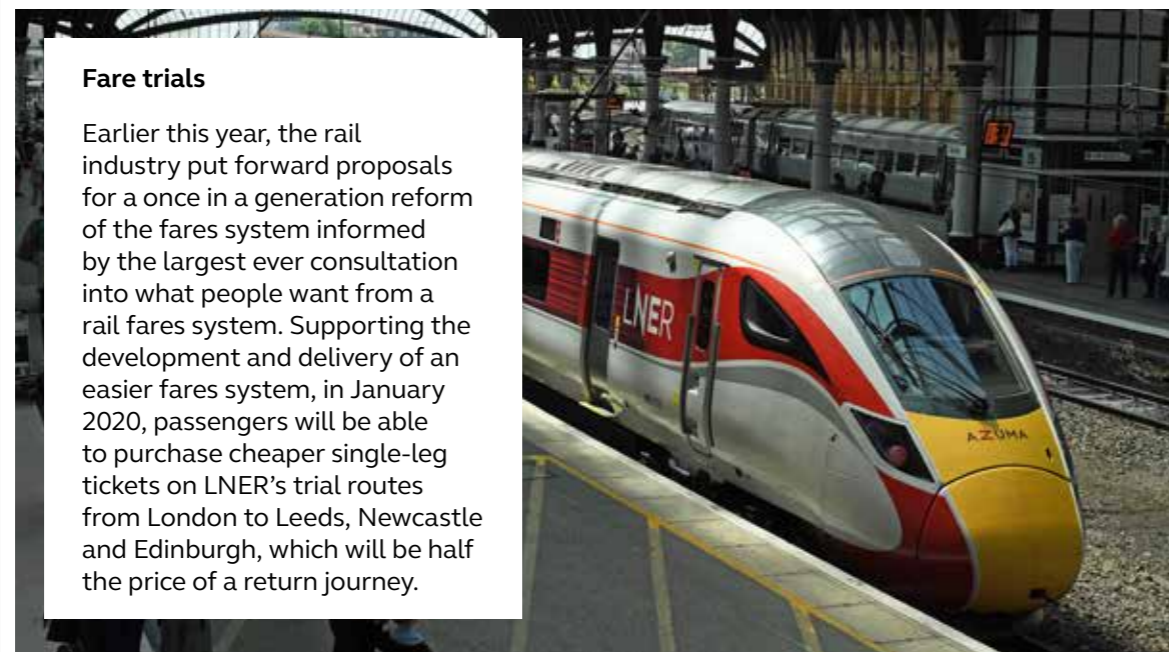


LNER

The rollout of new Azuma trains will continue in 2020, following the start of service on some routes earlier this year. All trains are being rolled out by June, carrying passengers the 940 miles of track between Scotland, North East England, Yorkshire, the East Midlands and London. The Azuma trains are built in County Durham and replace LNER's entire fleet of trains.

With around 100 more seats on each new train, better accessibility, power plugs at every seat and Wi-Fi throughout, Azuma's are also the greenest-in-class. The trains run using overhead electric wires for most routes.

LNER has pioneered a partnership with the charity CALM, which works to prevent male suicide, through its Delay Repay scheme and other activities across the business. By October 2019, this partnership - which will continue in 2020 - had raised over £100,000.



Fare trials

Earlier this year, the rail industry put forward proposals for a once in a generation reform of the fares system informed by the largest ever consultation into what people want from a rail fares system. Supporting the development and delivery of an easier fares system, in January 2020, passengers will be able to purchase cheaper single-leg tickets on LNER's trial routes from London to Leeds, Newcastle and Edinburgh, which will be half the price of a return journey.



LNER timetable improvements

- Additional service from Newcastle to Edinburgh on weekdays
- Additional service between Lincoln & London in both directions, Monday to Saturday
- Five more services between Lincoln & London and four between London & Lincoln on Sundays



Northern

The majority of Northern's 101 new trains, an investment of around £500 million, will be operating by the end of 2019, with the remainder running on the network in 2020. Northern are refurbishing 243 trains with new seats, LED lights, seat-side USB power and Wi-Fi. Removing all Pacer trains from the network in the north started in August 2019.

New services were introduced this year at Gainsborough, Chester to Leeds and Newcastle to Carlisle, adding to the 2,000 extra services per week that have been introduced since 2016. Improving on the 600 new touch-screen ticket machines installed across the network in 2019, there will be more to come in 2020.

More than £32 million is being spent on upgrading Northern stations and the programme will continue in 2020.

Northern's suicide prevention scheme, launched in 2019 and called 'All Right?' will continue in 2020 and is designed to raise awareness of the hundreds of suicides that occur on the railway each year. Suicides on the railway are a tragedy that not only affect families but have a wider impact on the public as passengers, station staff and train crew are often witnesses.



Hull Trains

A new fleet of five Hitachi trains worth £60 million will be fully operating a service on Hull Trains' routes in early 2020.

Each state-of-the-art train within the Paragon fleet has 60 more seats than the former trains - which are being fully replaced - increasing total seat capacity across all services by 22%.

Travellers will also benefit from a brand new 'at seat' trolley service in standard class and a greater choice of hot and cold food and drink options for first class customers.

In addition, two daily services have been extended to Beverley and Cottingham to better connect communities in the region. The open access operator has also launched a new website to make it easier for customers to book and research fares and travel options.

Grand Central

From spring 2020, Grand Central will operate an additional daily return service from the North East of England to the capital, better connecting communities and people. The addition will increase services to six on Mondays to Saturdays and five on Sunday. This will provide additional journey opportunities between the capital, North Yorkshire and the North East, offering new and existing customers 3,800 extra seats each week.

Grand Central has recently completed a £2.6 million station investment programme that included a First Class Lounge at Wakefield Kirkgate and Eaglescliffe Station, a car park expansion at Thirsk Station and a new customer lounge at Hartlepool Station.

Passengers are seeing the benefits of a full refurbishment of all Grand Central trains.





Network Rail

Throughout 2020 Network Rail will be delivering the infrastructure needed so passengers see the full benefits of new trains and services in the North.

The vital operations, maintenance and renewals programme in 2020 includes:

- The roof at Leeds station has been completed and work will continue throughout 2020 to create an extra platform, redesigned simpler track layout and improved signalling
- Power upgrades and improvements to nearly 100 platforms across 58 stations on the Merseyrail network will provide step-free access to Merseyrail's fleet of new trains from 2020
- As part of the Great North Rail Project, over 100 platforms will be extended at more than 70 Northern and TransPennine Express stations
- A new station at Horden near Peterlee in the North East will open for 70,000 annual passengers in Spring 2020 and Warrington West will open in December 2019
- Delivering six 'Access for All' upgrades at Hebden Bridge, Scunthorpe and Headingley and platform improvements at Marsden
- Keighley station, a Grade II listed building will be refurbished, improving accessibility and creating a better environment for passengers

- Work will also continue to remodel King's Cross as part of the East Coast Upgrade, including renewing all track, sub-systems and overhead line equipment in the station 'bottleneck'. Once the Programme is complete, the station will support more passenger services, and will have a simpler, more reliable and resilient track layout for faster, smoother journeys

A Rail network fit for Wales' future



Now and in 2020 passengers, communities and businesses will benefit from...

