

# Excellent performance on the Bittern Line

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Results for the four weeks from 9 January, after level crossings were upgraded and speed restrictions were removed, reveal that over 97.3% of trains ran on time – up with the most punctual results the line has ever seen.

The Bittern Line, which is now completely operated by Greater Anglia's brand-new three and four carriage bi-mode trains, has seen consistent increases in passenger numbers over the last 23 years, as successive train operators and the Bittern Line Community Rail Partnership (CRP) have worked together to improve services and promote the line.

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In recent years, Greater Anglia has introduced all year round hourly Sunday services, new ticket vending machines with customer information points at station and a brand new, longer and wider platform at Sheringham.

Since November last year, brand-new, state-of-the-art trains with more seats, more comfort, air conditioning, plug and USB points, free Wi-Fi and better accessibility have been running on the line.

Now, after a difficult period in December following signalling problems, a high quality train service is being delivered, giving a step change in service standards and reliability, as well as capacity.

Jonathan Denby, Head of Corporate Affairs said: "We're pleased to have delivered some excellent performance in recent weeks on the Bittern Line. The new trains offer a positive transformation in terms of service quality.

"We apologise again for the problems customers suffered in December. We are fully committed to maintaining the very high standards of the last month, maximising the benefits for local communities and giving Bittern Line customers the best train service the line has ever seen."

"The aim now is to maintain these positive trends to benefit customers, communities and the wider economy in North Norfolk, as well as continuing to improve reliability and punctuality across the network."

Greater Anglia plans to work with the Bittern Line CRP and other partners to encourage more people to take the train and to help support tourism in the area.

*Photo credit: Greater Anglia*