

## National Express East Anglia

### Proposal to deliver increased capacity

#### Timetable Consultation for Metro, Mainline and Rural services

In July 2007 the Government published a White Paper; Delivering a Sustainable Railway, in which it set out its plans for the rail network over the next 30 years. National Express (NX), as a leading transport provider in the UK, warmly welcomed the White Paper and is committed to playing its part in the delivery of the plans set out in the High Level Output Specification (HLOS) that are such an integral part of it.

In April 2009 National Express East Anglia (NXEA) became the first train operating company (TOC) to reach an agreement with the Department for Transport on the introduction of the additional capacity linked to the HLOS plans. The agreement will enable the delivery of major improvements for passengers with the provision of 188 extra carriages (a 17% increase in the size of our train fleet).

The purpose of this document is to outline the proposed improvements we plan to deliver with the additional capacity and consult on three key areas where we believe the benefits for passengers will be maximised by making particular choices about timetables, rolling stock and service standards. These are around the deployment of intercity and non-intercity trains on the Norwich – Ipswich – Colchester – London route; delivering a number of major mainline and local service improvements (including an hourly Ipswich - Lowestoft service) by altering the current Lowestoft/ Peterborough – London service and securing faster Norwich – London services and better services in Essex by adjusting service patterns (most notably from Harwich).

This consultation paper describes the headline improvements for the Metro, Mainline and Rural services which will be delivered following the arrival of the extra vehicles and initiates a consultation process which **seeks your views** on the additional enhancements we aim to deliver, but which will require alterations to some services to enable them to be implemented.

During April and May we undertook an initial informal consultation with key local authorities, the passenger watchdogs and the regional development agency and their comments have informed the changes on which we are now formally consulting.

We have developed detailed proposals for the deployment of the extra trains and associated service improvements. In most cases the changes can be achieved simply by adding extra carriages to existing scheduled services. Indeed, on Metro services the changes are all of this nature, with the exception of two extra morning and evening peak services between Gidea Park and London. However, in the case of some significant increases in capacity on the Great Eastern Main Line and increased capacity and service frequency on some Rural routes, they will only be achieved by amending train service patterns on the Ipswich – Lowestoft and Ipswich – Peterborough routes. First, though, we list the major passenger benefits to be delivered over a phased period from December 2009 to December 2012.

The timetable changes and some associated capacity improvements are planned for December 2010, followed by further capacity improvements in May 2011 and December 2011.

## Headline improvements

With the introduction of additional rolling stock we will:-

- provide additional train service capacity into London Liverpool Street on a weekday morning capable of accommodating an additional 16000 passengers (11000 seats and 5000 standing) passengers between 07.00 and 10.00 and an additional 5,000 passengers between 08.00 and 09.00 by December 31 2011;
- introduce 120 new electric vehicles to be deployed primarily on the Stansted Express route, but also on some Cambridge – London services;
- redeploy 84 Class 317 electric multiple unit vehicles, currently operating on Stansted Express services, to other routes within the NXEA franchise;
- introduce an additional 68 Class 321 electric multiple unit (EMU) vehicles on the Great Eastern Main Line;
- extend most Great Eastern Main Line peak outer suburban services to 12 carriages and provide extra capacity on a number of services to Colchester, Clacton, Harwich, Braintree, Southend, Southminster and Gidea Park
- provide extra stops at Stratford especially in the peak hours
- provide one through service between Walton and London in each direction
- introduce an extra carriage on four peak Norwich – London intercity services\*
- introduce extra capacity on off peak Ipswich/Colchester- London services\*\*
- extend most Norwich to Cambridge services from 2 to 3 carriages\*\*
- extend most Ipswich to Cambridge services to 2 carriages\*\*
- introduce hourly Ipswich to Saxmundham services and from December 2012 hourly Ipswich to Lowestoft services (providing Beccles Loop is installed – subject to project funding being secured)\*\*
- an extra morning and evening peak service between Norwich and Gt Yarmouth
- provide additional off peak services for Kelvedon and Ingatestone to London\*\*
- provide quicker Harwich – London off peak journeys by changing the Harwich – Manningtree service into a shuttle which connects with the intercity trains with a 5 minute connection time \*\*
- provide an hourly off peak service from London to Colchester Town\*\*
- provide an increase of over 4,000 seats and 6,000 total capacity on Mainline off peak services to and from London by replacing Class 170 DMUs with Class 321 and Class 360 EMUs between Ipswich and London\*\*;
- provide an additional 900 seats on rural services\*\*
- provide some faster off peak Norwich – London services\*\*
- provide a fast Norwich – London morning service (probably around 07.40ish with a journey time of around 1hr 45 minutes) , in addition to the fast 17.00 London - Norwich service.\*\*

\* One option for providing an extra carriage on some peak intercity services by redeploying existing carriages and replacing them with non-intercity Class 321 or 360 EMU trains on some peak services to Norwich. The informal consultation revealed a strong opposition to the use of Class 321s or 360s to Norwich and a strong preference for maintaining all intercity services to Norwich, with a slight reduction in peak frequency. Our proposal is therefore to provide longer, but slightly fewer peak intercity services from Norwich, with extra capacity being provided by optimising the use of Class 360s and Class 321s south of Stowmarket/Ipswich.