Trains



- ✓ **£40 million train refurbishment programme in 2020 on Transport for Wales trains**

Stations, tracks, depots



- ✓ **In 2020 a new station will open at Bow Street on the Cambrian Line, connecting a new community to the rail network**
- ✓ **More than 200 ticket machines will be installed at stations, along with Wi-Fi**

Communities

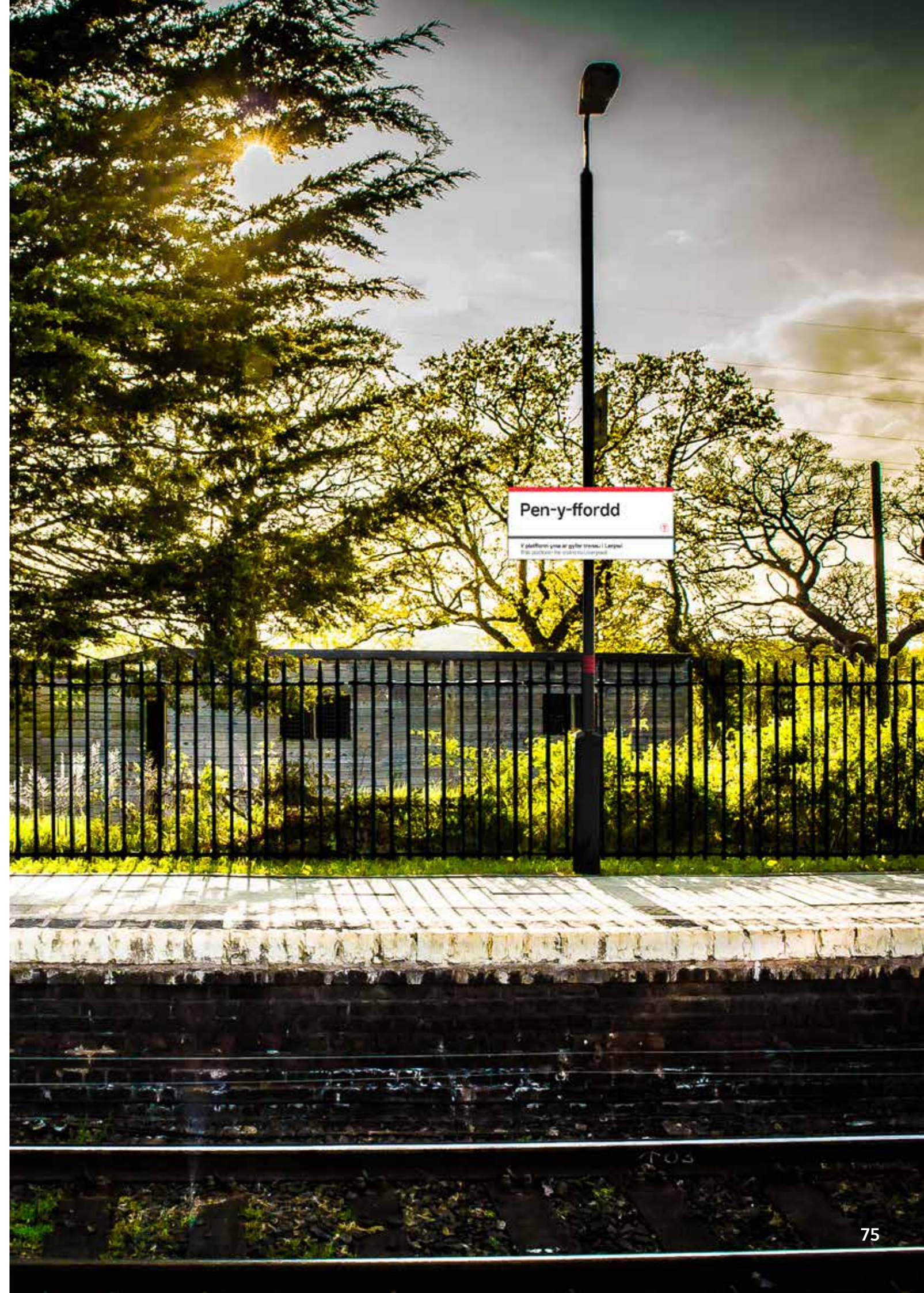


- ✓ **From January 2020, Transport for Wales will offer free travel for children under the age of 11, as well as under-16s on off-peak services when accompanied by a fare paying adult.**
- ✓ **A new Transport for Wales Railcard will save 18 year-olds 50% on all fares**
- ✓ **In 2020 three new Community Rail Partnerships will be launched across South and West Wales**

Major upgrade work



- ✓ **Electrification of the South Wales Mainline to Cardiff by January 2020 which means Intercity Express trains can run between London and Cardiff on electricity**
- ✓ **2020 work will start on renewing Grade II listed Barmouth Viaduct, which provides a critical link for passengers travelling across Mid and North West Wales**



Transport for Wales took over operations of the Wales and Borders rail service in October 2018. In 2020 passengers will continue to see the benefits of record investment, with Transport for Wales committing £5 billion in rail improvements over the next 15 years. This investment is combined with £2 billion for infrastructure improvements that will benefit passengers and freight users in Wales and the Borders

New-look trains

2020 will mark the first major step in the transformation of the Wales and Borders train fleet, with the introduction of more modern trains across the Transport for Wales network.

Passengers will benefit from refurbished trains on services in South and West Wales, more modern carriages on long-distance services, and a more efficient fleet for local services in North Wales.

In 2020 Transport for Wales will be continuing a £40 million train refurbishment programme, refreshing the interiors of trains and installing in-seat electric charging points for passengers.

More services

There will be more services in 2020, following the timetable change in December which will include a major increase in Sunday services across the whole Wales and Borders network. For the first time, Sunday services will run between Cardiff and Maesteg in addition to winter Sunday services on the Conwy Valley Line.



Transport for Wales timetable improvement
186 additional Sunday services, including year-round full Sunday service on the Maesteg and Conwy Valley lines for the first time.

Fares and smart ticketing

From January 2020, Transport for Wales will offer free travel for children under the age of 11, as well as under-16s on off-peak services when accompanied by a fare paying adult. A new Transport for Wales Railcard will save 18-year-olds 50% on all fares – this is in addition to the new national 16-17 Saver Railcard.

Transport for Wales will be rolling out smart cards on more routes after successful trials between Wrexham and Shrewsbury and Penarth and Cathays.

Stations

Transport for Wales is investing £194 million in station improvement. In addition, during 2020 a brand new station at Bow Street, funded by the Department for Transport, on the Cambrian Line will open, connecting a new community to the rail network.

Passengers will start seeing improved station facilities across the network, including more than 200 ticket machines, Wi-Fi at more stations and a continued deep cleaning programme of platforms, benches and graffiti removal at stations.

