

Greater Anglia – Delivering for Customers and Communities

Martin Beable

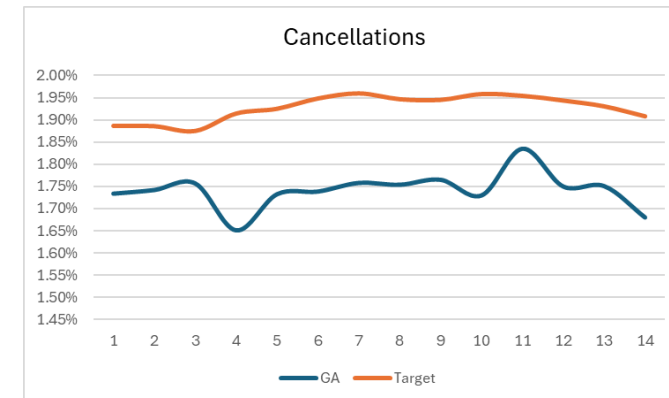
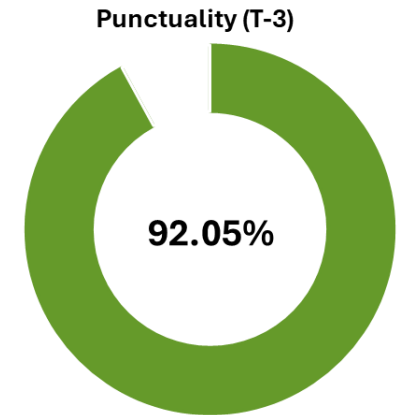
Presentation to Railfuture East Anglia
on Saturday 28 February 2026

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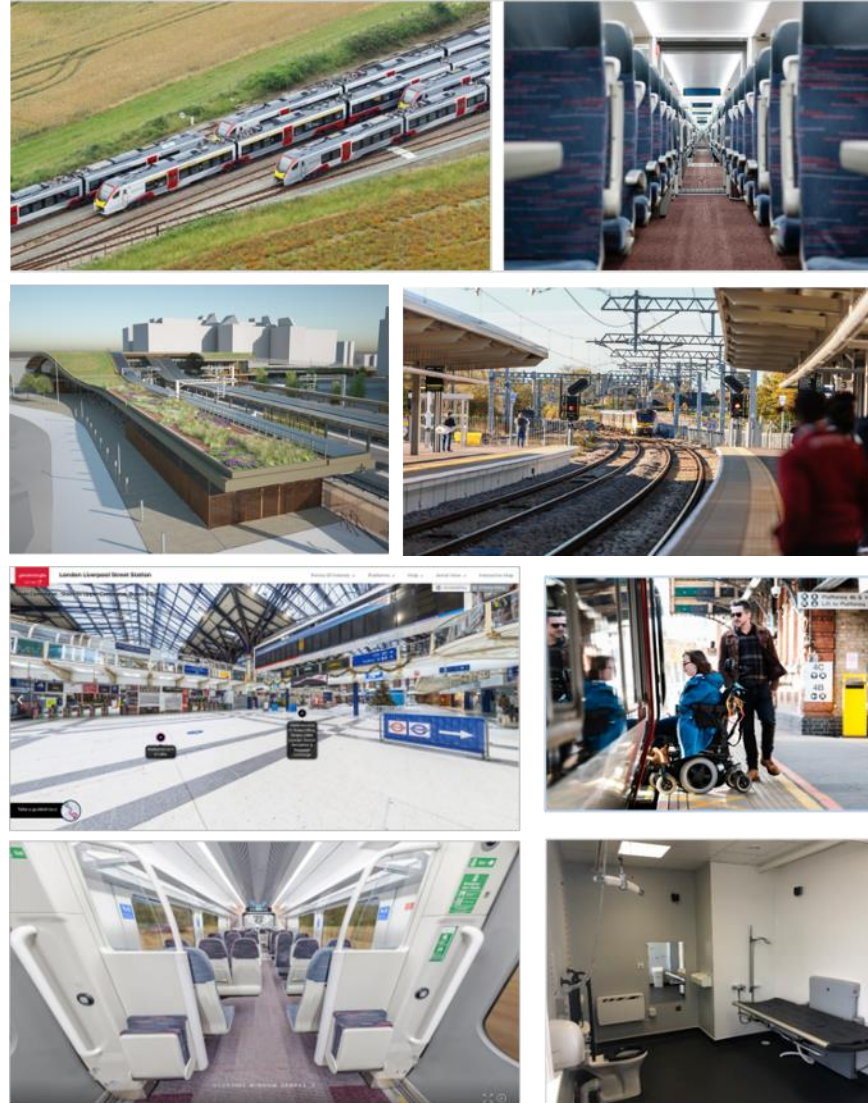
Greater Anglia at a glance

- c.1,300 services a day
- Consistently deliver industry leading performance
 - Over 92% trains arriving within 3 minutes of booked time
 - Less than 2% of trains cancelled
- Operate 135 stations
- Successfully grown demand and revenue - annual turnover exceeds £800m



Where have we come from?

