

# Railway Upgrade Plan – Anglia

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2017/18



## Glossary

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**CaSL** – Cancelled and Significantly Late. This measures how many trains are cancelled or are more than 29 minutes late at their terminating station.

**Passenger satisfaction measure** – How this is measured is determined by route, but is normally from the National Rail Passenger Survey conducted by Transport Focus.

**PPM** – Public Performance Measure. This is the percentage of trains that arrive at their terminating station within five minutes (for commuter services) or ten minutes (for long distance services) of when they were due.

**Reduction in railway work complaints measure** – We believe that the number of complaints that we receive from the public about our work could be reduced if we improve how we inform people about work due to take place, and ensure all our staff behave considerately towards those living and working close to the railway. Each route is therefore aiming to reduce the number of complaints it receives in the coming year.

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# Anglia

## Introduction from the route managing director – Richard Schofield

Anglia is an increasingly busy commuter route into London, as well as serving two airports in Stansted and Southend and being a key freight route for the ports of Felixstowe, Thameshaven and Tilbury. It also includes London Liverpool Street station, the capital's third busiest station, which is owned and managed by Network Rail.



Performance remains challenging, with an ever increasing need for additional capacity as passenger volumes increase each year. All the main train operators on the route are now in long-term franchises/concessions, enabling us to build strong relationships and focus together on performance.








In the next year, passengers on the route will benefit from a major new station north of Cambridge and the introduction of new, more reliable electric trains for rail passengers as part of Crossrail. Four-car electric trains will double capacity on the Gospel Oak to Barking line in North London and, thanks to funding from the London Legacy Development Corporation, passengers, local residents and businesses will benefit from a completely transformed station with improved access and better local connections at Hackney Wick. The entire Greater Anglia train fleet will also be replaced by 2020. Significant investment in infrastructure is being made to cater for large housing developments, particularly on the West Anglia lines. Plans are also being developed for a potential third-party investment scheme to build a new station to serve Addenbrooke's hospital and the expanding biomedical campus to the south of Cambridge.

My priority is to build ever-closer relationships and joint plans with our train and freight operating partners to enable us to improve both our day-to-day performance and our ability to quickly get services up and running again following disruptive incidents. We are building a joint team with Greater Anglia to help deliver their franchise commitment for better and more frequent services. We are also creating a new Director of London Rail, in conjunction with Arriva Rail London, to drive improved safety, performance and efficiency on the London Overground.

Our challenge will continue to be to offer a good and improving service to passengers while we carry out major upgrade work on our main routes through Essex and North London. Whilst potentially disruptive to passengers in the short term, projects such as Crossrail will deliver the transformative improvement we need to help address our capacity challenge.



## Route at a glance

-  CP5 (2014-2019) renewals and refurbishment spend – £915m
-  4,230 train services per day
-  849 level crossings
-  4 integrated control centres,  
2 power signal boxes,  
43 signal boxes and  
10 crossing boxes
-  235 stations
-  1,697 miles of track
-  C. 2,400 employees

## Our customer focused targets for the year ahead

[NB these are a selection of our targets, and remain subject to ORR and DfT approval].