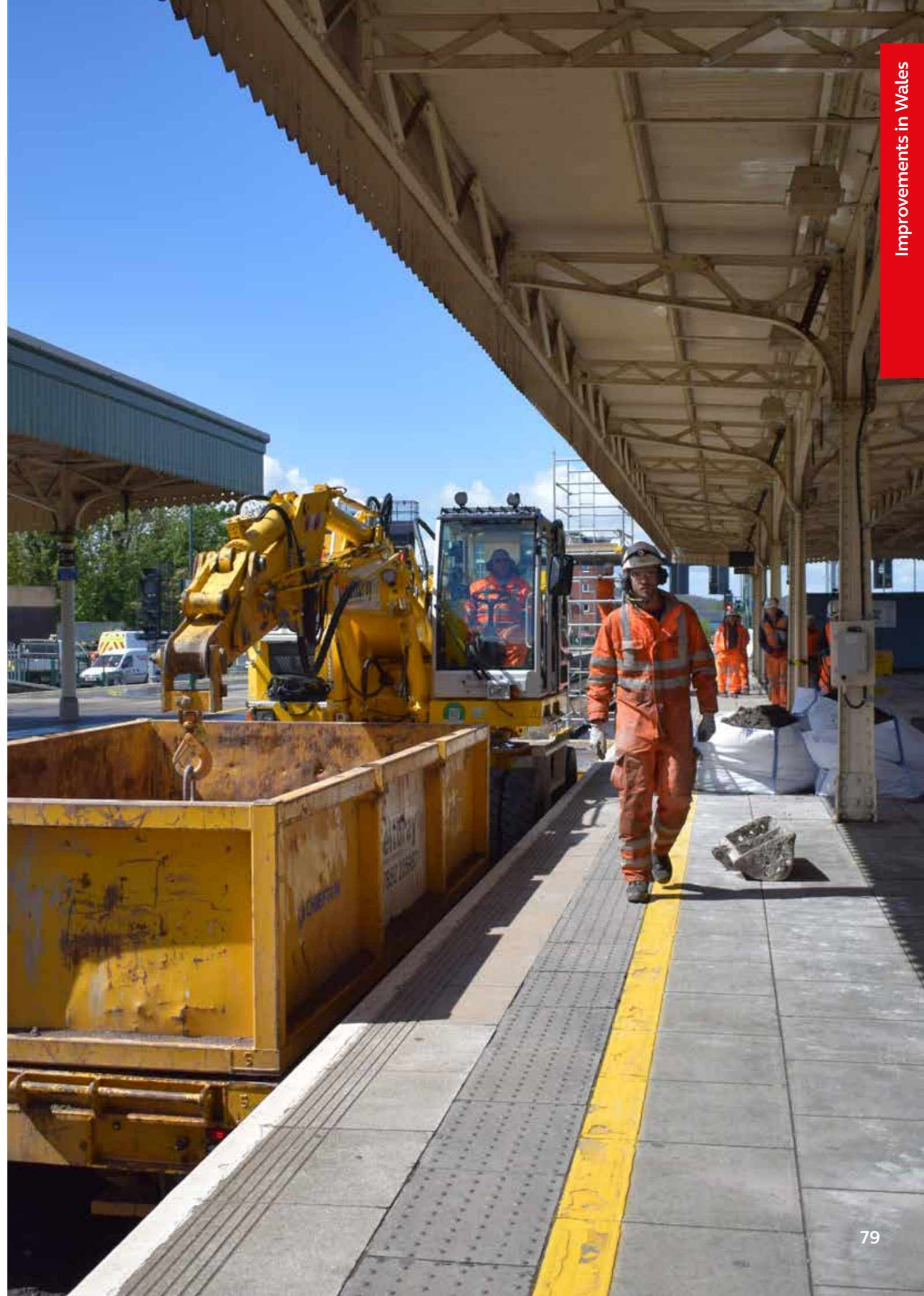
Communities

Every year Transport for Wales invests more than £600,000 into local towns via its Community Rail Vision. In 2020 three new Community Rail Partnerships will be launched across South and West Wales.

Network Rail

Network Rail engineers are working to electrify the South Wales Mainline to Cardiff. This means that from January 2020 Intercity Express trains will run between London and Cardiff on electricity, improving journeys for passengers and creating a quieter environment for homes and businesses that neighbour the track.

In 2020 work will start on renewing Grade II listed Barmouth Viaduct, which provides a critical link for passengers travelling across Mid and North West Wales. Sudbrook pumps, a core component of the Severn Tunnel pumping station, will be replaced, with work beginning in 2020.



Powering the Midlands Engine



Now and in 2020 passengers, communities and businesses will benefit from...

Trains



- ✓ On East Midlands Railway a new half-hourly service from St Pancras International-Luton-Corby
- ✓ Continued rollout by West Midlands Trains of 180 new train carriages and standing room for an extra 50,000 passengers to and from Birmingham in Metro style carriages
- ✓ Faster journeys on CrossCountry routes between the Midlands and North East of England

Stations, tracks, depots



- ✓ Station improvements underway at Kettering, Wellingborough, Bedford, Market Harborough, Kidderminster, Warwick and Banbury
- ✓ Continued rollout by West Midlands Trains of 180 new train carriages and room for 50,000 extra passengers to and from Birmingham in metro style carriages
- ✓ 200 new train crew now on West Midlands Trains

Communities

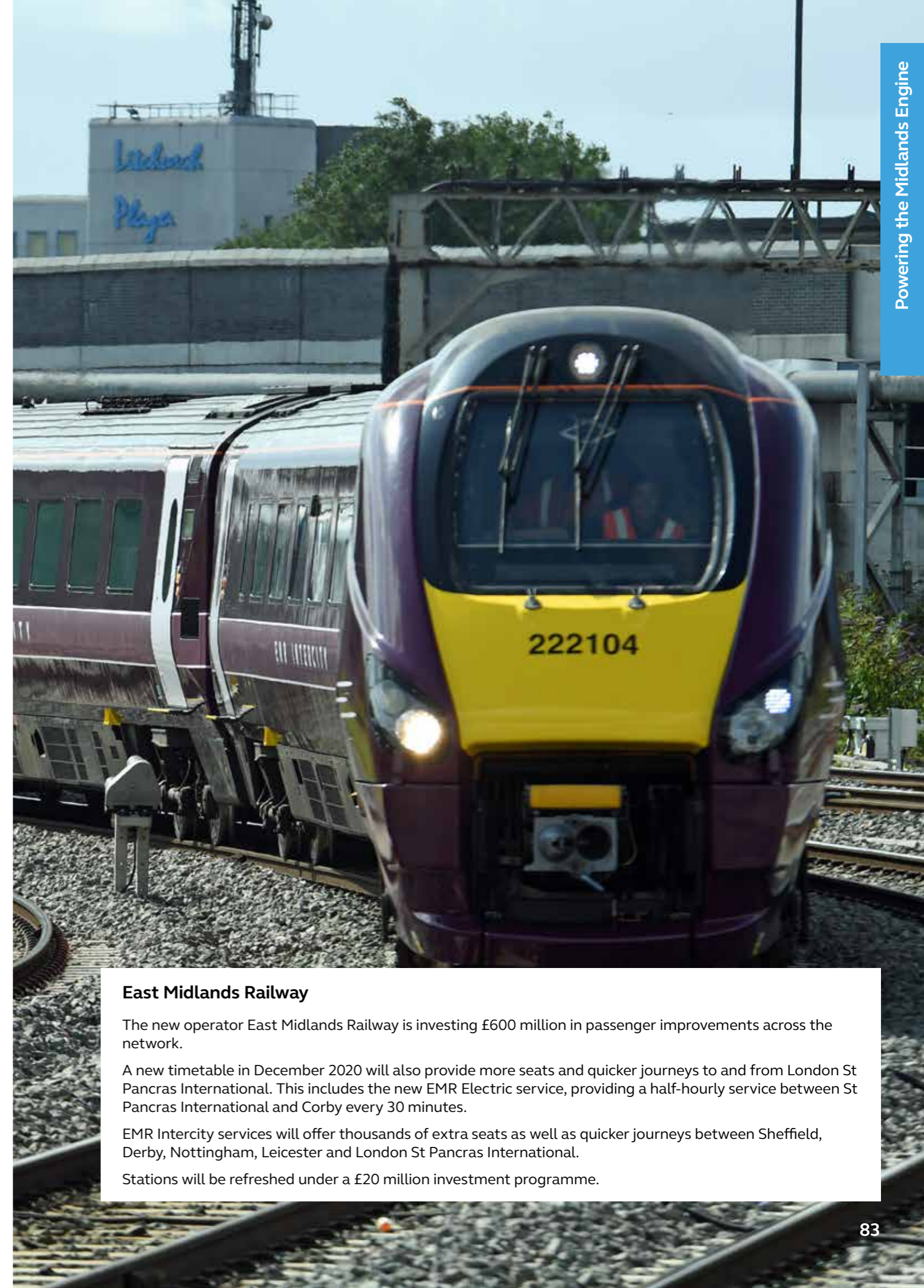


- ✓ East Midlands Railway will manage 30 pre-apprenticeships for local young people and host 25 employability masterclasses at schools
- ✓ Birmingham New Street station now has a dedicated waiting lounge and team to support additional mobility and sensory needs
- ✓ Chiltern Railways will be trialling a greener and noise-reducing hybrid battery-diesel train

Major upgrade work



- ✓ Electrification of the Midland Main Line to Corby will go live in 2020
- ✓ New Wolverhampton Interchange Project is on track to open for customers in Summer 2020 as part of a £150 million transport hub



East Midlands Railway

The new operator East Midlands Railway is investing £600 million in passenger improvements across the network.

A new timetable in December 2020 will also provide more seats and quicker journeys to and from London St Pancras International. This includes the new EMR Electric service, providing a half-hourly service between St Pancras International and Corby every 30 minutes.

EMR Intercity services will offer thousands of extra seats as well as quicker journeys between Sheffield, Derby, Nottingham, Leicester and London St Pancras International.

Stations will be refreshed under a £20 million investment programme.