- £1.5bn investment in entirely new fleet – 191 trains with 1,043 carriages
- Over 70% increase in seats on commuter fleet (Cl.720 trains)
- New stations at Soham, Cambridge North, and Beaulieu Park - with Cambridge South opening in late June 2026
- Delivering an Accessible railway
 - level boarding with low floors and retractable steps
 - Virtual station and train tours
 - Station accessibility upgrades – including innovative ‘Changing Places’ accessible facility at Ely
- Focussed on improving the customer experience:
 - Averaging Less than 1k complaints per period - despite 6m more passenger journeys in last year alone
 - New Rail Customer Experience Survey (RCXS) - 90% Overall Satisfaction



Where have we come from?

- GA is the vanguard of community rail and station adoption across the UK network
 - Six community rail partnerships covering 13 rail routes across our network
 - Pledged 66 station gardens - over 9k square metres - to Wild East to provide vital additional habitat for local wildlife
 - Over 330 adopters covering 130 of 135 stations – aiming to have all 135 stations adopted
- ‘Operator of the Year’ at the National Rail Awards, Rail Business Awards, National Transport Awards and Spotlight Rail Awards 2025
- ‘Triple, Triple’ at the Golden Whistle awards



And we're not stopping there

Station development

- Cambridge South – new station due to open in late June 2026
- Wickford station development – new station building, ticket office, waiting rooms and gate-line. Due to open in autumn 2026

Improving accessibility

- Stowmarket footbridge - successful installation of a first-of-its-kind accessible 'AVA' footbridge at Stowmarket station in Q1 2026 (lifts commissioned in Q2)
- Access for All schemes – funding has been secured for improvements at Colchester and Wymondham

Major projects

- Clacton wheel lathe - Construction of Greater Anglia's new wheel lathe facility in Clacton is progressing at pace
- Ley Street sidings – depot improvement works to support maintenance and servicing of Class 720 fleet as fleet utilisation increases

Service enhancements

- 2025 rural timetable changes – Extra services and additional capacity
- Increased 'Airport' trains – proposals to convert small sub-fleet of Class 720 units to an airport-friendly configuration to improve STEX offering
- Integrated travel – range of integrated travel options across the network, highlighting improvements in onward travel information, integrated ticketing products and enhanced interchange facilities



The Future – Anglia Railway

- Track and Train working together as one railway
- Customers and stakeholders want there to be a single accountability and joined up response
- An integrated railway (Anglia Railway) – with joint targets, shared measures and all working to the same outcomes – to benefit everyone.
- Joint Executive team under a single managing director – spring 2026
- GA is a premium payer of income to HM Treasury. In the 2025/26 financial year, it is forecast that we will pay £100m net back to central government. Over a five-year control period this is worth £500m
- On 5 November 2025, the Railways Bill was introduced before Parliament - enabling the creation of publicly owned Great British Railways (GBR)
- GBR expected to be formally stood up in autumn 2027 – allowing for deeper integration

The Future in Anglia

- Track and train united can create a better business case for investment
- All parts of the railway are in it for the long-term with clearly aligned objectives
- Already working on CP8 funding plans with the intent to make sure we get the best possible settlement to support a growing railway
- Working with treasury and others to identify/devise routes to private funding/financing.
- One great example is technology-enabled monitoring (track, overhead lines, pantographs) to provide real-time data to support infrastructure maintenance. Modelling predicts a potential 48% reduction in Service Affecting Failures over time. We have now deployed the 1st of 5 onboard systems on GA – work is underway to expand to c2c.



Railfuture East Anglia is grateful to Martin Beable for giving up his Saturday afternoon to give this presentation at our public meeting in Bury St Edmunds, and for answering in detail all the questions raised by the audience.

- Railfuture provides a voice for rail users and rail supporters
- Campaigning for a bigger, better railway

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Saturday 28th February 2026