

## Celebrations at Greater Anglia as they scoop 'Passenger Operator of the Year' award

October 13, 2022



Greater Anglia has been named Passenger Operator of the Year at the National Rail Awards 2022.

Judges praised the company's new trains programme – with every train on the Greater Anglia network currently being replaced with brand new ones; its recent excellent punctuality and reliability results; good safety performance; ongoing station investment; its customer-focused service and upgrades and its proactive approach to community rail and station adoption.

Greater Anglia's new trains are now in service on every single route in the Greater Anglia network, with many routes now operated exclusively by new trains.

The new trains are longer, have more seats and USB and plug points, fast free Wi-Fi, air conditioning, improved accessibility features including an accessible toilet on every train, passenger information screens and dedicated cycle spaces, transforming the travelling experience for passengers.

During 2021, Greater Anglia saw record-breaking PPM punctuality across all routes, recording its best ever annual average punctuality of 94.81%, up from 92.97% in 2020, with Intercity trains reaching an annual average punctuality result of 94.82% – up from 91.56% in 2020. The company then achieved a new record annual punctuality figure of 95.03% in February 2022.

Jamie Burles, Greater Anglia's managing director, said: "To be named Passenger Operator of the Year is a tremendous accolade and a credit to the hard work and determination of everyone in our team, across the whole of Greater Anglia, to make our service much better for our customers.

"I'm very proud of what we have achieved in terms of continuing the roll out of our high-quality new trains and the step change in performance that has seen our punctuality results improve significantly and I would like to thank the entire team for their continued customer-focused approach and commitment to continually improving the rail service in East Anglia."

The Passenger Operator of the Year award is designed to reward operators who set and achieved high standards of operation. Key criteria include customer service, punctuality and reliability, excellent communication with passengers, safety achievement, plus wider aspects of customer service.

Previously, Greater Anglia has also won the Train Operator of the Year award at the Rail Business Awards in 2013, 2020 and 2021. Meanwhile Cambridge, Ipswich and Norwich stations have all been named large station of the year at the National Rail Awards within the last 5 years and Cambridge was highly commended again this year.

Greater Anglia is fully focused on keeping up this positive momentum, maintaining these high standards and consistently delivering the best possible service for customers, communities and stakeholders across its network in the years ahead.

*Image credit: Greater Anglia*