

Railway Upgrade Plan – Wessex

2017/18



Glossary

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.

Wessex

Introduction from the route managing director – Becky Lumlock

In the Wessex route, we operate some of the busiest and most congested rail lines in the country, transporting large numbers of commuters to London and other employment hubs in Surrey, Hampshire and Berkshire, as well as large numbers of leisure travellers to London and the south coast.

In 1996, the lines to and from London Waterloo provided 108 million journeys per year. Today this has more than doubled to 234 million and this passenger growth is expected to continue, with projections indicating a further 40 per cent increase on the route by 2043.

Over the last 12 months, performance on the Wessex route has been disappointing. We are working very closely with our train operators to bring performance levels back to where they should be. As well as tackling the causes of delays, we will continue investing in large schemes to enhance the railway for passengers. In the year ahead we are extending platforms to accommodate longer trains, providing step-free access at more stations, and continuing our huge investment at Waterloo to provide more platforms for more trains and improve reliability. In combination with the delivery of an additional 150 new train carriages, this work will result in a 30 per cent increase in capacity at Waterloo in the peak hours by December 2018.

My number one priority for the route is that we operate a safe railway. Safety and business performance go hand-in-hand, and I'll be continuing our relentless commitment to providing a safe environment for everyone who works on and uses the railway. We will also take over the management of two of the route's key stations in 2017, Clapham Junction and Guildford, as part of our strategy to develop and enhance station facilities across the network and improve passenger satisfaction.



Route at a glance

- £ CP5 (2014-2019) renewals and refurbishment spend – £1.270bn
- Over 2,000 passenger and freight services run per day
- 1,983 bridges
- 4394 signals
- 323 level crossings
- Around 1,300 miles of track
- C. 1,800 employees
- Over 200 stations
- 230m annual rail passenger journeys

Our customer focused targets for the year ahead

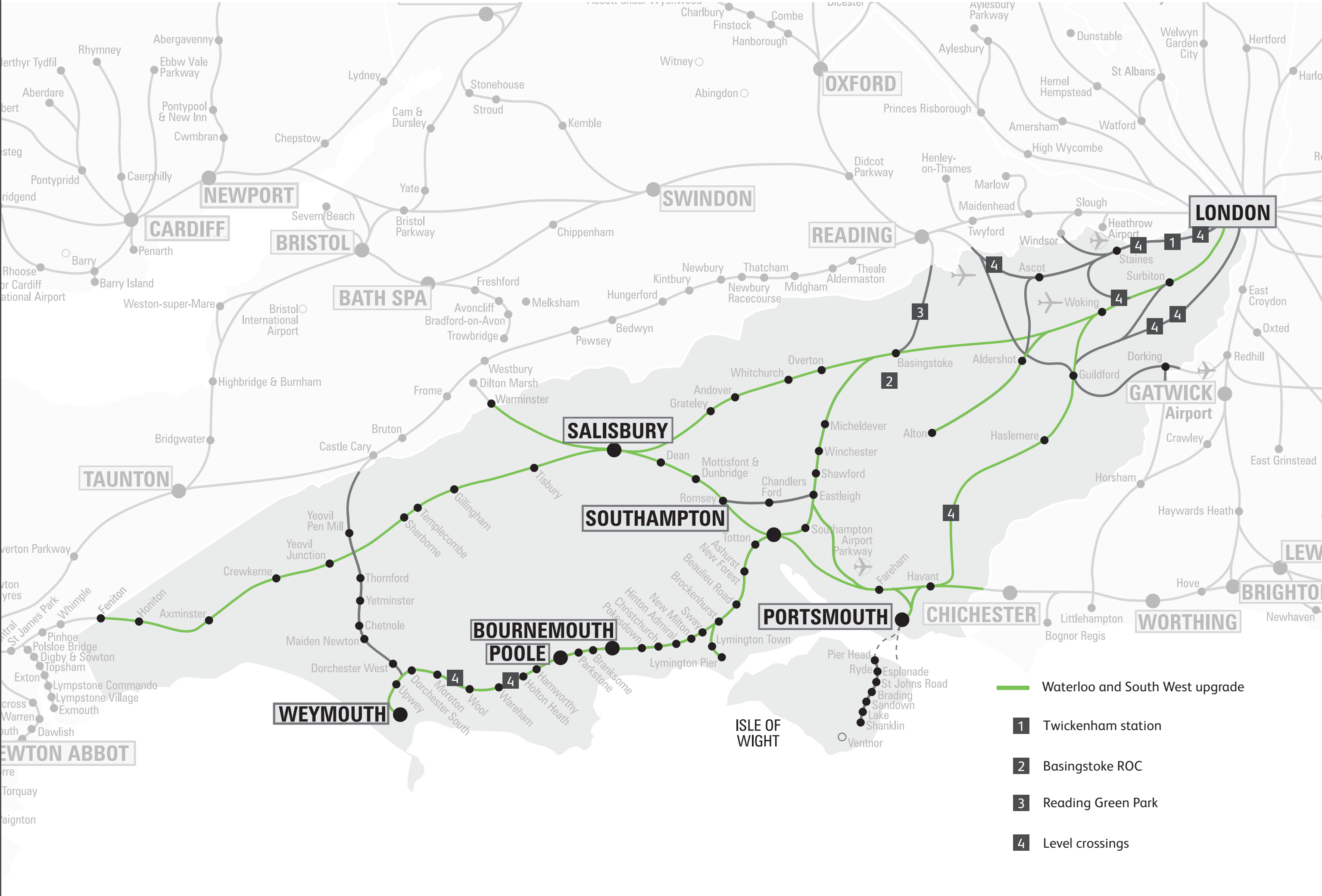
[NB these are a selection of our targets, and remain subject to ORR and DfT approval].