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\*\*As the HLOS plans do **not** include any additional diesel trains, these major improvements are only deliverable if the current Lowestoft and Peterborough – London direct services run to Ipswich, for passengers to change on to an intercity service for London. In other words, all the extra capacity on the off peak Great Eastern mainline services, Norwich – Cambridge services, Ipswich – Cambridge services and increased hourly frequency on the Ipswich – Lowestoft route, plus the faster Norwich – London off peak services will **not** be delivered if the current service pattern (with through trains from Lowestoft/ Peterborough – London) is retained. The informal consultation suggested support for the improvements proposed, but the connections must be with intercity services and further improvements were sought to passenger facilities at Ipswich. Our proposal is therefore to deliver the benefits mentioned above by replacing the direct Lowestoft/Peterborough – London trains with services which connect with intercity services to/from London at Ipswich, with a connection time of around 10-15 minutes, but similar overall journey time.

It should be added that the 3 carriage Class 170s currently offer very inefficient use of capacity south of Ipswich - with only 192 seats compared to 299 on a Class 321 train or 280 on a Class 360 train. In addition, the use of Class 321s or 360s in these slots on the Ipswich – London route would enable extra capacity to be provided for seasonal and special events in a way which is not currently possible. Other improvements to be delivered from redeployment of the diesel fleet include :

- provide an additional peak service from Lowestoft to Ipswich and return;
- reduce the impact of service perturbations and improve operational resilience by operating more, short, self-contained service groups.
- improve punctuality as customers can board less crowded trains more easily;
- improve performance on both mainline and rural services.

These proposed changes to the Great Eastern Mainline timetable will also provide a pattern which is better suited to the Olympic Games and beyond.

We have worked in an open and collaborative way with the DfT for many months during the formulation of our proposals. We have researched the need for additional capacity and met with customers and stakeholders to understand their needs and aspirations. We have also worked closely with Network Rail (NR) to ensure our proposals are deliverable and consistent with NR's Strategic Business Plan.

These plans present a rare and major opportunity to make substantial improvements to train services and passengers' journeys across the NXEA network. The vast majority are achievable through the relatively simple measure of extending existing train services and adding one or two additional services where infrastructure capacity exists (although a number of stations on the West Anglia route will have platforms lengthened to accommodate 12 carriage trains).

However, all the off peak Mainline and Rural route benefits are dependent on revising the use of the existing diesel train fleet, though the number of passengers who will now need to change at Ipswich is far exceeded by the those will gain from the increased capacity or frequency which will be introduced on the routes involved.

We are seeking your views on the key additional plans outlined in this summary. Whilst some changes are simply about adding carriages to existing services, some additional major benefits can be delivered, but are dependent on the redeployment of existing rolling stock and changes to the service pattern on some routes – most notably the Ipswich – Lowestoft/Peterborough and Harwich – Manningtree lines.

## Issues on which your views would be welcomed

The three specific issues on which we are seeking your views are as follows :

1. Our proposal to optimise peak period capacity on the Norwich to London route with longer intercity services from Norwich operating at a slightly reduced frequency and using the Class 360 and Class 321 trains to offer more seats on some trains between Stowmarket/Ipswich and London.
2. Our proposal to deliver more off peak capacity south of Ipswich, more capacity on most trains between Norwich and Cambridge, more capacity on most trains between Ipswich and Cambridge and an **hourly** service between Ipswich and Lowestoft (after completion of Beccles Loop and between Ipswich and Saxmundham before then) – recognising that the only way to achieve these significant benefits is to revise the timetable and our train fleet utilisation, so that journeys between Lowestoft/Peterborough and London will involve a change at Ipswich.\*
3. Our proposal to deliver quicker Norwich – London off peak services, faster Harwich to London journeys and more off peak non-intercity services calling at stations such as Kelvedon and Ingatestone - given that to achieve these benefits might involve intercity trains no longer stopping at Shenfield and passengers for the Harwich line changing at Manningtree, as was the case before 2004.