West Midlands Trains

Arriving in 2020 for West Midlands Trains passengers is the next stage of a £700 million investment in rolling stock including new fleet. Passengers will benefit from 100 new train carriages on the busy Cross City Line, 80 carriages on the popular Snow Hill Lines and room for 50,000 extra passengers travelling to and from Birmingham in metro-style carriages.

The new Wolverhampton Interchange Project is on track to open for passengers in Summer 2020 as part of a £150 million transport hub for rail, bus and tram.

Also in 2020, West Midlands Trains will announce the first schemes to benefit from its new annual Passenger and Communities Improvement Fund. This year up to £1.7m of Department for Transport funding will be granted by West Midlands Trains to benefit communities on or near the network.



West Midlands Trains timetable improvements

- Five additional Sunday morning services on the Chase Line from Rugeley Trent Valley-Birmingham New Street
- Introduction of 18 through services from Liverpool-Euston on Sundays, improving connections from the West Midlands to the North and the South
- Three additional weekday services from Euston to Watford Junction



Freight

Network Rail is mid-way through a three year programme to build a section of dive under railway on the East Coast Mainline at Werrington to improve access for freight trains to the line to Spalding.

Chiltern Railways

In 2020, new lifts are being installed at Warwick and Banbury stations to improve accessibility. Chiltern Railways will also be trialling a greener and noise-reducing hybrid battery-diesel train, the Class 165 HyDrive in early 2020.

New cycle racks at Princes Risborough, Aylesbury, High Wycombe and London Marylebone as part of a £585,000 investment, making end-to-end journeys easier.

Chiltern Railways passengers are already benefitting from £1.6 million investment at Leamington Spa and Warwick Parkway and new open-plan ticket offices at Gerrard's Cross and Aylesbury. In 2019, 8,000 seats per week were added to the timetable, and direct services between Stratford-upon-Avon and London were doubled.

Network Rail

Network Rail is working with train operators to deliver the Midlands Main Line upgrade, the biggest programme of improvements to the line since its completion in 1870 and involves the electrification of the line from Bedford to Corby

In 2020 electrification of the Midland Main Line will go live, and Network Rail continues to work on the line between Bedford and Kettering – reinstating a fourth railway track, improving stations as well as electrifying the route dive under at Werrington. Work to improve Kettering, Wellingborough and Bedford stations will finish in Spring 2020.

CrossCountry

Following improvement work delivered by network Rail in Derby, CrossCountry will start to run faster journeys between the Midlands and the North East of England from 2020. The faster journeys, up to 30 minutes quicker, will better connect communities and improve connections to jobs and business opportunities. Since earlier in 2019, passengers travelling to Newcastle, Manchester and Leeds Bradford Airports have been able to buy an integrated mobile ticket, including bus connections. CrossCountry customers can also buy Advance tickets and reserve a seat up to 10 minutes before travel.

Transforming journeys in East Anglia



Now and in 2020 passengers, communities and businesses will benefit from...

Trains



- ✓ **169 new trains on Greater Anglia worth £1.4 billion – all trains are being replaced**

Stations, tracks, depots



- ✓ **c2c improvement work at Barking, Fenchurch Street, Rainham and Laindon**
- ✓ **£40 million depot works at Norwich Crown Point for new train maintenance**
- ✓ **c2c's new ticket machines at every station**
- ✓ **New technology to remotely monitor Greater Anglia trains and fix faults earlier, cutting delays**

Communities



- ✓ **Greater Anglia will continue to offer space at stations for local events**
- ✓ **c2c worked with the BTP and children from Turning Tides, to launch a rail safety book**
- ✓ **c2c will continue offering free train tickets to interviews for job seekers through local Job Centres, and free travel for two months when they first start**

Major upgrade work



- ✓ **£27 million upgrade project delivered by Network Rail to enable eight coach trains to operate between Cambridge and King's Lynn**
- ✓ **Network Rail working to reduce delays by installing new signals on the Wherry line and replacing overhead wiring from Shenfield to Southend Victoria**



c2c

As part of a £17 million upgrade of stations across the c2c network, 2020 will see work start to refurbish Barking, Fenchurch Street, Rainham and Laindon stations. Passengers saw refurbishments finalised at Upminster and Chafford Hundred in October 2019. Grays and Ockendon stations also had recent works to improve passenger experience.

Early in 2020 c2c will finish the installation of new ticket machines at all stations across the network, integrating a simpler ticketing process across c2c's ticket machines, ticket offices, website, app and handheld machines for staff. Automatic Delay Repay was launched for smart card users in March 2019.

In 2020, work will begin to build 60 new train carriages that will be running on c2c routes in 2021. The new train carriages will increase the number of seats by 20%, improving journeys for passengers and supporting economic growth.

Greater Anglia

It's all change for Greater Anglia passengers, with every single train on the network being replaced with 169 brand new trains in total.

Overall, Greater Anglia is investing £1.4 billion in new trains, providing more seats, better reliability, more accessibility and better on-train facilities, with high quality carriages designed in consultation and partnership with passengers. Passengers have been able to claim Delay Repay 15 since April 2019 and more people are using Smart Cards including 75% of season ticket holders. Timetable improvements mean some trains now run between London and Norwich in 90 minutes and Ipswich in 60 minutes, while half hourly services now operate between Meridian Water and Stratford.

Together with train manufacturer, Bombardier, Greater Anglia will start using cutting-edge technology at their Orient Way and Southend Victoria sidings during 2020. The Automatic Vehicle Inspection System (AVIS) will measure damage and wear to wheels, brake pads and discs as well as the pantographs (that receive power from the overhead wires). This remote monitoring system can identify faults and send an alert to the maintainer – helping fix faults earlier and keep trains in service, cutting delays for passengers.

Greater Anglia's new Community Stations Scheme offers up space at some stations for community events, exhibitions, not-for-profit use or even lease. Stations such as Burnham-on-Crouch in Essex, Wickham Market in Suffolk, Reedham in Norfolk and March in Cambridgeshire are part of the expanding programme. The company will also maintain its increased support for community rail partnerships (CRPs), with a new CRP launched on the Hertford East line.



Greater Anglia timetable improvements

- New direct Norwich to Stansted Airport service
- Increased frequency to hourly on Norwich-Lowestoft, Lowestoft-Ipswich and Ipswich-Cambridge services on Sundays
- More services to Cambridge North



Network Rail

Network Rail started construction to increase capacity for King’s Lynn passengers in Autumn 2019. The £27 million investment programme, allows eight-carriage trains to call at intermediate stations on the busy route between Cambridge and King’s Lynn which will reduce overcrowding on the busy morning and afternoon peak services while supporting job creation and economic growth.

As part of Norwich, Yarmouth and Lowescroft re-signalling, in February 2020 Network Rail will install new signals on the Wherry lines which can be controlled remotely by computer. Overhead wiring from the 50s is being replaced on the Shenfield to Southend Victoria branch line as part of a £46 million investment. The improvements will boost reliability on the line and minimise delays in the future.

Network Rail is working closely with Transport for London to deliver a 1.5 kilometre track extension and new station at Barking Riverside and to support the delivery of the new Elizabeth Line.

Freight

Network Rail has built a new 1.3 kilometre track loop that will significantly increase freight capacity from the Port of Felixstowe, supporting environmental sustainability by getting lorries off the roads, reducing congestion on the A14, and improving reliability for passengers. In addition to this work, several level crossings are being upgraded to make them safer and a new bridleway bridge is helping to maintain safe public access across the railway. An upgraded level crossing was operational from summer 2019.

Modernising travel in the South West



Now and in 2020 passengers, communities and businesses will benefit from...

