Great Western Railway

**Railfuture Conference
21 September 2019**

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Regional Development Manager**

GWR

Overview

- **Apologies for last-minute speaker change**
  - **Matthew Golton/Role of Regional Development**
- **Accessibility – quick GWR overview including insight into colleague training**
- **Improving our stations and services**
- **New timetables**
- **What next?**
- **Questions**

Accessibility

- GWR provides more "**Booked Assistance**" than any other TOC in the UK. More than **165k** in 2017/18
- The figure continues to grow in Period 5 2019/20 we delivered **14,758** booked assists
- We have seen an average 6% growth per period across this summer
- Overall satisfaction rate with the GWR assisted travel service is currently at 85%

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Accessibility

- ORR Paper published on 27th July 2019

- Each TOC required to submit a new **"Accessible Travel Policy" (ATP)** by October 2019 setting out how we will work to meet new requirements

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Accessibility

Shortening booking time for assisted travel:

- ➢ from 1st April 2020 - up to 10pm the previous day
- ➢ from 1st April 2021 - 6 hours before travel
- ➢ from 1st April 2022 - 2 hours before travel

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Accessibility

- All Front-line Staff must receive comprehensive training within 18 months and other staff should also receive a basic introduction

- Staff must receive refresher training within 2 years of receipt of disability awareness or disability equality training, and as a minimum every 2 years thereafter

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Accessibility

- GWR created a new training programme developed with disability groups and now rolling out to all staff over the next 12 months

- Includes a number of short films – a couple of which we would like to share at the conference today *(These are available from GWR)*

Improving Stations and Services

- Access for All (AfA) station improvements agreed for CP6 (2019-24) – lifts for Theale, Weston-super-Mare, Cheltenham (deferred from CP5 2014-19) and St Erth …..

- Bid now being finalised for Mid-Tier Access for All (smaller schemes – total UK pot £20 million

- Minor Works programme

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Improving Stations and Services

- Increasing assistance staff

- Extra Care Customer Assistance staff – a solution to Driver Only trains at Unstaffed stations

- Using Customer and Community Improvement Fund – innovation such as RoomMate

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Improving Stations and Services

Car Park Improvements

- Increase parking capacity

- Improve disabled parking

- Safer access routes

- Tiverton Parkway (185 extra spaces)
- Kemble (333 extra spaces)
- Gloucester (245 extra spaces)
- Didcot (900 extra spaces)
- Westbury (148 extra spaces)
- Cheltenham (70 extra spaces)
- Castle Cary (50 extra spaces)
- Taunton (185 extra spaces)

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Improving Stations and Services

Upgraded Interchanges

- Increased pedestrian space and priority

- Safer environments

- Reduce vehicle conflicts

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Improving Stations and Services

Minor Works

- Accessible shelters

- Improve steps/handrails

- Small ramp schemes

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Improving Stations and Services

Better Information

- New CIS displays

- Platform Zoning

- Better signage

Improving Stations and Services

Gloucester

✓ New entrance

✓ New car park

✓ Access to Hospital

• Forecourt upgrade

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Improving Stations and Services

St Erth Multi-Modal Hub

- ✓ Park+Ride car parks

- ✓ Bay platform widening

- ✓ Shuttle bus

- • Lift bridge (CP6 AfA)

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Improving Stations and Services

Cheltenham Spa

- Expanded car park

- Upgraded forecourt

- AfA lifts

- Cycle ramp

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Improving Stations and Services

Weston-super-Mare

✓ New gatelines

✓ Reopened entrance

• Lift bridge (CP6 AfA)

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New Timetables

- Realising the potential of electrification and the benefit of Intercity Express Trains

- New Services

- Greater frequency

- Faster Journeys

New Timetables

- Maximising the available capacity and re-modelled layouts of key locations such as Reading and Bristol Parkway

- Biggest change since the introduction of High Speed Trains on the route in 1976

- Around 75% of times will change - Complete re-cast of services and speeding up of running times to take advantage of the electric capabilities of the IET rolling stock

- Introduction of fast and non-stop services for long stretches bringing Bristol, the Cotswolds and South Wales closer to London

- Change also takes place to the London-Reading suburban corridor on the relief lines with services transferring to TfL Rail

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December 2019
Timetable Changes

London to Cheltenham via the South Cotswolds
- Becomes an hourly through service.

London to North Cotswolds
- Becomes a minimum hourly through service with peak additionals.

Cardiff to Taunton
- Capacity enhancement with deployment of 2+4 Castle Class.