\*Please note that there is also a choice about deployment of the modern Class 170 trains between the Ipswich – Cambridge and Ipswich – Lowestoft routes. Our proposal is to operate all Ipswich – Cambridge services with Class 170s and the additional Ipswich – Lowestoft services with Class 153/156 trains.

We believe that our proposals maximise the benefits of the additional rolling stock, as well as generating the greatest economic, environmental and social inclusion benefits by making rail more convenient and competitive on more routes by enhancing capacity or, in some cases, frequency.

It should be recognised that the enhancements in points 2 and 3 cannot happen without altering the timetables as described, because **no** extra diesel rolling stock is planned for this franchise under current Department for Transport plans for the remainder of this Greater Anglia franchise - which runs to 2014.

It should also be noted that whilst Network Rail are committed to developing plans to install Beccles Loop they will only be keen to complete the project if an hourly service is then introduced (otherwise they would see it an unnecessary project). Please note that installation of the loop is dependent on securing third party funding for the project. We are working hard with Network Rail to secure this funding as we believe this is a rare chance to make a fundamental improvement which will have major economic and social benefits for communities along the Ipswich to Lowestoft route.

To help further explain the impact of the proposed changes across the NXEA network, we have summarised in Appendix A the specific plans for all Mainline stations from Norwich to Shenfield, plus each of the local routes which connect into the mainline from Braintree, Sudbury, Clacton/ Walton, Harwich, Cambridge/ Peterborough, Felixstowe, Lowestoft, Great Yarmouth and Sheringham.

We welcome your comments on these proposals as we plan for the introduction of the extra capacity on our services. The overwhelming priorities are initiatives which deliver more capacity and are practical, achievable and would benefit the majority of rail travellers. In that context it should also be emphasised that the requirement of the Department for Transport from this process is additional capacity, so our plans must be compliant with that obligation.

The results of the consultation will be used to help finalise the specific timetable plans to be implemented from the December 2010 timetable onwards. These plans will be delivered via the rail industry timetable planning process, which begins this autumn for the December 2010 timetable change.

### **Comments on NXEA Metro, Mainline and Rural plans**

Please send your comments to

Metro, Mainline and Rural timetable consultation  
National Express East Anglia  
Oliver's Yard  
55 City Road  
London  
EC1Y 1HQ

Or email them to [nxeattconsultation@nationalexpress.com](mailto:nxeattconsultation@nationalexpress.com)

The consultation period lasts for 12 weeks, so please submit your comments by **Friday 11 September 2009 or earlier if possible.**

## **Appendix A**

### **Timetable Consultation for Metro, Mainline and Rural services Summary of improvements by station and route**

This appendix summarises the proposed enhancements by each Mainline station and the connecting routes.

#### **Norwich**

Proposals involve :

Longer peak time trains - but slightly reduced frequency if services provided only by intercity quality trains, otherwise will mean the use of Class 360 trains to Norwich  
Additional peak service calling at Stratford  
A fast morning Norwich – London service (possibly down towards 1hr 45 minutes)\*  
Some faster off peak Norwich – London services\*  
Norwich – Cambridge services to be increased from 2 to 3 carriages\*  
Additional morning and evening peak Norwich – Great Yarmouth services\*  
An intercity train enabling a pre-07.00 arrival in London

\* Dependent on proposals around redeployment of the diesel fleet being implemented

#### **Diss**

Longer peak time trains - but slightly reduced frequency if services provided only by intercity quality trains, otherwise will mean the use of Class 360 trains to Diss  
Additional peak service calling at Stratford  
A fast morning Diss – London service (possibly down towards 1hr 45 minutes)\*  
Some faster off peak services to London\*  
A better evening peak service from London\*  
An intercity train enabling a pre-07.00 arrival in London

\* Dependent on proposals around redeployment of the diesel fleet being implemented

#### **Stowmarket**

Longer peak time trains  
One or two trains to start from Stowmarket  
Additional peak service calling at Stratford  
Some faster off peak services to London\*  
A better evening peak service from London\*  
More (capacity seats) on Cambridge services\*  
An intercity arrival in London before 07.00.