Trains



- ✓ **93 new Intercity Express trains now operating on Great Western Railway**
- ✓ **Biggest timetable change in 40 years for Great Western Railway passengers in December 2019 – 30% increase in trains for 2020**
- ✓ **More room for passengers travelling on CrossCountry trains between Exeter and Bristol with 400,000 extra seats compared to 2018**

Stations, tracks, depots



- ✓ **Worcestershire Parkway Station will open late 2019**
- ✓ **Bristol Temple Meads historic roof renovation worth £40 million starts 2020**

Communities

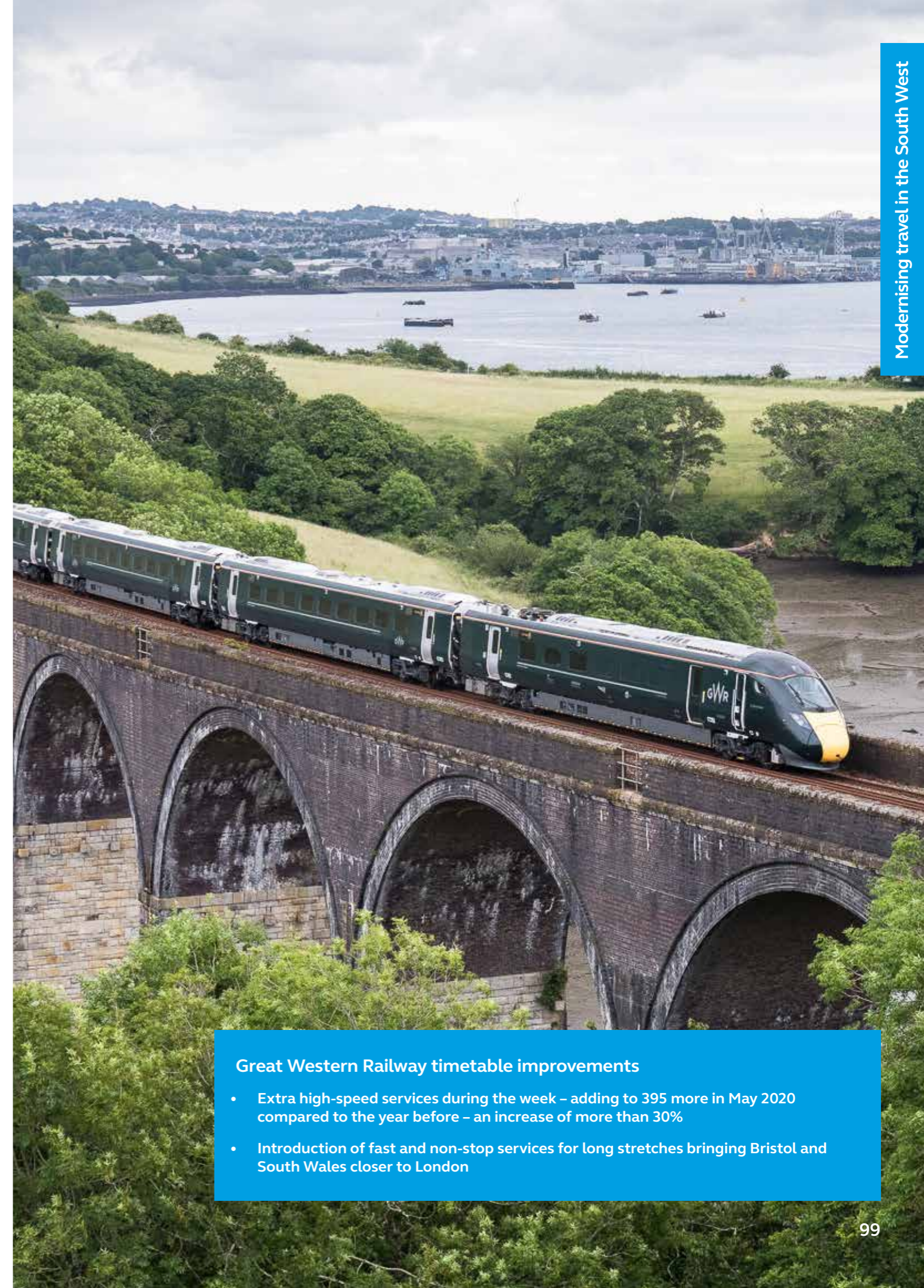


- ✓ **In 2020 Great Western Railway has £750,000 available for community projects**
- ✓ **CrossCountry passengers can reserve a seat up to ten minutes before travel by text message**
- ✓ **CrossCountry is partnered with UK Scouts to promote personal safety, with now over 35,000 activity badges awarded**

Major upgrade work



- ✓ **£7.5 billion is being spent on electrifying routes from London to Cardiff, station improvements, and track upgrades**
- ✓ **By summer 2020 Dawlish will have a new £80 million sea wall, boosting the resilience of a vital piece of the regions infrastructure**



Great Western Railway timetable improvements

- Extra high-speed services during the week – adding to 395 more in May 2020 compared to the year before – an increase of more than 30%
- Introduction of fast and non-stop services for long stretches bringing Bristol and South Wales closer to London

Great Western Railway

The biggest timetable change in 40 years for passengers in the South West will start in December 2019, bringing Great Western Railway passengers the full benefits of faster running electric trains and rail lines. More than 75% of services will change times, taking advantage of re-modelled layouts in key locations such as Reading and Bristol Parkway.

Combined with the introduction of 93 new Intercity Express Trains, the new timetable means passengers will have access to 53 more high speed services each weekday – an increase of more than 30%. For example, new fast and non-stop services will bring Bristol and South Wales closer to London.

With around £750,000 available for community projects in 2020, GWR has formed grassroots links across its network. It supports community initiatives such as championing local food links, a garden at Avonmouth station and safety awareness for young people in Wales and Berkshire.

Heathrow Express

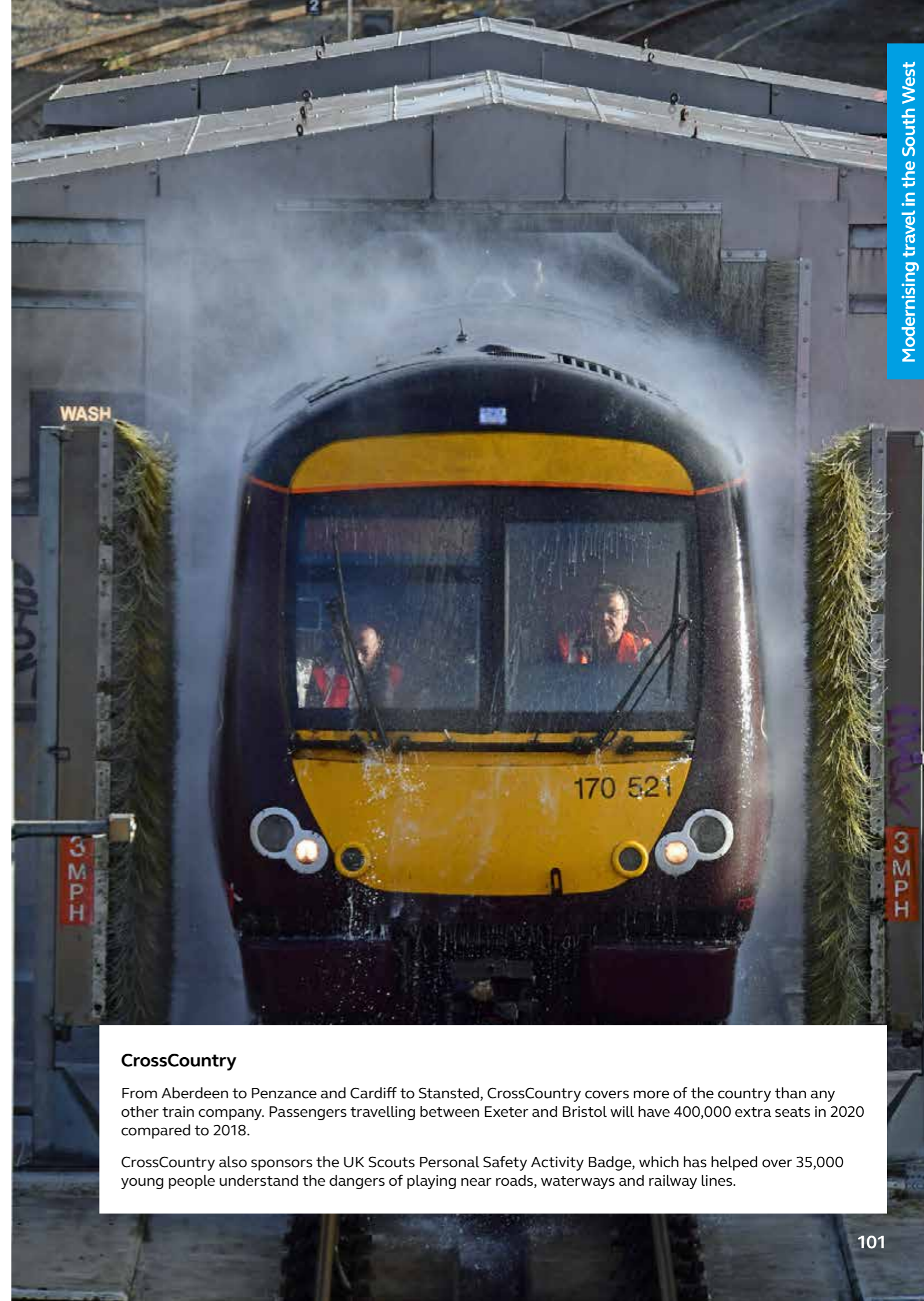
In 2020 Heathrow Express will introduce a 12-strong fleet of specially converted class 387 trains. Passengers will see Business First, at seat power, additional luggage space, on board TV and fast Wi-Fi.