### c2c

PPM – 96.1 %  
CaSL – 1.3 %

### Greater Anglia

PPM – 90.5 %  
CaSL – 2.5 %

### London Overground

PPM – 95.3 %  
CaSL – 1.8 %

### TfL Rail

PPM – 94.5 %  
CaSL – 2.2 %

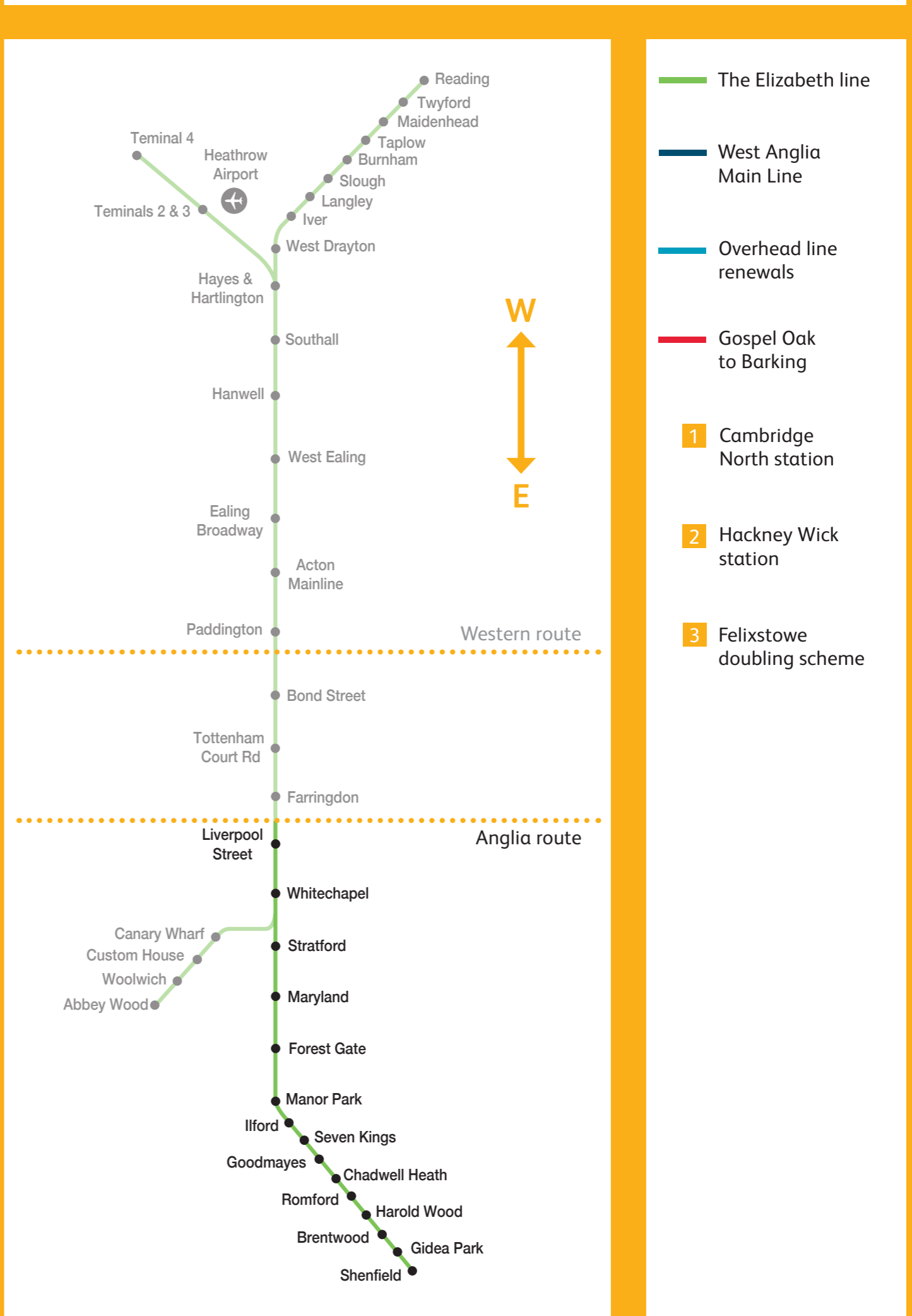
### Route-wide

Passenger satisfaction – 85 %  
Railway work complaints – 880

Anglia – Full Route Map



Anglia – The Elizabeth line



## The Elizabeth line

The Elizabeth line (Crossrail) is a new railway that will link Reading and Heathrow in the west with Shenfield and Abbey Wood in the east, via 21km of new tunnels under central London. The tunnels are being delivered by Crossrail Ltd, but we are responsible for the parts of the Crossrail route that are on the existing network – upgrading track, redeveloping stations and installing overhead electrical equipment.

*In the year ahead:* Building a new platform at Shenfield station and improving the track layout there. Work to connect the main network to the new tunnels at Pudding Mill Lane.

*By 2019:* Elizabeth Line to fully open.

*Passenger benefits:* Passengers will benefit from quicker journeys - with 1.5m more people able to get to central London within 45 minutes – as well as new trains, improved stations, and reduced congestion at underground stations and on the rail network (reducing the risk of delays).

There are also wider economic benefits, with the project expected to add £42bn to the economy of the UK and support regeneration across the capital.

## West Anglia Main Line

We are working with the UK Government, Mayor of London, Transport for London and local authorities to improve the West Anglia Main Line and accommodate proposed plans for Crossrail 2.

*In the year ahead:* We will begin upgrade work later this year.

*By 2019:* We will:

- Build a third track between Stratford and Angel Road.
- Build a new station south of the existing Angel Road station to serve the new Meridian Water development.