\* Dependent on proposals around redeployment of the diesel fleet being implemented

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## **Ipswich**

Longer peak time trains  
Two additional morning peak trains  
More peak services will call at Stratford  
Two intercity arrivals in London before 07.00  
Some faster off peak services to London\*  
More capacity on off peak services to London\*  
Hourly service to Saxmundham (and Lowestoft once Beccles Loop is built)\*  
More (capacity seats) on Cambridge services\*

\* Dependent on proposals around redeployment of the diesel fleet being implemented

## **Manningtree**

Longer peak time trains  
Two additional morning peak trains  
Two intercity arrivals in London before 07.00  
More peak services will call at Stratford  
More capacity on off peak services to London\*

\* Dependent on proposals around redeployment of the diesel fleet being implemented

## **Colchester**

Longer peak time trains  
More morning peak trains  
More peak services will call at Stratford  
Two intercity arrivals in London before 07.00  
Off peak direct services between London and Colchester Town  
More capacity on off peak services to London\*

\* Dependent on proposals around redeployment of the diesel fleet being implemented

## **Marks Tey**

Longer peak time trains  
One extra morning peak train  
More peak services will call at Stratford  
Half hourly off peak service\*  
More capacity on off peak services to London\*

\* Dependent on proposals around redeployment of the diesel fleet being implemented

## **Kelvedon**

Longer peak time trains  
One extra morning peak trains  
More peak services will call at Stratford  
Half hourly off peak service\*  
More capacity on off peak services to London\*

\* Dependent on proposals around redeployment of the diesel fleet being implemented

### **Witham**

Longer peak time trains  
More peak services will call at Stratford  
More capacity on off peak services to London\*

\* Dependent on proposals around redeployment of the diesel fleet being implemented

### **Hatfield Peveral**

Longer peak time trains  
More peak services will call at Stratford  
Better northbound off peak connections to N Essex, Suffolk and Norfolk

### **Chelmsford**

Longer peak time trains  
Two additional morning peak trains  
More peak services will call at Stratford  
More capacity on off peak services to London\*

\* Dependent on proposals around redeployment of the diesel fleet being implemented

### **Ingatestone**

Longer peak time trains  
More peak services will call at Stratford  
Half hourly off peak service\*  
More capacity on off peak services to London\*

\* Dependent on proposals around redeployment of the diesel fleet being implemented

### **Shenfield**

Longer peak time trains  
More peak services will call at Stratford  
More capacity on off peak services to London, but intercity trains will not stop\*

\* Dependent on proposals around redeployment of the diesel fleet being implemented

### **Southend – Shenfield route**

Longer peak time trains from December 2009  
More peak services will call at Stratford

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### **Braintree – Witham route**

Longer peak time trains  
More peak services will call at Stratford

### **Sudbury – Marks Tey**

No change on the route, but improved service from Marks Tey with :

Longer peak time trains  
More peak services will call at Stratford

### **Clacton/Walton – Colchester route**

Some longer trains  
More peak services will call at Stratford  
A direct Walton to London train in each direction in the morning/evening peak

### **Harwich – Manningtree**

Longer peak time trains  
Better peak service  
More peak services will call at Stratford  
Faster off peak journeys, but with change at Manningtree into intercity services, though that will make the branch trains more reliable.

### **Felixstowe – Ipswich**

No change, though benefits from better services for Ipswich

### **Lowestoft – Ipswich (East Suffolk line)**

Hourly service Saxmundham – Ipswich (December 2010), then hourly service Lowestoft – Ipswich - if Beccles loop built (probably from December 2012) - with connections into intercity services at Ipswich. This proposal would double the off peak service frequency\*  
Extra morning peak Lowestoft – Ipswich service\*

\*Hourly service on the route only possible if diesel units redeployed and services involve a change at Ipswich (with no direct trains) and hourly service through to/from Lowestoft (not just Saxmundham) dependent on Beccles Loop being installed. Around half of the hourly services would be provided by modern Class 170 units.

### **Cambridge - Ipswich**

Most services to be 2 carriages (instead of many being 1 currently)\*.

\* Dependent on proposals around redeployment of the diesel fleet linked to the East Suffolk line changes described above. No change in rolling stock unless general view suggests the alternate hour service on the East Suffolk can be a Class 153/156 – in which case the Cambridge - Ipswich could be all modern Class 170s

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### **Peterborough – Ipswich**

Services to involve change at Ipswich for London, but still operated with modern Class 170 trains.

### **Cambridge – Norwich**

Most services to be 3 carriages (instead of all being 2 currently) using modern Class 170 trains.\*

\* Dependent on proposals around redeployment of the diesel fleet being implemented

### **Sheringham – Norwich**

No change.

### **Great Yarmouth – Norwich**

Extra peak service in the morning and evening peak periods\*

Connection provided into the proposed fast Norwich – London service - giving a better journey time than the previous direct service.\*

All services involve change at Norwich (no direct service)

More journey options to/from London\*

\* Dependent on proposals around redeployment of the diesel fleet being implemented

### **Lowestoft – Norwich**

No change, but connections into London services optimised.