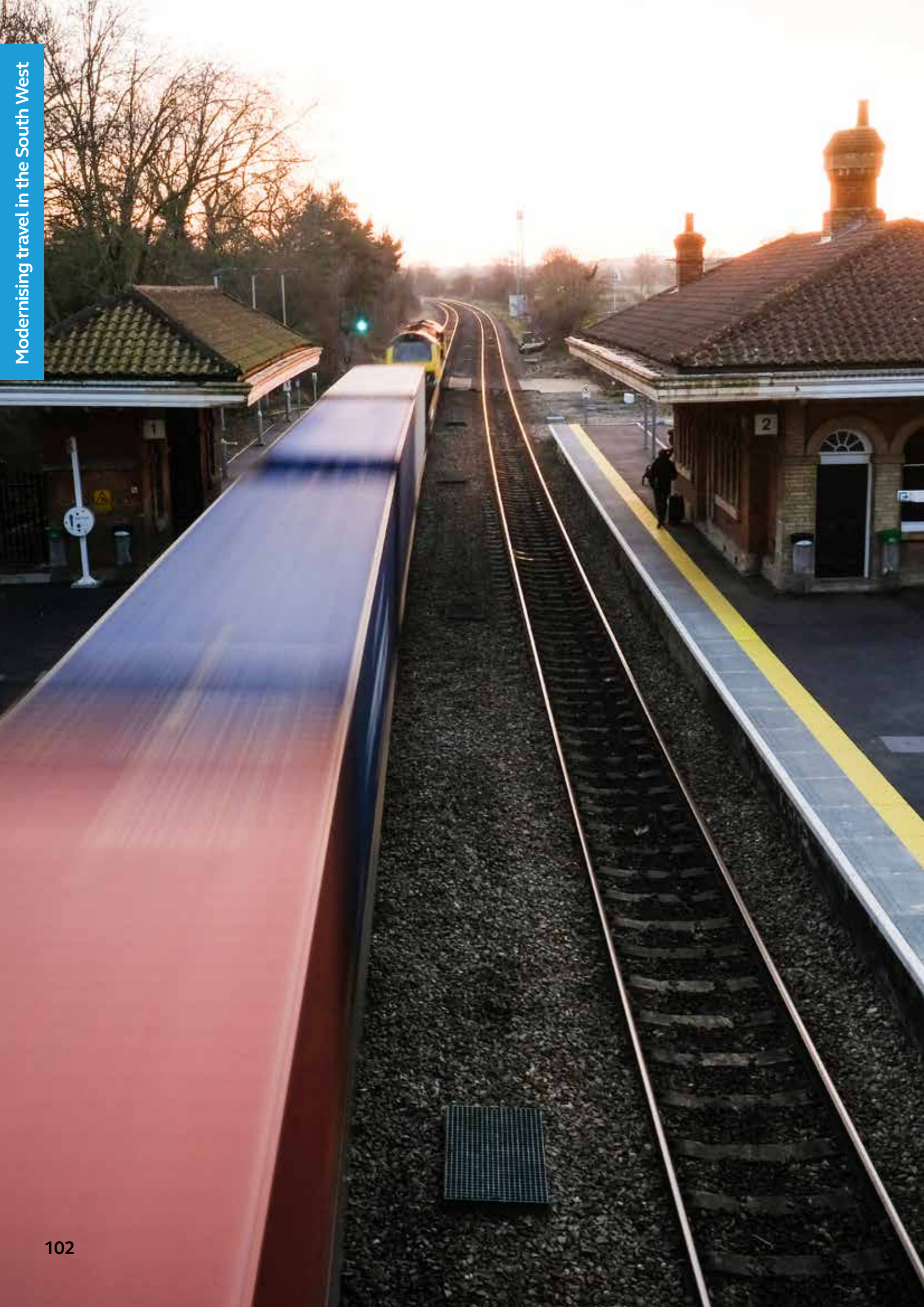
Since October 2019 customers have been using a new website and app complete with quick booking, five additional languages, new help centre and more low fare tickets closer to the date of travel. Heathrow Express passengers travelling through London Paddington can now buy tickets and board trains more quickly using contactless and Oyster cards.

CrossCountry

From Aberdeen to Penzance and Cardiff to Stansted, CrossCountry covers more of the country than any other train company. Passengers travelling between Exeter and Bristol will have 400,000 extra seats in 2020 compared to 2018.

CrossCountry also sponsors the UK Scouts Personal Safety Activity Badge, which has helped over 35,000 young people understand the dangers of playing near roads, waterways and railway lines.





Network Rail

Network Rail is working to electrify one of Britain's oldest and busiest railways by January 2020, providing greener, more reliable journeys and improving connections from London to Bristol, Cardiff, Newbury and Oxford.

Around ten million passengers pass through Bristol Temple Meads each year. Network Rail will start a £40 million renovation of the historic station roof in 2020, to ensure it remains safe and to improve the experience of passengers.

Many trains travelling across the South West use Paddington Station in London, and train detection equipment on the tracks into the station will be modernised to keep running trains punctually.

In Devon a new £80 million sea wall is being built at Dawlish, which will protect the railway and town. Construction started in June 2019 and the 800 metre reconstruction will be complete by summer 2020.

Keeping London and the South of England moving



Now and in 2020 passengers, communities and businesses will benefit from...

Trains



- ✓ South Western Railway passengers will see the first of 90 new trains in the middle of 2020
- ✓ More modern trains being tested on the Island line from summer 2020
- ✓ Thameslink means 50,000 more passengers can travel to and from London in the morning and evening peaks

Stations, tracks, depots



- ✓ Construction will start in 2020 on the £150 million upgrade of Gatwick Airport Station
- ✓ Major work at Canterbury East, Maidstone East, St Albans
- ✓ £23 million investment in Feltham Station

Communities



- ✓ South Western Railway offers more than 100 apprenticeships in 2020
- ✓ £1.6 million for secure cycle parking on the Southeastern route in 2020
- ✓ GTR supported Brighton Pride by launching 'trainbow' a special edition rainbow-liveried train, designed by an apprentice
- ✓ 2020 community consultation on proposals to unblock a bottleneck at Croydon

Major upgrade work



- ✓ £1.25 billion Kent and South East London upgrade plan continues in 2020
- ✓ Thameslink Programme resilience upgrade completed 2019
- ✓ 2020 package of work to renew critical junctions, including at North Kent East, Hither Green and Ashford