Local service changes
- Exeter to Paignton: becomes half hourly.
- Exeter to Plymouth: Penzance additional services with some extended to Cardiff Central.
- Looe Branch: becomes hourly.
- Barnstaple Branch: becomes hourly.

Cardiff to Portsmouth
- Capacity enhancement with strengthening to 5 cars.

London to West of England
- Extra services and standardisation of the timetable.
- Core London to Plymouth / Penzance service now runs non-stop Reading to Taunton.
- Fill in semi-fast service is provided from London to Exeter to serve intermediate stations at Newbury, Pewsey, Westbury and Castle Cary.
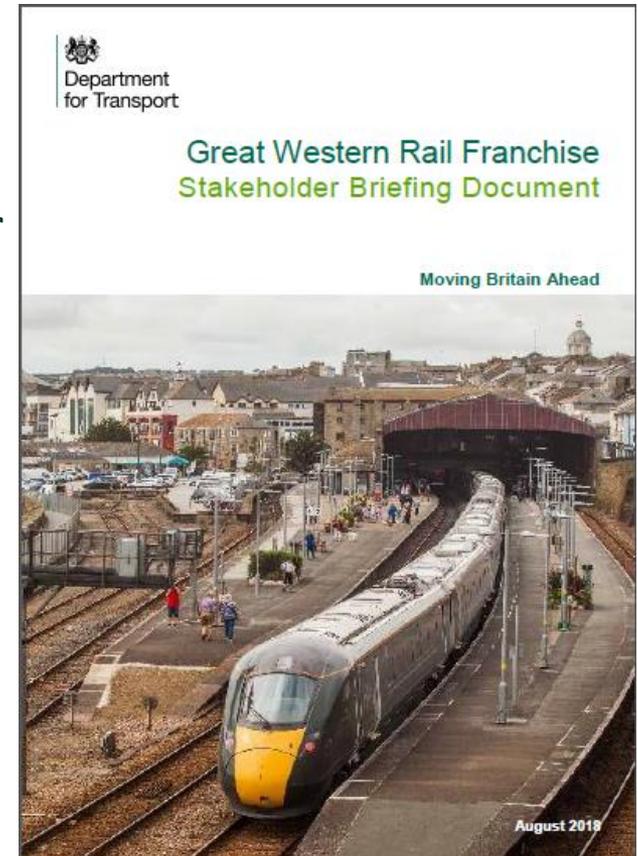
London to Bristol / South Wales
- Additional two trains per hour (tph) off-peak from London to Bristol Parkway, then Bristol Temple Meads.
- At peak times one of these services runs via Box running non-stop London to Chippenham, the other service extends from Bristol Parkway to Cardiff.
- Changes to calling patterns on London to South Wales services to provide faster journeys.

Worcester Foregate Street, Worcester Shrub Hill, Great Malvern, Hereford, Ashchurch for Tewkesbury, Moreton-in-Marsh, Banbury, Cheltenham Spa, Gloucester, Tackley, Oxford, Cam & Dursley, Kemble, Neath, Port Talbot Parkway, Newport, Didcot Parkway, Henley-on-Thames, Marlow, Slough, Greenford, Cardiff Central, Swindon, Maidenhead, London Paddington, Bridgend, Bristol Parkway, Chippenham, Goring & Streatley, Twyford, Hayes & Harlington, Ealing Broadway, Bristol Temple Meads, Melksham, Reading, Windsor & Eton Central, Weston-super-Mare, Bath Spa, Trowbridge, Hungerford, Newbury, Dorking West, Westbury, Bridgwater, Frome, Basingstoke, Farnborough North, Gatwick Airport, Barnstaple, Taunton, Castle Cary, Salisbury, Mottisfont & Dunbridge, Southampton Central, Eastleigh, Tiverton Parkway, Fareham, Havant, Chetnole, Portsmouth Harbour, Brighton, Worthing, Yeoford, Exeter St Davids, Exeter Central, Dorchester West, Newquay, Bodmin Parkway, Liskeard, Gunnislake, Newton Abbot, Exmouth, Dawlish, Weymouth, St Ives, Camborne, Par, Looe, St Germans, Plymouth, Paignton, Truro, Redruth, Falmouth Docks, Penzance

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What Next?

- Current franchise runs until 31st March 2020

- In discussion now with Department for Transport on a further Direct Award franchise with First Group for GWR to run until 2022, with the DfT having an option to extend for up to a further two years

- Aiming for a programme that will continue to see improvements

Questions?