- Make improvements at Tottenham Hale station including new platforms, lifts and a new bridge linking the Hale Village estate.
- Improve Northumberland Park station, including building a new step-free access footbridge.

*Passenger benefits:* An extra two trains per hour between Stratford and Tottenham Hale stations, reducing crowding and increasing choice for passengers, as well as new and improved stations.

This work also supports regeneration in the Upper Lee Valley, with 10,000 new homes and 6,000 new jobs planned at Meridian Water and 3,500 new homes and 500 new jobs at Northumberland Park.

## Overhead line renewals

We are replacing 320km of overhead wires between Chelmsford and London Liverpool Street.

*In the year ahead:* We will begin work to renew the overhead wires on the Southend Victoria branch.

*By 2019:* Work continues.

*Passenger benefits:* New wires will reduce the risk of faults and disruptive incidents, particularly in summer, resulting in fewer delays and cancellations for passengers.

## Gospel Oak to Barking

On behalf of the Department for Transport and Transport for London, we are electrifying the line between Gospel Oak and Barking.

*In the year ahead:* Continue overhead wire installation.

*Passenger benefits:* From 2018, new four-carriage electric trains will allow twice as many people to travel on this route.



## Cambridge North station

We are building a new station, in partnership with Cambridgeshire County Council and funded by the Department for Transport, to serve Cambridge Science Park and the suburb of Chesterton.

*In the year ahead:* The station will open in May 2017.

*Passenger benefits:* 3,000 passengers a day are expected to travel to or from the new station, which will alleviate the pressure on the existing Cambridge station, and provide improved access and journey times for passengers.

It is expected that the station will encourage new businesses to the area, as well as help existing businesses to grow, creating new employment opportunities.

## Hackney Wick station

We are improving Hackney Wick station in east London.

*In the year ahead:* Due for completion January 2018.

*Passenger benefits:* Improved station environment, including a new underpass, lifts and stairs, and better access through the local area.

## Felixstowe doubling scheme

To support growth at the Port of Felixstowe, we are planning to build an additional track and make changes to six level crossings in the Trimley area.

*In the year ahead:* We are awaiting a decision from the Secretary of State for Transport but anticipate construction beginning in early 2018.

*Passenger benefits:* The construction of the additional track will allow more freight trains to run, reducing the need for freight to be transported by road and so helping to reduce road traffic congestion and pollution.

## Route wide initiatives

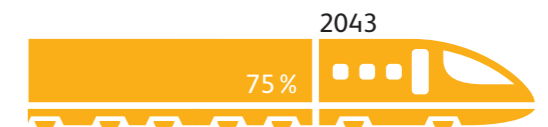
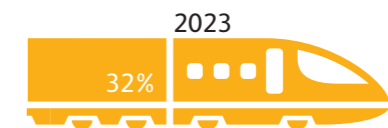
### Level crossing risk reduction programme

We are proposing to close or alter over 100 level crossings across Cambridgeshire, Suffolk, Essex, Havering, Hertfordshire, Southend and Thurrock.

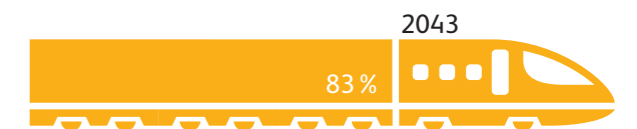
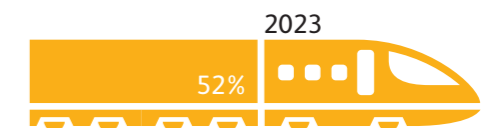
*In the year ahead:* We are awaiting a decision from the Secretary of State for Transport. If permission is granted, work will begin in 2018.

*Passenger benefits:* Closing the crossings would mean improved safety for crossing users and reduced risk of delays for rail users.

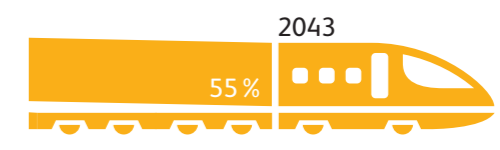
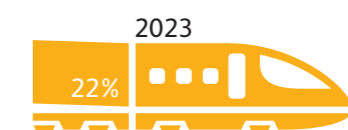
## Forecast growth for journeys



GEML 'outer' services to Norwich



GEML 'inner' services (Crossrail)



North London Line

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