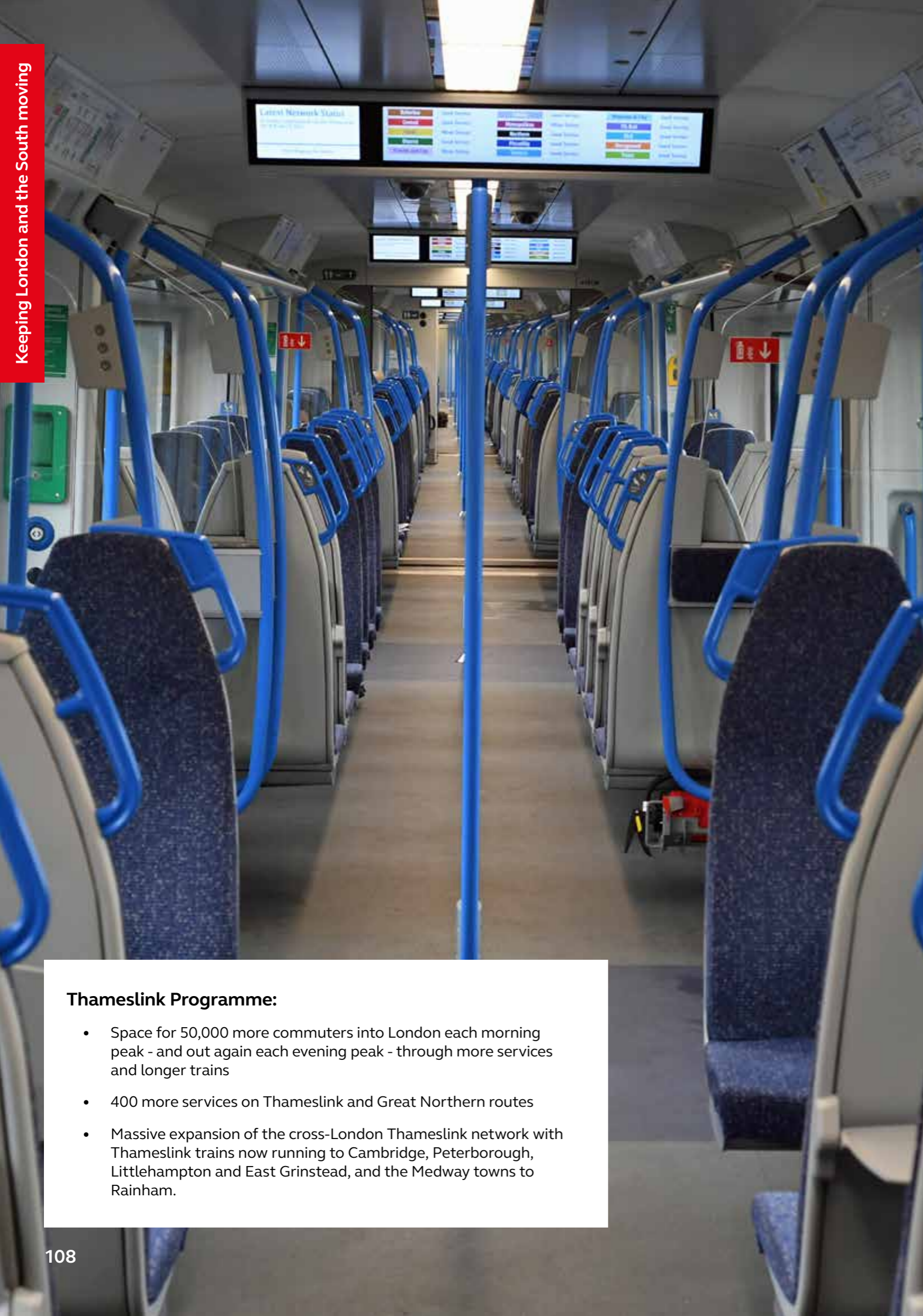
South Western Railway

By the middle of 2020, passengers will see the first trains in a new fleet of 90 rolling out, part of a wider £1.2 billion customer experience investment to bring station and on-board improvements as well as longer, faster and more reliable trains. On long distance services, trains will undergo refurbishment which will bring more standard class seats.

In September 2019 South Western Railway announced an investment of £26 million in the Island Line to put more modern trains on the route from Ryde to Shanklin. This will support local residents, businesses and tourism on the Isle of Wight. Network Rail will be renewing Ryde Railway Pier, where trains connect with ferries to Portsmouth, and the first train will be tested in summer 2020.

£4 million has been spent on passenger information screens and station Wi-Fi. Accessibility is being improved with works at Ewell West, Syon Lane, Wandsworth Town, Isleworth and Stoneleigh. Smart cards allowing tap-in-tap-out with automated renewal and Delay Repay 15 are enabled across the network.

South Western Railway is committed to its communities with more than 100 apprenticeships on offer in 2020, the UK's biggest apprenticeship scheme among rail operators. Continuing into 2020 South Western Railway will offer a Customer & Communities Improvement fund of £2.6 million each year.



Thameslink Programme:

- Space for 50,000 more commuters into London each morning peak - and out again each evening peak - through more services and longer trains
- 400 more services on Thameslink and Great Northern routes
- Massive expansion of the cross-London Thameslink network with Thameslink trains now running to Cambridge, Peterborough, Littlehampton and East Grinstead, and the Medway towns to Rainham.



Great Northern, Thameslink, Southern and Gatwick Express

Passengers on these routes make 24% of rail journeys in Britain, connecting communities in the south of England and north of London into and through the capital.

New and refurbished trains are running on the routes, following the completion of a five-year £2 billion programme that turned one of the country's oldest fleet of trains into one of the most modern. The programme has boosted capacity across the region, creating space for 50,000 more people to and from the capital each rush hour.

Work has started on a £5 million upgrade of St Albans station, creating a two-story extension to increase facilities and ease congestion. This work will be completed in 2020 and improve customer experience. This upgrade follows improvements to stations in Carshalton, Knebworth, and Elstree and Borehamwood in 2019.

GTR supported Brighton Pride by launching 'trainbow' a special edition rainbow-liveried train, ahead of Brighton & Hove Pride. The makeover was designed by a GTR apprentice from South Croydon and celebrates the company's thriving LGBT+ community.

Thameslink timetable improvements

The existing two trains per hour in both directions on Saturdays between Peterborough to King's Cross and Horsham to London Bridge services will join up through the London core, from December 2019 and into 2020.

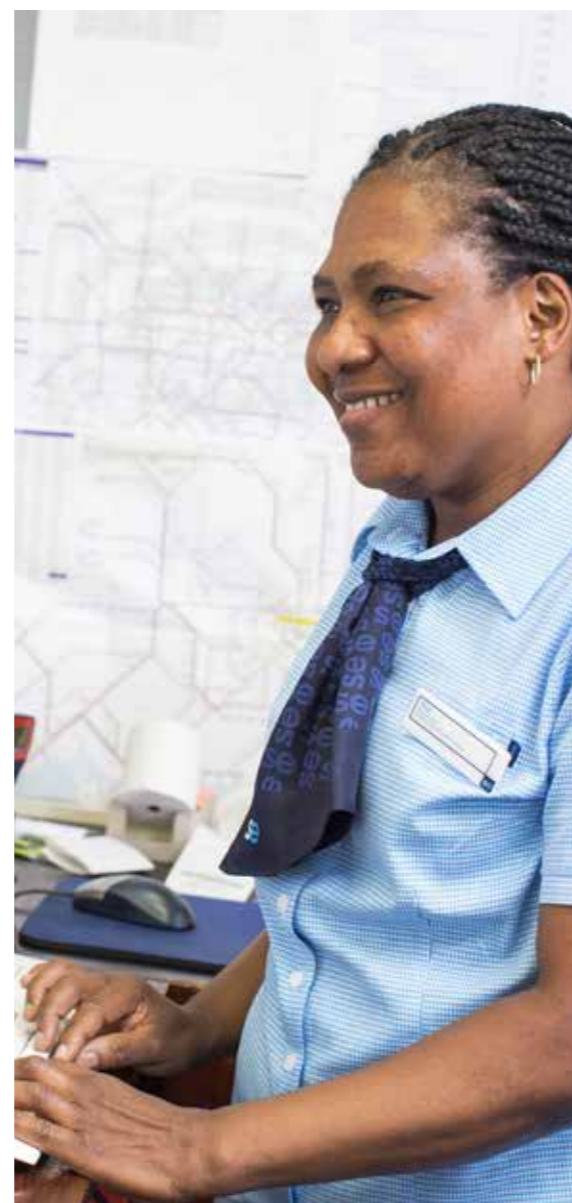


Southeastern

As part of a £1.25 billion upgrade plan in Kent and South East London, passengers will see 2020 station works at Canterbury East and Maidstone East in addition to ongoing track, signalling and junction improvements.

