

Greater Anglia delivers on pledge to improve rail punctuality

September 3, 2020



Greater Anglia train services have recorded punctuality results above 90 per cent for the last six months, the operator has revealed, following a pledge to make more trains run on time.

In March, Managing Director, Jamie Burles, said: “We are keeping our focus on punctuality – I know it can be better and I’m determined to make sure it does get better.

“We are continuing with all the actions we took last year, as well as looking for other innovations that will help us to give our customers what they want – a reliable and punctual train service.”

Since then, over 90 per cent of trains have run punctually every month, with the latest figure (for the four weeks ending 21 August) showing that overall, 93.7 per cent of Greater Anglia trains ran on time.

The top performing route on the network for this period was the London – Harwich route with 97.8% punctuality, followed by the Marks Tey – Sudbury line at 97.4%, Ipswich – Felixstowe line at 97%, Norwich – Great Yarmouth at 96.4%, London – Southend at 96%, Norwich – Lowestoft at 95.3% and London – Colchester / Clacton / Walton at 94.5%.

Throughout the lockdown period, Greater Anglia provided a punctual and reliable service with its revised timetable for those who needed to travel – with punctuality hitting 91.8 per cent in March, 97.3 per cent in April, 95.7 per cent in May, 96.2 per cent in June and 96.2 per cent in July.

Commenting on the good record, Jamie Burles, Managing Director, Greater Anglia said: “I’d like to thank our teams across Greater Anglia for keeping up the good work, despite all the challenges and complications resulting from the pandemic.

“We remain committed to providing the best possible service for everyone who is travelling by train and ensuring everyone can travel safely this summer and beyond.”

Effective partnership working with Network Rail, Stadler, Siemens, the Department for Transport and the Rail Delivery Group has been a key factor in the delivery of such a reliable service for rail travellers in the East of England.

Punctuality figures have mostly been between 90% and 99% on routes across the network throughout the period since the start of the lockdown in March.

Additional services were reintroduced from 18 May and again on 15 June – and then back to a full service on most routes from 6 July (other than an increased, but not yet full, intercity service between Norwich and London and a half hourly Stansted Express service).

Photo credit: Greater Anglia

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