South West Trains

PPM – 89.3 %
CaSL – 3.5 %

Route-wide

Passenger satisfaction (Waterloo) – 86 %
Railway work complaints – 468



Waterloo and South West upgrade

We are delivering an £800m upgrade programme in the South West, including a major redevelopment of Waterloo station.

In the year ahead: We are extending platforms at Waterloo, and at stations between Waterloo and Reading.

By 2019: We will refurbish and re-open the former Waterloo International Terminal, creating five additional platforms at Waterloo.

Passenger benefits: New trains, longer, 10-car trains (more seats), reduced risk of delays and cancellations. Improved facilities and more space at Waterloo.

Twickenham station

As part of a joint venture with Kier Property, we are redeveloping Twickenham station.

In the year ahead: Work is scheduled to begin in April 2017.

By 2019: Continued work to develop the station.

Passenger benefits: Improved station facilities. Also supports the redevelopment of the area, with a new public plaza and 115 new homes.

Basingstoke ROC

We are co-locating with South West Trains into a new Rail Operating Centre.

In the year ahead: Teams will move to the ROC by April 2017.

Passenger benefits: Joint working, along with improved technology, will mean we can reduce delays to passengers when something goes wrong.

Reading Green Park

We are building a new station to provide dedicated access to Reading Green Park Business Park.

In the year ahead: Construction of the new station is expected to begin in December 2017.

Passenger benefits: New station, making it easier to travel to and from the local area (including the business park and the Madejski stadium).

Level crossings

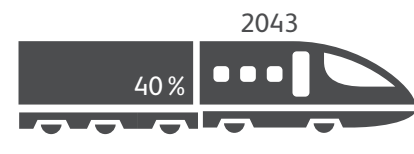
We are continuing our programme of closing level crossings, and making alterations at others.

In the year ahead: We will make improvements at Ashted level crossing and close Buriton level crossing.

By 2019: Additional crossings will be closed, including Wareham, Waterloo Road and Feltham West. We will also make safety improvements at White Hart Lane.

Passenger benefits: Improved safety for level crossing users.

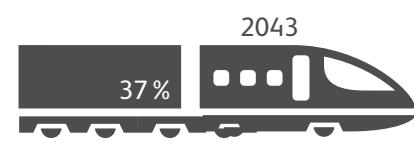
Forecast growth for journey by 2043



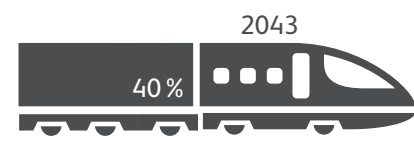
South West Main Line



Currently over 19,000 passengers using Main Line long distance services to central London during the high-peak hour, and expected to increase to over 26,000 by 2043



Windsor and Reading Line services



Suburban Line services



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