Cycle parking will have a boost in 2020, with £1.6 million to provide 576 secure parking spaces at Maidstone East, Canterbury West, Chatham and Folkestone West making end-to-end journeys easier and more secure. This is in addition to the £3.4 million that has been invested in the last two years to provide 782 secure cycle parking spaces at 14 stations.

Customers will continue to be able to claim for delays longer than 15 minutes in 2020, following the introduction of Delay Repay 15 in September 2019. Upgrades to smart cards now allow customers to add single and return fares to their ticketless travel options, and mean their cards are interoperable with other train operators. Local community groups worked with Southeastern to refurbish heritage station buildings at Battle and Bat and Ball.



Investment in 2020

Network Rail

Gatwick Airport Station will be redesigned in a £150 million upgrade, with construction starting in spring 2020. The major redevelopment will see the concourse doubling, more lifts, escalators and wider platforms.

In 2020 passengers will see:

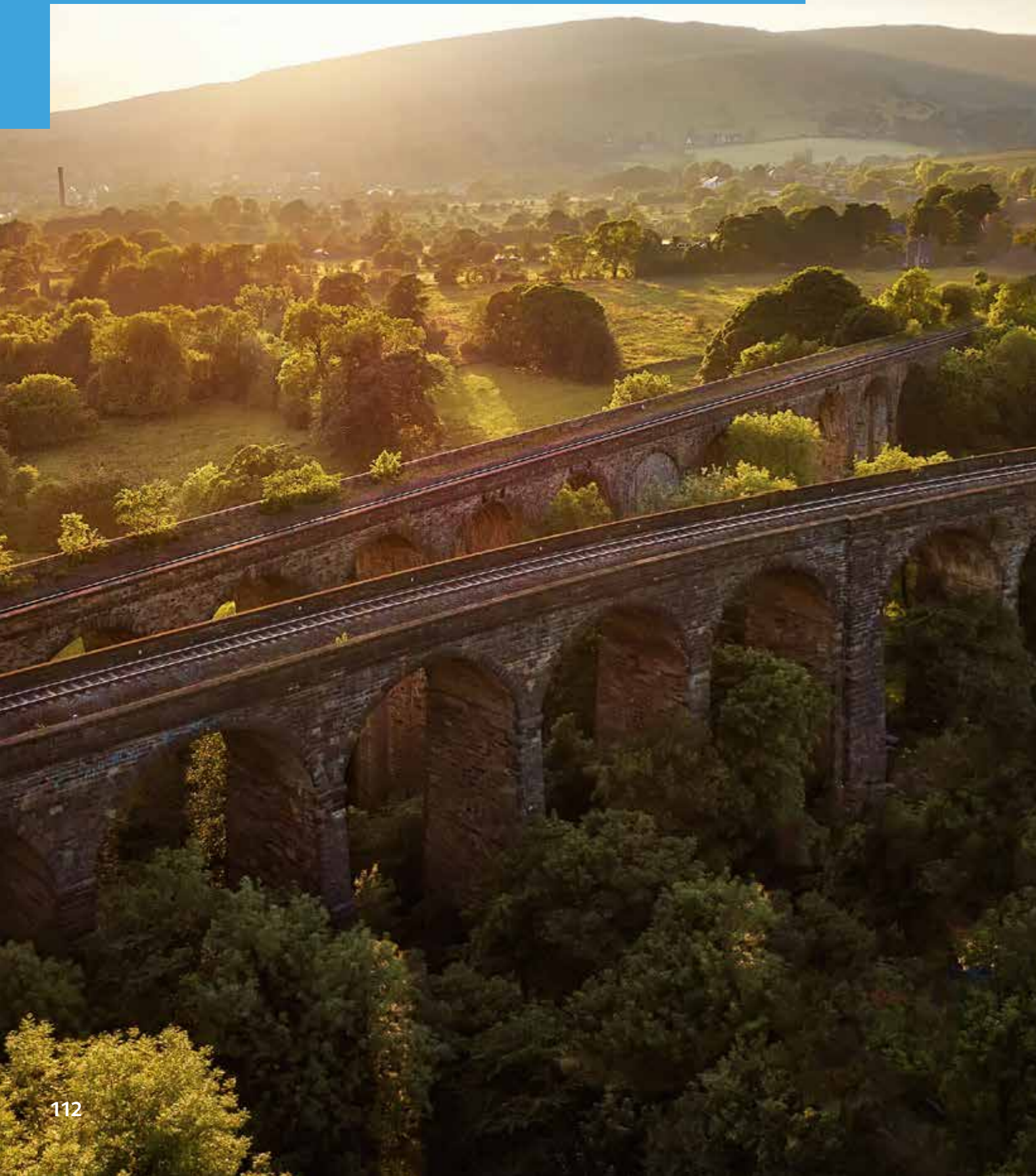
- construction works to improve circulation in and around the station at Maidstone East and Access for All schemes starting at Canterbury East, Chatham and St Mary Cray
- upgrades of signalling and track in the critical Hither Green corridor, improving journey reliability for the hundreds of trains per day that pass through the area
- £6.6 million invested in the Bexleyheath line to install permanent protection from disruptive landslips
- more than 10km of old track completely replaced all across the region

During summer 2020 the new platform and track at Stevenage station will mean trains from the Hertford Loop can go back toward London without taking up space on the existing tracks, improving reliability and increasing capacity. This work has included improved platform access, two kilometers of new track, new overhead line equipment and modifications to Broadhall and Six Hills bridges.

Proposals to unblock a bottleneck at Croydon will be put to the community for formal consultation in 2020, following an initial consultation in December 2018. The 300,000 passengers who travel through this critical junction every day will be asked for their views on re-modelling the junction with new flyovers, so trains can pass each other without having to wait at red signals.

Passengers will also see a £23 million investment in Feltham, including a new accessible station entrance, extended platforms and an accessible footbridge.

Conclusion: Now and for the long term



The rail industry is working together to bring passengers real benefits now. Across Britain record investment being delivered by rail companies is already seeing the new trains, more frequent and reliable services and greener railway that passengers expect.

Locally, passengers are now using revamped stations with longer platforms, better accessibility, upgraded information points and Wi-Fi. Train companies are rolling out over 8,000 new and hundreds more refurbished train carriages for passengers every week, supporting plans to run 11,300 extra services per week. Passengers can board trains using smart cards and the industry has improved the way it listens to customer feedback.

Regionally, customers can take advantage of the rail industry's joint work to transform travel between our towns and cities. Network Rail is spending £130 million per week on maintaining and upgrading rail infrastructure to provide passengers with more reliable and efficient services. Major refurbishment of track, signals and transport interchanges is supporting the £15.7 billion investment rail operators are delivering in new trains which will improve journeys between regions.

Nationally, the rail industry is engaging with Government to reform fares and maintain services and delivery of new rolling stock as Britain leaves the European Union. The Rail Ombudsman is providing an extra level of customer protection and passengers are encouraged to claim Delay Repay compensation. Rail safety campaigns reached the equivalent of more than 174 million young people.

Within rail we are working hard to recruit a more diverse workforce that better represents the communities we serve. Upskilling staff to harness the benefits of rail technology is underway through training and apprenticeships. Rail operators work closely with their local communities, schools and police forces to ensure Britain's railways are safe, engaging, community-minded networks.

Britain is facing a period of immense change – the need to rebalance the economy, stimulate house-building and reduce carbon emissions. By improving today and rebuilding the foundations of our industry for tomorrow, we can ensure that rail will be central to shaping our country for the next generation and beyond.

The Williams Rail Review provides an opportunity to reform the way the railway is organised so that everyone is focused on doing the right thing for customers with clear accountability to the public. We look forward to working with government and across the industry to implement necessary changes. And whatever happens it will remain important for us all to make the case for continued investment and modernisation of our railway.



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